

MAY 21, 2026

## RightCare Clinic



### FILLING THE GAP BETWEEN URGENT CARE AND THE ER

BY: SARAH MARILYN

At The RightCare Clinic, healthcare is centered around one mission: providing high-quality, patient-first care exactly when people need it most. Led by Medical Director Dr. Todd P. Chassee, MD, the clinic is redefining what accessible healthcare can look like by combining advanced medical technology with compassionate, personalized care.

With more than 40 years of experience as an independent physician owned group, ECS saw firsthand the growing gap between traditional urgent care centers and overcrowded emergency rooms. That experience inspired the creation of The RightCare Clinic — a place where patients can receive advanced treatment options without sacrificing personal attention.

#### INDUSTRY INNOVATION >

### BRINGING HIGH-TECH MEDICINE AND PERSONALIZED CARE TOGETHER

RightCare Clinic offers capabilities typically found only in a hospital setting, including CT scanning, X-ray imaging, IV therapies, medication management, and an on-site moderate complexity lab. That means we can run the key tests that matter most: helping determine how sick a patient truly is, and whether they need to be admitted or can safely recover at home.

But according to Dr. Chassee, the technology is only part of the story. The clinic is intentionally designed to deliver one-on-one interaction and truly personalized care for every patient who walks through the door. “We have access to high-tech options that are typically only found in hospitals,” Dr. Chassee shared. “But what truly matters is that we can combine those tools with individualized attention and compassionate care.”

From the very first interaction, the RightCare team focuses on helping patients feel supported and confident they are in the right place. Patients can speak directly with the front office team, discuss symptoms, and quickly schedule appointments that fit their needs. “From the first touchpoint, we want patients to know they are in the right place,” he explained.



### FAST ACTION THAT CHANGED A PATIENT'S OUTCOME

For the RightCare team, some of the most meaningful moments happen when rapid intervention changes the course of a patient's health journey.

Dr. Chassee recently reflected on a patient who came to the clinic with concerns that suggested a possible blood clot.

The team immediately recognized the seriousness of the situation, expedited imaging and evaluation, and ensured the patient was started on anticoagulation and avoided an ER visit and potential hospital stay.

“Recognizing a critical diagnosis early and getting treatment started quickly can completely change outcomes for patients,” said Dr. Chassee.

That ability to identify urgent concerns while still delivering compassionate, personalized care is what continues to set RightCare apart.



MAY 21, 2026



## CREATING A BETTER OPTION FOR PATIENTS

The RightCare Clinic was built to bridge the space between urgent care and emergency medicine. The clinic cares for patients with everything from minor illnesses to more serious medical concerns, all while reducing unnecessary emergency room visits and long wait times.

Unlike many traditional care settings, patients are greeted quickly, guided efficiently, and connected directly to the care they need.

"We are trying to fill that gap between urgent care and the ER," Dr. Chassee explained. "Patients shouldn't have to choose between convenience and quality care."

The team prides itself on creating an experience where patients feel seen, heard, and cared for from beginning to end.

## STRENGTHENING CARE THROUGH PARTNERSHIPS

Collaboration remains a major priority at RightCare Clinic. The team works closely with referring physicians and primary care providers to ensure continuity of care and strong communication throughout the patient journey – serving as a trusted resource when a provider's schedule is full or a patient requires a higher level of evaluation than a typical office visit can provide.

Rather than sending a concerned patient to a busy emergency room, providers can refer directly to RightCare for prompt evaluation and treatment. The clinic is equipped to handle a wide range of urgent presentations – from chest pain and respiratory concerns to abdominal work-ups, injury evaluations, and more. It's a level of diagnostic capability that gives both providers and patients a confident alternative to the ER. And patients respond to it.

The clinic has found that people are far more willing to come in when it feels like an office visit rather than an emergency room experience – lowering the barrier to care without lowering the standard of it. Dr. Chassee highlighted the importance of evaluating and treating patients quickly, then seamlessly transitioning them back to their primary care provider for ongoing management. "The speed, communication, and personalized care make a huge difference," he said. The clinic supports that handoff with an easy referral process through online scheduling or direct phone coordination, so patients can access timely care without unnecessary barriers. "We're constantly learning and evolving," Dr. Chassee said. "We want to be a solution for patients when they need care quickly."

## EXPANDING ACCESS TO THE RIGHT CARE

The RightCare Clinic continues to focus on expanding access to advanced, patient-centered healthcare throughout the community. Future plans include expanding hours, growing into additional locations, and continuing to invest in innovative care solutions.

At its core, the clinic's mission remains simple: ensuring patients know they have another option when urgent healthcare needs arise.

"We exist because patients deserve another option," said Dr. Chassee. "There's a huge gap between urgent care and the ER, and many patients fall right in the middle. We built RightCare to fill that space. When someone has a problem, we want them to know we're here," said Dr. Chassee. "We exist to provide the right care at the right time."

## Brookville

PEDIATRIC + INTERNAL MEDICINE



## WHY FAMILIES TRUST BROOKVILLE

BY: SARAH MARILYN

At the heart of Brookville Pediatric and Internal Medicine is a simple but powerful philosophy: patients always come first.

“At Brookville, our patients are first,” shares Dr. Laurel Taylor. “When families call, they speak directly with a triage nurse—someone who not only provides expert advice, but often understands firsthand as a parent. That personal connection makes all the difference.”

From same-day appointments to consistent access to the same trusted physician, Brookville Pediatrics prioritizes both accessibility and continuity of care. Families can even schedule physicals directly through the patient portal, making care more convenient than ever.

### INDUSTRY INNOVATION >

## STAYING AHEAD IN PEDIATRIC CARE

Brookville Pediatrics is committed to guiding families through today’s evolving healthcare landscape.

“We’ve seen a shift in vaccine confidence in recent years,” Dr. Taylor explains. “Our role is to provide trusted, evidence-based information and partner with families to protect their children’s health.”



“In addition, Brookville offers a collaborative care model that integrates behavioral health directly into the practice. This allows patients to receive comprehensive support from their physician to a behavioral health care manager and psychiatric consultation all in one place.”

## COLLABORATION THAT MAKES A DIFFERENCE

“Each year, we support families in our practice who have faced significant challenges,” says Dr. Taylor. “Whether it’s loss, unexpected diagnoses, or hardship, we come together as a team to provide gifts and support during the holidays. It’s one way we show our families they’re not alone.”

This commitment to compassion reflects the deep relationships Brookville has built within the community for over five decades.

