

Eaton Rapids
Medical Center

Connections

2021 Report to the Community



Here for the moments that matter

Built by our community, to serve our community

A Message from our President & CEO

The last 12 months have presented countless challenges for our hospital. Endlessly-evolving COVID-19 regulations, nationwide staffing and supply chain issues, and an extreme uptick in healthcare worker burnout have all been uniquely challenging to overcome. For Eaton Rapids Medical Center (ERMC), 2021 has been a year of practicing flexibility while continuing to meet the highest standards of care and safety.

What stands out to me most about this year is a profound sense of gratitude for our staff. We are fortunate to have an amazing group of people, both on the frontlines and behind the scenes, who have remained committed to keeping our facility open and operating safely during such tumultuous times. The staff at ERMC are truly infallible, they remain undaunted by the obstacles that continue to crop up as the months wear on. Every member of this team contributes to providing exceptional care for our community, as well as for one another. It never ceases to amaze me.

Over the course of the year I have observed many acts of support, care, and resilience quietly undertaken by our staff. I would like to share two examples of those efforts, but there are many more I don't have room to recognize here.

Medical Assistants, LeighAnn Sharp and Claire Quainton willingly endured freezing temperatures and gusting winds all season long as they swabbed patients for flu, strep throat and COVID-19 at our facility's outdoor testing site. They never complained, and their efforts made an important impact on our community. Surgery department manager Linda Reid recently came in for work at 5:00a.m. to prepare patients for surgery, treated and cared for patients all day long, and then voluntarily stayed to administer flu shots until 7:00p.m. that evening. That kind of unwavering commitment is nothing short of astounding. It's meaningful actions like these which inspired us to designate every ERMC staff member as 2020's official Employees of the Year. We hope this served as a small gesture of our gratitude and appreciation.

Though we are extremely grateful for our employees, we faced unprecedented staffing issues in 2021. Not only is there a critical shortage of nurses and physicians, but also medical assistants, laboratory technicians, respiratory therapists, and so many more. Virtually every area of our hospital has been affected by this. Many departments have been running on bare-bones teams for



Timothy J. Johnson, President & CEO

months, and staff are working long hours to take care of the overwhelming backlog of patients created during the pandemic shutdowns.

We are not alone in this struggle. In fact, the Michigan Health and Hospital Association (MHA) has identified staffing woes as the number one issue healthcare providers are facing across the state. We are also experiencing a spike in COVID-related employee illnesses. The result of which is staff being forced to wait at home as their test results process for days, all the while knowing they are desperately needed in their departments. This has pushed us close to a crisis point several times, but our leaders and staff continue to find a way to carry on.

We will continue to overcome these challenges as we have all the others we've navigated: through an abundance of strength and commitment. With the support of our community behind us, our staff's dedication carrying us through each day, and an unwavering resolve in one another, we will move forward, together.

ERMC Board appoints New Directors



Linda Vandenberg with Douglas Reaves

Eaton Rapids Medical Center (ERMC) welcomes Linda Vandenberg, Judge Julie Reincke, Dr. Kyle Booher, O.D., and Douglas Reaves to the hospital's Board of Directors. New members take the seats of outgoing directors Donna Adam, Carl Davis, and Nancy Pople, all of whom reached their term limits after nine years of service on the Board.

Carl Davis, outgoing director and former Chair of the Board Finance Committee, reflected on the near-decade he's spent on the Board. "Over the past nine years I have most enjoyed working with my fellow Board members and the management and staff of the hospital. Certainly there have been some tough decisions to be made, and difficult situations to handle, but the discussions have always been civil and supportive; never combative or destructive."

Outgoing Board members were honored with personalized gifts and heartfelt words of gratitude during their final meeting; and new members of the Board attended their first meeting in November of 2021 after an in-depth orientation with ERMC leaders and staff.

Incoming director Judge Julie Reincke joins the Board following her retirement from the 56A District Court bench in 2020. After a lengthy and reputable career in law, Judge Reincke brings a wealth of knowledge and insight to her new role.

Linda Vandenberg recently retired from her long-time position as a CSR with local insurance agency Ackley-Peters-Haubert. Linda also serves on Eaton Rapids Medical Center's Foundation Board. She has lived and worked in Eaton Rapids for many years and is passionate about ensuring rural community members have access to necessary, high-quality care without having to travel to larger cities.

"Linda is a great fit for our Board because she is so involved and familiar with the community. She knows how much this hospital means to this area," said hospital CEO and President, Tim Johnson.



Judge Julie Reincke with Kyle Booher, O.D.

Dr. Kyle Booher, O.D. joined Eaton Rapids Eye Care in 2006 after graduating from the Michigan College of Optometry at Ferris State University in 2000. Dr. Booher lives in Charlotte with his wife, Leslie, and their two children and is focused on keeping Eaton and Barry county residents healthy. He brings a valuable clinical perspective to his new position with the Board of Directors.

