We are a health care system where people come first, excellence and compassion go hand in hand, giving back is a priority, prudent decision making is the rule, and the drive for success grows from our mission to serve.

The mosaic tile mural in the lobby of the new Helen DeVos Children’s Hospital, aptly titled “Happiness Is ...,” was inspired by pediatric patients and kids in the community. It is 160 feet wide by 19 feet tall, and includes more than 200 tiles hand painted by children and families. There also are 70 tiles featuring kids’ drawings about what makes them happy—placed at an appropriate height so the young artists can admire their work.

The data in this publication reflects our fiscal year 2010 performance (FY2010 year ended June 30, 2010) and projections for FY2011.
This year, Spectrum Health made great strides toward becoming an integrated health care system and the destination for health for the nation. In 2010, we were named among the top 10 U.S. health systems by Thomson Reuters in an annual study evaluating 255 health systems across the nation.

Over the last decade, we have focused our resources on building the infrastructure to support a system of integrated care. Our hospital group, medical group, physicians and health plan are nationally recognized for their quality and clinical excellence. Together, they provide a full continuum of health services that results in better health care experiences for the many communities we serve.

Our vision for the next decade is to continue to integrate our operations and grow the health care value we provide to Michigan.

As one of the nation’s top health systems, we provide better care, save more lives, have fewer medical complications and make fewer patient safety errors than our peers.
At a Glance

Spectrum Health is a not-for-profit system of care dedicated to improving the health of families and individuals. With corporate offices located in Grand Rapids, Michigan, and services that cover the entire state, Spectrum Health provides high quality, high value care to millions of individuals.

We Are

Largest employer in West Michigan
16,700 staff
1,500 physicians
2,350 active volunteers
$3.9 billion enterprise in FY2011

Priority Health
Health plan dedicated to improving health by providing all people with access to affordable and excellent health care.

Spectrum Health Hospital Group
Eight hospitals and more than 170 service sites addressing patients’ health needs in a trusted, efficient and timely manner, supported by research and education.

Spectrum Health Medical Group
Multispecialty medical group providing unparalleled patient care outcomes, experiences and professional satisfaction, supported by research and education.

West Michigan Heart
Cardiovascular physicians providing compassionate, efficient and high quality heart care.

We Serve

- All of Michigan
- 600,000 Priority Health members
- 11,000 employers through Priority Health

Mission

To improve the health of the communities we serve.

Vision

By 2020, Spectrum Health will be the national leader for health.

Values


Strategic Enablers

Our organizational competencies allow us to execute our strategies successfully and attain our vision.

People: management of intellectual capital
Critical Thinking: management of problem solving and decision making
Innovation: management of adaptation and invention
Nimbleness: management of flexibility and agility
Information Technology: management of information and connectivity
Finance: management of capital resources and resource allocation
Integrated System, Integrated Care

Spectrum Health offers a comprehensive continuum of health care services through our hospital group, medical group, physicians, health plan, robust research program, medical school partnership, physician residency programs, and community outreach and advocacy.

**Hospitals**

Spectrum Health is focused on increasing access to health care, offering high quality, high value services, and providing exceptional experiences to our patients and families. We are the region’s leader in inpatient care. In FY2010, our inpatient hospitals totaled nearly 63,000 acute care admissions. In addition, all of our hospitals are accredited by The Joint Commission, an independent, nonprofit organization that accredits and certifies health care organizations and programs.

**Spectrum Health Medical Center**

The Spectrum Health Medical Center is located along the “Medical Mile” in downtown Grand Rapids. It includes Butterworth Hospital, Fred and Lena Meijer Heart Center, the new Helen DeVos Children’s Hospital and Lemmen-Holton Cancer Pavilion. Spectrum Health Medical Center is next door to the Michigan State University College of Human Medicine Secchia Center and the Van Andel Institute. Our partnerships with these institutions offer patients specialized treatments and the latest clinical advancements.

**Blodgett Hospital**

Spectrum Health Blodgett Hospital in East Grand Rapids provides emergency care; a certified stroke center; orthopaedic, digestive disease and bariatric services; as well as general medical/surgical services. On October 10, 2010, we welcomed the first patients to Blodgett Hospital’s new four-story, 158,000-square-foot patient care addition—the centerpiece of the $98 million reinvestment in the hospital. Blodgett Hospital houses 284 private rooms, 14 operating rooms, and new and renovated nursing units and public spaces. For more information, call 616.774.7444 or visit spectrum-health.org/blodgett.
Hundreds of children painted tiles as part of a collaborative art project for the new Helen DeVos Children’s Hospital at the 2009 Celebration on the Grand. The new facility is decorated with more than 2,000 pieces of art made by kids.

