If you want to go fast, go alone.

If you want to go far, go together.

— African Proverb
We believe health can and should be better.

People are at the heart of everything we do. They drive our passion, our innovation and our solutions. So we’re leading with a bold vision: Personalized health, made simple, affordable and exceptional. Everyone, everywhere should have access to the care and coverage they need.

We also know that health care can be better, and we are working relentlessly to bring about meaningful and sustainable change.

Consumer behaviors and expectations are evolving. The need to reduce health costs is imperative. Significant health disparities exist in our community that continue to be a top priority.

Through experience, innovation and collaboration, we become stronger, smarter and more agile—offering local solutions with global thinking.

We are a trusted health leader and are invested in and committed to the local communities we serve.

Our talented and compassionate team members live our values every day. We work together, with our donors and strategic partners, to deliver on our mission: to improve health, inspire hope and save lives. For us, our mission is more than just words; it’s a genuine commitment to the people we serve.

By tailoring the consumer experience, streamlining our processes and lowering costs, we are focused on what’s most important—building valuable relationships with the people we serve to improve their physical and emotional health.

We have the breadth and depth of care and coverage that people need today, and together, we are reimagining a better model of health for tomorrow. Welcome to Spectrum Health.
Helen DeVos Children’s Hospital

Ranked among the nation’s best children’s hospitals by U.S. News & World Report every year since 2012.
Our mission is why we are here.

To improve health, inspire hope and save lives.
Our vision is where we are headed.

Personalized health made simple, affordable and exceptional.
This is our plan for how we will get there.
Our values drive us.

Our values—Compassion, Collaboration, Curiosity and Courage—drive our decisions and shape our character. We are living out our values in every way that we can so that our team members, consumers and partners are valued, respected and supported.
People are at the heart of everything we do.
What sets us apart.

Talent and Culture for the future

Integrated System with exceptional patient experience and a track record of quality and safety

Breadth and depth of local Impact

Innovation for our patients and members
We have the talent to transform health care.

We are building a workforce for the future. In addition to having one of the largest physician groups in West and Southwest Michigan, our expansive team includes data scientists, human-centered design engineers, system architects and cybersecurity specialists.

We are the only provider in the state to receive the Healthcare Financial Management Association MAP Award for High Performance in Revenue Cycle.

Now, more than ever, the opportunity to share ideas and perspectives, and learn from others is essential. We offer ongoing education, professional development and networking opportunities to all of our team members to encourage new thinking and agility.

We are committed to growing a team that is dynamic, diverse and essential. As we build our current talent, we’re also bringing up new talent. We’ve brought our Diversity, Equity and Inclusion strategies to the forefront because we know that diverse talent leads to better opportunity and outcomes. Through our rich partnerships with academic institutions, we are developing the next generation of health professionals to shape the future.
Exceptional Culture

Our team members have an average tenure of nine years. Many attribute this to the unmatched opportunity to live out our values and make a difference while working with such a strong, supportive team.
Our success is built by the sum of our parts.
As an integrated system, we are more than a health care provider and insurance company.

By combining the payer with the provider in one integrated system, we are achieving greater care coordination among locations and physicians, and fewer gaps in care. We are providing more seamless experiences, and lowering the total cost of care—making care and coverage more affordable for everyone. And we are investing in innovative solutions that allow consumers to actively engage in their health, across their full health journey.

Together, we are providing the right information, tools and care, at the right time, to make it easier for consumers to get the care they need and the experiences they want.

Our health care delivery system combines 14 hospitals, 120+ outpatient sites, numerous telehealth and at-home care offerings, and more than 4,600 physicians across West and Southwest Michigan. Our nationally recognized children’s hospital has received top rankings, with more than 300 pediatric physicians practicing in 50 specialties and programs.

Our health plan, Priority Health, is the third-largest provider-sponsored health plan in the country, currently serving over 1 million members across Michigan. We focus on improving health and lives, partnering with over a million providers nationwide and 97% of primary care physicians in Michigan. We have a 96% member retention rate and one of the lowest administrative rates in the nation, with 88 cents of every dollar being spent on patient care.

We’re better together.
Our integrated system helps us impact communities.