Our behavioral health care manager has been instrumental,” says Dr. Taylor. “He can step into a visit to support families in real time—whether that’s connecting them to resources, helping during a challenging moment, or ensuring the parent can focus on their child’s care.”

This seamless, team-based approach ensures every patient and every family receives the support they need. Founded more than 50 years ago by Dr. Donald Johns, Brookville Pediatrics remains one of the oldest physician-only pediatric practices in Grand Rapids. Many staff members have been part of the team for decades—a testament to the culture and commitment behind the care.

Their mission guides everything they do:

“Our mission is to continue a legacy of Christ-centered, exceptional health care by uniting clinical expertise with personal attention. We strive to create an environment where patients feel supported, staff members are valued, and our community is strengthened through our presence.”



**ABIDING HEALTH**  
CONCIERGE MEDICINE



## PERSONALIZED, PHYSICIAN-LED CARE WITH HEART

BY: SARAH MARILYN

Answer Health is proud to welcome Abiding Health Concierge Medicine and Dr. Gabriel “Gabe” Dunn, MD, to our growing network of independent practices.

A native of Grand Haven, Dr. Dunn is a board-certified family medicine physician who returned home to build something deeply personal — a private, physician-led practice rooted in faith, relationship, and whole-person care.

“At Abiding Health, our mission is to glorify Christ through meaningful, honest, and compassionate care,” Dr. Dunn shares.

### INDUSTRY INNOVATION >

## WHERE INNOVATION MEETS COMPASSION

When asked how he balances cutting-edge treatment options with a patient-first approach, Dr. Dunn’s answer begins simply:

“Balancing cutting-edge treatment with a compassionate, patient-first approach starts with listening.”

He explains that new therapies often bring hope — and important questions.

“I make it a priority to understand what matters most to each patient and address those concerns thoughtfully and honestly. I clearly explain what we know from the evidence, while also being transparent about what we don’t yet know.”

By combining the best available science with a patient’s individual values, goals, and comfort level, care becomes collaborative.



*With bitter cold temperatures outdoors, it's important that families remain safe this winter, and Dr. Gabriel Dunn from Abiding Health Concierge Medicine in Grand Haven has some simple tips.*

This thoughtful approach has also been highlighted in recent community health segments, including features on WOOD-TV’s health programming, where Abiding Health shared practical tips to help families stay healthy during the winter months.

## THE POWER OF PERSONALIZED MEDICINE

One patient story perfectly illustrates the impact of unhurried, detailed care. An elderly patient came to Abiding Health with worsening memory concerns. Dr. Dunn performed baseline cognitive testing and conducted a comprehensive medication review.

“We discovered he had remained on Lyrica long after his post-operative pain had resolved.”

After safely discontinuing the medication, the patient’s cognitive scores improved significantly within one month.

“Thorough history-taking, detailed medication review, and unhurried care can dramatically change outcomes. This is the difference personalized medicine makes.”





## CARE BUILT ON RELATIONSHIPS

As a small, husband-and-wife-led practice, Abiding Health operates without call centers, layers of administration, or institutional barriers.

“When patients call or send a message, they know exactly who they’re reaching – and we know exactly who they are,” Dr. Dunn explains. “We understand their unique medical history, their family dynamics, their stressors, and their goals because we’ve taken the time to truly know them.”



## BEST PRACTICES STAYING AHEAD — THOUGHTFULLY

Healthcare continues to evolve, and Abiding Health remains committed to growth and continued learning.

“We consistently read, study emerging research, and follow industry developments. Continuing education and thoughtful evaluation of new tools are part of our routine.”

But beyond staying informed, the practice values agility.

“Our size allows us to implement improvements quickly without layers of bureaucracy. If something meaningfully benefits our patients, we can adapt and course-correct in real time.”

That flexibility allows Abiding Health to remain both evidence-driven and deeply intentional in how care is delivered.

He maintains communication with local specialists, pharmacists, therapists, and home care teams – and when needed, connects with nationally recognized institutions such as Mayo Clinic and Cleveland Clinic.

“Each member of the care team brings a unique perspective. When those insights are coordinated and viewed within the bigger picture of a patient’s health, we’re able to execute a more thoughtful, cohesive, and effective plan.”

## A WELCOME ADDITION TO ah

Abiding Health exemplifies what independent medicine does best: combining expertise, accessibility, and authentic relationships to deliver thoughtful, high-quality care.

JANUARY 6, 2026



## Grand Primary Care



## BUILDING A BETTER PRIMARY CARE EXPERIENCE—ONE PATIENT AT A TIME

BY: SARAH MARILYN

After more than a decade practicing family medicine, Courtney Smith, PA-C, began to notice a pattern. Patients were frustrated, access felt limited, and meaningful relationships were being lost in an increasingly complex healthcare system. In response, Courtney opened Grand Primary Care in Grandville, Michigan, with a clear mission to deliver evidence-based, relationship-driven primary care that is accessible, personal, and designed for the realities of modern life.

### INDUSTRY INNOVATION >

## WHY PRIVATE PRACTICE MATTERS

Courtney believes independent primary care offers flexibility for both patients and staff that corporate medicine often cannot.

“Private practice encourages stronger patient-provider relationships,” she explained. “It allows you to slow down, really listen, and build trust over time. Anyone who chooses primary care does it because they love it—it’s a calling.”

With a national shortage of primary care providers continuing to grow, Courtney is passionate about the role Physician Associates play in closing that gap.

The PA education track produces highly trained, reliable providers,” she said.

“Primary care needs people who are deeply committed to it, and I’m proud to be part of that solution.”



## DESIGNED FOR ACCESS AND SIMPLICITY

Grand Primary Care accepts many commercial insurance plans and also offers a transparent self-pay fee schedule, welcoming insured and self-pay patients alike. The goal is to remove barriers to care and show patients just how simple it can be to get the care they need, when they need it.

“I want people to know how easy it can be to schedule an appointment and actually get seen,” Courtney said. “I recently had a patient who hadn’t been to a doctor in years. She thought she had too many needs to address, but in one visit, we completed screenings, started treatment, and set a follow-up plan. She left feeling relieved instead of overwhelmed.”

Patients can expect timely appointments, longer conversations, and care that extends beyond a brief visit, grounded in evidence-based medicine and education.



## LIFESTYLE MEDICINE AT THE CORE

Courtney integrates lifestyle-focused care into every patient relationship, addressing sleep, nutrition, movement, stress, and sustainable habits alongside traditional medical treatment. “If patients want more than a four-minute conversation, if they want evidence-based advice and help separating fact from internet misinformation, that’s where we thrive,” Courtney noted. She is particularly passionate about serving adults ages 20–40 and adolescents, a population she connects with both professionally and personally. “I practiced medicine before I had kids, and now I practice as a parent of three,” she shared. “That perspective helps me better understand what families are navigating and how to support them.”



