

100 THINGS WE CAN CELEBRATE

Metro Health Hospital celebrates its first anniversary in our new location at Metro Health Village in Wyoming on September 30, 2008.

It has been an exciting first year! We have developed a great culture that allows us to fulfill our mission of providing the best experience for patients, physicians, staff and the community.

Below is a list of just some of our major accomplishments from the past year. Congratulations to everyone at Metro Health for taking health care to a better place!

1. A total of **103,512 plants** were used on the hospital's green roof
2. More than **30,000 people** attended grand opening events at the hospital prior to opening
3. IT installed **1,400** new desktop computers, **350** new printers, **1,500** new Virtual Desktop Infrastructure (VDI) sessions and **1,650** new CCI blade PCs
4. Our website, **metrohealth.net**, was updated for the move
5. IT implemented the **Awarix system** to assist with bed management and patient flow
6. Marketing launched the **largest advertising and marketing campaign** in Metro Health history
7. We safely moved **90 patients** from the old hospital in Grand Rapids to the new location in Wyoming in just over **six hours**
8. **Spartan Stores** gave the first baby born at the new hospital a **\$25,000 college scholarship** which could eventually be worth up to \$135,000
9. Security controls **217 card readers** and issues and controls more than **4,500 hospital and offsite keys** and more than **3,500 ID badges**
10. The last baby born at the Boston Street building and the first baby born at the new hospital both received a **\$1,000 savings bond** from Metro Health
11. The Assisted Breathing Center added **seven more beds**
12. **Vocera** devices were introduced throughout the hospital, making communication faster and easier for patients and health care workers
13. **The Steve & Cindy Van Andel Center for Restorative Care** brings inpatient and outpatient services together in one place for the first time

14. **Spartan Stores** celebrated opening the new hospital with a special program for babies and new families providing **welcome bags** to all new mothers
15. Items and hardware left behind at the Boston Street hospital were auctioned off by **Habitat for Humanity** of Kent County
16. Marketing received a **Telly award** for its “Built to Heal” television program about the new hospital
17. Security has more than **285 years** of police, fire and security experience – all officers are certified by the International Association for Health Care Safety & Security
18. **Demolition** of the old hospital on Boston Street made way for Beacon Hill at Eastgate, a senior housing project
19. Metro Health was the named sponsor of the **Grand Rapids Marathon**
20. The Metro Health Hospital Foundation, WOOD-TV8 and Diplomat Pharmacy provided **1,300 free flu shots** to West Michigan residents at the hospital
21. The number of active volunteers grew from **83 to 219**
22. The Metro Health Hospital Foundation announced that a record-breaking **2,183 hours** of Paid Time Off (PTO) contributions from the 2007 Metro Family Campaign yielded more than **\$50,000 for the Patient Care Fund**
23. Thanks to a generous gift to the Metro Health Hospital Foundation, the **Hearing Loop** assisted hearing impaired patients and visitors at the hospital
24. Barnes & Noble at Rivertown Crossings Mall in Grandville donated more than **2,500 children’s books** to the hospital
25. Emergency patients continue to be seen by a physician quickly and are very satisfied with their care, ranking us above the **90th percentile in satisfaction** surveys
26. The State of Michigan approved expansion to a **second cardiovascular lab**
27. IT wrote **46,830 work tickets** through Help Desk requests, 12,599 of those in the first three months after the move
28. Metro Health sponsored the **National Kidney Foundation’s 12th Annual Kidney Walk** as part of ongoing commitment to help West Michigan residents improve their health and well-being
29. Metro Health made the news on TV, in newspapers and magazines and on the internet more than **530 times** compared to 284 for the previous year
30. The Grand Rapids Business Journal honored development partners Metro Health and The Granger Group for Metro Health Village with the **Newsmaker of the Year** award

