



Health Intervention Services
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Spring 2016

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Health Intervention Services

Healing for today.
Hope for tomorrow.

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Bill Paxton
Laura VanderMolen, DO
Daniel Armstrong, DDS
Kenneth Kraft
Radames Cordova
Sandra Deters, RDH
Montserrat Dykema
Barb Drenth, RN
Thressa Hoekstra
Fred Hoekzema, DDS
Daniel Garcia
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Tickets \$75.00
Sponsorships Available

ArtFeast is an event where you can bid on artwork, glean insight from your favorite artist's perspective, enjoy hors d'oeuvres, and a cash bar. Need more information? Call Thressa at 616.475.1326 or email: thoekstra@hisgr.org

HIS 101 Monthly Luncheons

The fourth Thursday of each month we host a "get acquainted" opportunity called HIS 101. At this free, "no ask" event held over a "taste of the neighborhood" lunch, our leadership team shares their heart for service and the mission, vision, values and services of HIS. After a tour of the facility, this one hour event concludes by joining our staff and volunteers in our traditional prayer circle at 1:00 pm as we open the clinic for the afternoon.

We would love to have you join us. Invite a friend or two whom you feel might be interested in learning more about the good work that you support at HIS.

Spaces are limited so we do need reservations—see dates below.

April 28, May 26, June 23, July 28, August 25, September 22, October 27, December 1

Please contact Ken Kraft, Director of Advancement at kkraft@hisgr.org or 616/475-8446 x107

The Journey Forward

Strategic planning is much like planning a trip. You look at where you are, where you want to go, and how you will get there. Who you are and what you value will often dictate how you make the trip, and you build activities and stops along the way that are important to you.

At HIS planning our trip started with who we are. "HIS reflects the spirit of Christ by providing compassionate, accessible healthcare." This is our **mission statement** revised through the strategic planning process. It tells you who we are because it says **what we do and why we do it**. It tells you what is important to us: Christ, compassion, accessibility, and healthcare.

Our **vision** tells you **where we are going**: "A collaborative community where accessible, quality healthcare promotes wellness for all." We will work with the community to encourage people to be well, not just get better.

The **guideposts** for our journey are our **values** guiding us from where we are to where we want to be. These guides are Christ Centered, Compassion Filled, Quality Driven, Person Focused, Empowering, Holistic, and Collaborative.

Three **strategic priorities** were set during the planning process. Our priorities tell you what's important to us as we make this trip. First, we "will provide services to the most needy and disadvantaged members of our community ..." Having insurance is not the sole predictor for access to quality medical care. The biggest predictors are where you live and how much you make. For disadvantaged communities, the need for quality medical services outstrips the resources leaving many without access to service - especially Christ-centered services. We will fill that need.

Our second priority helps us accomplish our first priority: "HIS will be open to ... pursue collaborative opportunities with health and human services organizations ..." This is more than playing nicely with others. Guided by our Christ-centered value, we will build alliances that make a difference in our community. Do we dare utter the "m" word? We will consider merger -- but only if we can retain our values while promoting wellness of all.

The third priority prompts us to reach out to those in need of our services as we "we seek opportunities to provide services in socio-economically disadvantaged areas." We have been in the Burton Heights community for 18 years. Most residents in our neighborhood do not know we exist. We need to change that. A barrier to community recognition is our name. While in English it conveys our primary value (we are His clinic!), it doesn't translate well to Spanish. And Burton Heights isn't the only area that needs our services. We will find those neighborhoods that do.

Guided by our values our strategic plan sets priorities for the next three years as we journey toward our goal – accessible, quality healthcare that promotes wellness for all. It should be an interesting trip. I'm glad you are along for the ride.

Diabetes Clinic

Diabetes is not only a growing national problem with 1.4 million Americans diagnosed every year, it is the most frequent medical diagnosis at HIS. In response to this significant problem, we started a Diabetes Clinic at the suggestion of a volunteer optometrist with the goal of providing better preventative and comprehensive care to our patients with diabetes.

Diabetes is a complex, chronic, and progressive disease that affects many physical systems. Two keys to controlling the disease are vigilant checks on the progression of the disease, and empowering patients to manage their disease. For many learning to rigorously do what is needed to manage the disease medically is a real challenge.

The program consists of four components. First, education is provided in both English and Spanish where patients learn more about diabetes, how to make good diet choices, and develop self-management tools to help control sugar levels. Second, a dental screening is provided to detect any oral diseases and determine the dental care the patient may need. Third, the patients see the eye doctor to be screened for retina disease or complications. Eye screening plays a key part in diabetes care as some complications such as retinopathy do not have obvious symptoms until it is more advanced. And fourth, the patients visit the medical team where they review their medications, receive a foot exam, have blood drawn for labs that are needed, and ask their doctor about any questions pertaining to their diabetes treatment.