Doug Reaves is the CEO of the largest landscaping business in Lansing, R&D Landscaping. He was raised in Eaton Rapids, graduated from Eaton Rapids High School, then went on to earn a bachelors degree in horticulture from Michigan State University before establishing R&D in 2001. Doug and his team have worked hard to create lasting client relationships with fellow Eaton Rapids residents, and he looks forward to further serving the community through his role on the Board.

The role of ERMC Board directors is to safeguard the hospital's charitable purpose and preserve its assets held in trust for the community. The time, effort, and insight they donate is invaluable in supporting and guiding the hospital's strategic vision and community presence. ERMC warmly welcomes the newest members to the Board, and thanks retiring members for their years of service to the community hospital.

BOARD OF DIRECTORS

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DIRECTORS

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Doug Reaves
Julie Reincke
Kyle Booher, O.D.
Linda Vandenburg

MEDICAL DIRECTOR
Ashok K. Gupta, M.D., FACP



Shari Glynn, Chief Financial Officer

Normally, if you work on the financial side of healthcare, the announcement of a new disease does not necessarily suggest a significant change in the day. But in the nearly 13 years that I have worked for Eaton Rapids Medical Center, we have never been more challenged.

Each month we ask the same questions. The first one being, "what do our patient volumes look like?" I check almost every day. The lower levels we had experienced in 2020 continued through most of 2021. This is not surprising given the pandemic has refused to go away; however, we are encouraged by the increases we have seen over the last several months. There are other questions that require daily updates such as:

- What staffing levels are needed?
- What is the cost to bring in additional staff?
- How much have the cost of supplies increased?
- Do we need to stockpile additional supplies as we anticipate upcoming surges?

The answers to these questions help us identify needs and plan for expenses to focus on delivering the best patient experience.

I shared last year that the Federal Government helped healthcare entities by approving the CARES Act Provider Relief Funds and mentioned that the program requirements were revised many times. Those changes continued through most of 2021. The good news is that the final requirements have been established. We are now in the process of validating our compliance with the hopes of retaining the funds received.

In addition, the Federal Government approved the Paycheck Protection Program (PPP) which was designed to keep our staff employed. We recently received notification that our first loan has been forgiven and we

are able to keep those funds. We took out a second PPP loan early in 2021 and will be submitting for its forgiveness soon. In September, the Biden Administration also made \$25.5 billion available to healthcare providers affected by the pandemic. The funding will be distributed based on entities' lost revenue and expenses, with a higher percentage going to smaller providers serving Medicaid and Medicare patients. We are waiting to hear whether we qualify for any of this funding.

Although these programs made a significant difference in our ability to weather the impact of the pandemic, our continued operations are due to the dedication of our staff. They have stepped up in so many ways. From our front line patient access (registration) team, to our nurses, to housekeepers, and so many more all working extra shifts when needed; medical staff helping with registration, business staff helping with vaccinations, they remain positive in what can be a challenging environment for all. Because of our team, we continue to provide excellent care. We join many in the hopes that the pandemic will be over soon. In the meantime, please be safe and know that we are here to support you and your healthcare needs.

Our New Providers

Kerri Sinnott, MSN, FNP-C

Please join us in welcoming Kerri Sinnott, MSN, FNP-C. Kerri is a Family Nurse Practitioner who recently joined ERM on a per diem basis in our Redicare. She spent five years as an emergency department RN at McLaren Greater Lansing while continuing her baccalaureate and graduate studies at the University of Michigan-Flint. Following graduation, she completed a one-year emergency medicine fellowship at Sparrow Hospital. In her free time, Kerri enjoys crafting, traveling, boating, camping, and UTV riding with her husband and their three children.



Kerri Sinnott, MSN, FNP-C

Travis Brown, PA

Physician Assistant, Travis Brown, graduated from Ferris State University in 2006 with a Bachelor of Science then from Western Michigan University in 2009 with a Master of Science in Medicine. He is certified by the National Commission on Certification of Physician Assistants and is excited to join the team and be a part of the Eaton Rapids community.

Travis brings 12 years of experience in family practice and internal medicine. He will be practicing in the Springport Medical Clinic, as well as Eaton Rapids Medical Center's Redicare and Family Practice offices.



Travis Brown, PA

Heidi Pusey, MSN, FNP-BC

Heidi Pusey, MSN, FNP-BC, graduated from Eastern Michigan University with her Bachelors of Science and in 2011, she obtained her Masters of Science in Nursing from Michigan State University. Heidi is a board-certified Family Nurse Practitioner. She has worked for the past four years in behavioral health and is excited to join the ERM team. She will be working at the Springport Health Clinic.

