



September 9, 2019

The Honorable Gretchen Whitmer
Governor
P.O. Box 30013
Lansing, MI 48909

Dear Governor Whitmer,

On behalf of Mercy Health, I would like to express our appreciation for the workforce development services provided by West Michigan Works! Mercy Health is a regional multi-campus health care system serving West Michigan with five hospital campuses, more than 60 physician offices, and 8,000 colleagues. As a regional health ministry of Trinity Health – the nation's second-largest Catholic Health System – Mercy Health is committed to being a trusted health partner for life, transforming the communities we serve, by providing high-quality care that is the most accessible, compassionate and personalized in West Michigan.

We connected with West Michigan Works! because Mercy Health was experiencing a shortage of Medical Assistants. The Affordable Care Act, and Mercy Health's commitment to population health, expanded our outpatient services and led to an increased demand for Medical Assistants. The traditional Medical Assistant educational programs were not producing enough Medical Assistants to fill the gap. To meet this critical need we began a partnership with West Michigan Works! and three community colleges to create a USDOL Registered Medical Assistant Apprenticeship. West Michigan Works! and the Going PRO Talent Fund are helping us reach our goal of developing a pipeline of diverse and competent Medical Assistants as well as reducing our time-to-fill.

In addition, the growth in services and changes in care delivery models have resulted in an increased hiring of clinical professionals such as Registered Nurses, RN Residents (a specialized program for new graduate nurses with less than 1 year of experience), experienced Medical Assistants, and Licensed Practical Nurses. The Going PRO Talent Fund has helped us train new colleagues in the skills needed to be successful in their new roles.

We are grateful for our partnership with West Michigan Works! and their strategic, collaborative approach to sustainable talent solutions. We look forward to continuing our work together.

Sincerely,

Shana Welch
Executive Director, Talent Acquisition
Trinity Health – Michigan Region
Shana.welch@mercyhealth.com
517-490-7650