Butterworth Hospital
Spectrum Health Butterworth Hospital is one of four facilities that make up the Spectrum Health Medical Center in downtown Grand Rapids. The hospital is home to the only Level I Trauma Center in West Michigan, offering comprehensive care to adult and pediatric patients with severe and complex emergencies. Butterworth Hospital also is the largest birthing hospital in the state with 8,000 new babies delivered at the Family Birthplace every year. Its close proximity to the Van Andel Institute and the new Michigan State University College of Human Medicine Secchia Center ensures its position as a vital and vibrant part of the medical center. For more information, call 616.391.1774 or visit spectrum-health.org/butterworth.

Gerber Memorial
Spectrum Health Gerber Memorial in Fremont is a 61-bed acute care hospital that serves all of Newaygo County. The hospital has a 24-hour emergency department, cancer center, intensive care unit and birthing center. It also has a women’s health center that performs mammograms, bone scans and ultrasounds. Gerber Memorial offers diagnostic imaging, including CT and MRI scans, home health services called Continu-Care and a physician-led medical weight loss program. In addition, the hospital’s medical wellness center, Tamarac, houses a rehabilitation group, fitness center and medical day spa. For more information, call 231.924.3300 or visit gerberhospital.org.

Helen DeVos Children’s Hospital
The opening of the new Helen DeVos Children’s Hospital (HDVCH) on January 11, 2011, will transform health care for children in Michigan. With 212 beds and all private rooms, the facility is dedicated entirely to children and their medical needs. For more information, call 616.391.9000 or visit devoschildrens.org.

HDVCH:
- Serves children throughout Michigan
- Collaborates with 29 Michigan community hospitals through its Partners in Children’s Health program
- Totals 7,600 inpatient and more than 190,000 outpatient visits annually
- Performs 9,000 surgeries each year
- Receives more than 39,000 emergency department visits annually
- Includes more than 150 physicians in over 40 pediatric specialties
- Has Michigan’s largest neonatal center caring for 1,200 critically ill and premature babies each year
Kelsey Hospital
Spectrum Health Kelsey Hospital in Lakeview provides acute, emergency and long-term care, as well as laboratory, pharmacy, diagnostic and therapeutic services. The hospital also offers a sleep lab, nutrition counseling and wellness programs for patients. For more information, call 989.352.7211 or visit spectrum-health.org/kelsey.

Reed City Hospital
Spectrum Health Reed City Hospital in Reed City provides acute, emergency and long-term care. It is a regional cancer treatment center that offers chemo and radiation therapy. The hospital also offers a variety of outpatient services, including laboratories, diagnostic imaging, and physical and occupational therapy. Reed City Hospital follows the Planetree and Eden models of care, which are patient-centered, holistic approaches to health care. For more information, call 231.832.3271 or visit spectrum-health.org/reedcity.

Special Care Hospital
Spectrum Health Special Care Hospital is the only long-term acute care hospital in the greater Grand Rapids area. It is part of our continuing care services, and treats patients who require longer healing and recovery time. Special Care Hospital offers programs in lung management, wound care and infectious diseases. It also has specialized services for complex medical conditions such as heart disease, congestive heart failure, kidney failure, difficult-to-control diabetes and other health issues. For more information, call 616.486.3691 or visit spectrum-health.org/sch.

United Hospital
Spectrum Health United Hospital in Greenville provides inpatient, emergency and long-term care, as well as imaging services. The Hendrik & Gezina Meijer Surgery & Patient Care Center offers general and specialized surgical services. In addition, the hospital offers an array of outpatient services, including obstetrics, orthopaedics, urology, wound healing clinics and cancer care. For more information, call 616.754.4691 or visit spectrum-health.org/united.

Clinical Services
Working together, our physicians, hospitals and health plan effectively manage patient care by providing the right service at the right time in the right place. We seek new approaches to providing care, and pursue more efficient, clinically superior, patient-centered solutions.

Centers of Excellence
Spectrum Health Centers of Excellence are known for their leading-edge quality, innovation, research, teaching, specialized services and technology.

Cancer: Spectrum Health’s Cancer Program is the largest in West Michigan and one of the largest in the state. Our singular focus is turning cancer patients into cancer survivors. Board-certified specialists work in a multidisciplinary approach to deliver individualized cancer care. Our comprehensive services focus on screening, prevention and education. We also offer the latest treatments and therapies, access to clinical trials, support groups and follow-up care. Every year, nearly 65 percent of new adult cancer cases in Kent County are treated at Spectrum Health. In 2010, we received approval from the Michigan Department of Community Health to perform adult bone marrow transplants. For more information, visit spectrum-health.org/cancer.

Heart: Spectrum Health is the region’s referral center for heart care. From 2008 to 2009, we performed more adult open heart surgeries and adult angioplasty/stent procedures than any other hospital in Michigan. The recently formed Spectrum Health Frederik Meijer Heart & Vascular Institute brings together cardiovascular expertise in clinical care, research and education. As part of the institute, Spectrum Health developed the Richard DeVos Heart & Lung Transplant Program, which is the first and only program of its kind in West Michigan and one of just three in the state. Asghar Khaghani, MD, one of the world’s premier thoracic transplant surgeons, assumed his role as the program’s lead surgeon in September. For more information, visit spectrum-health.org/heart.
Neurosciences: Spectrum Health provides highly specialized adult and pediatric care for the brain, spine and nerves, as well as complex cerebrovascular interventions and comprehensive neuro rehabilitation. Our Blodgett and Butterworth hospitals are advanced-certified Primary Stroke Centers. For more information, visit spectrum-health.org/neuro.