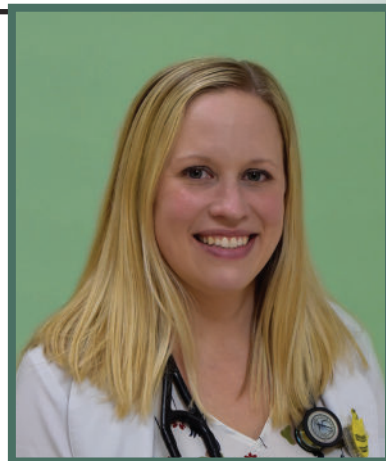
Heidi is married and has four children who keep her busy. She enjoys reading and cooking in her spare time.



Heidi Pusey, MSN, FNP-BC

Lindsey Ford, MSN, FNP-BC

Welcome board-certified Family Nurse Practitioner Lindsey Ford. She has worked as an RN for nine years at Sparrow Hospital before coming to Eaton Rapids Medical Center Family Practice and Redicare. Lindsey completed her Masters of Science in Nursing at Spring Arbor University. We are happy to welcome her and look forward to the excellent care she will provide her patients.



Lindsey Ford, MSN, FNP-BC

From our Chief Nursing Officer



Angela Ackley, MSN RN, Chief Nursing Officer

Perseverance, strength, and devotion are just a few of the terms that spring to mind when I reflect on the actions of Eaton Rapids Medical Center (ERMC) staff and providers over the course of the last year. Our employees have worked tirelessly to provide excellent care to every patient who enters our facility and we could not be prouder to have such amazing individuals on our team.

Just as you have all been living through unprecedented events and challenging times, so has ERMC. We rise to the occasion each day guided by a thorough emergency preparedness plan and supported by our incredible staff. ERMC's Incident Command team continues to meet weekly to discuss safety requirements such as mask and visitor policies, analyze data from the CDC and local health departments, and focus on making informed decisions that will keep our staff and patients safe. We remain committed to providing exemplary care to our community, and that commitment requires creativity and tenacity as we approach each new challenge.

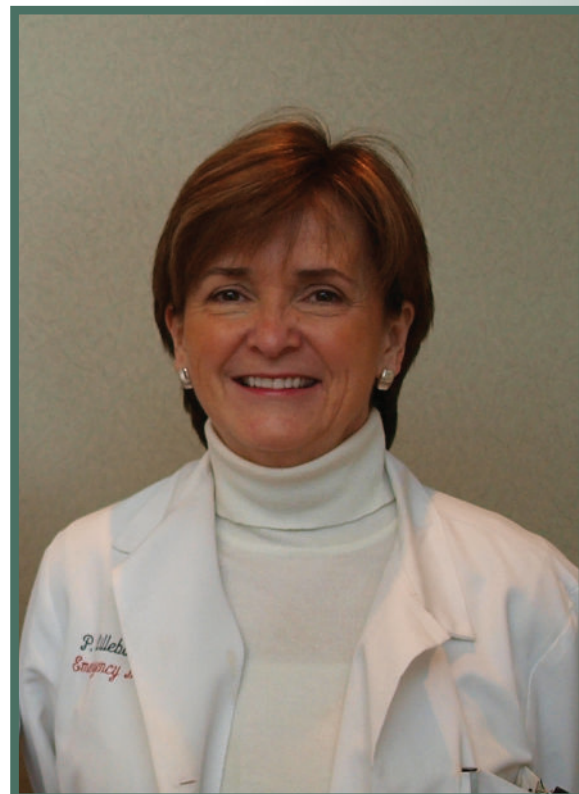
Despite another year of considerable upheaval, we have continued to prioritize growth and forward motion for our hospital. Highlighted below are some advancements and updates we made over the last 12 months in order to remain at the forefront of healthcare.

- Emergency department staff demonstrated their extensive ability, knowledge, and expertise in trauma care to the State of Michigan and earned ERMC's Level IV trauma center reverification through October 2025. In fact this program has been so successful that we were chosen as the State's pilot hospital to test a virtual reverification program. Great work by emergency department staff, as well as Brad Simons, Emergency and Trauma Program Manager, and Dr. Fata, Emergency Medical and Trauma Program Director.
- The medical surgical unit and emergency department received upgrades to their telemetry patient-monitoring equipment. This state-of-the-art equipment allows nursing staff to access patients' real-time vital information, provides the opportunity to monitor patients in more areas of the hospital, and aids in inpatient healing as those patients benefit from having a lighter device to monitor their heart rhythm.





