



WOW!

Investing in  
**My Hospital | My Community**

2014 Community Benefit Report



**KALKASKA MEMORIAL HEALTH CENTER**

Partnering with MUNSON HEALTHCARE

## **What My Hospital Means to Me**

"It means everything; although no one wants to have to do it, I am really happy to have the Dialysis Center close to my home. Everyone here is affable, really nice, and makes me as comfortable as possible."

*-Jack Tuller, KMHC Patient*

"Working at Kalkaska Memorial has given me the opportunity to go home many evenings feeling that at least for a moment in that day I made someone's life better by being with them. That is a good feeling at the end of the day!"

*-Rebecca Barr, retired Resident Services, Assisted Living and Long-term Care*

"I think we've got a class act here and we've got people you can't match. We couldn't be more proud."

*-Gerald Gaultier, KMHC Board of Trustees*

"KMHC gives me a way to give back to the community. And, as a volunteer, I get to see first-hand the quality care being provided to residents and patients. "

*-Linda Potter, KMHC Volunteer*

"KMHC means home, caring, and community. Some days are not easy, when you have a sick patient or a fellow employee having a rough day. The opportunity to share a smile makes the job a pleasure and my world a better place."

*-Mary Cunningham, Resident Services Coordinator, Assisted Living*



Kevin Rogols, FACHE  
Administrator and CEO



### Letter to the Community

Kalkaska Memorial Health Center (KMHC) is a source of real pride to the people of Kalkaska county. With highly skilled clinical and support staff, beautifully-designed facilities, advanced technology, and numerous services, this facility is well positioned for the future. Thanks to our hospital board, talented physicians, and great staff, top quality health care is readily available in our community.

We continue to be successful thanks to all of you who use the services at Kalkaska Memorial Health Center. We're here to provide you with great care close to home and I hope you will take full advantage of all that KMHC has to offer.

When I was thinking about relocating back to Michigan, I was attracted to Kalkaska because this facility is a model for outstanding health care delivery in a rural setting.

It is unusual for a hospital of this size to have the great technology we have here. If you haven't been to KMHC lately, I invite you to stop by and check it out. I think you'll be impressed. I know I was.

As a governmental hospital authority, owned by the townships of Kalkaska County and the Village of Kalkaska, Kalkaska Memorial Health Center is supported by your tax dollars. Please take a few minutes to review this report. It highlights how your tax dollars are being spent and all the ways your investment pays dividends to the people of this county.

Thank you for your patronage, support, and interest in Kalkaska Memorial Health Center. It is our privilege to serve you.

Kevin Rogols, FACHE  
Administrator and CEO



### Fiscal Year 2014

.....  
**County bond levy proceeds:**

**\$1,171,685**

.....  
**KMHC benefits to community:**

**\$14,088,960**  
.....

# WOW Factor #1: My Hospital Provides Great Local Jobs

**366**

Employees

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.

**\$2,300,447\***

Total fiscal year 2014  
benefits paid

**\$7,692,655\***

Total fiscal year  
2014 payroll

**\$9,993,102\***

Million in wages  
and benefits



\* Only employees who live in Kalkaska county

## WOW Factor #2: My Hospital Invests in Workforce Development



*"I feel very fortunate to be employed at KMHC. Our team has a friendship that magnifies trust and communication to ensure quality care to our patients. We receive great support – especially with continuing education to further our knowledge and keep us up to date with techniques, studies, data, equipment, and technology."*

*-Traci Hart,  
Certified Occupational Therapy Assistant*

Kalkaska Memorial Health Center's focus on educating and training local staff was recognized by the Michigan Health Council when the hospital received the Building Michigan Healthcare Workforce Award in 2012 for its retention of employees. Twenty percent of employees have used one or more aspects of the ongoing retention program.

As part of the effort to provide a skilled workforce, KMHC has awarded scholarships to local high school seniors since 1990, and now gives 10 scholarships annually to students.

