

TEAMWORK

NEWS FOR THE BORGESS FAMILY

May 20, 2016

Reflections on 92 years of caring

Friends. That's what both Vicki and Dave Carr enjoyed most about working at Borgess Medical Center for the past 46 years. Friends are what they will miss most since they chose to retire together on May 13, 2016.

"I have worked in 14 different positions since arriving at Borgess June 12, 1970," said Vicki Carr, CPC-A, Certified Coder. (Dave had joined Borgess four months earlier.) "With each new job, I made new friends who trained me, gave me advice and were there when I just needed someone to talk to or discuss a problem. I will miss the Borgess Family."

Vicki and Dave won't miss each other. They met and married shortly after beginning their respective careers.

"In 1970, Dave was a house orderly and I was a nurse's aide," Vicki said. "I worked the 3 West Men's Surgical Unit.

"Dave would come up to the floor and help the men get into the tub. He would then help me make the bed, while he waited to help them out of the tub. We had time to talk and get to know each other."

Vicki and Dave went on their first date in October, announced their engagement on January 1, 1971, and got married in June 1971.

The Carr's three children (two boys and a girl) have been their pride and joy. All have earned advanced degrees, including one who is

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BORGESS

Vicki and Dave Carr



92 years of caring

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a pathologist in Holland.

“Two children briefly worked at Borgess Medical Center, while pursuing their respective careers,” said Dave. “We simply asked them to do their best. I once posed the question on how they had all turned out like they did and one responded it was because we respected them and in turn they respected us back.”

Respect for others

Respect for others has been a hallmark of Vicki and Dave Carr.

“I grew up on a farm where there were always unexpected challenges,” Vicki said. “I learned ways to cope and handle these challenges.”

“Change has resulted in many unavoidable challenges at Borgess; it’s a part of life,” said Vicki. “One thing I always remembered was something I was told during my training to become a ward clerk. It was emphasized that the majority of the time we would be the first person a



A small sampling of the many associates who wished Vicki and Dave Carr well at their May 13 reception.

patient, family member or visitor would see when they arrived on a floor. The professionalism we displayed would make a lasting impression. I was representing Borgess Medical Center and with it the values passed down by the Sisters of St. Joseph to everyone who followed.”

“Their impeccable representation of Borgess Health is the best thing to take away from the bittersweet departure of this loving Borgess couple,” said Dan Zeitler, Director, Operations, The Resource Group, LLC, an Ascension Health Alliance Subsidiary.

“All of their contributions may not receive the appreciation they deserve, like the fact that Dave has donated 14 gallons of blood, but their positive spirit lives on because they touched so many others.”

Job titles for Vicki and Dave Carr since 1970

Vicki Carr

Nurse’s Aide

Ward Clerk

Control Clerk

Certified Health Unit Coordinator

Clinical Care Coordinator

Secretary for Clinical Business

Management

Borgess Business Office

Payment Application Specialist

Blue Cross Biller

Team Lead for Blue Cross

Charge Master Specialist

Borgess Medical Group Business Office

Payment Application Specialist

Certified Coder

Dave Carr

House Orderly

Orthopedic Tech

Receiving/Warehouse Supervisor

Receiving Specialist

(Favorite job—‘Jack of All Trades,’ doing whatever needed to be done.)



Learn more about mammograms

Laurene Mann, MD, Borgess Health Mammography, recently spoke about the importance of a screening mammogram, when women should begin screening, and much more with Lori Moore. This interview can be seen by visiting <http://wwwmt.com/features/lori-moore-show/051016-dr-laurene-mann-borgess-health-mammography>.



Plainwell Area EMS is honored by the American Heart Association

Plainwell Area EMS has received the American Heart Association’s Mission: Lifeline® EMS Bronze Award for implementing quality improvement measures for the treatment of patients who experience severe heart attacks.

Mission: Lifeline’s EMS recognition program recognizes emergency medical services for their efforts in improving systems of care and improving the quality of life for patients who experience an ST elevation myocardial infarction (STEMI). STEMI is the most deadly type of heart attack, and is caused by a blockage of blood flow to the heart that requires timely treatment. Mission: Lifeline seeks to save lives by closing the gaps that separate these patients from timely access to appropriate treatments.

“I’ve had my fingers crossed on receiving this award since submitting our data to the American Heart Association,” said Ryan Cronk, CCEMT-P, Operations Manager, Plainwell Area EMS. “The award is a great recognition of the outstanding work of our staff, along with the support of both the Otsego Fire Department and Plainwell Public Safety. We are pleased to be recognized for our dedication and achievements in emergency medical care for all cardiac patients.”



A new Hospital Hospitality House of Southwest Michigan will better serve Borgess Medical Center patients.