Level IV Trauma Center



Dr. Lilleboe, ED physician

- Respiratory therapists this year received several new pieces of equipment to aid in the care of COVID-19 patients. These technologically advanced machines provide the best, most evidence-based care to patients needing respiratory support.
- Our radiology department upgraded their portable x-ray machine to a new model that makes it easier to take x-rays of patients in their exam room, and delivers real-time images to providers. Adjustments and a plan of care can be quickly tailored based on these results, right at the bedside. We also undertook a major renovation project to upgrade the radiology room with a cutting-edge system that uses camera-assisted patient monitoring during the imaging process to prevent potential falls. This top-of-the-line system provides a much higher quality image at a considerably lower radiation dose than previous equipment.
- Our emergency department team partnered with the Riding for Ryan bicycle flag program which promotes the safety of young bike riders by encouraging visibility and awareness. The bright yellow flags attach to the child's bike and allow them to be more visible to motor vehicles. Our emergency department provides them to children as part of our injury-prevention program. For more information visit www.ridingwithryan.org.
- We also wish to acknowledge the retirement of Dr. Lilleboe, Emergency Department physician, after many years of dedicated service to the community. We wish her the best!

As a community hospital we understand just how vital our role is to you and your family, and we also know that we need our community to trust us with the most delicate of circumstances. We will continue to strive to earn that trust through excellent, compassionate care available 24/7, 365 days per year. Thank you for choosing Eaton Rapids Medical Center and recommending us to your family and friends so we can remain community owned, and independent. We cannot do this without you.

From our Chief Clinical Officer



Loni Thomas, BSN, RN, Chief Clinical Officer

The past year presented many challenges for healthcare professionals. We faced rapidly changing guidelines, COVID-19 patient surges, and climbing case numbers in our area. However, in the midst of those struggles, there have been many accomplishments to celebrate here at Eaton Rapids Medical Center (ERMC).

Our specialty clinic welcomed Amy Hollern as their new manager. She comes to us with many years of leadership experience and will focus on adding and expanding specialty services needed in our community. We expanded cardiology services from three days a week to five days a week. Our dedicated cardiology center offers echocardiograms, stress testing, carotid doppler, venous doppler, arterial doppler, Holter monitoring, pacemaker management, and cardioversion procedures. Partnering with McLaren Greater Lansing, our expert team of heart specialists, Mohan Madala, MD, Ibrahim Shah, MD, Kathie England, CNP, Elizabeth McComb, PA-C, Jessie McWaters, PA-C, Emily Van Hoogstraal, NP-C are committed to providing our patients with comprehensive and compassionate cardiac care, close to home.

Our infusion center recently began monoclonal antibody therapy as a treatment for COVID-19. With monoclonal antibody therapy, physicians now have a way to help prevent severe symptoms from developing in those who are at higher risk. The goal of this therapy is to help prevent hospitalizations, reduce viral loads, and lessen symptom severity.

This type of therapy relies on monoclonal antibodies, or antibodies that are similar to the ones your body would naturally make in response to infection. However,

monoclonal antibodies are mass-produced in a laboratory and are designed to recognize a specific component of this virus — the spike protein on its outer shell. By targeting the spike protein, they give the immune system a leg up until it can mount its own response. Your doctor can help determine if monoclonal antibody treatment is right for you.

We have made enhancements in the laboratory department this year, including the recent hiring of a new laboratory manager, Carrie Ternes. Carrie and her team have worked extremely hard adding four new laboratory analyzers to ensure the community has the most state-of-the-art equipment to improve quality, aid in diagnosing disease, and help maintain wellness.



Lindsay Hamilton, Ibrahim Shah, M.D., and Kori Johnson from our Cardiology Center Team

Our surgical team continues to provide excellent care using the latest technology. We have added new urology procedures that help with urinary incontinence and enlarged prostate, CT-guided total joint replacement, and neurosurgery procedures to treat chronic back pain. Our anesthesia team offers narcotic-free total joint replacement by providing regional blocks pre-operatively. This method helps patients recover more comfortably with fewer side effects.

We also have new additions to our Rural Health Clinics. We welcomed Tanya Marsh as our manager of Rural Health Clinics. We are also excited to add new providers Travis Brown PA, Heidi Pusey NP, and Lindsey Ford NP to service our Eaton Rapids and Springport communities. Lindsey and Heidi will begin seeing patients in December. In addition to our Family Practice and RediCare services, our Population Health Team offers chronic care management (CCM). This team's approach to wellness works with our elderly patients and those having two or more chronic disease, such as diabetes, hypertension, and chronic obstructive pulmonary disease to optimize their health, increase their quality of life, and prevent hospitalization.

Despite a difficult year in healthcare, Eaton Rapids Medical Center remains the hospital of choice for the residents of Eaton Rapids and the surrounding area. We are so thankful for the support of our community. We feel your love, prayers, and well wishes. They keep us going when we are exhausted, short-staffed, broken-hearted, and discouraged. Thank you for your continued support and for choosing Eaton Rapids Medical Center to meet your health needs.