The hospital's education and retention program has exceeded expectations. "Improving the program over many years has been a benefit to our hospital and the community," said Kalkaska Memorial Director of Operations Kim Babcock. "It is now ingrained in our culture."

### Health Professionals' Education

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<b>\$22,650</b>	Scholarships and loans to employees furthering their education, loan payment assistance for physicians, physician assistants, and physical therapists
<b>\$74,644</b>	Tuition reimbursement for employees
<b>\$5,723</b>	Student precepting
<b>\$2,000</b>	EMS student internships
<b>\$17,000</b>	Scholarships to Kalkaska graduating seniors

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**\$122,017**

Health professionals'  
education

# WOW Factor #3: My Hospital Helps My Community in Many Ways



*"I would like everyone to know how much we really care about our community and how skilled our employees are. We work here because we choose to care for our friends and neighbors. Because of this, we strive to give the most up to date, expert care available."*

*-Liz Birgy, Emergency Department*

## Community Health Screenings: \$6,810

More than 400 people received free community health screenings in fiscal year 2014.

<b>\$3,061</b>	Senior Site Health Screenings
<b>\$275</b>	BASA Senior Expo
<b>\$281</b>	Kalkaska/Antrim Senior Expo
<b>\$3,193</b>	Senior Companion Physicals

## Community Outreach: \$3,815

<b>\$360</b>	Car seat inspections
<b>\$240</b>	Flu shots and TB tests, Sheriff's Dept.
<b>\$600</b>	EMS school programs
<b>\$2,075</b>	Kid's Health Fair
<b>\$90</b>	AED Training
<b>\$450</b>	File of Life

## In-kind Donations: \$100,877

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

<b>\$20,444</b>	Space provided to the community
<b>\$300</b>	Space in Assisted Living for tutoring
<b>\$30</b>	Kaliseum supplies
<b>\$2,560</b>	Gym usage

<b>\$44,840</b>	Teen Health Corner Kalkaska Memorial Health Center
<b>\$32,703</b>	Teen Health Corner Forest Area Community Schools

**166**

Average number of Kalkaska area people who receive assistance paying for medications each month

**\$116,679**

in direct assistance to community

## Care Management: \$5,177

A registered nurse helps an average of 60 community members each month who have health challenges that could result in hospitalization if not resolved.



*Kid's Health Fair Day*

# WOW Factor #3: My Hospital Helps My Community in Many Ways (cont.)

## Support Groups and Classes: \$9,660

Support groups and classes meeting at Kalkaska Memorial Health Center to offer education and encouragement:

\$2,600	Alcoholics Anonymous
\$900	Breastfeeding Support
\$585	Staff support for Diabetes Support Group
\$600	Fibromyalgia Support Group
\$150	Grand Traverse Surgery Bariatric Support Group (via video teleconference)
\$1,800	Men Exploring Non-Violent Solutions (MENS) Group
\$100	Munson Grief Support Group
\$2,925	Yoga Class

## Community Involvement: \$16,428

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

\$23	Academea Club presentation
\$9,000	EMS Community standbys
\$126	Kalkaska Area Community Collaborative
\$1,500	Kalkaska Chamber Advisory Committee
\$3,350	Kiwanis
\$1,541	Rotary
\$888	Rotary and Kiwanis Breakfast and BBQ

## Locally Purchased Goods and Services: \$302,174

Buying supplies and services locally supports other community businesses.

## KMHC and its employees support various community events and fundraising events including:

- Festival of Trees
- Fife Lake 5K Run
- Food for Blazer Bash
- Hats and Mittens
- KAIR Harvest Food Drive
- Kalkaska County Fair sponsorship
- Local families at Christmas
- Senior Class All-Night Party
- Senior yearbook ads for Bellaire, Kalkaska, Forest Area, and Mancelona
- Strawberry Social
- Toys for Tots
- Trout Festival
- Youth Sports

**\$328,262**  
in support  
to community





*Sara Smith, PA-C, Teen Health Corner, with young patient*

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



*"Not many people can say they love their job, but I truly do! I wish people in our community knew about all the different services we offer at KMHC. A lot of people in the community are surprised when I tell them I work at KMHC because they did not know we offer Rehab services."*

*-Kassie Burkham, DPT, Rehabilitation Services*

As a partner in 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: 154,321 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 Care: 6,985 Visits Urgent Care: 4,781 Visits**

The Emergency Department at Kalkaska Memorial Health Center is always open. Serious and life-threatening illnesses and injuries are triaged and treated by emergency staff.