### BEST PRACTICES

## ROOTED IN COMMUNITY AND CONNECTION

A graduate of Grand Valley State University, where she earned both her undergraduate and master’s degrees and competed in collegiate volleyball. Courtney remains deeply connected to West Michigan. Beyond clinical care, she actively advocates for the PA profession through involvement with the Michigan Academy of Physician Associates (MAPA) and the American Academy of Physician Associates (AAPA). When she’s not seeing patients, Courtney enjoys time with her family, reading, experimenting with new recipes, staying active with her kids, and listening to podcasts like *It’s A Good Life*, *The Pinnacle Prescription*, and *Acquired*. “You should set goals that require you to become a different person to achieve them,” Courtney said, a mindset that continues to shape both her leadership and her practice.

## A NEW STANDARD FOR PRIMARY CARE

Grand Primary Care is committed to restoring trust, familiarity, and warmth to healthcare proving that primary care can be accessible, personal, and empowering. “At the end of the day, my ‘why’ is bringing straightforward, evidence-based healthcare back to my community,” Courtney shared. “People deserve a provider who cares, not someone just clocking in and out.” Grand Primary Care is currently accepting new patients and proudly serves as a model for how independent primary care can better meet the needs of today’s patients.



## A HEART FOR HEALING, ONE STEP AT A TIME

BY: SARAH MARILYN

Dr. Benjamin Hartger always knew he loved science—but it wasn't until he explored nearly every medical specialty that he found his true calling. "Podiatry struck the perfect balance," he says. "It allowed me to use my hands, form long-term relationships with patients, and still have a healthy work-life balance."

What ultimately drew him in wasn't just the medical side of podiatry—it was the people. "In podiatry, you see the impact of your care right away. You can take someone in pain and help them walk comfortably again. That's incredibly fulfilling," he says. "And unlike many specialties, I can spend real time with my patients. I can listen, explain, and build trust."

### INDUSTRY INNOVATION >

## HEALING THAT STARTS FROM THE GROUND UP

Dr. Hartger's passion lies in wound care and limb preservation—areas where he can make an immediate and meaningful difference. "I fell in love with wound care after working on a few foot reconstructions early in my career," he shares. "It's incredibly rewarding to help someone heal, regain their mobility, and reclaim their independence."



"He is wound care certified and treats any ulceration, wound, or injury from the knee down. "We make it a priority to see high-risk patients as quickly as possible—often same day or next day," he says. "Wounds can change fast, so early attention matters." Beyond diabetic foot care and complex wound management, the office also performs in-office procedures and small surgeries, offering a convenient and affordable alternative to hospital-based wound centers. "Facility fees can make care costly," Dr. Hartger notes. "We're able to deliver the same quality—if not better—at a fraction of the price."

To further expand this commitment, Advanced Foot Ankle and Wound is welcoming a dedicated wound care nurse, helping ensure seamless, ongoing care for patients managing chronic conditions. "It's all about continuity," says Dr. Hartger. "Wound care and diabetic foot care are about long-term partnerships, not quick fixes."

## A PATH ROOTED IN COMPASSION

Before medical school, Dr. Hartger worked in adult foster care and group homes, caring for individuals who needed patience, understanding, and consistency. "That experience shaped how I practice medicine," he explains. "I learned that listening is one of the most powerful tools in healthcare. Every patient has a story, and when you take the time to hear it, you can treat them so much better."

That philosophy defines the culture at Advanced Foot Ankle and Wound, where Dr. Hartger believes in giving every patient time, attention, and empathy. "I'd rather over-explain to ten people than have even one person leave confused or uncertain about their diagnosis," he says. "Clear communication builds trust—and trust drives healing."

DECEMBER 5, 2025



## BUILDING A PRACTICE WITH PURPOSE

The journey to leading Advanced Foot Ankle and Wound happened naturally. “The physician here before me was ready to retire,” Dr. Hartger recalls. “At first, the timing wasn’t right. But three years later, we crossed paths again, and everything clicked. I knew this was where I was meant to be.” Now, as the sole provider with plans to bring on an additional mid-level provider. Dr. Hartger has cultivated a thriving, community-centered practice grounded in quality care and collaboration. “We focus on quality referrals and lasting relationships,” he says.

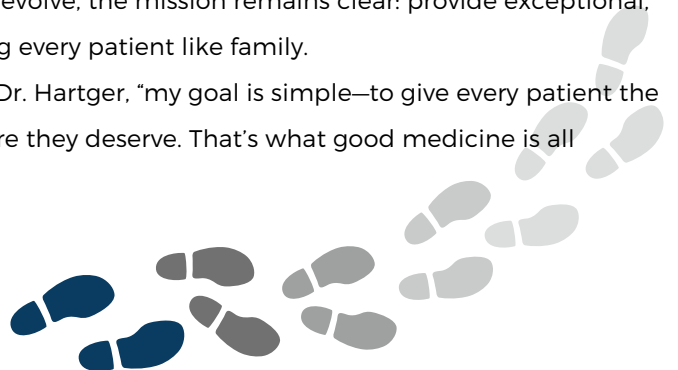
### BEST PRACTICES

## AN OFFICE THAT FEELS LIKE FAMILY

From the moment you walk in, it’s clear that Advanced Foot Ankle and Wound is different. Patients often remark on the upbeat, welcoming energy that fills the space. “People tell us all the time that they can feel how happy our team is,” says Dr. Hartger. “We genuinely enjoy working together—and caring for our patients.” At the heart of that warmth is a small but mighty team: Alyssa, Sophia, and Brittney. Each brings compassion, experience, and a love for connecting with people. Whether it’s a warm greeting at check-in or the extra time taken to make sure every question is answered, the staff’s dedication shines through. “It’s that hometown feeling,” Dr. Hartger says proudly. “You’re not a number here—you’re part of our community. We laugh, we listen, and yes, sometimes we even talk about musicals. It’s joy, and patients can feel that.”

## STEPPING TOWARD THE FUTURE

As the practice continues to evolve, the mission remains clear: provide exceptional, accessible care while treating every patient like family. “At the end of the day,” says Dr. Hartger, “my goal is simple—to give every patient the time, understanding, and care they deserve. That’s what good medicine is all about.”



