



2060 Division Ave S, Grand Rapids, MI 49507

Nonprofit
U.S. Postage
PAID
Grand Rapids, MI
Permit 1250



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

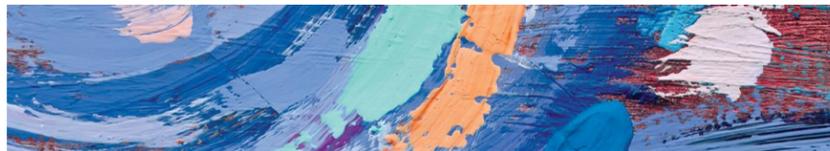
2060 Division Ave S, Grand Rapids, MI 49507
phone 616.475.8446 fax 616.475.1272
exaltahealth.org



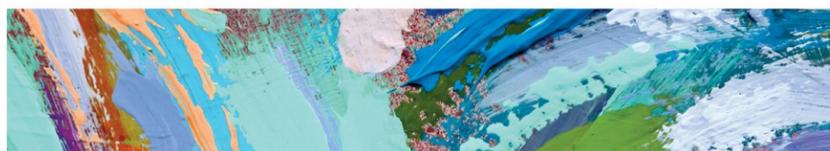
SAVE THE DATE

Thursday, May 10 5:30p-8:30

Aaltech Automotive Service
3663 Broadmoor Ave SE Kentwood, MI 49546



ArtFeast6
Exalta Health invites you to an evening of art filled elegance.



Get your tickets on-line at www.exaltahealth.org/events/artfeast-2018/

BOARD OF DIRECTORS
Executive Committee

Ed Postma
Chairperson
Curt VanSolkema
Vice-Chairperson
Diane Knapp
Secretary
Jeff Stormo
Treasurer

Dan Butler
Donna Erickson
Iliana Fingleton
Kyle Hollemans
Laura Martzke
Jane Renwick
Jim Samuelson
Ricardo Tavárez

STAFF

Bill Paxton
President
Laura Vander Molen, DO
Medical Director
Daniel Armstrong, DDS
Dental Director
Kenneth Kraft
Director of Advancement
Radames Cordova
Dental Assistant
Sandra Deters, RDH
Dental Hygienist
Montserrat Dykema
Receptionist
Whitney Eckhoff
Financial Navigator
Thressa Hoekstra
Executive Assistant/ Office Manager
Fred Hoekzema, DDS
Dentist

Rochelle Hyde
Volunteer Assistant
Daniel Garcia
Dental Assistant/Coordinator
Kristen Meyer
Chaplain
Samantha Orozco, RN
Medical Clinical Coordinator
Sarah Pegman
Volunteer Coordinator
Elisa Perez-Arellano
Social Worker
Lynette Schreur, RN
Project & Quality Manager
Chris Shoemaker, MD
Physician
Ken Van Beek
Behavioral Health Coordinator
Ynixce Cruz
Medical Assistant

FROM OUR PRESIDENT

The Language of Love

Spring time.

It's the season that we long for and so appreciate once it is here. It's the hope-filled answer to the question, "will winter never end?" Spring. It's filled with new life, and inspired by love.

While Valentine's Day is promoted as the day of love, spring is the season for love. We witness spring's love rituals with the young and old. It is in the spring that Christians celebrate Easter, the holiday that witnesses God's deep love for us.

It struck me that to really experience love, we need to understand the language of love. At Exalta Health we witness love spoken all the time.

- Our volunteers know this language.
- Our staff members speak love.
- Our donors also proclaim love.

Even though at Exalta Health you will hopefully hear kind words, the language of love is not comprised of words.

The language of love is defined in I John 3:18: "Let us not love with words... but with actions..."

God spoke love by giving us His Son. Jesus used the language of love by dying on the cross. Our volunteers and staff speak love every time they listen to a patient, enter data in our system, or make coffee. Our donors articulate love when writing a check or telling someone why they support Exalta Health.

April is national Volunteer Appreciation Month. It is fitting that we celebrate our volunteers in the spring because unless our volunteers speak love, this ministry does not happen. Along with our donors, our volunteers speak love to our neighbors, our community, and our world through their actions.

As Erma Bombeck said, "Volunteers are the only human beings on the face of the earth who reflect this nation's compassion, unselfish caring, patience, and just plain loving one another."