Kalkaska EMS serves an area of more than 570 square miles of Kalkaska county and receives more than 2,000 calls for service annually.

Urgent Care services are available within the Emergency Department from 7 am - 11 pm for minor injuries and ailments.

### **Kalkaska Dialysis Center: 5,754 Treatments**

The number of patients using Kalkaska Memorial's Dialysis Center has doubled since it opened in 2007. Residents and visitors who no longer have to travel to Traverse City three times a week to receive dialysis services are grateful for the convenience and comfort of Kalkaska's center.

The Kalkaska Dialysis Center was recognized in 2014 by the End Stage Renal Disease Network 11 for achieving 5-Diamond status.

The recognition reflects implementation of best-practice standards for patient safety and care.

**204,922**  
Outpatient visits/tests/  
treatments



## Outpatient Clinics: 7,073 Visits

Specialty services are provided in Kalkaska by more than 20 visiting specialists.

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

## Rehabilitation Services: 26,008 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
  - Lymphedema
  - Splint
  - Wound Care
- Physical Therapy
  - Aquatic
  - Auto Accident Rehabilitation
  - Fall Prevention/Balance Training
  - Gait Abnormalities
  - Headache Physical Therapy
  - Injury Rehabilitation
  - Lymphedema
  - McKenzie/Mechanical Diagnosis Therapist
  - Pain Reduction
  - SI Joint Dysfunction
  - Sports Rehabilitation
  - Surgical Rehabilitation
  - TMJ Intervention
  - Vestibular
  - Woman's Urinary Incontinence Treatment
  - Work Injury Program
  - Wound Care
- Return to Work
- Speech Therapy



## Cardiac Rehabilitation

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 the overall quality of life.

## Pulmonary Rehabilitation

For patients with COPD or other chronic lung diseases, pulmonary rehabilitation at Kalkaska Memorial Health Center offers a customized program of education and exercise. In short, it makes life better for those with:

- Asthma
- Bronchitis
- Bronchiectasis
- Cystic fibrosis
- Interstitial lung disease



# WOW Factor #4: My Hospital Provides a Lot of Local Services (cont.)



**888**  
Surgical  
procedures

## 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



## 3 Great Services for Seniors

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.

### Adult Day Services

Adult Day Services is offered three days a week at Kalkaska Memorial Assisted Living on S. Birch Street next to the Dialysis Center.

### Eden Center Long-term Care

The 84-bed long-term care facility at Kalkaska Memorial Health Center embraces The Eden Alternative™ to ensure residents are surrounded by a community that supports physical, mental, and emotional well-being. Companionship, meaningful activity, social and intergenerational interaction, and the care of pets and plants is available as desired. In addition, two 10-bed, state-of-the-art “Green Houses” are planned for 2016.

### Kalkaska Memorial Assisted Living

Kalkaska Memorial Assisted Living provides a charming setting for those who want to live independently – with a little help. It’s a move that brings comfort to every member of the family. The facility houses 13 one-bedroom and 17 studio apartments.

## Primary Care

### Kalkaska Medical Associates

Primary care in Kalkaska is provided by Kalkaska Medical Associates’ team of six physicians and physician assistants.