NOVEMBER 6, 2025



## HELPING WEST MICHIGAN HEAL AND GROW—TOGETHER



BY: SARAH MARILYN

For more than four decades, Psychology Associates of Grand Rapids (PAGR) has been a trusted part of the West Michigan community—quietly helping generations of families navigate life’s challenges with compassion, professionalism, and heart.

What began over 45 years ago as a small group of like-minded clinicians has evolved into a thriving, close-knit practice with multiple locations and a shared mission: to help people heal, grow, and reconnect—with themselves and with others.

“We’re in the business of relationships,” says Dr. Brett May, who has been part of the practice’s leadership for decades. “That’s what keeps us grounded. Our relationships with each other and with our clients are what make this work so meaningful.”

### INDUSTRY INNOVATION >



## EXPERIENCED, COMPASSIONATE CLINICIANS

Among PAGR’s highly regarded providers are Dr. Brett May, who integrates cognitive and behavioral techniques with insight-oriented therapy to help clients build resilience; Dr. Craig De Witt, whose flexible, relational approach supports teens, adults, and couples through life’s transitions; Ann Leasher, who brings nearly three decades of experience helping adults navigate depression, anxiety, grief, and addiction with empathy and clarity; and Pete Frommeyer, who combines evidence-based practices with a warm, collaborative style to help clients develop practical tools for lasting emotional well-being.

They are joined by a dedicated team of licensed psychologists, therapists, and support professionals—each bringing their own specialties, perspectives, and personal commitment to the practice’s shared mission.

## A CULTURE ROOTED IN CONNECTION

Longevity is something the PAGR team takes pride in. Many clinicians have been with the practice for decades—some for 20 or even 30 years—creating a deep sense of trust, stability, and continuity. That connection extends beyond the therapy room. Whether it’s the spring retreat, a fall picnic, or the annual holiday party complete with a pumpkin carving contest, the PAGR team values time together and the laughter that comes with it.

“Laughter is good medicine,” Pete Frommeyer shared. “It reminds us why we love what we do. When we’re connected as a team, we show up stronger for our clients.”





## MANY VOICES, ONE MISSION

Behind the doors of Psychology Associates of Grand Rapids is a team united by purpose—each clinician bringing their own strengths, specialties, and style, yet all guided by the same philosophy of compassionate, relational care. The practice’s blend of experience and collaboration ensures clients receive the benefit of both individual expertise and a collective commitment to their well-being.

“We have a diverse team with different areas of focus, but we share one mission: to provide care that truly helps people heal and grow,” says Dr. Craig De Witt. “That’s what connects us.



## BEST PRACTICES COLLABORATIVE, COMPREHENSIVE CARE

The clinicians at PAGR offer an impressive range of specialties and experience, providing care for children, adolescents, adults, couples, and families. Their services include psychotherapy, psychological and school assessments, medication management, and consultation across a broad spectrum of needs—from anxiety and depression to ADHD, trauma recovery, relationship concerns, and chronic illness support.

Clients benefit not only from their clinician’s individual expertise, but also from the collaborative approach the practice is known for. Team members regularly consult with one another, sharing insights and strategies to ensure each person receives thoughtful, well-rounded care.

“When someone calls, we want them to know they’ll be seen and supported quickly,” says Ann Leasher. “We make space for people. That matters.”

## CONTINUING A LEGACY OF CARE

Today, PAGR continues to grow while maintaining the same values that have guided it since the beginning: collaboration, compassion, and connection. The team’s strength lies not only in their expertise, but in the care they extend—to each other and to every person who walks through their doors.

“We’ve built something special here,” says Dr. May.

“We’re proud of our history, our people, and the relationships that have sustained us. Helping people heal and grow—together that’s what this practice has always been about.”





## COMPREHENSIVE, COMPASSIONATE, AND CUTTING-EDGE CARE IN OBESITY MEDICINE

BY: SARAH MARILYN

When it comes to obesity care, Grand Health Partners (GHP) stands out as a practice that blends innovation with compassion. With a focus on treating the whole patient—not just their symptoms—GHP has become a trusted leader in bariatric surgery, obesity medicine, and minimally invasive gastrointestinal procedures. Grand Health Partners delivers not only specialized weight management care but also a broad range of general surgery and endoscopy services.

INDUSTRY INNOVATION >

## BALANCING INNOVATION WITH COMPASSION

“Our team has been very involved at the local, state, and national levels with bariatric surgery collaboratives and organizations,” explains Dr. Jeremy Bushman. “We participate in local Obesity Symposia and conferences to help providers learn more about the latest in obesity medicine, and at the state level, the Michigan Bariatric Surgery Collaborative (MBSC) drives cutting-edge research using one of the largest patient databases in the country.”

### *Complications of Obesity*



“But GHP’s dedication doesn’t stop with research and technology. The practice ensures the patient voice is always at the table. “At MBSC meetings, patients are invited to share their perspectives and experiences,” notes Dr. Bushman. “This keeps care patient-centered, which is essential.”

Beyond surgery and medications, GHP offers a full range of services including dietitians, exercise specialists, and behavioral health providers. “Obesity is a chronic condition,” says Dr. Bushman. “To be effective long term, it has to be treated comprehensively.”

## WHAT SETS GRAND HEALTH PARTNERS APART

Experience matters. With over two decades of dedicated care, GHP has refined a model that prioritizes both outcomes and patient experience. Every patient is paired with a care coordinator to help navigate the often-complicated process of appointments, insurance approvals, and follow-up needs.

“Unlike many programs that only offer one piece of the puzzle—like surgery or medication—our program provides the full spectrum of bariatric treatment,” Dr. Bushman explains. “Our surgeons focus primarily on bariatric surgery, making us experts in minimally invasive procedures, including treatments for GERD and other gastrointestinal conditions. Plus, with our own endoscopy center, we’re able to provide timely diagnostic care and solutions.”

OCTOBER 6, 2025



## STAYING AHEAD OF THE CURVE

Innovation is part of the DNA at GHP. The team has been early adopters of technologies such as robotics, with some physicians even contributing to the development of new surgical techniques. “We’re always looking forward,” says Dr. Bushman, “because staying at the forefront allows us to give our patients the best possible care.”



### BEST PRACTICES

## COLLABORATION BEYOND THE CLINIC

Obesity impacts nearly 40% of the population—making collaboration with community physicians essential. GHP works closely with local providers, offering support in obesity care and expanding services based on community needs. “One example is colonoscopies,” Dr. Bushman shares. “When we learned that patients were struggling with long wait times, we began offering colonoscopies ourselves. Now, instead of waiting months, patients can often get scheduled within weeks.”

