

growing
NOW!



2018
Community Benefit Report



KALKASKA MEMORIAL HEALTH CENTER

Partnering with MUNSON HEALTHCARE



KMHC's Eden Center has been named a top performing nursing home since 2016. Ratings from the U.S. News & World Report are based on their own in-depth analysis of data from the federal Centers for Medicare & Medicaid Services.



KMHC has been named one of the Top 100 Critical Access Hospitals in the United States by The Chartis Center for Rural Health. Hospitals recognized as a Top 100 facility scored in the top 100 among the approximately 1,300 Critical Access Hospitals nationwide. Now in its ninth year, the INDEX leverages 50 rural-relevant indicators across eight pillars of hospital strength (i.e. Inpatient Market Share, Outpatient Market Share, Cost, Charge, Quality, Outcomes, Patient Perspective, and Financial Stability) to determine an overall score for each hospital.



Letter to the Community

Happy Spring from Kalkaska Memorial Health Center! Despite being a long, hard winter, every day the grass turns a little greener and the (very) large snowbanks get a little smaller. Not only am I looking forward to the beauty of a northern Michigan summer, but also to the completion of KMHC's new medical pavilion. As many of you know, we broke ground about a year ago on a 30,000 square foot addition, which was made possible by the generous support of the residents of Kalkaska County.



Kevin Rogols, FACHE
Administrator and CEO

Before we broke ground, staff at KMHC spent significant time listening to our community and patients, guiding us to decisions that meet the needs of the community and improve the lives of those we serve. The number one request from the community was to provide chemotherapy services closer to home. We are proud that this will become a reality in our new building. On page 9 of the report you will find some sneak peek pictures of the pavilion including chemotherapy pods on the second floor.

The new building was designed with patient convenience in mind; we have added a new covered entrance, as well as over 100 parking spaces. Upon completion of the Medical Pavilion this summer, we will start the second phase of the campus plan for KMHC. This will include moving emergency services out of its existing area into a larger, safer, and more efficient space.

In addition to our construction project, KMHC has continued to add and refine health care services over the last year. Three new family medicine physicians joined Kalkaska Medical Associates last fall in addition to a full-time behavioral health counselor. We are also seeing significant interest in wellness and preventive services. To address that interest, we added a dietitian who provides outpatient nutrition counseling and is developing a series of cooking classes.

Last, I am extremely proud to announce some exciting news. KMHC has been named, for the first time, a Top 100 Critical Access Hospital in the country by the Chartis Center for Rural Health. Over 50 performance indicators were analyzed, to designate 100 out of approximately 1,300 critical access hospitals as the highest performing in the United States. Also, KMHC's Eden Center has been named for the third year in a row as a "best" nursing home in the country by US News & World Report. Both awards are a testament to the fact that we have 450 staff members who get up every morning with the goal of improving the health and quality of life of the residents we serve.

Thank you to all of our patients and community for your ongoing support, and to KMHC staff for all you do. I am proud to call Kalkaska home and look forward to what the future holds for KMHC and our community.

A handwritten signature in black ink that reads "Kevin L. Rogols".

Kevin Rogols, FACHE
Administrator and CEO

15:1

Return on
Investment

Fiscal Year 2018

County hospital millage:

\$1,238,186

KMHC benefits to community:

\$18,152,541



growing NOW!

Factor #1: My Hospital Provides Great Local Jobs

Kalkaska Memorial Health Center is an enormous economic driver for the community and for Kalkaska County.

Health care jobs provide good incomes and steady employment. The hospital contributes to the county's economic stability by providing year-round jobs to medical professionals and support staff who purchase homes, buy groceries, send their children to local schools, and pay taxes to local villages and townships.

Easy access to trusted medical services is a "must have" for any growing community. Kalkaska Memorial Health Center enhances our area's reputation, making it an attractive place for those who want to make business and personal investments in our county.



* Total employees: 512; employees who live in Kalkaska County: 341
** Benefits based on the number of employees



growing NOW!

Factor #2: My Hospital Invests in Workforce Development

Kalkaska Memorial Health Center is proud to internally grow its workforce by providing tuition reimbursement, training, and promotional opportunities to staff.

