

# 2022 Community Benefit Report



**KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**

# My Hospital Takes Care of Our **Community**

"Thank you for the care given to our father, aka "The Squirrel Whisperer." He was so loved by all of you. We are so grateful for all the extra care you gave him. Toward the end his wish was to not leave Assisted Living. He loved it so much with all of you!"

"Kalkaska Emergency and Radiology Staff: Thank you all so much. I'm the lady that nearly fell into your arms when I came into the Emergency Room. Everyone was so wonderful and comforting (even getting my blood taken!)."

"Thank you for the care I received in the emergency department. You are all very good at your jobs, and I received very good care prior to being transferred. The ambulance workers were great as well. Thank you for all you do."

"Words can't express my gratitude to the staff at this great facility (Long-term Care). I thank each area for your compassion and care for my loved one. We were truly blessed to have you in our lives. You will be forever remembered. "

"My husband arrived at the Kalkaska Hospital, was stabilized, and then taken by ambulance to Munson Medical Center. I believe your doctors, nurses, and ambulance team were responsible for saving my husband's life. He is now home and recuperating. Thank you all very much."

"My nurse was amazing! She kept me comfortable until the ambulance arrived. She was very easy to talk to and took great care of me!"

"I can't say enough about KMHC. The local doctors, their testing capability, the Walk-in Clinic and the ED, the experience is wonderful. We are so lucky to have them in our community!"

"Each KMHC staff member was compassionate and professional."

"I was very impressed how well the team worked together. They truly seemed to enjoy their jobs and their team members."

"We are so fortunate to have this hospital in our little town."



## Letter to the Community



Kevin Rogols, FACHE  
Administrator and CEO

*"So proud to have this amazing hospital in our community!"*

*"Love our Kalkaska Memorial Health Center! We are so blessed to have a top of the class hospital in our rural community!"*

*"I tell people all the time how blessed we are to have KMHC in our little town."*

*"Kalkaska, do you have any idea how fortunate you are to have a facility like this in your town?"*

These are just a few comments recently posted on social media in response to photos of the ongoing construction of our new Acute Care Pavilion. It doesn't get much better than receiving such positive feedback and gratitude for what KMHC has accomplished and is doing for the future of healthcare in Kalkaska. In my entire career, I don't think I have ever witnessed such pride and overwhelming support in a community for its local hospital.

Almost a year ago, we broke ground on our Acute Care Pavilion, which will be the new home for our Emergency Department and Acute Care/Inpatient Department. The project will be complete later this fall, and we believe the community is going to be even more proud when they see the unveiling - and the passion, thoughtfulness, and detail that went into the planning of the new building. This project is part of our ongoing promise to the community from our 2017 millage. It is hard to believe we are six years into our 10-year plan to continue adding and refining high-quality healthcare services for our community. We still have a few years to go but have made significant progress in fulfilling each promise we made to the community. We continue to diligently work on the remaining projects.

In addition to the Acute Care Pavilion, each day KMHC is a step closer to adding our own state-of-the-art MRI machine, after years of hard work to qualify for a permanent unit. This is just one more example of the passion and hard work from KMHC staff to continually bring expanded healthcare services to Kalkaska and the surrounding communities we serve.

It is hard to sum up in a few short paragraphs all that KMHC has experienced over the last few years. May 11th marked the end of the Public Health Emergency (PHE) and three long years of the COVID-19 global pandemic. While it may be hard to not focus on the challenges, heartache, and uncertainty during this time. We also had the opportunity to witness unparalleled compassion, creativity, and strength for which I will forever be grateful to our amazing team.

KMHC has been and will continue to be proud to serve our community with high-quality, close-to-home healthcare services. In fact, we are beginning celebrations of serving our community for 70 years! It has been an extraordinary 70 years, and we look forward to celebrating later this year alongside the opening of our Acute Care Pavilion.