Amy Hollern, Manager of Specialty Clinics



Carrie Ternes, MLT (ASCP), MT (AMT), BS HSA, MS HSA, Laboratory Manager



ERMC's Population Health Team Deb Smith, Beth Charles, and Nicole A. Roland

Remembering Betty Boatman



Eaton Rapids Medical Center (ERMC) and the ERMC Auxiliary send our heartfelt sympathy to the family and many friends of Betty Boatman. Betty passed away on October 13, 2021. Betty was such a sweet soul with great loyalty and dedication to ERMC. She faithfully kept track of newspaper articles and ads that mentioned the hospital and preserved them for the hospital archives. When working the reception desk, her smiling face was one of the first things people would see as they entered the building. Betty enjoyed giving her time to make our hospital the best it could be for our patients, providers, and staff.

Betty joined the Auxiliary in 1979 and before that was a Red Cross Volunteer for many years. She supported fundraising events, attended Auxiliary meetings and was a buyer for the gift shop for many years. Betty made a huge impact on every person she met, one of the many reasons she was named the Auxiliary's 2010 Volunteer of the Year.

We at ERMC and the Auxiliary are heartbroken over the loss of Betty. We take comfort in knowing Betty's love for the hospital will remain with us always. Our dear friend Betty will be greatly missed and never forgotten.

ERMC Welcomes Jennifer Duncan

We are excited to welcome Jennifer Duncan to Eaton Rapids Medical Center (ERMC) as the new Director of Marketing and Fund Development. Jen joined our team in August and has been busy immersing herself in everything ERMC. She comes to us with over 15 years of marketing and fundraising experience.

"I am honored to join the team here at Eaton Rapids Medical Center. I am excited to work with such a great group that is so dedicated to their patients and community. This hospital is a gem for Eaton Rapids, I am looking forward to shining a light on the amazing care our staff and providers are delivering," says Duncan.

Duncan takes the reigns from previous director, Lindsay Peters. Lindsay served ERMC for over 11 years through many milestones and recognitions. She recently joined Michigan Health and Hospital Association (MHA) where she serves in a capacity to support hospitals across Michigan; hospitals just like ERMC. "I hold great respect for the work Lindsay accomplished for ERMC. We are fortunate to have Lindsay in a role with MHA where she can continue to support ERMC and our success," shared Duncan.



Jen Duncan, Director of Marketing & Development

ERMC COVID Testing Staff Reflect on Their Role in the Community



Claire Quinton, and LeighAnn Sharp

LeighAnn Sharp and Claire Quinton, Certified Medical Assistants (CMAs), spent every weekday since mid-November 2020 to the end of May in the parking lot of Eaton Rapids Medical Center (ERMC) swabbing patients for COVID-19. Each morning they donned full sets of personal protective equipment -including N95 masks, disposable plastic gowns, face shields, and sterile gloves- and stepped outside into the temperamental Michigan weather to begin collecting nasal swabs from a line of patients waiting in their running vehicles. Sharp and Quinton did this for eight hours, Monday through Friday, in gusting winds, freezing rain, and blowing snow. They did it without complaint, and if you were to praise them for their commitment, they would likely shrug their shoulders and tell you it isn't such a big deal.

However, to many residents of the Eaton Rapids community, the testing Sharp and Quinton provided was crucial. Eaton Rapids Medical Center is a rural, critical access hospital providing care to patients who may otherwise be unable to receive treatment due to their inability to travel long distances, and that principle applies to COVID-19 testing as well.

"This was truly a critical need for our community," said Tim Johnson, President and CEO of ERMC. "We continued to see long lines of folks showing up to be tested in our parking lot. Claire and LeighAnn did a phenomenal job of keeping up with that need and making sure each patient was properly cared for despite the harsh conditions of working outdoors."

Though Sharp and Quinton are both humble about their contributions during the pandemic, they will reluctantly admit the weather did get to them, and it can be the best or worst part of a long shift.

"It's not so much the cold that gets you, it's the wind", Sharp said, flexing her cold hands. "The wind is the thing that makes your fingers go numb after a while—and not feeling your fingers is a tough thing to deal with in this job."

However, on those rare sunny, Michigan spring days both CMAs appreciated the reprieve.

"On the warmer days, when the sun is out, quite a few more people come in for tests," Quinton remarked. "But it makes time go by much quicker when the weather is beautiful!"

On the day I interviewed them in the small trailer used as a makeshift office, situated next to a sturdy metal car port where patients pull in, the wind was whipping so hard it slammed the door closed suddenly. As I jumped, both Sharp and Quinton laughed a little. "You get used to it, eventually," they explained.

They were also happy to share a few memorable moments from their time staffing the testing area. They have truly seen it all: patients asking if their dog could be swabbed, a car breaking down right in the middle of a busy rush which resulted in the pair helping the driver push the vehicle out of the way, and even a full-size semi-truck pulling in for testing.