31. Senator **Carl Levin** toured the new Metro Health Hospital, making a special stop in the Assisted Breathing Center
32. Metro Health Hospital won top honors in the Michigan Community Blood Center's annual hospital blood drive by increasing donor participation by **231 percent** during the 2007 Hospital Holiday Challenge
33. For the second year in a row, Metro Health Hospital was named **one of the nation's 100 Top Hospitals** by a leading independent survey
34. Attendance at Metro Health's Steve & Cindy Van Andel Center for Restorative Care Hip & Knee Pain Seminars increased by **400 percent**
35. Our **12 Lead EKGs** performed at the bedside in Emergency led to faster diagnosis for patients
36. Metro Health Hospital received the **2006 Governor's Award** for quality and safety – as well as special recognition as one of Michigan's 18 top-performing hospitals
37. Through Community Outreach, Metro Health joined the **American Heart Association** as the **Inspire Change sponsor** for its **Start!** initiative in West Michigan, a program to educate area residents about heart disease, stroke and ways to lower their risk from these diseases which account for about 35 percent of all deaths in the area
38. **Fifteen different languages** are spoken among Metro Health volunteers
39. Metro Health's "Mother's Room" led to **Breastfeeding Friendly Employer** recognition by West Michigan Association of Lactation Consultants (WMALC)
40. The Service Request Center answered approximately **2,000 calls a day**
41. Metro Health received the **2007 Excellence Through Insight Award** for overall inpatient satisfaction
42. Emergency department visits jumped **18 percent**
43. **Metro Health Hudsonville** opened in March 2008, and we announced plans to open **Metro Health Allendale** in 2009
44. We expanded our range of health care services through our new **Specialty Physician Suite** located in the Metro Health Professional Building
45. We treated a **record 864 inpatients in April 2008** and a **record 9,613 inpatients for the year**

46. The **Tom and Mickie Fox family donated \$1 million** to Metro Health for robotic surgery equipment, the largest single donation in the Metro Health Hospital Foundation's history – employees and staff were later given the opportunity to try out the **da Vinci Robotic Surgery System** to emphasize the benefits of having this equipment available at our hospital
47. Full-time nursing staff increased by **15 percent** to 313 in the last fiscal year
48. The Metro Health Hospital Foundation unveiled the **Toys "R" Us Children's Fund Starlight Site playroom**, created in partnership with the Starlight Starbright Children's Foundation
49. Metro Health Breton continued to provide community programs beyond their regular medical services, such as offering an **in-house food pantry** run and stocked by staff members, a patient appreciation holiday event with **winter weather giveaways** and a **Mother's Day event** for local families
50. Metro Health was recognized as **one of the Best Michigan Businesses** by Detroit-based Corp! Magazine
51. The first Spring plant sale featured **150 plants** donated by three employees
52. Metro Health increased the number of full-time employees, including nursing staff by **30 percent** to 2,059 in the last fiscal year
53. Community Outreach expanded the Metro Health Farm Market to a weekly event with an average of 20 vendors and increased attendance by **325 percent** – funding was provided through generous gifts to the Metro Health Hospital Foundation
54. More than **60 people** were evaluated for their risk of stroke and educated about stroke prevention and warning signs at a free stroke screening event held at the hospital – funding was provided through generous gifts to the Metro Health Hospital Foundation
55. A record **171 babies** were born in one month at Metro Health Hospital in June 2008
56. **MyChart**, the Epic Patient Portal, went online at our neighborhood outpatient centers
57. The laboratory processed 85,771 tests in the last fiscal year, nearly **20,000** more than the previous year
58. Metro Health hosted the **Walk4Hearing**, a nationally coordinated effort to increase awareness about the causes and consequences of hearing loss and to raise funds to provide information and support for people with hearing loss
59. Metro Health **volunteers saved the organization \$245,395** in the last fiscal year