We are proud to share in the following pages examples and stories of these positive services in addition to taking time for some fun within our amazing community. Despite experiencing some of our hardest days over the last few years, we have also experienced some of our best - and we continue to look forward to what the future holds knowing we have the support of our patients, staff, and community.

**Kevin Rogols, FACHE**  
Administrator and CEO



### Fiscal Year 2022

County hospital  
millage:  
**\$1,418,274**

KMHC benefits  
to community:  
**\$25,037,637**

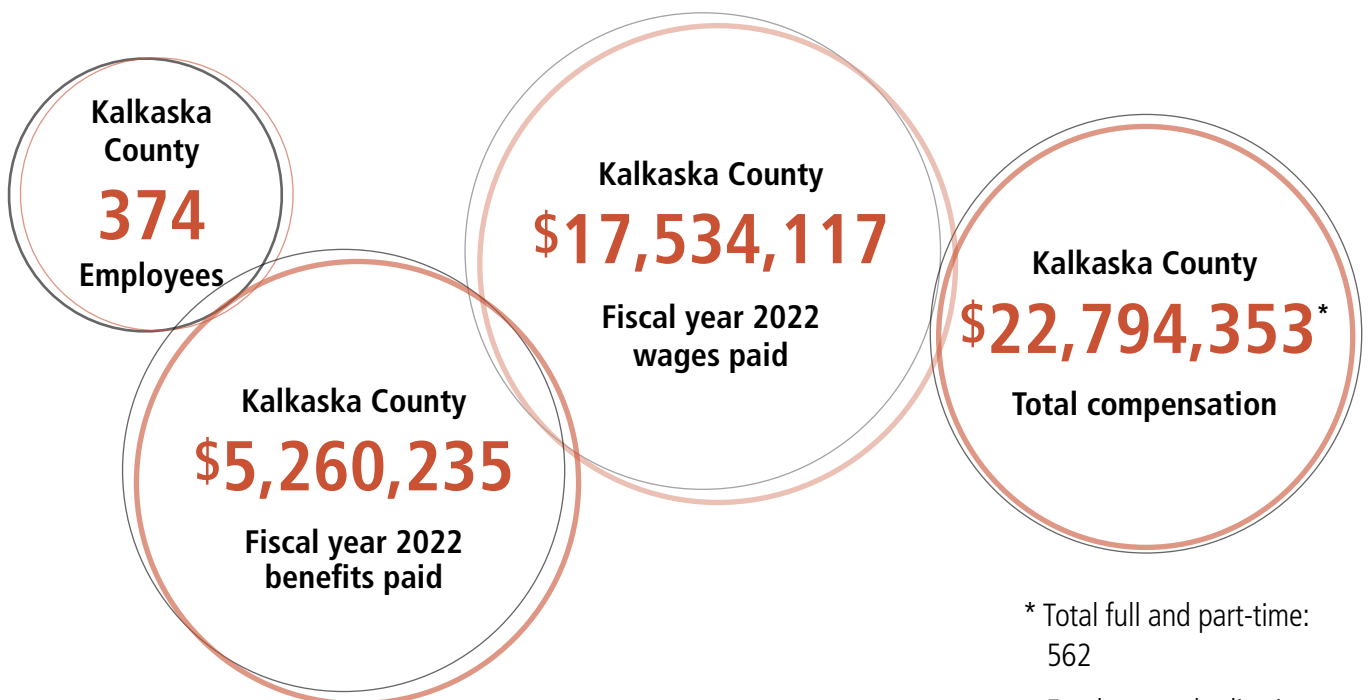
# My Hospital Provides Great Local Jobs

## Kalkaska Memorial Health Center is an enormous economic driver for our community.

Healthcare jobs provide good incomes and steady employment. The hospital contributes to the county's economic stability by providing a variety of part-time, full-time, and seasonal 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 is the county's largest employer and enhances our area's reputation, making it an attractive place for those who want to make business and personal investments in our county and the communities we serve.

Kalkaska Memorial Health Center also supports local high school graduates who are pursuing a degree in the medical field as well as existing staff that want to further their education.



