

September 5, 2019

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

Dear Governor Whitmer,

On behalf of Holland Hospital, I would like to express our appreciation for the workforce development services provided by West Michigan Works! In 1917, Holland Hospital began as a small community hospital and has grown today into a comprehensive health care network featuring a state-of-the-art, 189 bed main campus and several satellite locations. For the 11th year in a row, Holland Hospital has achieved the award "Healthgrades Outstanding Patient Experience Award" based on objective data collected by the Centers for Medicaid & Medicare Services. Holland Hospital is placed in the top 5% of hospitals nationwide for excellent patient care. We are also very proud of being named as one of the nations "101 Best and Brightest Companies to Work For" over the last eight years in addition to being honored as one of West Michigan's "101 Best and Brightest Companies to Work For" for 17 years in a row. With more than 2000 employees, in 2018, we had over 1800 new births, 15893 surgeries and over 443,000 outpatient visits.

I connected with West Michigan Works! because we needed assistance with training and development of our new front line leaders. Over the past two years, our organization has created and expanded a new leadership role that improves patient outcomes and employee engagement. A customized training program provided this group with a series of interactive classes focusing on "Everyday Leadership" giving the participants valuable tools to take back to their departments to start using immediately.

My company has benefited by working with West Michigan Works! because they have provided insight, education and support to look for creative ways to help recruit and retain healthcare workers here at Holland Hospital. What I find most valuable about partnering with West Michigan Works! is their collaborative approach in meeting and retaining our employment needs. They have a great team here in West Michigan and we greatly appreciate their continued support.

Sincerely,

Deb Schulte
Manager, Human Resources, Holland Hospital
616-394-3470