Similarly, GHP has expanded its long-standing expertise in GERD and reflux treatment to a broader population. “We heard from local doctors that more patients needed access to specialized GERD care, so we opened our clinic to all patients—not just those with obesity,” explains Dr. Bushman.

## A TRUSTED PARTNER IN PATIENT HEALTH

With a philosophy rooted in collaboration, patient-first care, and continuous innovation, Grand Health Partners has become more than just a bariatric surgery practice. It is a comprehensive healthcare partner helping patients reclaim health and improve quality of life.

“We love partnering with local doctors and specialists to ensure patients get the care they need,” says Dr. Bushman. “At the end of the day, it’s about helping patients live healthier, longer lives—treating not just their condition, but the whole person.”



## THE PATH TO FAMILY MEDICINE

BY: SARAH MARILYN

For Dr. Faith Palmer, the road to primary care began with an early interest in women’s health—and grew into a love for the variety and continuity that family medicine offers. A Detroit-area residency cemented her choice to practice in a private, community setting where relationships can thrive. “I set up my own rotations to ask questions, study different care models, and ask hard questions about what truly works for patients,” Dr. Faith Palmer explains. Those early choices drove her to private practice—“because private practice seemed to know their patients better and had a better work-life balance.” That foundation still shapes how she and the team approach care today.

### INDUSTRY INNOVATION >



## LEARNING, GUIDELINE UPDATES, AND COORDINATION

Staying current matters to the practice. “Conferences routinely get us updates from specialists, and we bring those updates to provider meetings — newest guidelines, vaccination updates, policy changes,” Dr. Palmer explains. Primary care at West Michigan Family Medicine is also the hub: “Patients come to us for a workup, but we rely on specialists too — our goal is to coordinate care and fill gaps between specialists.”

They focus on ordering the right labs and creating clear plans so referrals move quickly and efficiently.

## TEAMWORK, TRUST, AND TRULY KNOWING PATIENTS

Team culture is as much a part of Dr. Palmer’s approach as clinical care itself. “Hollie, our Practice Manager, has brought in a lot of good new energy,” she says, crediting the positive atmosphere to both strong leadership and shared experiences — spirit weeks, monthly potlucks, an open-door leadership style, and even team outings to the Whitecaps. That camaraderie pays off in the exam room. “Every time you walk in the room it’s a new patient — you’re there to listen and problem-solve,” Dr. Palmer explains, and a supportive, energized staff makes it easier to do just that.



Her philosophy blends modern medicine with a deeply personal touch, focusing on “meeting the patient where they are at,” weighing treatment options while considering real-life barriers. “We bring the compassionate side,” she says. For Dr. Palmer, follow-up is more than a box to check — it’s an opportunity to change outcomes.

She recalls one patient whose care manager not only called about medication management but coached him on tracking his blood pressure; when he came back, “he had much more clarity on what was and wasn’t working medication-wise.” She’s seen similar success in complex cases, like the patient whose chronic pain plan improved when osteopathic work was added. These results, she believes, come from knowing patients deeply: “We seem to know our patients really well. The MAs know if the issue is urgent,” she says — a familiarity that lets the team act quickly, communicate clearly, and ensure every patient feels safe and understood.

JULY 15, 2025

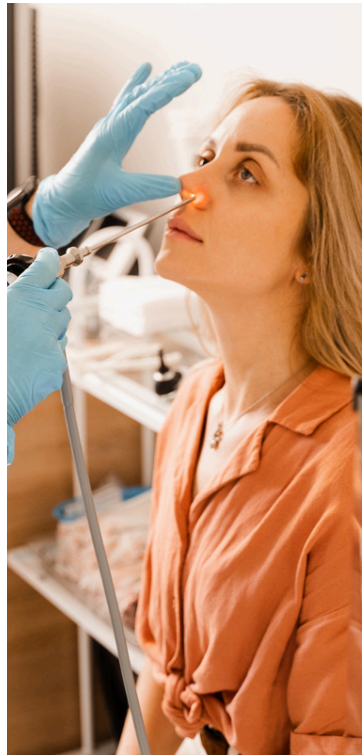


## MINIMALLY INVASIVE ENT CARE ROOTED IN WEST MICHIGAN VALUES

BY: SARAH MARILYN

At Michigan ENT & Allergy Specialists, patients receive cutting-edge ENT, allergy, and audiology care delivered with small-town compassion. Based out of the Caledonia location, Dr. Anthony Howard, DO, works alongside a dedicated team of physicians to provide expert, relationship-based care grounded in the latest medical advancements.

A self-described “true West Michigander,” Dr. Howard trained in Detroit but returned home to serve the community that shaped him. “There’s nothing more important than family,” he says. “How I treat patients is how I would treat my own family.”



### INDUSTRY INNOVATION

## MINIMALLY INVASIVE OPTIONS, MAXIMUM COMFORT

One of the major advancements at Michigan ENT & Allergy Specialists is the ability to offer many procedures in-office, reducing downtime and avoiding general anesthesia whenever possible.

“We’re seeing the same clinical outcomes with just two to three days of recovery time,” Dr. Howard says. “A lot of nasal surgeries that used to require a hospital setting can now be done safely and comfortably right here in the office. That’s a huge win for patients.”

These streamlined procedures not only improve patient experience but also allow the team to focus on what matters most—providing compassionate, accessible care without unnecessary delays.

Rather than relying on a one-size-fits-all model, Dr. Howard emphasizes the importance of listening. “The first thing I ask is, ‘What’s bothering you?’ That simple question tells me what the patient’s priorities are,” he explains. “From there, we build a treatment plan that’s truly customized.”

## STRONG RELATIONSHIPS WITH PATIENTS & REFERRING PROVIDERS

With ENT specialists in high demand, collaboration is essential. Dr. Howard says nearly 80% of referring physicians have his personal number—part of the culture of accessibility the practice is known for.

“Consulting medicine is a relationship-based industry. When local providers trust us with their patients, we make sure to deliver.”

The team has also embraced new technology to improve access for patients, including EMR-based self-scheduling—a feature that enhances convenience and reduces wait times. Rather than a one-size-fits-all model, Dr. Howard and his colleagues build care plans around what matters most to the patient.



JULY 15, 2025



## LISTENING IS THE FIRST STEP TOWARD HEALING

Dr. Howard recalls a recent patient experience that reflects the practice's philosophy of care. The patient, a cancer survivor, was concerned about her thyroid and came in with a high level of anxiety. Dr. Howard took the time—more than 30 minutes beyond the scheduled visit—to walk through her results, listen to her concerns, and provide reassurance.