60. Metro Health Hospital underwent its first construction project since the move – the new **mobile MRI pad and entry room**
61. Metro Health increased recycling by **80 percent** from 2005 to 2007 for a total of 56 tons
62. The State of Michigan approved the Certificate of Need (CON) for **The Cancer Center at Metro Health Village**
63. Business Review Western Michigan recognized Metro Health with the **2008 Innovation Michigan award**
64. Metro Health welcomed **55 new medical staff members**
65. Metro Health’s Wound Healing Center received full accreditation with distinction from the **Undersea and Hyperbaric Medical Society**, a ranking fewer than two percent of the nation’s wound clinics receive
66. Metro Health was the only hospital in West Michigan to participate with the University of Michigan and Sparrow Hospital in a state-wide **stroke study**
67. Diagnostic radiology procedures jumped **11 percent** in the last fiscal year to 142,449
68. Metro Health administrators and employees served as featured presenters at numerous **national conferences**
69. The Cancer Center at Metro Health Village opened, bringing the practices of **Michael Zakem, D.O.** and **Martin Bury, M.D.** to the village
70. Metro Health reduced its regulated medical waste by **13 percent** for a total of six tons
71. [Metro Health and the University of Michigan Department of Radiation Oncology](#) created a partnership to provide radiation oncology services at The Cancer Center at Metro Health Village
72. More than **240 men** were evaluated for prostate cancer at the free screening event held at Metro Health Breton – funding was provided through generous gifts to the Metro Health Hospital Foundation
73. A total of **264 employees** participated in the Better Body Challenge through HealthyBest
74. The **C.A.R.E. Channel** was introduced at the hospital to support patient recovery and improve comfort with soothing sounds and images available on the patient’s in-room television – funding was provided through generous gifts to the Metro Health Hospital Foundation
75. A record **169 people** were treated in Emergency in one 24-hour period on Sunday, August 31, 2008

76. Thanks to a donation to the Metro Health Hospital Foundation from **Tommy & Sue Brann**, the Assisted Breathing Center introduced a **new dental program** for its patients
77. A record **330,720 outpatients** were treated in the last year
78. Metro Health received **four Healthcare Marketing Report Awards** for marketing communications surrounding the 2007 move to our new hospital
79. A total of **34 employees** were recruited for the newly initiated EPIC Inpatient Project
80. Metro Health Sports Medicine provided medical care for **every college and professional athletic team** in the area
81. More than **4,300 units of blood products** were used in the last year
82. Metro Health received the **2008 VHA Leadership Award for Clinical Excellence** for its work in the area of heart failure and pneumonia
83. More than **110 groups** (1,330 people) from seven countries and 25 states have toured the new hospital
84. Metro employees lost **552 pounds** through Weight Watchers At Work
85. The Metro Health Hospital Foundation provided more than **\$447,000 for internal grants** to fund equipment and programs provided by the hospital
86. Security responded to security issues and emergencies for all exterior and interior incidents – **more than 100 a month** – at six hospital buildings and 12 outpatient centers
87. Metro Health received the **Partners for Change Award** from Practice Greenhealth, the hospital's third national award for its efforts to reduce waste and prevent pollution
88. Food Services served a record **122,759 meals** to patients
89. Metro Health hosted its first **HFAP survey** since moving the hospital and passed with flying colors and rave reviews
90. Employees celebrated an **award-winning year** with a picnic, games, prizes and even an executive dunk tank
91. The Metro Café served **368,382 meals** to employees, physicians and visitors
92. Metro Health announced plans to create a **surgery center** within the Mid Towne Village Women's Health Center of West Michigan located on the "Medical Mile" downtown
93. The **Kent Intermediate School District (KISD)** began holding Health Science Academy classes in the Metro Health Professional Building

94. Starbucks at Metro Health Village served more than **224,000 hot beverages**, such as coffee and lattes, since the move
95. The Metro Health Hospital Foundation hosted its largest donor gala in its history with more than **900 people** attending Feelin' Grand 2008, a fundraiser to benefit the early detection of breast cancer
96. In a recent survey of a cross section of hospital patients nationally, Metro Health Hospital's patients ranked us in the **top six percent** overall
97. Metro Health hosted the state's first "**Green**" **Health-Care Conference** to discuss sustainable business practices, climate change, energy consumption and waste management for hospitals
98. The **Hyatt Place** prepares to open, making it the first LEED-certified, smoke-free Hyatt in the world
99. Eight buildings housing more than **40 businesses, offices and medical offices** are now open in Metro Health Village with many more on the way
100. We did all this and so much more thanks to the dedication of our staff and physicians and the support of our community – thank you!