Maria Cupp, PA-C  
Marc A. Frick, MD  
Richard E. Hodgman, MD  
Jeremy Holmes, DO  
Andrew Long, DO  
Thomas Minor, PA-C  
Nathan Sailor, DO  
Gary Ziegler, MD

### Other Primary Care Providers

#### Mancelona Family Practice

Albert C. Brown, MD  
Michelle Green, PA-C  
Soomin Han, PA-C  
Michael James, PA-C  
Jennifer A. Leino, MD

### Teen Health Corner

Sara L. Smith, PA-C  
Rachel Soles, FNP  
Christina Weasel-Brege, PA-C



## Surgical Services: 888 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

#### Ear, Nose, and Throat

- Nasal endoscopy
- Septoplasty
- Tonsils, Tubes

#### Endoscopy

- Colonoscopy
- Upper Endoscopy

#### Eye Surgery

- Cataract
- Eyelid surgery

#### General Surgery

- Biopsy
- Hernia
- Lap Chole (Gallbladder)
- Lumpectomy

#### Gynecologic Surgery

- Ablation
- Diagnostic
- Laparoscopic Surgery
  - Tubal ligation
  - Urinary incontinence

#### Orthopedic Surgery

- Arthroscopic knee surgery
- Carpal tunnel
- Minor fractures
- Trigger finger

#### Podiatry

- Bunionectomy
- Foot surgery

### Visiting Surgeons

Harry Borovik, MD

Robert Dotterer, MD  
Glen Henbest, DO  
J.P. Milliken, MD  
Michael VanderKolk, MD, FACS

Kenneth Gum, MD  
Amy Ranger, MD

Robert Dotterer, MD  
Michael VanderKolk, MD, FACS

Peter Bump, MD  
William Nowak, DO

Scott Groseclose, MD

Ronald Olm, DPM



55

Average number of round-trip miles saved each time you have your services at Kalkaska Memorial Health Center.

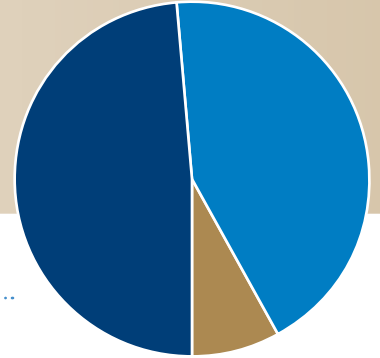
# WOW Factor #5: My Hospital Covers Financial Gaps

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2014, Kalkaska Memorial Health Center provided:



"During school I worked at KMHC and I knew it was a special place. I didn't realize how special it was until I went to other hospitals. KMHC goes above and beyond to provide patients with the best experience, and not everywhere does this."

-Kaley Tinkle, BSN  
Teen Health Corner



## Health Services Assistance

\$35,289	Dialysis and other transportation assistance
\$2,800	Colonoscopy preps
\$500	Free antibiotics
\$33,852	Supplement discounts
\$983,105	Medication Assistance Program

**\$1,055,546 Total**

**\$704,288**  
Unpaid cost of Medicaid  
(gap between actual costs and what Medicaid pays)

**\$626,719**  
Unpaid cost of bad debt  
(bills deemed uncollectable)

**\$113,942**  
Unpaid cost of charity care  
(care of uninsured and underinsured)

**\$2,500,495**  
in free, unpaid, and subsidized services



# WOW Factor #6: My Hospital Adds Value to the Community

## Total Contributions to Our County and Communities We Serve

Wages and employee benefits	\$9,993,102*
Purchase of local goods and services	\$302,174
Uncompensated Patient Care (charity care)	\$113,942
Bad Debt (bills deemed uncollectable)	\$626,719
Unpaid cost of Medicaid	\$704,288
In-kind Donations	\$100,877
Medication Assistance Program	\$983,105
Health Services Assistance	\$1,055,546
Teen Health Corner Counseling	\$45,300
Community Health Screenings and Outreach	\$10,625
Health Professionals' Education	\$122,017
Community Group Involvement	\$16,428
Support Groups and Classes	\$9,660
Care Management	\$5,177
<b>Total Contributions</b>	<b>\$14,088,960</b>

WOW!



\* Only employees who live in Kalkaska county