Orthopaedics: We provide comprehensive adult and pediatric care for bones, joints and muscles. Spectrum Health’s Center for Joint Replacement ranks fifth in the nation, second in the state and first in West Michigan for the number of joint replacements performed. Our joint replacement program is the only one in the region with Disease-Specific Care Certification from The Joint Commission. It meets or exceeds rigorous national standards for quality, safety and outcomes. We treat the most complex orthopaedic injuries at Butterworth Hospital, West Michigan’s only Level I Trauma Center certified by the American College of Surgeons. For more information, visit spectrum-health.org/ortho.

Other Clinical Programs

Bariatrics: Spectrum Health has the largest hospital-based bariatric program in the state, based on reported data to the Michigan Health & Hospital Association. We performed more than 6,600 weight loss surgery since our program began in 2003. The dedicated bariatric unit at Blodgett Hospital has customized equipment, furnishings and surgical suites to meet the unique needs of our patients. Our highly trained team includes bariatric surgeons, internists, nurses, dietitians, exercise specialists, behaviorists and other qualified professionals. Press Ganey, an organization that measures health care performance and offers improvement solutions, ranked Spectrum Health’s Bariatric Surgery Program in the top 90 percent of nearly 1,000 health care organizations surveyed. For more information, visit spectrum-health.org/bariatrics.

Digestive Disease: Spectrum Health has the second largest digestive disease program in the state and treats more adult digestive disease patients than any other hospital in western Michigan. Our comprehensive program includes a team of specialists skilled in diagnosing and treating a broad range of disorders. We offer minimally invasive alternative treatments, and specialty programs that focus on patient education and personal care. For more information, visit spectrum-health.org/digestivedisease.

General Surgery: Spectrum Health offers outpatient and inpatient surgery for a wide range of medical conditions. Our board-certified surgeons are trained in the latest surgical techniques and technology. They perform many outpatient surgeries that allow patients to return home quickly, and use minimally invasive laparoscopic procedures for a variety of conditions and disorders. For more information, visit shmg.org/surgery.

Women’s Health: Spectrum Health Women’s Health Services provides care for women at every age and every stage of life. Our experienced physicians are board certified in gynecology, gynecology/oncology, surgery, reproductive endocrinology and urogynecology. Services include heart health, high-risk pregnancies, breast health and cancer awareness, postpartum depression, weight management, urinary incontinence and bladder issues, and sleep disorders. Butterworth Hospital is the largest birthing hospital in Michigan with 8,000 new babies delivered at the Family Birthplace every year. For more information, visit spectrum-health.org/womenshealth.

Outpatient Care

Spectrum Health provides a comprehensive range of outpatient services that are high quality, convenient and geared toward providing patients with an exceptional health care experience. For a list of all our locations, visit spectrum-health.org/outpatientlocations.

Ambulatory Surgery Centers: Surgical specialties include ophthalmology, gynecology, orthopaedics, hand and foot, general and pediatric surgery, as well as ear, nose and throat. We have four ambulatory surgery centers: on East Paris Avenue (616.285.1800), at Spectrum Health South Pavilion (616.391.8260), on Lake Drive (616.285.1120), and the Hendrik & Gezina Meijer Surgery & Patient Care Center at United Hospital (616.754.4691). Spectrum Health also has an outpatient endoscopy center on Lake Drive. For that location, call 616.391.7580.
Laboratory: Spectrum Health Laboratory Services performs nearly 4 million diagnostic tests annually and conducts reference lab testing for hospitals regionally. We offer 31 convenient locations throughout West Michigan. For more information, call 616.774.7721.

Occupational Health: This program provides care for work-related injuries, physicals, pre-employment testing, wellness programs and travel medicine. For one of our three locations, call 616.391.2778.

Radiology: We offer leading-edge imaging technology, including digital mammography and digital X-ray, as well as MRI, CT, PET-CT and SPECT-CT scanning. We also provide a range of services that includes interventional radiology, nuclear medicine, ultrasound imaging and bone density testing. For one of our 19 locations throughout West Michigan, call 616.267.2626 or toll free at 877.495.2626.

Rehabilitation and Sports Medicine: These services include occupational, physical and speech-language therapy in specialties such as pediatric care, aquatics, spine care, sports medicine, balance disorders, women’s health, pulmonary rehab, and mild brain injuries and concussions. For one of our 22 locations throughout West Michigan, call 616.267.2626 or toll free at 877.495.2626.