The investment in staff has paid off; for 2018, 48 employees were recognized for years of longevity with the organization ranging from 5 to 45 years (celebrated each year in 5 year increments).

KMHC also knows the importance of growing the health care workforce for the future and last year gave out 20 scholarships to graduating seniors from Kalkaska High School and Forest Area High School.

Health Professionals' Education

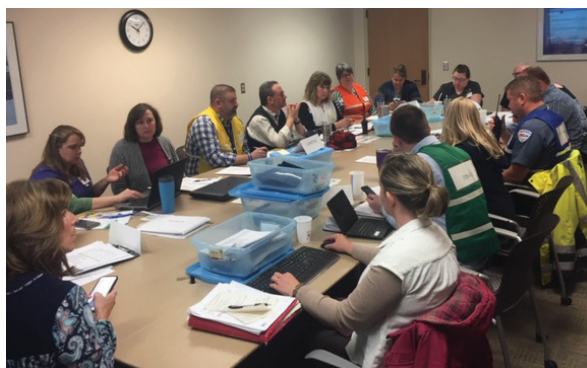
\$20,200 Scholarships and loans to employees furthering their education, loan payment assistance for physicians, physician assistants, and physical therapists

\$10,000 Scholarships to Kalkaska graduating seniors

\$47,536 Tuition reimbursement for employees

\$77,736

Health professionals
education



growing NOW!

Factor #3:

My Hospital
Helps My
Community
in Many Ways

Community Health Screenings: \$6,099

More than 350 people received free community health screenings in fiscal year 2018.

\$200	Parkinson's Forum
\$100	Senior Breakfast Kalkaska Annual Fair
\$4,872	Senior Site Health Screenings
\$927	Flu Shots

Community Outreach: \$9,346

\$346	Community Sharps Disposal Days
\$9,000	EMS Community Standbys

In-kind Donations: \$154,334

\$154,334	Teen Health In-Kind (KMHC and Forest Area Schools)
-----------	---

School Support: \$13,360

\$2,500	Concussion baseline screenings
\$7,500	Athletic trainer for KPS athletes
\$3,360	In-school counseling

Care Management: \$16,723

\$16,723	A registered nurse helps community members each month through support, education, and coordination of resources.
----------	--



Safe Sharps Disposal

In FY18, KMHC helped dispose of 452 pounds of sharps (needles) for the community and surrounding areas. The program is held once a quarter and there is no charge. Those who use the service have shared:

"We are so thankful you provide this service, my dog receives shots and we didn't know where to safely dispose of the needles."

"Thank you for helping keep our trails clean and sanitation workers safe, by offering this program to not only individuals but businesses too."

Remaining 2019 Disposal Days

Tuesday, June 11
2 - 4 pm

Tuesday, Sept. 17
8:30 - 10:30 am

Tuesday, Dec. 3
1:30 - 3:30 pm



\$199,862

in direct assistance
to community

Thumbs Up for the Teen Health Corner

Did you know?

The Teen Health clinic not only provides primary care and counseling services to adolescents, but also provides health and wellness education programming in our local schools. These programs include tobacco and substance use prevention, peer pressure and self-esteem education, nutrition, and physical activity.



"Love the staff, love it."

"Awesome."

"Very nice, the provider made me feel very comfortable."

"We have always been happy with our services. Thank you!"

"The counselor helped him (my son) with many things he had and still has been going through."

"I (as the parent) always feel heard and comfortable with my children's care."

"I had a very good experience, as always."

"I like it at Teen Health Center!"

"I think it is a great thing for a small town to have convenient care such as this."



Space Provided to Community: \$13,919

The KMHC Conference Room and the William W. Kitti Education Center, also known as the Stone House, is used by community-based groups that need meeting space. More than 40 regularly scheduled groups use the space at no cost to hold meetings, support groups, or educational sessions.

Support Groups, Classes, and Community Involvement: \$14,801

Kalkaska Memorial Health Center employees participate in many community groups and events.