"I am excited to improve the care our patients receive. Our goal is to help our patients improve control of sugars and to have annual screenings. We want to help them learn about their disease and be in compliance with medication. We now are going to be able to monitor outcomes and verify if we are improving care. I am excited to expand this program and see if we can make an impact on our patients and find best practices that work." Dr. Laura Vander Molen

Diabetes Clinic Patient Story—*Manuel T*

Since Manuel T. was diagnosed in 2014, he has been struggling to manage his diabetes. He attended the HIS Diabetes Clinic in January 2016 and visited all four sections. With the help of medications, Manuel's sugar levels have decreased and he is now more conscious about his meal plans. Manuel is grateful for the help he has received at HIS. "The staff and volunteers were caring and kind. I am very happy for all the ways HIS has benefitted me!"



Samantha Velez, RN and Manuel

We Welcome Radames Cordova

"God has done miracles in my life from overcoming paralysis on my left side as a baby to helping me get through school to leading me into dental assisting and coming to West Michigan and HIS."



This testimony of God's direction is from Radames Cordova the newest member of the HIS staff. Radames joined the HIS staff team in November as the Dental Assistant. Hailing from Newark, New Jersey his dad is from Puerto Rico and his mom from Guatemala. Raised by Christian parents, Radames knows he has seen God's hand in his life from his earliest days.

Being teased about his teeth as a child has given Radames an appreciation for dentistry and a compassion for patients. "Radames immediately won over the entire dental staff with his testimony of God's mercy and restoration. He has an energetic and enthusiastic spirit. His enjoyment both of people and his work has been a welcome addition to the Dental Department," said Dr. Daniel Armstrong.

Radames brings another skill to HIS. He is a talented musician leading worship at his church, Casa de Oracion. Radames and HIS co-worker Daniel Garcia also play in a band at other local venues.

HIS Free Dental Day



When you are living in poverty, where do you go for dental care? In 2013 a study reported that 155,000 residents of Kent County do not have access to dental care. Because resources for dental care for the working poor and the unemployed are so few, it is a serious and frustrating situation for too many of our neighbors.

At Health Intervention Services, reflecting the spirit of Christ by providing compassionate, accessible healthcare is our mission, and our passion. So in August of 2015 we had our first Free Dental Day where we offered urgent dental services on a first come, first served basis regardless of insurance coverage or financial status.

What makes the Free Dental Days possible is the service of numerous dental professionals volunteering their skills and time. As we often say here: at HIS, His work is done through volunteers. Drs. Steve Conlon, Tom Nykamp, Jim Peurach, were here along with our staff to serve 31 patients on August 21st. Drs. Conlon and Nykamp were joined by Drs. Iliana Fingleton, Scott Hodges and Paul Korte at a second Free Dental Day held on January 22, 2016 where 35 patients received care. These dentists were joined by 13 volunteer hygienists and assistants who came alongside our staff to provide the support to provide quality, compassionate care to the patients.

A third Free Dental Day is scheduled for April 29, 2016, and we are planning another for September 30, 2016. "It is really moving to see so much dental sickness plaguing our neighbors. What is even more moving, however, is seeing the kindness and generosity of so many that come together to make a difference," says Dr. Daniel Armstrong, HIS Dental Director.

We will continue to need the assistance of volunteers to make this program, as well as the other services we offer, available to our community. If you or someone you know might be able to help, please contact our Volunteer Coordinator, Nan-

HIS Thanks Old National Bank & West Michigan 100 Strong!

HIS was thrilled to receive two special gifts this past month that demonstrate the commitment and creativity of our community to helping their neighbors through non-profit organizations such as ours.

We were one of four organizations to receive \$5000 in Old National Bank's "Choose Your Charity Contest." A BIG THANKS to ONB and the many HIS friends who went by the bank branch to vote for us.



ONB Check Presentation

Also in March we were one of three healthcare agencies invited to make a presentation to West Michigan 100 Strong. We tied in the vote of the members attending the meeting and received a donation of \$2,150! Another BIG THANKS to those in this community organization who provided these funds not only for HIS but also for the other healthcare organizations that were invited to participate.

As HIS needs support to cover 77% of the average cost of every service that we provide, these gifts will bridge the financial gap for scores of our neighbors who face barriers to accessing quality healthcare.

Free Dental Day Patient Story —*Doris Jefferson*

Doris had two teeth that were hurting so bad it had required an emergency room visit which had provided only short term relief. But without insurance, transportation and on a limited income, a long term solution wasn't affordable. Her nine month struggle came to an end when she was able to receive care at our January Free Dental Day.



"The line was pretty long. I just made it in" she shared. "I am so thankful! The staff is all so friendly. The spiritual atmosphere is such a blessing. They are genuinely concerned. They don't talk down to you or make you feel bad about your problem. They understand your struggles. Dr. Armstrong explains the options clearly and answers questions. It all makes a big difference."

"HIS gets A+'s across the board from me. I tell everyone I know who needs care about HIS."