Sleep Disorders Centers: Our program provides testing, diagnosis and treatment of adult and pediatric patients for a variety of sleep-related conditions, including insomnia, narcolepsy, restless leg syndrome and sleep apnea. We have nine locations in West Michigan. For more information, call 616.391.3759 or toll free at 888.753.3752.

Urgent Care: Spectrum Health Urgent Care offers prompt medical treatment for urgent injuries or illnesses such as the flu, a fever, infections, cuts, sprains and minor fractures. Visit one of our five locations in the greater Grand Rapids area—no appointment is necessary. For more information, call toll free at 866.748.7436

Individuals can download the MySpectrum™ smartphone application to track the number of patients waiting to see a doctor at any of our urgent care locations.

The information is updated in real time on the app and is available on our website at spectrum-health.org/urgent. Addresses, phone numbers and directions to each location also are provided.

Continuing Care
Spectrum Health Continuing Care is the region’s largest provider of skilled nursing, long-term acute, home and residential care. We offer a full continuum of post-acute services. For more information, visit spectrum-health.org/continuingcare.

Hospice and Palliative Care: We offer compassionate hospice and palliative care for those facing life-limiting illnesses and terminal diagnoses. Services are provided in patients’ homes, in long-term care or assisted-living facilities, or in hospitals. For more information, call 616.391.4200.

Infusion Pharmacy Services: Our services are provided in the home, 24 hours a day. Patients with short- and long-term infusion and enteral needs are supported by pharmacists and nurses who are available seven days a week. For more information, call 616.486.3950.

Neuro Rehabilitation Services: We offer comprehensive neuro rehabilitative nursing, therapy and support services for individuals recovering from spinal cord, traumatic brain, multiple trauma or orthopaedic injury. Services are provided in outpatient, residential, and home- and community-based settings. For more information, call 616.391.5720.

Rehab and Nursing Centers: Our centers provide skilled nursing and long-term care services, subacute rehabilitation, and programs for specialized traumatic brain injury and stroke. Services are provided at two continuing care locations in Grand Rapids: one on Fuller Avenue (616.486.3000) and the other on Kalamazoo Avenue (616.455.7300). Kelsey Hospital, Reed City Hospital and United Hospital also offer long-term rehab and nursing facilities.

Special Care Hospital: For information about our acute care hospital, see Page 10.

Visiting Nurse Association: We provide community- and home-based skilled nursing, therapy, infusion, chronic disease management, telehealth and care transition services. For more information, call 616.486.3900.
**Trauma Services**

*Aero Med Spectrum Health*: Aero Med Spectrum Health is Michigan’s only flight-physician staffed air medical transport program. Aero Med transports individuals from the scenes of accidents and community hospitals to Spectrum Health Medical Center’s Level I Trauma Center. The aircraft stationed in Grand Rapids is available 24 hours a day, seven days a week. There is also an aircraft in Big Rapids that operates part time during peak hours. Aero Med’s flight team transports and treats women with high-risk pregnancies; patients with intra-aortic balloon pumps and left ventricular assist devices; and trauma and critical care adults, newborns and pediatric patients. Aero Med is nationally recognized and accredited by the Commission on Accreditation of Medical Transport Systems. For more information, visit [spectrum-health.org/aeromed](http://spectrum-health.org/aeromed).

*Spectrum Health Regional Burn Center*: The Regional Burn Center cares for adult and pediatric burn survivors at a dedicated inpatient unit at Butterworth Hospital and an outpatient clinic at Blodgett Hospital for less severe burns. The center provides education, peer support groups, camps for kids, counseling and financial help. Its multidisciplinary team consists of doctors, nurses, therapists, nutritionists, pharmacists, social workers, religious counselors and a child life specialist. For more information, visit [spectrum-health.org/burncenter](http://spectrum-health.org/burncenter).

**Physicians**

We work with employed, independent and affiliated physicians who are among the most qualified and highly skilled in their fields. They deliver comprehensive services and care in a variety of clinical and practice settings. They are working to improve patient care coordination across our System and enhance our clinical outcomes.

**West Michigan Heart**

West Michigan Heart is a member of Spectrum Health. It is West Michigan’s largest cardiovascular provider with subspecialists in consultative cardiology, advanced imaging, coronary intervention, peripheral intervention, advanced heart failure and electrophysiology services. West Michigan Heart provides compassionate, efficient and high quality cardiovascular care. The group also promotes professional relationships, and provides leadership in education and clinical research. West Michigan Heart has 30 physicians, 20 midlevel providers and 250 staff members. For more information, call 616.885.5000 or visit [wmheart.com](http://wmheart.com).

**Independent Physicians**

Spectrum Health collaborates with many independent and affiliated physicians, as well as midlevel providers throughout the region. Our close working relationships with these providers ensure that patients in West Michigan have convenient access to the expertise, technology and facilities necessary to deliver exceptional care. The Spectrum Health Affiliate Physician Network was implemented in late summer 2010 and provides independent physicians an opportunity to become more clinically integrated with our System.
Spectrum Health Medical Group

Spectrum Health Medical Group (SHMG) is committed to providing patients with an unsurpassed, coordinated care experience through its multispecialty group practice. The medical group’s combined resources and unparalleled care provide greater access to coordinated health services, health information and specialized treatments for everyone in the community.

