What do we do?

What do you say to people traumatized by senseless shootings? How do you counsel and console young people who have witnessed shots, but miraculously escaped the bullets? How do you treat and comfort a victim and the victim’s family? How do we help allay concerns of associates and our community when tragedy happens?

Ascension Health Ministries step up by uniting, and living our Mission and Values.

Borgess Emergency & Trauma Center social worker Deb Schauer, LMSW, counseled a group of traumatized children immediately after they had witnessed one of the recent Kalamazoo, shootings. She also shared her insight the next day on local TV and with a group of community providers who quickly crafted plans to help young people deal with the anxiety related to the shootings. Deb is an example of compassionate, personalized care, but only one.

Help from the entire Borgess Health team

The entire Borgess Health team helped make everyone who came to Borgess after the shooting incident feel safe by temporarily shielding them from the outside world with added privacy. We treated victims with reverence and dedication, demonstrating all that servant leadership entails in our work and response.

The medical teams (including physicians, nurses, dietitians, pharmacists, neuropsychologists, social workers and others) and spiritual teams treated the body, while also offering confidence, guidance and protection for the soul.

These are things that Ascension Health associates are committed to every day. We demonstrate and live our values, sometimes in the face of tragedy. With our actions and words, we recommit to living our mission.

It’s what we ALL do.

Linda Root, RNC, MAHCM
Vice President
Ascension Health and Chief Mission Integration Officer
Michigan Market
Vice President
Mission Integration
Borgess Health
Hospital Hospitality House begins $4.8 million campaign

Hospital Hospitality House of Southwest Michigan (HHH) has announced a $4.8 million public campaign to build two “cottages” near the campuses of Borgess Medical Center and Bronson Methodist Hospital. The HHH Board and community leaders, through a quiet campaign, have raised about $3.4 million so far.

In accordance with its mission: We make it easier for families to support their loved one receiving medical care by providing them a homelike, comforting place to stay, HHH provides free lodging and other amenities to help families spend more time at the patient’s bedside. The organization has served patients’ families for 30 years, at a single site on West South Street.

Close proximity to both hospitals

The nonprofit agency’s “Two Houses One Heart” campaign to build two cottages will make for a better guest experience. The cottages will offer barrier-free accessibility, increased privacy (and reduced risk of infection), and very close proximity to the hospitals.

HHH is an integral partner in southwest Michigan health care delivery; about 80 percent of the patients whose families stay at HHH are from the region. HHH provides about 3,500 guest nights of service per year.

Borgess and Bronson joined the campaign in the initial phase. More recently, the Home Builders Association of Western Michigan (HBAWMI) has partnered with HHH, offering construction management, materials, and labor for the first cottage, to be built on Henson Avenue.

“Two cottages will enhance our ability to support family-centered care in southwest Michigan,” said Karol Clason, HHH Board President. “We’ve seen first hand that families are an important part of a patient’s care team.”

According to Judy Markusse Paget, HHH Executive Director, “The goal is not to expand, but rather, to meet the needs of all guests. With the new cottages, we will be fully Americans with Disabilities Act compliant, and more convenient and comfortable for our guests. Our Board, recognizing the limitations of our current 150-year-old home, has spent nearly a decade researching the best practices in health care hospitality, which are incorporated in the cottages’ design and locations adjacent to the hospital campuses.”

“The round-the-clock refuge Hospital Hospitality House provides our patients’ families makes an incredible difference here,” said Kathy A. Young, MS, President and CEO, Borgess Health. “Every member of the Borgess care team understands how well HHH augments compassionate, personalized care.”

The cottages will feature identical guest spaces in a one-level structure with seven bedrooms, a dual-station kitchen, and flexible living and dining areas. Also planned are a library with computer access, a children’s playroom and outdoor play area. Both cottages will be located within walking distance of the hospitals.

As the campaign nears completion, HBAWMI will take the lead in the construction (anticipated to start this summer) of the cottage adjacent to the Borgess Medical Center campus on Henson Avenue. Once completed, work will begin on the second cottage near Bronson Methodist Hospital.

For more information, contact Judy Markusse Paget at 341.7811.

Compassionate, personalized care is appreciated

Dear members of Borgess Woodbridge Hills Immediate Care Center,

I brought my husband to the Borgess Woodbridge Hills Immediate Care Center after we couldn’t wait any longer at another IMC service. We had heard good things about your care and hoped my ill husband could get the medical attention he needed.