But mostly, they both think about the immense amount of community support they've received. Local businesses surprised them with hot cocoa on cold winter days, grateful individuals shared homemade baked goods with them to keep their spirits up, and the entire community vocalized a resounding thank you, over and over again.

ERMC announces Employees of the Year



All Eaton Rapids Medical Center (ERMC) employees were honored with this year's Dr. Meinke & Dr. Sherman Award. Traditionally, two ERMC employees are recognized for providing exceptional service to fellow staff members, patients, and the community. The award, also known as the Employees of the Year Award, was established to honor Dr. Albert Meinke and Dr. Eber Sherman, physicians who were instrumental in the founding of Eaton Rapids Medical Center. The hospital's Best Places to Work Committee votes to honor one clinical and one non-clinical employee who have gone above and beyond during the past year. The winners are usually unveiled during ERMC's holiday gala. Because the gathering was canceled, the recipients were announced to the staff during a virtual hospital-wide meeting. Each employee was presented with a certificate and commemorative coaster. Full and part-time employees were given additional paid time off.

ERMC director of Human Resources Laurie Field, who submitted the heartfelt nomination, read it aloud during the meeting. The nomination states, "This year, of all years, has shown how this hospital continues to pull together in times of need. It has taken every single person at this hospital, including temporary and casual employees, to keep our community safe during this horrific pandemic. This has not been easy for anyone and this winter surge has made it more difficult to cope, but again, the entire staff has shown nothing but support and understanding to one another. I have always known that ERMC employees have the biggest and kindest hearts, but this year goes above any other year to prove it."

Field also shared, "Every time I see an employee take their temperature or put on a mask, I know that they are looking out for my wellbeing. Every time I see

an environmental services employee wiping down a doorknob, I feel safer. Every time I see a scheduler smiling with a patient, I know there is hope. Every time I see a medical assistant, health care assistant, or nurse holding the hand of a patient or visitor, I know there is kindness in their hearts. Every time I see someone eating a tasty meal from culinary services, I know that it was made to comfort those having a rough day. Every time I see a leader stepping in to help their team, I know there is empathy for the hard work that is being done. Every time I received a thank you card or token of appreciation, I knew that someone was thinking of me and how I might be struggling. Every time I broke down in frustration or fear, I knew that someone was there for me to lean on. Every time I think of what this year has brought to our ERMC family, I know that we stand strong together."

During the award announcement, ERMC President and Chief Executive Officer Tim Johnson, read a letter enclosed with an ERMC Foundation donation that affirms the nomination of all employees.

The letter shares, "If I had a vote for Time Magazine's Person of the Year, it would be you. All of you. Not one person, but people. Millions. People on the front lines, helping other humans, saving lives, and grieving when they cannot. You—all of you—are the Persons of the Year. I believe it will be some time before history fully acknowledges the devotion and sacrifice you have given to save so many lives. But people will remember, I have no doubt.

The letter closes, "Thank you for your hard work and your love of mankind."

ERMC Nurse Recognized with DAISY Award



Timothy Johnson, President & CEO, Susan Cook, BSN, RN, and Angela Ackley, MSN RN, Chief Nursing Officer

Susan Cook, Registered Nurse (RN) at Eaton Rapids Medical Center (ERMC), received the DAISY Award for Extraordinary Nurses at a virtual ceremony held on May 12, 2021. The ceremony took place at the hospital during National Nurses Week and was shared with staff via Zoom.

Cook, who manages ERMC's Medical/Surgical Unit, was nominated for the award by her entire team. Over the past year things have been exceedingly busy on the unit as staff has worked to treat COVID-19 patients in addition to long-term, surgical, and admitted patients. Staff wanted to show their appreciation for Cook by honoring her with this award.

The nomination submitted by the Medical/Surgical staff read, in part, "Sue's presence always brings positivity. She relieves the anxiety of any situation with a calm and guiding presence and, along with her high level of skill, she has great compassion for not only the patients but

the staff as well. She is always going over and above her duties as manager. Not only does she come help on the unit on days she is already working, but she is also known to come in on her days off to help out. The past year has not been easy, we have faced a lot of changes and challenges. But Sue has gotten us through all of it." In addition to the award, Cook also received a bouquet of daisies, a DAISY Award pin and a handmade sculpture entitled "A Healer's Touch."

This award was created by the DAISY Foundation to honor extraordinary nurses who go above and beyond to make a difference in patients' and families' experiences in healthcare. ERMC joins facilities all over the world in participating in this recognition program to celebrate nurses and the skilled, compassionate, dedicated care they deliver every day.

To learn more about the DAISY Award and the DAISY Foundation, visit www.daisyfoundation.org/daisy-award.