Medical group physicians offer the quality, strength and knowledge of a team that works closely together to deliver the finest care possible. As the region’s largest multispecialty medical group, we offer more services and more specialists than anyone else. Patients can find SHMG offices conveniently located throughout West Michigan.

SHMG proudly offers experience, expertise and care in the following divisions:
- Primary care
- Medical specialties
- Surgical specialties
- Women’s health
- Ancillaries
- Pediatrics/HDVCH physicians

On January 1, 2011, mmpc® will officially become part of the medical group. Together, SHMG and mmpc have more than 400 physicians and physician leaders, nearly 140 midlevel providers, 30 different specialties and more than 70 sites. The two physician groups also employ more than 1,400 staff members. For more information, call 616.486.6966 for the medical group or 616.974.4889 for mmpc, or visit shmg.org.

At Spectrum Health Medical Group Kentwood Family Medicine, morning huddles are just one way physicians and staff are improving team communication and patient experiences.
Priority Health
Priority Health is an award-winning health plan that’s nationally recognized for creating innovative health solutions. It offers a broad portfolio of products for employer groups, individuals, and Medicare and Medicaid recipients. As a nonprofit company, Priority Health serves 600,000 people and has corporate offices in Farmington Hills, Grand Rapids, Holland, Jackson, Kalamazoo and Traverse City.

Priority Health continues to be recognized as one of America’s Best Health Plans by the National Committee for Quality Assurance. Priority Health’s Medicare Advantage plans have received a 5-star rating from the Centers for Medicare & Medicaid Services three years in a row from 2008 to 2010. For more information, visit priorityhealth.com.

Group Health Plans
- **Priority PPO**
- **Priority POS**
- **Priority HMO/Priority EPO**
- **Priority HSA**

Additional Products and Services
- **Health by Choice Rewards**
- Wellness packages
- **Priority FSA**
- **Priority Pharmacy**

Funding Options
- Fully funded
- Self-funded
- Shared funding

Individual Health Plans
- **MyPriority** individual and family plans
- Priority Health Medicare Advantage plans (Medicare Advantage + Prescription Drug)
- **Priority Medicare Rx** (Prescription drug plan)
- Medigap (Medicare supplement insurance)
- Medicaid
- MIChild
- COBRA
- State-mandated individual coverage
- Group conversion

Priority HRA
Health by Choice Achievements
Group Medicare plans

Priority Dental
Priority Vision
Priority Disability
Quality and Safety

Our definition of quality is doing the right thing the first time and every time. We measure our outcomes against national benchmarks. We track data for more than 40 conditions representing over 70 percent of our patient population. We are always accreditation ready. And we stand behind our results, providing consumers access to clinical outcomes data at spectrum-health.org/qualityreportcards.

Quality
We measure our quality using third-party sources such as HealthGrades®, the leading independent health care ratings organization, and Hospital Compare, an online tool provided by the Centers for Medicare & Medicaid Services and the Hospital Quality Alliance. We are one of only 154 hospitals in the nation that received the HealthGrades Distinguished Hospital Award for Clinical Excellence™ in 2008, 2009 and 2010. This places us in the top 5 percent of U.S. hospitals in terms of complication and mortality rates for 26 medical conditions. We also maintain more than 50 dashboards based on core quality measures identified by The Joint Commission. These dashboards detail our performance on specific conditions and procedures compared with national standards. We review these dashboards on a regular basis, identifying opportunities for improvement, and forming multidisciplinary teams to enhance our processes and practices.

Safety
Spectrum Health is committed to becoming the safest hospital system in the country by 2020. We track numerous safety indicators, and use nationally defined standards to benchmark our performance against hospitals in Michigan and the nation. As an organization, we are dedicated to creating a culture of safety for our patients and staff. As of September 2010, more than 7,400 physicians, clinicians and employees received safety culture training, which addresses human behaviors that can affect patient outcomes. Training will continue to be rolled out to the Spectrum Health Hospital Group in 2011.

We are fully accredited by The Joint Commission and have additional certifications for primary stroke center, heart failure, hip replacement and knee replacement.
At Spectrum Health, we are working on many fronts to make health care better. Better, as we see it, means improving value—finding new ways to deliver health care that is efficient, accessible, appropriate and of the highest quality.

Spectrum Health is one of only 38 health systems in the nation with an Aa3 rating from Moody’s Investors Service. We have maintained this rating along with our AA rating from Standard & Poor’s since 1998. Priority Health has upheld its A- rating from A.M. Best Co. for four consecutive years. Additionally, its health premiums rank in the lowest quartile when benchmarked against regional competitors.

The model bundles payments by episodes of care to encourage clinical collaboration across care settings. In addition, five of our hospitals were in a national pilot to reduce readmissions for patients with chronic health conditions.