Our volunteers know that saying words is much easier than speaking love. But unless we speak love through what we do, winter will last forever.

Think spring. Speak love.

Bill Paxton, Exalta Health President

MEDICAL CORNER

“The Chaplain’s In”

When you visit your doctor, are you also able to see a chaplain? Probably not.

But at Exalta Health, thanks to your support, this is the norm.



Ken Vanderwal

Since our founding in 1996, spiritual care has been essential to our model of care. We have a history of having chaplains on staff. For the last nine years, Rev. Ken Vanderwal served as the part-time chaplain. And for the past year, Rev. Kristen Meyer has been an important part of the chaplaincy team.

Kristen began as a volunteer at Exalta in the fall of 2016, serving 16 hours a week as part of her field placement for Clinical Pastoral Education (CPE), a nationally recognized program that equips participants to offer spiritual care in a variety of settings. This year she is with us fulltime and completing a yearlong CPE residency in spiritual care.



Kristen Meyer

Kristen brings to Exalta Health not only her theological training as a graduate of Western Theological Seminary, holding a Masters of Divinity degree, but also fluency in Spanish. She also has several years of experience working with West Michigan's migrant community.

In describing the Spiritual Care we offer at Exalta Health, Kristen says:

“Exalta’s mission is to provide *compassionate* accessible healthcare that reflects the spirit of Christ. Literally, compassion means “suffering with.” So part of what compassion looks like here is the chaplain connecting with patients on the deep level of spirit, emotions, meaning, purpose, prayer. It is rejoicing with those who rejoice and weeping with those who weep. That’s always the invitation at Exalta. **Whatever you are carrying when you come into the clinic, the chaplain is here to be with you and for you in it.** And that can open the door for all kinds of healing.”

We are excited for the impact Kristen and our expanded spiritual care services will bring in seeking Christ's healing, both physical and spiritual, with our neighbors in Burton Heights.

What’s In Your Wallet?

Tamela Spicer’s Story at Exalta Health

Do you ever think about what’s in your wallet? For most of us, we pay little attention to the credit cards, photos, or the insurance card we carry around every day. For me, that simple insurance card has taken on special meaning. You see, I’ve not always had one.

Back in 2009, at the height of the recession, I was laid off from a job where I had spent six years. I couldn’t afford to continue insurance coverage and to be honest; I didn’t think much about it. I figured I would be back to work in a few months. I was, after all, well qualified with years of experience and two college degrees under my belt. Boy was I wrong.

About nine months into what would be a two-year period without a consistent job, I began missing that insurance card in my wallet. I needed medical care and I couldn’t afford it. I was working odd jobs, mostly through temp agencies, trying to make ends meet. The last thing I could fit into the meager budget was blood tests. That’s when Exalta Health entered my life.

I admit I didn’t approach my first visit to the clinic with a great attitude. I felt shame at not being able to pay my own way and I wasn’t at all sure about what kind of medical care I would receive at a clinic for *poor*

people. **My pride was getting in the way, but God had his way with my heart on that first visit.**

I remember thinking, *wow; it’s just like my doctor’s office!* I never felt less than. The staff was welcoming and helpful.

I received great care and the office made arrangements for all of my annual needs, a physical, mammogram and routine blood tests to insure my continued health.

That day was the first of many at Exalta Health. Although I later found a permanent job, I was at a small organization that didn’t provide health benefits. The staff and doctors at Exalta Health became my primary care physicians for nearly three years. There was comfort in knowing that I could call the doctor and receive good medical care without undue stress and worry over whether or not I could afford it. I knew that I could get quality care at a very affordable rate.

Today, I am blessed to once again carry an insurance card in my wallet. It may seem insignificant to many, but it’s something I will never again take for granted. Last year, my experience with Exalta Health came full circle. My son, who was working full-time without health benefits, was able to receive the same great care that I had. I’m grateful to the staff, doctors, volunteers, and all the donors who so graciously give of their time, talent, and treasure to continue making quality care available to people like me who find themselves in a period of uncertainty.



Tamela Spicer is a program manager in nonprofit services at the Dorothy A. Johnson Center for Philanthropy at Grand Valley State University in Grand Rapids, Mich. She works primarily with faith-based clients, and specializes in organizational structure, fund development, and strategic planning. She shared her story at the 2017 Annual Luncheon.