"It wasn't just about diagnosing a condition—it was about understanding her fears and making space for her story," he says. "We were able to rule out anything serious, which brought her peace of mind. That's what independent care allows us to do—we don't rush, we listen."



### BEST PRACTICES

## UNIFIED GROWTH ACROSS MICHIGAN

With the opening of several new locations in both Muskegon and Caledonia in November, Michigan ENT & Allergy Specialists continues to expand its footprint while staying unified in its mission. "Some of my closest friends are also my colleagues," Dr. Howard says. "Even though we have multiple locations, we operate as one practice. That consistency matters to patients."

Michigan ENT & Allergy Specialists offers comprehensive services across ENT, allergy, audiology, sleep medicine, and facial plastics. Whether it's hearing loss, sinus issues, thyroid concerns, or cosmetic needs, patients can count on a full-service team dedicated to high-quality, compassionate care.

## A TRUSTED PARTNER IN COMMUNITY-BASED CARE

At Michigan ENT & Allergy Specialists, patients aren't just appointments on a schedule—they're neighbors, friends, and family. With a commitment to listening first, delivering expert care second, and always keeping the patient's comfort and values in mind, the team has earned the trust of both the community and referring providers across West Michigan. Whether it's advanced diagnostic testing, in-office procedures, or simply taking the time to ease a patient's worry, Michigan ENT & Allergy Specialists exemplifies what it means to provide independent, compassionate, and effective care close to home.

MAY 19, 2025



## BUILT TO LAST: HOW ONE RURAL PRACTICE KEEPS ITS TEAM—AND ITS PATIENTS—TOGETHER FOR DECADES

BY: SARAH MARILYN

At **Family Practice of Cadillac**, longevity isn't just a statistic—it's a way of life. For over 35 years, this independent practice has served the rural northern Michigan community with deep roots and lasting relationships. But the commitment goes beyond just patient care—it's reflected in the people who work there. In an industry where turnover is high and burnout is common, Family Practice of Cadillac has created a culture where staff choose to stay—not just for a few years, but for decades.

### TEAM LOYALTY



## STAFF LONGEVITY IS PART OF THE CARE PLAN

Most team members have been with the practice for over 5 years—and many for far longer. That kind of consistency isn't common in healthcare today, but it's deeply intentional here. From potlucks and pranks to open-door policies and leadership support, the team culture is grounded in mutual respect and belonging. "We don't just hire for the job—we hire for the journey," says Office Manager Amber Somers, who's been with the practice since 2011. "And once you're in Family Practice, you're always part of the family." It's a place where new employees are welcomed like family, where birthdays and milestones are celebrated, and where leadership believes that investing in people is just as important as investing in technology.

### BEST PRACTICES

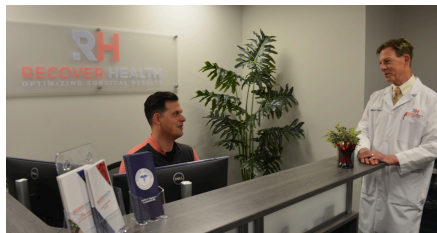
## COMMUNITY CREATES CONNECTION

Independent family medicine practices have higher staff retention rates than many larger health systems. According to the American Academy of Family Physicians (AAFP), patients at independent practices are more likely to see the same provider year after year, which leads to:

- ✓ Higher patient satisfaction
- ✓ Better chronic disease management
- ✓ Fewer hospitalizations and ER visits
- ✓ Improved preventive care outcomes
- ✓ Greater trust and comfort in treatment plans



At Family Practice of Cadillac, you'll always see a physician—no midlevels, no handoffs. Patients often grow up seeing the same doctor for decades, leading to stronger, more informed care at every life stage. "Healthcare can feel fragmented," says Practice Administrator Carol Corwin. "But not here. When people walk through our doors, they see the same faces—and that means something."



## INDEPENDENT SURGEON'S FAMILY RUN PRACTICE REDEFINES SURGICAL RECOVERY

BY: SARAH MARILYN

GRAND RAPIDS, MI – At the heart of Recover Health is a mission rooted in both personal experience and professional vision. Founded by board-certified spine surgeon Dr. Scott Russo, and co-led by his son Jeremy Russo, this family-run practice is reshaping the way patients prepare for—and bounce back from—major surgeries.

“Having the opportunity to work, build, and serve patients together as a family is something truly special,” says Dr. Russo. “There’s nothing more rewarding than creating a shared legacy that improves lives.”

### INDUSTRY INNOVATION



### DECADES OF EXPERTISE CREATES A NEW MODEL FOR SURGICAL PREPAREDNESS

Dr. Russo brings over 30 years of surgical experience to the table. A Michigan native, he trained at Michigan State University and Wayne State University School of Medicine, before completing his residency and a specialized fellowship in spine surgery. After 18 Years at Orthopedic Associates, Dr. Russo Launches Bold New Venture: Recover Health Surgical Prehab & Recovery Practice.

With the launch of Recover Health, he’s pushing the boundaries even further. “Being independent allows us to focus entirely on what’s best for each patient,” he explains. “It gives us the flexibility to work with individuals from every healthcare system across West Michigan, ensuring they get the support they need—wherever they receive care.” being part of Answer Health helps us stay independent while gaining access to a top-performing network.

### A LIFE-ALTERING EXPERIENCE INSPIRES A NEW STANDARD OF CARE

In 2008, Dr. Russo became a patient himself. A serious spinal infection landed him in the ICU—and ultimately left him recovering at home, with minimal guidance or support.

“I was discharged with a PICC line and IV antibiotics, but no real plan for recovery,” he recalls. “No one told me how to rebuild muscle, body weight, or mental strength. That experience changed me—and inspired everything we do at Recover Health.”



APRIL 14, 2025



## RECOVER HEALTH: MORE THAN JUST SURGERY

Together with Jeremy, who leads business operations and brings a passion for nutrition and performance, the Russos created Recover Health and Nutrifuel Nutrition—a wellness-driven system designed to transform the surgical journey.

Patients are guided three months before surgery through a tailored program that includes:

- Medical risk assessments
- Surgical risk assessments
- Precision nutrition
- Integrated behavioral health
- Physical training
- Personalized post-op recovery plans

“We help patients train for surgery the way athletes train for a game,” says Dr. Russo. “It’s trauma to the body—and you need to prepare for it.”

### BEST PRACTICES

## RESTORING HOPE FOR PATIENTS DEEMED “TOO HIGH RISK”

Recover Health specializes in supporting patients who often struggle to be cleared for surgery due to obesity, diabetes, or other serious health conditions. They collaborate with primary care doctors, surgeons, and other specialists to prepare these patients for surgical success.