Stop the Bleed

ERMC is proud to provide all of Eaton Rapids Public Schools with STOP THE BLEED® cases for each building. These cases each contain six STOP THE BLEED® kits, including bandages and tourniquets, that can be easily accessed and deployed in case of emergency. We would like to thank the Eaton Rapids Police Department for taking part in our STOP THE BLEED® training. We are able to do these trainings because of a trauma and injury prevention grant from the State of Michigan. Bleeding is the number one preventable cause of death when trauma occurs. The goal of the American College of Surgeons (ACS) is to have STOP THE BLEED® kits located near every Automated External Defibrillator (AED) in every organization.

If you are interested in education for your organization, call Brad Simons, BSN, RN, CEN, Emergency and Trauma Program Manager in our Emergency Department at (517) 663-9502.



Eaton Rapids Public Schools Administrator, Dave Johnson, Angela Ackley, MSN, RN, Chief Nursing Officer, Brad Simons, BSN, RN, CEN, Emergency and Trauma Program Manager, and Dr. Bill DeFrance, Superintendent of Eaton Rapids Public Schools

2021 Michigan Harvest Gathering



Thank you to everyone for helping make the 2021 Michigan Harvest Gathering a success! We collected 2,875 pounds of food and \$1,840. Donations stayed right here in Eaton Rapids with Heart and Hands Food Pantry and St. Vincent de Paul. Special thanks to our collection sites, we couldn't do it without you. Shout out Laura DeLong Realty for collecting over 2,000 pounds of donations.

ERMC Auxiliary drive-up Dinner and a Shot



The 2021 Auxiliary "Dinner and a Shot" event was a great success! Once again, we planned a to-go event this year. Linda Reid, an ERMCA Registered Nurse, administered influenza vaccines while our culinary services team delivered a delicious takeout meal. We were lucky to have great weather for the October event.



Auxiliary Funds "Zen Den" at ERMCA

The Eaton Rapids Medical Center Auxiliary donated funds to create a relaxation room for the employees of the hospital. The room has been named the "Zen Den" and was completed in June. The space was created to give the employees a place to unplug and recharge when self-care is needed. This room has a welcoming atmosphere and equipped with a massage chair, desk therapeutic coloring books, meditation cushion, yoga mat, and more.

The Auxiliary works hand-in-hand with the hospital to improve healthcare for the community. With the help of volunteers and financial support, the Auxiliary has been a great partner to the hospital. The organization donates countless hours of their time each year along with lifetime contributions exceeding \$500,000.

The important work that the team at ERMCA does each and every day is nothing short of heroic. The struggles that are ever-present, especially over the last year and a half,



can be extremely challenging. The "Zen Den" is available around the clock to help staff let go of stressors and combat the effects of burnout.

Wheaton Awarded ERMC Foundation Scholarship

Hannah Wheaton, an Eaton Rapids graduate and junior in the Kirkhof College of Nursing at Grand Valley State University (GVSU), is the recipient of the Eaton Rapids Medical Center (ERMC) Foundation's seventh-annual \$1,000 nursing scholarship. Wheaton was chosen as this year's winner by a committee comprised of directors on the hospital's Foundation Board.

In her application, Wheaton explains she chose to study the field of nursing because it allows her to utilize her passion for science in a setting working with people. "I enjoy getting to know patients and make a difference in their care," she says.

Wheaton graduated high school with a 4.2 GPA and has been on the GVSU Dean's List her freshman and sophomore years at the university. She also has a long-standing passion for theater, acting in seven productions over the course of her high school career.

Once she has completed her undergraduate nursing program Wheaton plans to pursue a master's degree while working full time as a nurse in a hospital setting. She is currently completing her clinicals at Spectrum Health Butterworth in Grand Rapids.

The ERMC Foundation began offering this scholarship in 2011 to students who plan to pursue a registered nursing degree. The purpose of the scholarship is to encourage interested students to enter the medical field.



2021 ERMC Foundation Golf Outing



Thank you to all of our sponsors, golfers, volunteers and golf committee that helped to make this year's Foundation Golf Outing one of the most successful outings to date. The excitement on the course was obvious with a record-breaking number of golfers

in attendance. The Eaton Rapids Medical Center Foundation is proud to announce this year's event raised over \$34,000! We are looking forward to seeing you all next year so be sure to save the date: Friday, August 21, 2022.

Tree of Life Society

The Eaton Rapids Medical Center Foundation would like to thank a distinguished group of individuals whose outstanding generosity demonstrates a commitment to the health of the community. Members of the Tree of Life Society commit to donating at least \$1,000 to the ERMFC Foundation annually.