\* Total full and part-time: 562

Employees who live in Kalkaska County: 374



KMHC Senior Leadership Team



**\$32,399,690**  
**Total KMHC Wages**

**\$7,977,174**  
**Total KMHC Benefits**

**\$17,307**  
**Employee Tuition Reimbursement**

**562**  
**Total Employees**

**\$8,000**  
**School Graduation College Scholarships**

# My Hospital Provides Chemotherapy and Infusion Care Close to Home

KMHC's Chemotherapy and Infusion Clinic has experienced tremendous growth over the last year. This service, in partnership with Munson Healthcare Cowell Family Cancer Center in Traverse City, allows our patients to stay close to home for cancer care and infusion therapies.

## Chemotherapy and Infusion Services Include:

- Supportive oncology care including cancer and chemotherapy education, with available nurse practitioner
- Hydration
- Blood product transfusions
- Chemotherapy
- Immunotherapy
- Therapeutic phlebotomy
- Injections
- Iron infusions
- Immunoglobulin infusions
- Electrolyte replacement
- Rheumatology infusions
- Multiple sclerosis infusions
- IBD infusions
- Central line maintenance and blood draws
- Antibiotic therapy

**5,330**

**Fiscal Year 2022  
Treatments**





# My Hospital Grows with Our Community

“This is what the community asked for in 2017. We promised we would expand Inpatient Care and Emergency Services, and in fall of 2023 that promise will be fulfilled with the opening of the new Acute Care Pavilion.”

—Kevin Rogols, CEO

## Kalkaska Memorial Health Center Expands!

With ongoing support of the community, KMHC broke ground on a new 28,000 square foot Acute Care Pavilion on July 28th, 2022. The two-story building will feature Emergency Services on the first floor and inpatient care on the second floor. The ED addition will be comprised of 11 total patient care rooms: two isolation treatment rooms that have negative air pressure; two trauma rooms with glass view doors with adequate room to safely move around all sides of the patient; five treatment rooms for general ED needs; and two low stimulation Behavioral Health rooms that have all other functional treatment room capabilities. The entire design is focused on the safety of both patients and staff.

The new second-floor Acute Care/Medical Surgical unit will expand from its current four semi-private rooms to four private rooms with private bathrooms and showers, and two semi-private rooms with shared bathrooms and showers. Two of the private rooms will also have negative air pressure capability.

The second floor will be home to a much-desired chapel for non-denominational meditation and two large education/meeting rooms. The building project is on time and under budget with an expected completion date of fall 2023.

“We have an increased need for patient care in our community,” says Dr. Sally Ancel, KMHC Medical Director of Emergency Department. “Our patient volumes and acuity are increasing, and we really want to be able to keep our patients here in our community.”

## Expansion Nearing Completion!

Even though the new space is not quite complete, KMHC has continued to expand inpatient acute care close to home. With the expansion of KMHC’s Respiratory Therapy and other support services, acute inpatient care has nearly doubled the number of patients that receive personalized, quality inpatient care. We are proud that patients receiving surgical care at KMHC can take a short ride downstairs from the operating room to receive post care in our inpatient unit. The addition of our acute care pavilion will allow for continued expansion of services and the expanded ability to care for more patients.





# My Hospital Keeps Our Community Safe

## KMHC Emergency Medical Services

KMHC's owned ambulance service is a top-notch provider of emergency medical services. The team supports surrounding communities, such as Fife Lake, with Advanced Life Support services and has an outstanding team of extensively trained professionals, including Critical Care Paramedics.



**2,676**  
Ground  
Transports



## Life Saving Award

KMHC Emergency Medical Services responded to an urgent call where a patient had collapsed in their home. Upon arrival, EMS personnel discovered the patient had experienced cardiac arrest. The responding EMS team successfully resuscitated and transferred the patient, who ultimately survived the event and was later successfully discharged home from the hospital. Pictured are the patient and EMS manager along with the KMHC paramedic and EMT who responded to the call being presented the "Life Saving Award." This recognition and award has only been bestowed a limited number of times for extraordinary circumstances that resulted in a positive outcome. EMS Director Mike Berendsohn and a representative from Zoll Medical (AED Manufacturer) attended a community meeting and presented the special award to the responding EMS team.