“We often see people who’ve been told ‘no’—that they’re not healthy enough for surgery,” says Jeremy. “we guide them through readiness, recovery, and renewed hope.” The program combines conventional medicine with integrative practices and equips patients with evidence-based tools and strategies that support surgical readiness and long-term health.

- Daily wellness routines
- Stress management techniques
- Patient-specific physical training plans
- Personalized patient-centered nutrition plans
- Mental health & resilience

“We help patients visualize their healthiest self and then work toward it every day,” says Dr. Russo. “That vision is the key to lasting change.”



## LOOKING AHEAD: A NEW STANDARD IN PRE-SURGICAL CARE

With plans to expand digitally and partner with providers across the region, the Russo family is aiming high—with one clear goal: to make surgical prehabilitation wellness the standard, not the exception.

“We’re building something that empowers both the patient and the provider,” says Jeremy. “It’s a better way forward—for everyone.”

MARCH 13, 2025



Eric Tornga, FNP-C

## FROM PERSONAL EXPERIENCE TO PURPOSE: ERIC TORNGA'S JOURNEY AND THE HEART OF ALLENDALE FAMILY PRACTICE

BY: SARAH MARILYN

In a healthcare landscape dominated by large systems, independent practices like Allendale Family Practice stand as beacons of personalized, patient-centered care. Eric's journey into family medicine is rooted in a profound personal experience. Growing up, he witnessed the dedication of healthcare providers caring for his brother through a three-year battle with childhood cancer. This early exposure to compassionate care inspired his lifelong commitment to helping others, ultimately guiding him to family medicine.

### INDUSTRY INNOVATION



### INNOVATION WITH A PERSONAL TOUCH

Staying at the forefront of medical advancements while preserving personalized care is a balancing act that Allendale Family Practice manages with dedication. Recent innovations, such as partnering with Quest Diagnostics for in-house phlebotomy services and offering genetic testing, enhance patient convenience and care. "Our providers are always keeping up with the latest research and guidelines to ensure the highest level of care," says Eric.

One notable addition to their innovative services is the integration of non-invasive diagnostic testing through a partnership with ADM Diagnostics. This includes a cutting-edge scope mouthwash test, offering patients a simple and comfortable alternative to traditional diagnostic procedures. "Most people don't realize this test is non-invasive," shares Lee Brown, Account Executive at ADM Diagnostics. "It's a quick, easy mouthwash test that provides accurate results, enhancing both patient comfort and diagnostic efficiency."

### RELATIONSHIPS AT THE HEART OF CARE

Exceptional care at Allendale means more than just medical treatment—it's about building genuine partnerships with patients.

Eric emphasizes the importance of understanding his patients' lives and challenges. One moment that stands out to him was assisting a local patient with transportation barriers who suffered severe abrasions from a bicycle fall. Eric and his team went above and beyond providing frequent dressing changes.

The gratitude expressed by the patient underscored the practice's commitment to compassionate, individualized care.



MARCH 13, 2025



## ROOTED IN THE COMMUNITY

Community is at the core of Allendale Family Practice.

Eric describes the community as an extension of the practice's family. "We love the community that we get to serve. Many of us live here and share the same values and commitment to making it better," he says.

Beyond the clinic walls, Eric invests his time in mentoring teens through his church, believing that guiding and supporting youth is foundational to community growth. "Being involved with students in our local church gives me a chance to encourage and support the next generation," he shares. The practice also seeks to align with community initiatives that promote overall well-being, from local health fairs to educational seminars.



## BEST PRACTICES

## BEST PRACTICES FOR BETTER CARE

Best practices at Allendale focus on providing holistic and individualized care. This includes integrating nutrition and wellness into patient consultations, encouraging preventive care, and fostering open communication. Eric and his team prioritize continuous learning and adaptability, ensuring their approach evolves with the latest healthcare insights. They also emphasize the importance of personalized treatment plans, ensuring each patient's unique circumstances are considered. "We strive to meet our patients where they are, addressing their specific needs and focusing on long-term wellness," says Eric.

## THE STRENGTH OF INDEPENDENCE

Eric envisions a future where independent practices continue to thrive by adapting to patient needs and expanding services. "We aim to reach more patients and continually improve the services we offer," he shares. His advice to fellow healthcare providers is simple but profound: "Always remember to ask yourself why we are doing this and does it make sense? Get to the root cause. We cannot settle for 'this is the way we've always done it' in a rapidly changing world." Being independent means having the flexibility to innovate, build stronger patient relationships, and remain deeply connected to the community. It allows practices to prioritize what matters most: delivering high-quality, compassionate, and personalized care. As part of the Answer Health network, Allendale Family Practice continues to stand as a shining example of the impact independent healthcare providers can have, proving that when care is personal, it's powerful.



**THE CANCER & HEMATOLOGY  
CENTERS**



## REVOLUTIONIZING CANCER CARE: COMPASSIONATE, CUTTING-EDGE TREATMENTS

BY: SARAH MARILYN

The Cancer & Hematology Centers (CHC) are rewriting the narrative of cancer care, combining cutting-edge treatments with an unwavering commitment to patient-centered care. As the largest physician-owned oncology and hematology practice in Michigan, CHC continues to be a beacon of hope for patients facing cancer, providing advanced treatments and clinical trials in a supportive, compassionate environment.

### INDUSTRY INNOVATION



## EMPOWERING PATIENTS WITH INNOVATIVE TREATMENTS

A key component of care at CHC is providing access to cutting-edge treatments, including clinical trials. “Our research opportunities give patients the chance to participate in groundbreaking studies right here, without ever having to leave the building,” says Tara Webb, NP. These trials bring the latest advancements in cancer treatment directly to patients in a comfortable and familiar environment.

Immunotherapy, a newer and increasingly popular treatment option, has revolutionized cancer care by offering an alternative to traditional chemotherapy. Webb stresses that just because a patient has late stage cancer there are still many treatment options. With advancements like immunotherapy, many patients are able to maintain a high quality life and continue with their daily activities, despite their diagnosis.

## FASTER DIAGNOSTICS, BETTER OUTCOMES

Timely diagnosis and treatment are crucial in the fight against cancer, and CHC is committed to reducing the waiting time for patients.

“Our goal is to fast-track the process,” says Webb.

By offering in-house diagnostics, CHC eliminates the need for patients to navigate multiple locations,

making the diagnostic journey quicker and less stressful.