Rick and Kristy Acker	Steve and Elizabeth Scarlett	Loni Thomas
Ackley-Peters-Haubert Insurance Services, Inc.	Matthew Carey	Jim and Margaret (Kyser) Pike
Jack and Jan Denton	Gary and Julie Caltrider	Dave and Jo Ballard
Tom and Shari Glynn	Dr. and Mrs. Thomas Kelly	Mark Haubert
Dr. Ashok and Kavita Gupta	William and Judith Babbitt	Jon and Sonja Coleman
Timothy Johnson	Carol and Rebecca Davis	Carson and Angela Ackley
Roy and Carolyn Buckingham	E.L. and Gertrude Risner Family	Rotary Club of Eaton Rapids
Mark, Carol and Katherine Rodge	Cal and Lindsay Peters	Mr. and Mrs. Steven Peters
Donna J. Rottenbucher	The Bonta Family	Susanne Ackley

Please contact Jen Duncan at 517.663.9524 if you would like to join.

Memorials

In Memory of Barbara Payne
Mr. and Mrs. Leonard Peters

In Memory of Betty Boatman
Mrs. Lindsay Peters

In Memory of Betty Hendrickson
Mr. and Mrs. Leonard Peters

In Memory of Bill and Fran Davidson
Mr. and Mrs. Gene La Fever
Mr. and Mrs. Fred James
Mrs. Linda Fuller
Mr. and Mrs. Keith Hayter
Mr. and Mrs. John McCann
Mr. and Mrs. Jamie Davidson
Mr. and Mrs. Basil Walker
Mr. and Mrs. Philip Brooks
Mr. and Mrs. Basil Walker
Mrs. Floy Pratt
Mr. and Mrs. Bruce Hicks
Ms. Patricia Conard
Mrs. Lindsay Peters
Mrs. Joanne Marriott
Island City Red Hats
Mr. and Mrs. William Hass
Mrs. Terri Stevenson

In Memory of Carolyn Manns
Mr. and Mrs. Gregory Raffer
Mr. and Mrs. John Eldridge

In Memory of Charles Gulliver
Mr. and Mrs. Leonard Peters

In Memory of Doris Stevenson
Mr. and Mrs. Leonard Peters
Griffith United Methodist Church

In Memory of Douglas Moreau
Mr. and Mrs. Leonard Peters

In Memory of Dr. Susan Courtnage
Ms. Joyce Showerman
Ms. Audrey Kowalk
Mr. and Mrs. Leonard Peters

In Memory of Ed Politza
Mrs. Suzanne Politza

In Memory of Elaine Mock
Mr. and Mrs. Leonard Peters

In Memory of Janet Eldred-Converse
Mr. and Mrs. Milton Faynor

In Memory of Janette Hayes
Mr. and Mrs. Leonard Peters

In Memory of Jeanne Sherman
Mr. and Mrs. Leonard Peters

In Memory of John & Dorothy Dickinson
Ms. Anne Dickinson

In Memory of Sally Brown
Mr. and Mrs. Robert Gruesbeck
Ms. Gregory Brown
Mr. and Mrs. Leonard Peters

In Memory of Sarah V. Tracy
Mr. Harry Tracy

In Memory of Tom Glynn
Mr. and Mrs. Leonard Peters
Mr. and Mrs. Dolph Rabidoux

In Memory of Vic White
Mr. and Mrs. Leonard Peters

Honorarium

In Honor of Dr. Ashok Gupta
Mr. and Mrs. Fred James

Lifetime Contributions (Displayed on the Tree of Life in the Main Lobby)

 **Bronze Leaf**
\$1,000 +

 **Silver Leaf**
\$5,000 +

 **Gold Leaf**
\$10,000 +


 **Foundation Stone**
\$100,000 +

\$750 +

Mr. and Mrs. Rick Acker 

Ms. Susanne Ackley 

Mr. and Mrs. Carson Ackley 

Alliance-HNI 

Mr. and Mrs. William Babbitt 

Mr. and Mrs. David Ballard 

Ms. Gregory Brown 

Mr. and Mrs. Roy Buckingham 

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To donate online visit www.eatonrapidsmedicalcenter.org/donations



For additional information on the Eaton Rapids Medical Center Foundation, please contact Jen Duncan at 517.663.9524.

Thank you for your generous support!











\$250 - \$499













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\$100 - 249

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We'd like to thank Eaton Rapids' Mayor Paul Malewski for his many years of dedication to our Foundation! He is completing his nine-year term on the Foundation Board at the end of this year.



Eaton Rapids Medical Center was built by our community, to serve our community

- Independent Critical Access Hospital
- 24/7/365 Emergency Department
- Highly Trained Surgeons, Nurses, and Support Staff
- Big City Medicine, Small Town Care
- Top-Ranking and Accredited
- Full-Service Hospital
- State-of-the-Art Technology
- Lansing and Jackson Area Specialists

Providing expert care since 1957

Care. Serve. Inspire.

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