I was SO impressed with the prompt, courteous, efficient and kind care we received while being served by your medical personnel. Our physician assistant was extremely attentive and caring.

Because of the professionalism of the employees, your IMC ran like a well-oiled machine. We cannot begin to sing the praises you all deserve. Thank you to all involved in helping us.

Changes taking place in Outlook address book

Beginning March 4, Ascension Information Services (AIS) will begin a project to verify that the data that appears in the Outlook global address list matches that in the Symphony Human Resources system. For that reason, you may begin to see changes in the Outlook address book, including the addition of manager and direct report information for each associate.

Changes will be made on a ministry-by-ministry basis, and should wrap up by April 11. This update will only affect health ministries that have rolled out Symphony. You will receive another update on April 12 detailing how to use all the enhancements made to Outlook thanks to this effort.

If you have concerns with any of the updated Human Resources data, please contact the Ministry Service Center at 855.992.4672 after April 12.
Gorgeous Borgess Baby will be 21 in 2100

Kristofer Sean Keller, Jr. of Battle Creek was born February 29 at the Borgess Family Birthing Center. As a Gorgeous Borgess Leap-Year baby, Kristofer will officially celebrate his 21st birthday in the year 2100.

“Kristofer has already shown that he wants things like eating on his own precise time,” said mother Chelsea Sykes.

Speaking of time, Kristofer’s two sisters were eager to have him home to be with their timely baby brother.

One of four Borgess 2016 Leap-Year families includes: Chelsea Sykes, Kristofer Keller, Sr., and Kristofer Sean Keller, Jr.
Good afternoon, my name is Thomas Rohs, and I am the Trauma Medical Director and Chief of Staff here at Borgess Medical Center. I want to begin my part of this by emphasizing that Tiana’s caregivers here have enthusiastically protected her privacy throughout the past two weeks originally at the request of her family, and very soon after at Tiana’s strong request. Today, Sheriff Fuller and I are here to provide this update also at her request. She has been overwhelmed by all of the expressions of support from our local community and around the country, and she wanted for us to communicate her appreciation to all of her well-wishers and to update our community on her injuries and progress.

When Tiana was brought to Borgess, she had sustained four gunshot wounds. One bullet entered her left thigh and fractured that femur. A third shot hit her left arm fracturing her humerus, and a fourth bullet traveled through the soft tissues of her right flank and lodged in her liver. She was met in the emergency department by our trauma team who managed her resuscitation, evaluation and the first part of her stay in the intensive care unit. Over the next few days her fractures were repaired and her overall condition stabilized. She was discharged from our acute care units to the rehabilitation unit last week, where she has progressed quite amazingly; and beginning the process of both her physical and emotional recovery. She has walked short distances and is beginning to perform many of the necessary activities of daily living independently. Her mind is sharp and her spirit remarkably strong.

We do expect the process of healing to be fairly long, requiring 6-12 months for maximal recovery, although we do expect recovery to full function.

What would Tiana Carruthers like to say to our community?

I sat down with her for a while last night and asked Tiana what she would like to say to our community.

First she would like all of you to know how thankful she is for your caring, your prayers and your assistance. The support and spirit of community has really left her speechless. She wants to openly express her gratitude to all of the professionals, from first responders including police through the hospital support staff who have cared for her throughout this journey. She is so grateful to be alive, and grateful for all of the outpouring of this community from many people who “don’t even know me.”

Tiana sincerely appreciates fundraising offered by the Battle Creek, Kalamazoo Foundations and others. (please see below). The donations made by so many generous area residents are wonderful and are certainly not to be treated as a contest between survivors. Tiana is also deeply happy about the positive reaction of our community that has through many events over the past weeks shown positive solidarity in our community. She feels that the family of Abigail Kopf and hers have—through their common experience—become one, and hopes that when she is released that the two families can support each other and continue to be a positive force for change.

In closing, I want to say that this remarkable young woman is a hero to me. Tiana however has only begun to heal from this trauma, and is deeply uncomfortable with this role. In time, I have no doubt that she will turn her part of this community tragedy into something amazing, but I would ask all of you in the media and in our community to give her just a little room. In the end you will be impressed and in some way our community will be transformed by her grace and presence.

Support for Tiana Carruthers can be directed to the HelpNow fund established by the community foundations of Kalamazoo and Battle Creek and the United Way. Online donations can be designated specifically for Carruthers. Visit bccfoundation.org/HelpNow. To select her name from the online donation form’s drop down menu, first click on “support victims and their families” to access the list of individual families.