Spectrum Health is one of only four pilot sites in the nation participating in the PROMETHEUS Payment® model. The model bundles payments by episodes of care to encourage clinical collaboration across care settings. In addition, five of our hospitals were in a national pilot to reduce readmissions for patients with chronic health conditions.

Spectrum Health’s other research activities include:
- More than 250 open studies
- 400 follow-up studies
- More than 280 national cancer clinical trials through the Grand Rapids Clinical Oncology Program
- More than 50 active research projects

In FY2010, our grants management team facilitated more than 80 grants and contract applications. Our partnerships with area organizations and innovative approaches to care continue to advance research and the practice of medicine. To learn more, visit spectrum-health.org/research.

Value isn’t just about financial performance. It’s also about finding new and better ways to deliver care, and developing programs and services that improve the health and well-being of our communities.

Spectrum Health is one of only four pilot sites in the nation participating in the PROMETHEUS Payment® model. The model bundles payments by episodes of care to encourage clinical collaboration across care settings. In addition, five of our hospitals were in a national pilot to reduce readmissions for patients with chronic health conditions.

To learn more about the exceptional health care value we provide to our community, visit spectrum-health.org/value.

Spectrum Health is moving the practice of medicine forward on every front through research, teaching, innovation and world-class clinical care.

Research and Clinical Trials
Spectrum Health is committed to ensuring that our research activities meet the highest possible scientific and ethical standards. Proof of this is our full accreditation from the Association for the Accreditation of Human Research Protection Programs, Inc. We are one of just 200 organizations in the world with this prestigious accreditation.

We also are working hard to give cancer patients in West Michigan access to new drugs to fight their disease. We have partnered with Van Andel Research Institute and Cancer & Hematology Centers of Western Michigan to develop a Phase I clinical trial program, which will be the link between lab and clinical research. It will provide patients faster, easier and enhanced access to potentially life-saving diagnostic and treatment options.

In partnership with Van Andel Research Institute, Translational Genomics Research Institute, Michigan State University College of Human Medicine and leading orthopaedic surgeons, Spectrum Health established the Translational Orthopaedic Research Program. The program focuses on translating research findings into clinical applications that can be used at the bedside.

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To learn more about the exceptional health care value we provide to our community, visit spectrum-health.org/value.
Medical Education

Being involved in education keeps an organization vital, invigorated and focused on the future. Spectrum Health makes education at all levels a priority, serving as a community resource, a training ground for new medical talent and as a regional expert.

2010 marked an exciting time for the city of Grand Rapids. In August, the first class of first-year students began studying at the new Michigan State University College of Human Medicine Secchia Center on Michigan Street. As these students continue their journey toward becoming doctors, Spectrum Health reached a milestone in our long-held goal of helping to establish Grand Rapids’ first, four-year medical school. By 2013, there could be as many as 350 medical students in the Secchia Center, providing a pipeline of doctors in needed specialties for the region. The school also supports Spectrum Health’s goal to remain a clinical leader in medical practices and innovative approaches to patient care.

With our physicians as faculty preceptors, Spectrum Health trains more than 160 students from Michigan State University and other medical schools nationwide through the Grand Rapids Medical Education Partners. We also offer 17 active physician-residency programs through this organization, in which more than 400 medical students participate every year at various Grand Rapids hospitals. To learn more, visit spectrum-health.org/residencyopportunities.

Research and Education Partnerships

Spectrum Health’s partnerships and alliances help to create access to high quality, cost-effective health care throughout West Michigan and beyond.

- Grand Valley State University and its Cook-DeVos Center for Health Sciences: Visit gvsu.edu.
- Grand Rapids Medical Education Partners: Visit grmep.org.
- Michigan State University College of Human Medicine: Visit humanmedicine.msu.edu.
- Van Andel Research Institute: Visit vai.org.

Medical education continues to be an important part of our growing health care system and our commitment to quality care. First-year medical students enrolled in Michigan State University College of Human Medicine study histology slides in the virtual microscopy lab in the new Secchia Center.
Community Commitment

We believe that everyone in the community deserves equal access to health care. We support programs and initiatives that close gaps in funding, reach the underserved, encourage economic growth, and empower individuals and families. We partner with other hospitals and health systems to improve the health of those we serve.

Community Benefit
Spectrum Health provided $115.9 million in community benefit to West Michigan during fy2010. Spectrum Health’s community benefit expense includes our hospital group, medical group and Priority Health. For more information, visit spectrum-health.org/communitybenefit.

- $48 million spent caring for government program patients in our hospitals— for every $1 of Medicaid care, we’re paid just 85 cents.
- $36 million spent caring for the uninsured or underinsured who don’t pay their medical bills.
- $10 million spent on traditional charity care, which covers services for patients who can’t afford to pay based on their income and assets.
- Nearly $22 million spent on programs caring for the underserved, operating health clinics and funding research.

Economic Contribution
Our continued investment in the community is helping to build a thriving health care industry for the region.