With new patients being scheduled within seven days, the center’s efficiency ensures that patients don’t face unnecessary delays. Webb notes that being able to conduct tests on-site means answers come faster—often weeks ahead of traditional timelines—allowing patients to begin treatment sooner and reducing the anxiety that comes with waiting.





## A PERSONAL TOUCH IN A WORLD OF TECHNOLOGY

"I want to be your cheerleader, your familiar face," Webb says, highlighting the genuine, human connection that CHC's staff strives to offer every patient.

Cancer care is often filled with uncertainty, and having a trusted provider who genuinely cares makes a significant difference.

CHC's team ensures patients not only receive accurate diagnoses but also feel supported every step of the way. "When patients are going through something as life-changing as cancer treatment, they need more than just clinical expertise—they need empathy," Webb explains.



## BEST PRACTICES BRIDGING THE GAP: SUPPORTING PATIENTS AND FAMILIES

Cancer doesn't affect just the patient—it affects the entire family.

Recognizing this, CHC takes a holistic approach to care, offering support not only for patients but also for their families. "We have a team of social workers and coordinators who work with insurance companies and help navigate the financial burdens that cancer can bring," Webb shares.

The team's support also extends to patients' emotional and psychological needs, ensuring families aren't left to shoulder the burden alone. For some, this means providing guidance through tough decisions, such as hospice care. "The conversations about end-of-life care are never easy, but we want to make sure that patients and families have the information they need to make the best choices," Webb explains.

## A COMMUNITY LEGACY OF CARE

CHC's journey began as a small physician office, and while it has grown into Michigan's largest physician-owned oncology practice, the commitment to compassionate, community-based care has never wavered. "We've expanded to two new locations in Metro Detroit, but we're still dedicated to the same level of care and attention that we offered in our early days," Webb says.

The expansion allows CHC to reach even more patients and provide them with access to cutting-edge treatments and compassionate care close to home. With a robust research department and a focus on bringing clinical trials directly to patients, CHC continues to lead the way in oncology care, ensuring that every patient, no matter where they are, receives the best possible treatment.



## CHALLENGING THE STATUS QUO: DR. LOVELL'S VISION FOR TRANSFORMING PATIENT CARE

BY: SARAH MARILYN

**Dr.** Lovell is a surgeon, innovator, and pioneer in reimagining the healthcare experience. As the founder of Lovell Hand & Orthopedic Center, he's charted a path of autonomy, creativity, and patient-first care that has reshaped how we think about surgery and orthopedic treatment. His journey from traditional hospital systems to building an independent practice reflects a deep desire to innovate and challenge outdated norms in medicine.



### INDUSTRY INNOVATION

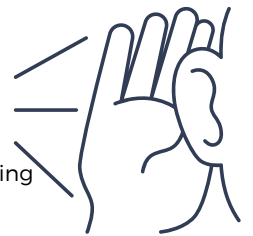
## A FOUNDATION IN ORTHOPEDICS AND INNOVATION

**Dr.** Lovell's medical journey began at Northwestern University Feinberg School of Medicine, followed by advanced training at Baylor. His decision to specialize in orthopedics was deeply personal, inspired by his father—a general surgeon whose compassion and patient-centric approach left a profound impression. While other specialties intrigued him, it was orthopedics that brought together his love for mechanics, problem-solving, and patient care. "My dad always said, 'Do it for the subject matter,'" Dr. Lovell recalls. "And orthopedics allowed me to combine my skills and passions in a way no other specialty could."

But early in his career, Dr. Lovell found himself increasingly frustrated by the bureaucratic constraints of hospital systems. Autonomy—the freedom to innovate and prioritize patients—was elusive. "The feeling of losing my autonomy was more overwhelming than I anticipated," he admits. "This is was not going to be my legacy."

## LISTENING, LEARNING, AND ACTING

Dr. Lovell's dissatisfaction led him to seek inspiration elsewhere. He began listening to podcasts like The Pair-o-Docs—a show exploring challenges in healthcare—and discovered a community of thinkers challenging the status quo. "I would hear these guests and think, 'I've been saying this for years,'" he shares. The validation fueled his belief that there had to be a better way. His institutional uplines weren't always receptive to his ideas. When Dr. Lovell suggested innovative changes, the response was often, "Doctors don't buy buildings anymore" or "Just keep seeing patients." But Dr. Lovell wasn't content to settle. Inspired by the growing direct primary care movement and the concept of merging ideas to create healthier patient environments, he envisioned a practice that offered a unique and transformative experience.



JANUARY 6, 2025



## A LEAP OF FAITH

It was a conversation with his wife that solidified his decision to break away from the traditional healthcare model. "I told Lisa, 'I'm going to leave, and we're going to open our own practice. We're going to create a totally different patient experience,'" he recalls. Despite the risks, including launching just before the COVID-19 pandemic, the Lovells built their dream practice from the ground up.

Lovell Hand & Orthopedic Center became a reality, designed with meticulous attention to patient comfort and efficiency. Against conventional wisdom and without formal marketing, the practice grew organically through word-of-mouth referrals—a testament to the exceptional care and communication patients receive.



## BEST PRACTICES REDEFINING PATIENT CARE

**Dr.** Lovell's philosophy is rooted in questioning traditional practices and finding better ways to serve patients. Inspired by Canadian hand surgeon Dr. Lalonde, who pioneered wide awake surgeries to make procedures less intimidating, Dr. Lovell adopted similar techniques. "Surgery doesn't have to be scary," he says, emphasizing the importance of creating a calm and reassuring environment. At Lovell Hand, wide awake procedures with local anesthetics and minimally invasive techniques are the norm, allowing patients to remain comfortable and engaged. Dr. Lovell believes that changes, like rethinking how surgeries are performed, can have a significant impact. "We can be so much more innovative in our thought, treatment, and how we care for patients in all specialties," he asserts.

## AUTONOMY, INNOVATION, AND LEGACY

For Dr. Lovell, autonomy is not just about independence—it's about creating a healthcare model that prioritizes patients over systems. Reflecting on his journey, he says, "You'll never truly understand autonomy until you lose it." By stepping outside the constraints of traditional healthcare, Dr. Lovell has built a practice that values creativity, collaboration, and putting patients first. His vision extends beyond his own practice. Dr. Lovell dreams of a healthcare system where innovation is embraced, and outdated systems are replaced with patient-centered solutions. "If something doesn't make sense, push back," he advises. "Challenge the status quo. That's how we grow, and that's how we truly take care of patients." Dr. Lovell's story is a testament to what's possible when passion, purpose, and perseverance come together.