- Alcoholics Anonymous
- Breastfeeding Support
- Diabetic Support Group
- Fibromyalgia Support Group
- Grand Traverse Surgery Bariatric Support Group
- Kalkaska Area Community Collaborative
- Kiwanis
- Men Exploring Non-Violent Solutions (MENS) Group
- Munson Healthcare Hospice Grief Support Group
- Rotary
- Yoga

Locally Purchased Goods and Services: \$242,872

Buying supplies and services locally supports other community businesses.

Community Health Education and Assistance: \$5,768

- \$80** Back Safety and Ergonomics Education
- \$300** Calendars for Mammogram Patients
- \$450** File of Life
- \$4,938** Kids Health Fair

Community/Fundraising Events: \$22,832

- Iceman Breakfast
- Firefighters Picnic
- Forest Area School
- KAIR Festival of Trees
- Kalkaska Public Schools Sports
- Kiwanis Steak and Corn
- Mancelona Public Schools Sports
- Rotary BBQ
- Trout Run/Trout Festival



\$300,192

in support
to the community

A sneak peek at the new Medical Pavilion



Did you know?

- 95% of construction labor, in all trades, live within 30 miles of KMHC. We are very proud to support local businesses!
- The first floor will be the new home for Kalkaska Medical Associates and the space will allow 11 providers to work simultaneously on each day, allowing for additional recruitment of physicians and improved access to care for patients.
- The second floor will house chronic disease management, infusion and chemotherapy services.
- Over 100 parking spots are being added and a new entrance is being constructed for improved wayfinding and efficiency.
- Once the medical pavilion is open, construction work will shift to moving and renovating our Emergency Department to provide the community with improved space, flow and safety for emergency services.

(A) Patient exam room in the clinic, (B) Future chemotherapy pod, (C) New Physician Services Entrance, (D) Exterior photo of future medical pavilion, (E) Kalkaska Medical Associates patient registration and hallway.

Factor #4:
My Hospital
Provides
A Lot of
Local Services

As a partner with Munson Healthcare, Kalkaska Memorial Health Center provides many high-quality, close to home services so people do not have to travel far for necessary care.

Diagnostic Services: 189,923 Tests

Thanks to a forward-thinking community board, physicians, and staff, Kalkaska has top quality diagnostic equipment so people do not have to leave Kalkaska County for important tests.

- Bone Density
- Digital Mammography
- Lab
- Low-Dose Radiation CT Scanner
- Mobile MRI
- Sleep Services
- Ultrasound and X-Ray

Emergency Department: 14,128 Visits

KMHC offers 24/7 emergency care services. Our emergency department is staffed with board-certified emergency medicine physicians and advanced practice providers.

Kalkaska Dialysis Center: 7,830 Treatments

KDC has grown significantly in past years, adding shifts and staff to accommodate more patients. The center also continues to offer services for vacationers and seasonal patients so they can still enjoy beautiful northern Michigan while receiving this very important life sustaining treatment. In 2018 the KDC received a 5 diamond status from the End Stage Renal Disease Network 11, and in 2019 the Medicare 5-star rating from the CMS/Center for Medicare and Medicaid Services.

Chronic Disease Services

In January 2017, KMHC implemented a new Chronic Disease service line. Through community health needs assessment, community data, and information from our patients, KMHC saw a growing demand to help prevent and manage chronic diseases with the first area of focus being diabetes. Since its inception in 2017, KMHC now offers comprehensive diabetes services including one-on-one and group education, diabetes prevention, medical nutrition therapy, and a dedicated clinic.

257,879

Outpatient visits/tests/
treatments



Outpatient Clinics: 9,976 Visits

Specialty services provided in Kalkaska include:

- Attention Deficit/Hyperactivity Disorder
- Cardiology
- Gastroenterology
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pediatrics
- Podiatry
- Pulmonology/Sleep Disorders
- Surgical Services
- Women's Health Services/
Midwifery

Rehabilitation Services: 31,201 Visits

Our outstanding Rehab team has advanced training and expertise to help Kalkaska area residents achieve the best possible results, whether they are recovering from a broken bone, a heart attack, or learning to live with a chronic disease.