▲ (Patient)

# My Hospital Provides Many Local Services

As a non-owned 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: 261,067 Tests

Thanks to a forward-thinking community board, physicians, and staff, Kalkaska has top-quality diagnostic equipment for care close to home.

- Bone Density
- Digital and 3D Mammography
- Lab Services
- Low-Dose Radiation CT Scanner
- Mobile MRI
- Sleep Services
- Ultrasound and X-Ray

## Emergency Department: 15,175 Visits

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



## Chronic Disease Services: 1,417 visits

---

- Diabetes Education
- Medical Nutrition Services
- Diabetes and Weight Management Clinics offered at KMA.

## Specialty Outpatient Clinics: 6,071 Visits

---

Specialty services provided in Kalkaska include:

- Cardiology
- Gastroenterology
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pediatrics
- Physical Medicine and Rehabilitation
- Podiatry
- Pulmonology/Sleep Disorders
- Surgical Services

## Rehabilitation Services: 41,739 Visits

---

Our outstanding Rehab Team has advanced training and expertise to help KMHC 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 Therapy
- Return-to-Work
- Speech Therapy



## Senior Living

### Long-Term Care

---

Eden Center offers trusted 24/7 nursing care and easy access to a variety of healthcare services.

### Short-stay Rehab

---

Launched in 2021, this new-short stay rehabilitation program is designed to get patients home sooner, with more functionality following a surgery, extended hospital stay, or similar event. Patients ideally stay one-to-three weeks, with daily and injury specific rehab care. Patients have a team of healthcare providers who support and guide their recovery process.



## Assisted Living

All the comforts of home are available in this Licensed Home for the Aged, featuring 31 private studio and one-bedroom apartments. Restaurant-style meals, housekeeping, laundry, and 24-hour personal care services take the work out of living. Residents enjoy on-site social engagements as well as multiple outings throughout the seasons.



## Surgical Services & Specialty Providers: 1,440 Procedures/Surgeries

Following a procedure at Kalkaska Memorial Health Center, surgical patients may be admitted for inpatient care or rest for a while in recovery, followed by a short ride home.

### General Surgery

- Garrick R. Cvitkovich, MD, FACS
- Paul K. Reynolds, DO

### OB-GYN

- William E. Nowak, DO

### Ophthalmology

- Alicia M. Eby, MD
- Justin R. Tannir, MD

### Gastroenterology

- John P. Milliken, MD

### Physical Medicine & Rehab

- Karen Meyer, DO

### Lab Services

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

**Kalkaska Memorial Health Center**  
419 S. Coral St., Kalkaska

**Mancelona Family Practice**  
419 W. State St., Mancelona

## Kalkaska Dialysis Center: 7,022 Treatments



Kalkaska Dialysis Center (KDC) serves both year round and seasonal patients. KDC also became certified by CMS for Home Peritoneal Dialysis in 2021. KDC has been recognized as a top-quality facility. For 2022, KDC received 5 diamond status from the End Stage Renal Network 11 and Medicare 5-star rating, both the highest safety and quality ratings available.



## Cardiac Rehabilitation: 1,833 Visits

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

## Cardiac Diagnostics: 5,639 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



# My Hospital Helps My Community

## Community Outreach: \$3,586

\$580	Community Sharps Disposal Days
\$3,000	EMS Community Standbys
\$586	CPR/First Aid Class

## In-kind Donations: \$70,000

---

\$70,000	Teen Health Corner In-Kind (KMHC and Forest Area Schools)
----------	-----------------------------------------------------------



## Teen Clinics

KMHC partners with Michigan Department of Health and Human Services (MDHHS) to offer grant-based adolescent clinics in our community.