- Payroll and benefits amounted to more than $915 million in fy2010.
- Spectrum Health paid approximately $66.1 million in taxes in fy2010. Of that, $59 million went toward employment taxes and $7.1 million toward income tax, sales tax and property taxes.

Philanthropy
Since 1998, individuals and organizations have given more than $257 million to our foundations. These funds support programs, research and education, and help to advance innovation, purchase new technology and build state-of-the-art facilities. Visit us online at spectrumhealthfoundation.org.

- Helen DeVos Children’s Hospital Foundation
- Spectrum Health Foundation
- Spectrum Health Foundation at Reed City Hospital
- Spectrum Health Gerber Memorial
- Spectrum Health United Memorial Foundation

Healthier Communities
Through our Healthier Communities Department, we improve access to health care, build healthier families and connect community members with appropriate resources. Every year, Spectrum Health dedicates $6 million to providing programs and services for underserved residents of West Michigan. The department’s three major areas of focus are intervention, access, and guidance and support. For more information, call 616.391.5000 or visit spectrum-health.org/healthiercommunities.

United Lifestyles
United Lifestyles is a preventive health program based in Greenville that empowers individuals to achieve and maintain improved health and wellness through programs, partnerships, education and support. For more information, call 616.754.6185.

Sustainability
Spectrum Health is committed to creating a sustainable health care system—one that improves human health, enhances the environment and practices fiscal responsibility. We have established “green teams” for Spectrum Health’s hospitals, the medical group and Priority Health. Green teams are responsible for creating, implementing and evaluating site-specific sustainability programs. In 2010, Blodgett and Butterworth hospitals were recognized by Practice Greenhealth for improving and expanding their environmental programs, and for eliminating almost all mercury from their facilities. Both hospitals received the Partner for Change with Distinction Award and the Making Medicine Mercury-Free Award. In addition, Reed City Hospital and United Hospital received the Partner Recognition Award for their recent environmental improvements.

Provider Partnerships
- Spectrum Health Regional Hospital Network: Visit shrhn.org.
- Value Health Partners: Visit valuehealthpartners.org.
- Partners in Children’s Health: Visit devoschildrens.org/partners.
Awards and Recognitions

- Top 10 U.S. health system – 2010
- Top 100 Integrated Healthcare Networks – awarded 10 times
- Thomson Reuters 100 Top Hospitals®: National Benchmarks – awarded seven times
- Magnet Recognition® status since 2009
- 2010 Elite Winner for Diversity and Multiculturalism from West Michigan’s “101 Best and Brightest Companies to Work For”
- 2010 HealthGrades Distinguished Hospital Award for Clinical Excellence™
- 2010 HealthGrades Patient Safety Excellence Award™
- 2010/2011 HealthGrades Women’s Health Excellence Award™
- 2011 HealthGrades Cardiac Care Excellence Award™
- 2011 HealthGrades Coronary Intervention Excellence Award™
- 2011 HealthGrades Cardiac Surgery Excellence Award™
- 2011 HealthGrades GI Care Excellence Award™
- 2011 HealthGrades GI Surgery Excellence Award™
- 2011 HealthGrades Prostatectomy Excellence Award™
- United Hospital received the 2011 HealthGrades Pulmonary Care Excellence Award™
- HealthGrades five-star quality ratings in 12 categories for 2011:
  Cardiology services
  Cardiology bypass surgery
  Coronary interventional procedures
  Overall cardiac services
  Treatment of heart failure
  Treatment of stroke
  Treatment of bowel obstruction
  Treatment of diabetic acidosis and coma
  Treatment of pneumonia
  Treatment of sepsis
  Gastrointestinal surgery and procedures
  Prostatectomy
Awards and Recognitions

- Gerber Memorial received HealthGrades five-star quality ratings for pulmonary and total hip replacement – 2010
- Blue Cross Blue Shield Blue Distinction Center for Cardiac Care® and Cardiac Center of Excellence – 2010
- Blue Cross Blue Shield Blue Distinction Center for Knee and Hip Replacement™ – 2010
- Blue Cross Blue Shield Blue Distinction Center for Spine Surgery™ – 2010
- 100 Top Hospitals: Cardiovascular Benchmarks – awarded nine times
- Disease-Specific Care Certification from The Joint Commission for joint replacement surgery since 2007
- Advanced Disease-Specific Care Certification from The Joint Commission for our Primary Stroke Centers since 2004
- Patient-Centered Medical Home designation from Blue Cross Blue Shield of Michigan – awarded to 23 Spectrum Health Medical Group offices in 2010
- 2010 Priority Health Quality Award for Exceptional Patient Care – awarded to 24 Spectrum Health Medical Group offices
- 2010 Priority Health Quality Award for Outstanding Health Care Value – awarded to six Spectrum Health Medical Group offices
- Priority Health has maintained “Excellent” accreditation from the National Committee for Quality Assurance since 1999
- Priority Health has been awarded 10 Pinnacle Awards for Best Practices by the Michigan Association of Health Plans since 2001
- Priority Health scored above the national average for customer satisfaction—No. 2 in Michigan and No. 20 in the nation—in a study of health insurance plans by J.D. Power and Associates – 2010

For a complete list of awards that Spectrum Health has received, visit spectrum-health.org/awards.

