



# Spectrum Health

## Zeeland Community Hospital News

### **A Message from Ron Lewis**

President and Southwest Regional Market Leader  
Spectrum Health Zeeland Community Hospital



July 27, 2020

As we reach the halfway point of what has been a history-making year, I wanted to share some insights into the work being done at Spectrum Health and in our local community. I hope you find the information and resources contained in this message helpful as you manage your personal lives, businesses and relationships.

When our newly hired employees attend entity orientation at their respective Spectrum Health facilities, they learn about our embedded culture of safety. One of the key lessons is about the safety behaviors we practice, and how, when instituted and used consistently and correctly, they lead to decreased events of harm and safer health care for all.

Our experience through the COVID-19 pandemic makes me think about our safety behaviors because it has affected every aspect of our work. While the crisis has undoubtedly caused disruptions, it has also required us to veer off the autopilot course of our personal and professional lives. That is exactly how our safety behaviors work. By challenging the status quo based on the necessity of fighting a global pandemic, we have improved patient safety, increased innovation with virtual health and enhanced communication by leveraging technology.

This year has been one of significant learning and progress. We have been in this together and together, we have grown stronger.

### **Our Commitment to the Community**

Our community has come together in ways we would have never thought of prior to the events of this year. To say 'thank you' just doesn't seem sufficient, however thankful is exactly how we feel. We are extremely grateful for the way our community has supported our efforts, our patients and our teams across West Michigan. From donated personal protective equipment and hotel accommodations to iPads and homemade masks, our neighbors and local businesses have stepped up. We are grateful for every gesture, both large and small. Thank you!

Three concurrent crises are affecting every aspect of our lives – a global pandemic, an economic crisis and the reality of systemic racism and inequity. Spectrum Health is working diligently with our community partners to address each of these concerns.

On June 19, Spectrum Health participated in a Day of Understanding to honor Juneteenth. This powerful day allowed us to listen to experiences, share our perspectives and most importantly start the conversation so that we can end racism and injustice. At Spectrum Health, we are committed to creating an inclusive, diverse, safe and equitable environment for our team members, as well as our patients and their families. Racism and injustice are unacceptable. By listening and acting with intention, we can begin to heal and move forward, together.

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### How Can You Help?

Please **continue the discussion** and consider what you can do to shape the conversations and influence meaningful change. The [Juneteenth opening message](#) is available for you to **share with friends, family and community connections**.

**Wear a mask** and encourage your friends, family and colleagues to also! Consistently wearing a mask and washing your hands properly significantly reduces the spread of the COVID-19 virus (and many other illnesses). To help you remember, keep in mind the 3 "W"s for safety – **Wear** a mask. **Wait** at least 6 feet away from others. **Wash** your hands often and for at least 20 seconds.

If you are feeling ill, **don't wait to get care**. All Spectrum Health facilities are deploying extra safety precautions for those requiring in-person appointments. By instituting these new safety measures in our hospitals and clinics and offering care both in-person and online, **we are here, ready to care for you!**



### What's New at Spectrum Health Zeeland Community Hospital?

Beginning this week, Spectrum Health Zeeland Community Hospital is expanding cardiovascular and radiology imaging services with the addition of a nuclear medicine dual-head SPECT camera. These changes expand our services and give patients more care options closer to home. Nuclear medicine uses small amounts of radioactive material to diagnose, evaluate or treat a variety of diseases, including many types of cancer, heart disease, gastrointestinal, endocrine or neurological disorders.

Beginning August 11, the emergency department (ED) will be launching a pediatric observation program. This program has been developed with strong collaboration between Zeeland Community Hospital ED and Spectrum Health Helen DeVos Children's Hospital physicians. As part of the new program, regional hospital emergency room employees receive additional training and education on pediatric observation care. Keeping these patients for observation here instead of sending them to Grand Rapids will decrease the unnecessary travel burden for these local families.

Later this year we will be unveiling details regarding an exciting upcoming facility expansion. Stay tuned for that announcement coming soon!

### Zeeland Community Hospital is 'Honored' to Put Your Safety First

Just as our newest employees receive extensive safety training at orientation, every additional team member also practices daily improvement measures in safety, quality and patient experience. It's this dedication to consistent excellence and improvement that recently earned Zeeland Community Hospital the 2020 100 Top Hospitals award from Fortune/IBM Watson Health™.



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Additionally, in April, at the height of the COVID-19 outbreak, The Leapfrog Group announced that SHZCH was given the Spring 2020 “A” Safety Grade. The “A” recognizes the highest standards in patient safety. Even more notably, the hospital received an additional “Straight A” acknowledgement. This elite honor recognizes those hospitals that have earned at least five consecutive Grade “A” safety ratings.

Being named a 100 Top Hospital for the fifth consecutive year and receiving a “Straight A” Safety Grade are tremendous honors, especially during this challenging time for health care. A focus on safe, high-quality, compassionate care is central to the Spectrum Health mission of improving health, inspiring hope and saving lives. It is at the core of our commitment to those we serve.

These honors belong to each of our medical staff providers, team members and volunteers, who constantly raise the bar, deliver a higher standard of care and give their best to our patients every day. We have an incredible team and these awards are a tangible representation of the care and compassion they pour into our community.

### Community Resources

Spectrum Health has developed numerous resources to help improve the health of our community. Please use and share these with your family, friends and contacts.

[COVID-19 Resource Center](#)

[COVID-19 Community Resources](#)

[COVID-19 Business Resources](#)

[COVID-19 Giving Opportunities](#)

[Spectrum Health is Ready for You](#)

### Celebrating What’s to Come

As we move forward, this quarterly update will provide a snapshot of what’s happening around the Spectrum Health system and at Zeeland Community Hospital. We welcome you as integral partners in improving the health and wellness of West Michigan and beyond.

Just as the Spectrum Health mission states, I am inspired by a renewed hope for our future. The lessons we learned this year will only benefit us in the years to come. Our team is strong, our community is strong and together, we will see this through.

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