- Aquatic Therapy
- Certified Hand Therapy
- Lymphedema Treatment
- Occupational Therapy
- Physical Therapy
- Concussion Management
- McKenzie/Mechanical Diagnosis Therapist
- Return-to-Work
- Speech Therapy

Cardiac Rehabilitation: 1,658 Visits

Cardiac Rehabilitation at Kalkaska Memorial Health Center meets the specific needs of patients with a heart condition. The goal is to help the patient return to the highest level of function and independence possible, while improving their overall quality of life.

Pulmonary Services: 3,163 Visits

For patients with COPD or other chronic lung diseases, Kalkaska Memorial Health Center offers diagnostics and rehabilitation services, making life better for those with:

- Asthma
- Bronchitis
- Bronchiectasis
- Cystic Fibrosis
- Interstitial Lung Disease



Daniel Conklin, DPT, far right, serving as honorary captain for the Kalkaska Varsity football team.

Updated Concussion Information
CRANIUM (Concussion Recognition and Neurological Intervention United Management), is a cutting edge concussion management program developed and led by KMHC physical therapist, Daniel Conklin. CRANIUM is now the standard of concussion care used through the entire Munson Healthcare system. As part of CRANIUM, KMHC commits 300 hours of athletic trainer time annually to Kalkaska High School sports teams.

Concussion Stats:

30 athletes were enrolled in the concussion protocol in the 2017-2018 sports season, and 22 thus far for the 2018-2019 season.

Stats include:

Kalkaska Public Schools 2017-18: 248 screenings and 2018-19: 145 screenings performed (fall and winter sports only). For Forest Area Schools 2017-18: 137 and 2018-19: 117 screenings conducted.

647

Baseline screenings
performed on Kalkaska
& Forest Area athletes
for 2017-2019.



Sharon Johnson, Physician Assistant of Long-term Care has been awarded a certificate of completion for Managing Health and Chronic Conditions in Older Adults. "I was looking for more background and education on improving resident care. The class specifically reinforced the importance of educating elders and their families. We have already begun to improve our admission process. We want elders to have a better understanding of their choices, medications, and health so they have better control of their health care."

Great Choices for Senior Living

It's important to live life well no matter your age, but it's especially true as you grow older. Kalkaska Memorial Health Center has developed specific services to help ensure the health, safety, and well-being of community members in their later years of life.

Long-term Care

Eden Center, our hospital-based home-away-from-home is full of life, with trusted nursing care and easy access to a variety of health care services.



Kalkaska Memorial Health Center's Eden Center has been named a "top performing" U.S. News and World Report Best Nursing Home for 2018-19.

Assisted Living

All of the comforts of home are available in 31 private apartments. Tasty restaurant-style meals and room service, housekeeping, laundry, and 24-hour personal care services take the work out of living.

"I was so impressed with every aspect of the Eden Alternative concept that it completely changed my stereotypical attitude about elder care outside of a family home."
— The family of a resident

"I certainly will not hesitate in telling others about this wonderful place. I hope this concept catches on in even more communities than it already has, as people my age (baby boomers) find the need."
— Family of an Eden Center resident



Assisted Living residents have a busy social engagement calendar that includes many outings, family gatherings, and fun visits on the holidays!

Surgical Services: 1,466 Procedures

Following a procedure at Kalkaska Memorial Health Center, surgical patients may rest for a while in recovery, and then take the short ride home.

Surgeries and Procedures

Surgeons

Ear, Nose, and Throat

Harry Borovik, MD

Gastroenterology

J.P. Milliken, MD

Michael VanderKolk, MD, FACS

Eye Surgery

Alicia Eby, MD

General Surgery

Michael VanderKolk, MD, FACS

Gynecologic Surgery

William Nowak, DO

Orthopedic Surgery

Andrew Boyce, DO

Christopher Chuinard, MD, MPH

Scott Groseclose, MD

Michael Peters, DO

Podiatry

Ronald Olm, DPM

KMHC is proud to partner with Great Lakes Orthopedic Center and offer expanded services for our community.



