



Exalta Health[®]
Our community. Our health.

Exalta Health reflects the spirit of Christ by providing compassionate, accessible healthcare.

Newsletter | November 2020

From our President—Ed Postma

Exalta Health has been in the community for over 20 years. Throughout those years we have collaborated with many organizations to fulfill our mission.

In this edition of our newsletter you will read stories not only of that collaboration and the way it is a benefit to organizations, but also how it takes place internally.

Here are two quotes that speak to our work together as a staff at Exalta Health.

The first is from Mother Teresa who said: "You can do what I cannot do. I can do what you cannot do. Together we can do great things." The second is from novelist Nicholas Sparks who said: "Sometimes the most ordinary things could be made extraordinary, simply by doing them with the right people."

We have the right people at Exalta Health, and together we are doing great things. This has been more true than ever in the last seven months or so as all of healthcare deals with the significant challenges created by COVID-19.

As you visit us, call us and email us, you may run into some new faces and also some familiar faces now in new roles. We are thrilled that Shana Gonzalez-Dean (a former student intern from Ross Medical Education Center), a veteran employee, has stepped into a new role for us in recent weeks, including adding some checkout and billing to her work as dental treatment coordinator. And Karleigh Hoekstra is



Left to right: Lorely, Jami, Shana, Karleigh

going to be stepping away from her work as volunteer coordinator into important new duties as a contract coordinator and administrative assistant.

We also have Gam Garcia, a former student intern from Ross Medical Education Center who has become a dental assistant, and Jami DeHaan, our new volunteer coordinator, and Lorely Esparza-Gonzalez, who joins us on a part-time basis and will assist our patients with insurance navigation and billing.

And of course we thank all of our veteran employees, the people who have shown such great resilience and great attitudes as we face challenges the likes of which healthcare has not seen in our lifetimes. For all of the staff at Exalta Health, work here is truly a calling, and we are so grateful to each and every person who has chosen to live out our mission in their vocation.

Working Together

At Exalta Health, partners have been critical to our work since we began in 1996.

So this fall, on any given day, our building on South Division has been host to our usual cadre of volunteers and also to folks from such educational institutions as Grand Valley, Ferris State, Grand Rapids Community College, Calvin and more. We also partner with a number of local hospitals, including Spectrum Health, St. Mary's, Metro Health and more.

And while we gain a lot from these partners, they will tell you that they benefit too. Laura Kass is a Physician Assistant from Metro Health and is spending one day a week at Exalta Health this fall.



She says: "I have been seeing a range of patients here, from urgent care to routine well-care visits. I have always felt called to care for people who might not otherwise receive quality health care, and fortunately for me, there are a lot of opportunities to do that as a PA."

Laura has been a PA for almost 11 years, and her first job out of school was at a FQHC (Federally Qualified Rural Health Center) in Ionia, Michigan. She also has assisted at a not-for-profit migrant health clinic, providing care for the seasonal agriculture workers in mid-Michigan.

"I am proficient in Spanish," she says, "but not 100% bilingual, so the language piece with some of the patients at Exalta Health is a new challenge. The staff at Exalta Health has been incredible with helping me. Also, as a person of faith. I am still learning how to best incorporate this in my role as a care provider, but I have seen how important it is to the patients here."

"I have already seen a change in myself both personally and professionally from working with the rest of the care team who value the Christ-centered approach to their work." Laura Kass

Calvin nursing professor Laura Martzke brings junior, first-semester nursing students for community-based nursing in the fall, and then brings senior, final-semester nursing students back each spring.



Calvin University Students at Exalta Health

Students work at the Exalta Health clinic, and Martzke says that "serving at Exalta gives us the opportunity to witness others putting their faith into action and participating in this ourselves with God's leading. It is a rich spiritual and cultural environment in which they learn to be Christian nurses."

(Story continues on page 3)

Working Together continued...



Calvin University Professor
Laura Martzke

Martzke worked for GRPS as a school nurse for 16 years, including 12 years at Cesar Chavez Elementary in Burton Heights.

Many of her nursing students speak Spanish, and Martzke says that the residents of Burton Heights are always very gracious to the students for

the screenings and teaching they do, "but they really love talking to these students in their native language. It is a mutually beneficial arrangement quite often."

Students agree.

"Being here has made me more aware of how important health education is in our impoverished communities. Access to care is so important." - Grace O

"I like how cultural aspects play a part in the care provided at Exalta Health" - Lauren C

We are grateful for the ways in which our mission impacts our partners.

As Martzke says: "We know that everyone we meet is made in the image of God, and we are called to serve as His hands and feet. Exalta Health is a place where we can do this, with support and encouragement from their wonderful staff. We are very blessed to have Exalta as a rich learning and, more importantly, spiritual environment for these students as they follow God's calling to serve Him as nurses."



Calvin University Students Classroom Time

Annual Luncheon—We Still Need You!

October is the month that Exalta Health holds their Annual Luncheon highlighting staff and patients and the services offered at our clinic. It is also one of 3 annual fundraising events. Though this year we were not able to meet due to gathering restrictions, we hope we can still count on your participation to raise the necessary funds to continue the work of Exalta Health among our community.

As I write this, I am reminded of a testimony I heard from one of our patients. When asked, "What would you do if Exalta Health wasn't available?" he replied:

"I don't have another place I would trust to be clean, responsible, kind, knowledgeable, and compassionate, where they love their neighbors."

As you consider giving this year, may you have our patient's testimony in mind. When you support Exalta Health, you are supporting our staff and patients. Your contribution keeps our lights on and our doors open so that our services can continue, and our patients would never have to think what it would be like if Exalta Health were not here. Thank you for your continued support through prayers and financial gifts.

- Sandra Muthyala, Advancement Director



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