Even better

A trusted partner is moving closer to Borgess Medical Center to help serve patient and visitor needs—even better. Hospital Hospitality House of Southwest Michigan will have a new home on 1800 Henson Avenue, at the eastern edge of Borgess Medical Center’s 60-acre campus. Groundbreaking took place on Friday, May 13, and the 8,500 square foot facility will be completed in early 2017. It is the first of two new buildings that will replace the distinguished, but aging, structure on South Street. The second Hospitality House will be near Bronson Methodist Hospital.

“Even Better” is an understatement. The new Hospital Hospitality House will have these additional advantages compared to the present quarters on South Street:

- Fully ADA compliant
- One level—no stairs
- Main floor guest laundry
- 6 2-bed & 1 4-bed family bedrooms
- En-suite bathrooms
- Separate staff/visitor bathrooms
- Open seating/conversation areas



Groundbreaking took place May 13 on the 1800 Henson Avenue lot adjacent to Borgess Medical Center’s east campus perimeter.

- Flexible kitchen & dining areas
- Library with guest computer access
- Kids’ playroom & outdoor play area
- Accessible, private outdoor space
- On-campus location
- Plentiful parking
- Dedicated office/reception area
- Space for private meetings
- Adequate work space
- Energy efficient
- Low maintenance

The new facility is being built in partnership with the Home Builders Association of Western Michigan, Hospital Hospitality House of Southwest Michigan and Borgess Health. It is part of the “Two Houses One Heart Campaign,” whose goal it is to construct and outfit a fully accessible modern cottage for each of Kalamazoo’s hospitals.

Hospital Hospitality House of Southwest Michigan was established in 1985 as the result of a collaborative effort between the hospitals and community leaders to promote the use of Kalamazoo-based

treatment centers, and most importantly, to provide no-cost accommodations for patients and families facing serious medical challenges. The House’s mission extends well beyond a safe place to sleep by providing a home-like setting with kitchen and laundry facilities, personal care items, comfortable rooms, and a 24-hour caring and compassionate staff.

Hospital Hospitality House provides 3,000 guest nights of service annually. Guests have come from all 50 states and many foreign countries, with two-thirds originating from Southwest Michigan.



Kathy A. Young, MS, President & CEO, Borgess Health welcomed Hospital Hospitality House to the campus of Borgess Medical Center and spoke with media representatives.

A vote for Anthony Tersigni supports One Ascension

One Integrated Ministry, One Ascension is a vital element of fulfilling our Mission to meet the needs of individuals and communities with special attention to those who are poor and vulnerable. Anthony Tersigni, President and CEO, Ascension Health, needs votes of associates to help continue our leadership role as the largest Catholic and largest not-for-profit health system in America.



Anthony Tersigni

Tersigni has been on *Modern Healthcare's* list of *100 Most Influential People in Healthcare* for 11 years in a row, including No. 4, last year. Continuing that recognition and visibility helps Ascension. Recognizing the visibility and reputation of our leaders, and that of Ascension, strengthens our position as an advocate for a compassionate and just society, so we can positively influence legislation and regulations nationally and regionally.

It's also an acknowledgement by the editors and readers of *Modern Healthcare* of the tremendous efforts of associates, physicians and volunteers across Ascension, as they provide compassionate, personalized care in the communities we serve.

The *Modern Healthcare* rankings are determined equally by readers' votes and the senior editors of *Modern Healthcare*. We're asking for your help in supporting our Mission by voting for Tony Tersigni, Dr. David Pryor and Dr. Mike Schatzlein.

Please vote by visiting the link on the Borgess Intranet located on the left navigation panel. Voting ends Friday, June 24.

Again, Thank you!

National Hospital Week (May 8-14) is over, but appreciation for the work you do never ends. Borgess Tumblers were a gesture of that appreciation during Hospital Week.

If you did not receive a tumbler during National Hospital Week, please contact your manager or director.

Again, thank you!



Renew lives by recycling old ink cartridges

Old ink cartridges help renew the lives of patients who use Borgess Easy Street, an essential part of the Borgess Inpatient Rehabilitation Program.

“Volunteer Services recycles old ink cartridges of all types,” said Kandi Torres, Coordinator, Borgess Volunteer Services. “Simply bring them to Room 277, 2W, or our Flower Room, located near Easy Street on Ground West, Borgess Medical Center. Volunteers will also pick them up from Borgess Medical Center offices, just call 226.4882. Recycling proceeds go to our current Gift Shop project—Easy Street.”

Borgess Easy Street helps recovering patients make the transition to life outside the medical center. Created in 1992 through the generosity of four sponsors and 271 other contributors, Easy Street is in need of renovation to best serve patients.