As one of the largest employers in the region, our 31,000-plus team members deliver on our mission every day to impact the health of our communities. We’ve lowered the cost of care through innovations like a new pre-surgery program designed by our surgical team that significantly reduced total joint replacement charges for patients undergoing surgery. Our partnership with a local mental health services agency expanded access for people across the state to vital behavioral health care through telehealth. Spectrum Health has invested more than $1 billion since 1998 to help develop Grand Rapids’ Medical Mile, a thriving hub for leading-edge research, clinical and medical education.

Through generosity of philanthropy, an additional $0.5 billion has helped Spectrum Health develop innovative solutions, deploy new resources in response to emergent health crises, pioneer new approaches to care and coverage, and broaden access for those who have historically been under-served.

28% Reduced Infant Mortality

Our Strong Beginnings program significantly reduced maternal health disparity between African American and white women enrolled in the program and reduced infant mortality by 28%.
Our integrated system helps us drive affordability.

Partnering with our community makes us stronger. Because of our integrated system we make services accessible and affordable. In an effort to improve health equity, Spectrum Health for over 20 years has invested millions in community benefit funds, in partnership with local organizations, to address racial and ethnic disparities. We provide care, regardless of the ability to pay, and serve all communities, with a range of community-based services and education programs.

As a leader in price transparency, we were one of the first providers to develop a Cost Estimator, a tool that instantly calculates a member’s cost for procedures and pharmaceuticals. To date we’ve reported more than $11 million in shared savings.

In 2020, we dedicated an additional 40 percent to improve health equity, a total commitment of at least $100 million over the next 10 years.
Our integrated system helps us improve patient experience.

Today, the demand for transformative health care and exceptional experiences is greater than ever—and it’s more than any one area, system or entity can accomplish alone. Collaboration has always been central to our success. Together with our strategic partners, we are offering a depth of world-class treatments and drawing on our integrated system to provide an experience that is unified, transparent and personalized.

24/7 Connected Care

In 2020, we launched a new app that delivers a connected, seamless care experience.
Together we are building healthier communities.
Boldly pushing the boundaries of what’s possible.
We are listening and transforming to meet today’s needs and to make a better future.

From medical breakthroughs to personalized consumer experiences, we’re thinking strategically and working with agility to make it all better.

Spectrum Health Fred and Lena Meijer Heart Center
Our heart center provides more advanced lifesaving heart and vascular procedures than any other hospital in Michigan. Our Sim Center is the only dedicated cardiovascular simulation center in the world.

Lung Transplant Program
Our lung transplant program is among the best in the United States, with some of the highest survival rates.

Next Best Action
Using predictive analytics, we established Next Best Action, personalized recommendations to consumers that educate, inform and motivate behavioral change.

CAR T-Cell Therapy
We are one of the select medical centers in the U.S. providing CAR T-Cell therapy, a breakthrough in personalized cancer treatment that is changing lives.
By the numbers

31,000+ Team Members
$8.3 Billion Enterprise*
14 Hospitals
150 Ambulatory Sites

$100 Million+ Members Served by our Health Plan
$1 Million+ Employers Contracted by Priority Health
7,000+ Michigan Primary Care Doctors in Network

$542 Million Community Benefit*
$30 Million Philanthropy*
2,300 Volunteers
514,000+ Home Health Care Visits*

$100 Million Venture Capital Fund
$100 Million Health Equity Funding (over next 10 years)

4,700 Physicians and Advanced Practice Providers (Spectrum Health employed and independent)

$30 Million Philanthropy*
$542 Million Community Benefit*

*Jan. 1 - Dec. 31, 2020
America’s Top Nurses

Our Grand Rapids nurses have earned the national Magnet® designation for exceptional nursing three times in a row.
We are better together.

We are personalizing health.
We are making a difference in the communities we serve as we strive to personalize the consumer experience in every possible way and provide care and coverage that is simple, affordable and exceptional for everyone.

We are a highly integrated health system.
We have a health system that is one of the top in the United States with a track record of excellence in quality and safety. Our extraordinary people, together with our scope and scale, allow us to share knowledge and resources so we can create seamless experiences and drive unique value.

We are shaping the future.
We are innovators continually pushing the boundaries of what is possible, thinking creatively and seeking every opportunity to collaborate and do better. We are continuing to evolve our models of care and build meaningful partnerships that will lead us into a healthier future.
We are Spectrum Health.