Our Locations

Spectrum Health Hospital Group

Spectrum Health Medical Center
Butterworth Hospital
100 Michigan St. NE, Grand Rapids, MI 49503
Fred and Lena Meijer Heart Center
100 Michigan St. NE, Grand Rapids, MI 49503
Helen DeVos Children’s Hospital
100 Michigan St. NE, Grand Rapids, MI 49503
Lemmen-Holton Cancer Pavilion
145 Michigan St. NE, Grand Rapids, MI 49503

Community Hospitals
Blodgett Hospital
1840 Wealthy St. SE, Grand Rapids, MI 49506
Gerber Memorial
212 S. Sullivan Ave., Fremont, MI 49412
Kelsey Hospital
418 Washington Ave. NE, Lakeview, MI 49650
Reed City Hospital
300 N. Patterson Road, Reed City, MI 49677
United Hospital
615 S. Bower St., Greenville, MI 48838

Outpatient Care
For a complete list of our outpatient care locations, visit our website at spectrum-health.org/outpatientlocations.

Spectrum Health Continuing Care
Spectrum Health Hospice and Palliative Care
4500 Breton Road SE, Grand Rapids, MI 49508
Spectrum Health Infusion Pharmacy Services
1401 Cedar St. NE, Grand Rapids, MI 49503

Spectrum Health Neuro Rehabilitation Services
418 Kalama200 Ave. SE, Grand Rapids, MI 49508
4500 Breton Road SE, Grand Rapids, MI 49508
912 Centennial Way, Lansing, MI 48917
Spectrum Health Rehab and Nursing Centers
750 Fuller Ave. NE, Grand Rapids, MI 49503
418 Kalama200 Ave. SE, Grand Rapids, MI 49508
Spectrum Health Special Care Hospital
750 Fuller Ave. NE, Grand Rapids, MI 49503
Spectrum Health Visiting Nurse Association
1401 Cedar St. NE, Grand Rapids, MI 49503

Spectrum Health Medical Group
Administrative Offices
444 Michigan St. NE, Grand Rapids, MI 49503
For a complete list of our medical group physician offices, visit our website at shmg.org/locations.

Priority Health
34505 W. 12 Mile Road, Farmington Hills, MI 48331
1231 E. Beltline Ave. NE, Grand Rapids, MI 49525
150 E. 8th St., Holland, MI 49423
100 E. Michigan Ave., Suite 320, Jackson, MI 49201
8175 Creekside Drive, Portage, MI 49024
300 E. Front St., Suite 250, Traverse City, MI 49686

West Michigan Heart
2900 Bradford St. NE, Grand Rapids, MI 49525
6105 Wilson Ave. SW, Suite 101, Wyoming, MI 49418
904 S. Washington Ave., Suite 120, Holland, MI 49423
709 S. Greenville W. Drive, Greenville, MI 48838
Serving Our Community

With eight hospitals, more than 170 service sites, employed physician groups totaling nearly 600 providers and a health plan with 600,000 members, Spectrum Health offers affordable health care to communities in West Michigan and beyond. Only hospitals, major facilities and physician offices are represented on this map. For a complete list of our locations, visit spectrum-health.org/locations.
On the Web

Spectrum Health System: spectrum-health.org
Aero Med Spectrum Health: spectrum-health.org/aeromed
Bariatrics: spectrum-health.org/bariatrics
Blodgett Hospital: spectrum-health.org/blodgett
Butterworth Hospital: spectrum-health.org/butterworth
Cancer: spectrum-health.org/cancer
Continuing Care: spectrum-health.org/continuingcare
Digestive Disease: spectrum-health.org/digestivedisease
Foundations: spectrumhealthfoundation.org
Gerber Memorial: gerberhospital.org
Heart: spectrum-health.org/heart
Helen DeVos Children’s Hospital: devoschildrens.org
InSite (internal website): insite.spectrum-health.org
Kelsey Hospital: spectrum-health.org/kelsey
Lemmen-Holton Cancer Pavilion: spectrum-health.org/lhcp
Neurosciences: spectrum-health.org/neuro
Nursing: spectrum-health.org/nursing
Orthopaedics: spectrum-health.org/ortho
Priority Health: priorityhealth.com
Reed City Hospital: spectrum-health.org/reedcity
Regional Burn Center: spectrum-health.org/burncenter
Special Care Hospital: spectrum-health.org/sch
Spectrum Health Medical Group: shmg.org
Spectrum Health Physician Finder: spectrum-health.org/physicianfinder
United Hospital: spectrum-health.org/united
West Michigan Heart: wmheart.com
Women’s Health: spectrum-health.org/womenshealth