Family Care

Kalkaska Medical Associates

Primary care in Kalkaska is provided by Kalkaska Medical Associates' team of ten physicians and two physician assistants.

Maria Cupp, PA-C

Michael Delaney, MD

Marc A. Frick, MD

Richard E. Hodgman, MD

Jeremy Holmes, DO

Andrew Long, DO

Thomas Minor, PA-C

Natalie Okerson-Sparks, MD

Satya Pillay, DO

Jennifer Polanic, MD

Nathan Sailor, DO

Cynthia Smith, MD - Pediatrics

Gary Ziegler, MD

Behavioral Health and Counseling

Annette Goodyear, LPC

Therese Kaufman, MSW

Other Primary Care Providers

Teen Health Corner - KMHC and Forest Area School

Kimberly Michels, FNP

Christina Weasel-Brege, PA-C

Lab Services

Lab services are available in two communities for the convenience of residents of Kalkaska and Antrim counties.

Kalkaska Memorial Health Center

419 S. Coral St.

Kalkaska

Mancelona Family Practice

419 W. State St.

Mancelona

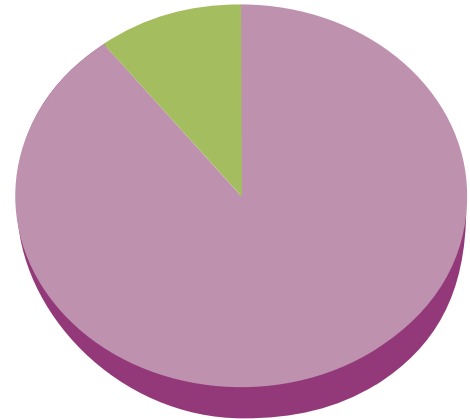


Factor #5:
My Hospital
Covers
Financial
Gaps

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2018, Kalkaska Memorial Health Center provided:

Health Services Assistance

\$27,605	Dialysis Transportation
\$2,296	EMS Wellness Visits
\$6,824	Medication Assistance Program
\$36,725	Total



\$346,121

Unpaid cost of charity care
(care of uninsured and underinsured)

\$1,558,698

Unpaid cost of bad debt
(bills deemed uncollectable)



Helping our Community Stay Safe and Healthy

Three Kalkaska EMS personnel are currently working on State of Michigan required college coursework to prepare for the national test as Community Paramedics. This additional education and testing will enhance and improve Kalkaska EMS wellness visits. These visits are offered to patients that have been recently hospitalized or treated in the Emergency Department. EMS staff complete a visit to patients' homes making sure they have everything they need to recover properly such as medication review, blood pressure checks, alarm checks, and looking for fall or trip hazards. These visits often help prevent unnecessary hospital re-admissions and visits.

KMHC's Care Management Department is a new, but growing department. The team of registered nurses and a dietitian complete follow-up calls to the patients after discharge from the hospital. They help with making follow-up appointments, arranging home health care if needed, and education on multiple health diagnoses and topics. The team also leads KMHC's medication assistance program, which on average helps over 50 patients access important medications at free or reduced prices. Over the last year, the program has helped acquire over 1,000 prescriptions at a value of \$607,000.

Factor #6:

My Hospital
Adds Value
to the
Community

**Total Contributions to Our County
and Communities We Serve**

Bad Debt (bills deemed uncollectable)	\$1,558,698
Care Management	\$16,723
Community Health Education and Assistance	\$5,768
Community Health Screenings and Outreach	\$15,445
Health Professionals' Education	\$77,736
Health Services Assistance	\$36,725
In-kind Donations	\$154,334
Purchases (local goods and services)	\$242,872
School Support	\$13,360
Space (provided to community)	\$13,919
Sponsorships (community/fundraising events)	\$22,832
Support Groups/Community Involvement	\$14,801
Uncompensated Patient Care (charity care)	\$346,121
Wages and Employee Benefits	\$15,633,207*
Total Contributions	\$18,152,541

* Only employees who live in Kalkaska County





growing
NOW!

Thanks to your great support, we are building a \$13 million addition to expand patient services for our community. We ask for your patience during construction and apologize for any inconvenience.