



Care Resources Retiring CEO Tracey McKnight Named to Notable Leaders in Health Care by Crain's Grand Rapids Business

Care Resources retiring Chief Executive Officer Tracey McKnight has been named one of the Notable Leaders in Health Care by *Crain's Grand Rapids Business*.

McKnight has a 45-year track record of ensuring West Michigan residents have access to quality health care, the last six at Care Resources. She is one of 18 health care leaders recognized by the publication for providing high-quality, whole-person care, collaborating with other agencies, and advocating within industry groups.

McKnight joined Care Resources as CEO in 2018. During her tenure, McKnight has led significant growth and expansion of programming and services for the community-based program that promotes healthy and independent living for people 55 years and older while preventing nursing home placement.

One of her biggest accomplishments is launching a second location in Lowell, including obtaining funding and regulatory approvals. The \$7.1 million facility, which will hold its ribbon-cutting on November 8 and community open house on November 9, will allow the organization to serve 125 more participants and create approximately 30 jobs.

Additionally, McKnight is responsible for:

- Growing participants more than 58% over the past five years, enabling Care Resources to expand its service area and reach nearly 400 participants in Kent County and portions of Allegan, Barry, Ionia, and Ottawa counties.
- Increasing employees more than 55% to create a staff of nearly 200 dedicated team members who provide comprehensive care through a Day Center and clinic, medical care, and home health services to participants so they can stay safely in their homes.
- Directing the 2019 transition to a new and larger Grand Rapids facility that enables Care Resources to provide a wide range of health care services as well as opportunities that promote socialization, build community, and offer respite to caregivers.
- Enhancing the organizational culture, encouraging team members to be creative problem solvers, empowering them to participate in Program of All-inclusive Care for the Elderly, or PACE, activities at the state, regional and national levels, and significantly improving employee retention.
- Building broad community awareness of PACE and its wrap-around support services for older adults.

- Establishing strong partnerships with health care systems, providers, and referral sources.
- Developing and expanding strategic and innovative programs and services, such as the Day Center at Care Resources, to better serve individuals with dementia or other needs in West Michigan.
- Strengthening and expanding transportation services so more families can benefit from the Day Center and clinic.

Prior to joining Care Resources, McKnight worked in a variety of leadership roles with increasing responsibility at two West Michigan health care systems.

She began her career at the bedside, working as a nurse in the medical-surgical unit of Holland Community Hospital, now Holland Hospital. During her 18 years with Holland Hospital, McKnight launched and grew home health services and rural health services, expanding the organization's reach beyond Holland. As the corporate director of acute care for Holland Hospital, she led all hospital nursing departments, including critical care, emergency, psychiatry, med-surg, obstetrics, and home health.

McKnight joined Spectrum Health, now Corewell Health, in 1997 as the organization was emerging from the Butterworth-Blodgett merger. Over the next 20 years, McKnight led teams to support the growth and expansion of the system by focusing on access and care management, revenue cycle, and physician revenue cycle. She had responsibility for a team of 500 employees in nine hospitals with more than 1,900 beds.

McKnight plans to retire from Care Resources in January 2025.

About Care Resources

Care Resources is a community-based program for people 55 years or older that promotes healthy, independent living and helps prevent nursing home placement. The Care Resources team of healthcare professionals works with older adults and their families to develop a comprehensive care plan — helping participants to make medical decisions every step of the way. For more information, visit [careresources.org](https://www.careresources.org).

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