VOLUNTEER CORNER

Norm Palm – Making a Significant Difference

When Dr. Norman Palm, a distinguished oral surgeon, first came to Exalta Health to volunteer in October 2008, things were different. We had a different name (HIS), there were different staff members, and even the number of dental chairs was different.

At that time John VanderKolk, a friend of Dr. Palm, was Exalta Health’s Dental Director. Norm knew John as a very “inspirational individual who lived his faith”. Knowing the kind of person John was, and seeing his commitment to his work, Dr. Palm was drawn to work with John.

For three years Norm volunteered every other week, while running his own private practice and increasing his involvement with the Michigan Dental Association (MDA). However, in 2011, when he became the MDA President, he had to step back from volunteering.

Now, nearly 6 years later, Norm is back. Yes he is still busy as president of the MDA’s foundation. But after retiring from his private practice in July he reached out to Exalta Health to again volunteer.



Although there are many differences, Norm says some things are still the same. “I like working in a

Christian atmosphere. It’s important to me, it’s important to the (other) people that are there. It’s part of the culture and adds to the mood. It gives a sense of unity, a sense of mission ...”

During his two stints as a volunteer, Norm has noticed something in his interactions with many patients. In his private practice, Dr. Palm was able to communicate well with all of his patients, often using humor to put them at ease. But because he does not speak Spanish, he’s not always able to do this at Exalta Health.

“(Many of the patients and I) have a totally different background, different life experience, and you put patients through (difficult dental work like that) - it can be very painful. Then at the end of their appointment they look at you with gauze in their mouth and they still take the time to say “thank you!”

He also says that to him, volunteering is “a way to demonstrate our faith-based valuesIt’s a quiet way... to love one another... You feel reenergized, more committed, and it gives you solace that you’re making a difference in very small ways. But if everyone put it together, it could be significant.”

STEWARDSHIP MATTERS

The Impact of the New Tax Law: More Questions Than Answers

Both donors and non-profit organizations are assessing the impact the Tax Cut and Jobs Act of 2017 will have on philanthropy. Truth is the impact of doubling the standard deduction is not known. Will tax payers who are no longer able to deduct their charitable giving reduce their giving? Next year we will see how important income tax benefits are for charitable giving.

As donors and advisors seek wise and creative ways to be generous stewards, we may see more gifting of appreciated assets such as stocks, which can eliminate capital gains taxes. This remains unchanged in the new law. The use of donor advised funds may also increase to take advantage of this provision.

We often hear “West Michigan donors are different.” The thinking is that West Michigan donors are not motivated to give by whether or not their charity is tax deductible. At Exalta Health we know that our donors are special, and we think their motivation is mission and not financially based. However, we also know that stewardship matters.

We recommend that you consult a financial advisor about ways to continue to be wise stewards. We often see Exalta Health donors work with the National Christian Foundation of West Michigan, the Barnabas Foundation and the Grand Rapids Community Foundation to assist them with their giving strategies. If it would be helpful, we can provide you with contact information.

Contact Bill Paxton for information: 616-475-1363

Brenda’s Story: The Importance of Caring

Brenda did not have health insurance so a local physician referred her to Exalta Health knowing she would receive good healthcare even without insurance.

In April 2015 the importance of having a primary doctor became clear. When she came for a routine visit with Dr. Shoemaker, she attributed her tiredness to stress. A couple of hours after talking about her headaches and blood pressure, her lab work came back showing that her hemoglobin was

dangerously low. Dr. Shoemaker was able to get in touch with Brenda, and sent her to the ER for a transfusion.

Things are looking up for Brenda these days and her new job provides her with health insurance. She recently took time say thank you to our medical staff for the 10 years of quality, affordable care when she had no other options.

The doctors put me at ease...They were kind and listened to me. They always followed through and called back when they said they would...Many people fall through the cracks when it comes to healthcare, but Exalta Health is a good place to come! You will be treated with dignity just like I was.

Even though you have never met Brenda, you have made a difference in her life. She was depending on your faithful generosity in order to receive healthcare, even when she did not know she needed it. Thank you for caring for Brenda and other neighbors like her that you don’t even know.