We currently offer:

- KMHC Teen Health Corner (located on KMHC’s campus) offering primary care and behavioral health services
- Forest Area Teen Health Corner (on grounds of Forest Area High School) offering primary care and behavioral health services
- Kalkaska Middle School-in-school behavioral health services



## Highlights from FY2022

### Kalkaska Teen Health Corner

- **88%** up to date with health risk assessment
- **96%** up to date with depression screening
- **94%** with elevated BMI received nutrition and exercise education

### Forest Area Teen Health Corner

- **88%** up to date with health risk assessment
- **92%** up to date with depression screening
- **88%** with elevated BMI received nutrition and exercise education

### Primary Care and Behavioral Health Providers

#### Teen Health Corner - KMHC and Forest Area School

Karen Fischer, MSW

Leanne McAfee, LLPC

Kimberly Michels, FNP

Tamara Molby, LLPC

Christina Weasel Brege, PA-C

Jordan Sanger, LLPC



## Support Groups, Classes, and Community Involvement and Fundraising:

Kalkaska Memorial Health Center supports and participates in many community groups and events, including:

- Breastfeeding Support
- Forest Area School Partnerships
- KAIR Festival of Trees
- Kalkaska Youth Baseball and Softball
- Kalkaska Public Schools Sports
- Kalkaska Kiwanis
- Mancelona Public Schools Sports
- National Trout Festival
- Northern Michigan Opioid Resource Consortium

## Locally Purchased Goods and Services: \$286,482

Buying supplies and services locally supports other community businesses.

## Medical Nutrition Therapy: \$4,792

Nutrition counseling services provided for underinsured or uninsured patients.

## Non-billable Care Management: \$326

**\$326** A registered nurse helps community members each month through support, education, and coordination of resources.

## Strawberry Social:

**\$2,988** Donated Food  
**280** Community Members Served

Each year, Kalkaska Memorial Health Center hosts a community Strawberry Social. KMHC staff, board members, and their families volunteer to help run the event. In recent years, the Strawberry Social has been held on the south side of Assisted Living, with plenty of space for kids to play games and everyone to enjoy the grilled food and strawberry shortcake. Last year, over 250 community members attended, and there was no charge for the meal.



## Safe Sharps Disposal

In FY22, KMHC helped dispose of over 100 pounds of sharps (needles) for the community and surrounding areas. The program is held once a quarter and there is no charge.

## Remaining 2022 Disposal Days:

**September 19:** 1:30 - 3:30 pm

**December 5:** 10 am - 12 pm



## Kalkaska Medical Associates

---

### Family Medicine

- Maria Cupp, PA-C
- Michael Delaney, MD
- Douglas Gentry, MD
- Richard Hodgman, MD
- Jeremy Holmes, DO
- Rachael Hume-Reichardt, DO
- Andrew Long, DO
- Thomas Minor, PA-C
- Natalie Okerson-Sparks, MD
- Satya Pillay, DO
- Jennifer Polanic, MD
- Nathan Sailor, DO

### Pediatrics

- Cynthia Smith, MD

### Physical Medicine and Rehabilitation

- Andrew Cole, MD
- Marissa Fischer, PA-C

### Behavioral Health

- Anthony Hockin, PhD
- Mark Lowis, MSW
- Evan Parks, Psy. D.

### Walk-In Clinic

- David Auer, PA-C
- Kathryn Currie, NP
- Whitney Mervau, FNP

KMHC looks forward to welcoming Dr. Elizabeth Godfrey this fall to KMA.

---



*Dr. Rachael Hume-Reichardt*  
Kalkaska Medical Associates

Kalkaska Medical Associates welcomed Dr. Rachael Hume-Reichardt late 2022. Thank you for being part of the KMA team!

Kalkaska Medical Associates continues to successfully recruit family medicine and specialty providers to expand high quality care close to home.



### KMHC Walk-in Clinic

---

**Open: Monday – Friday, 12 pm – 8 pm**

**Saturday: 8 am – 12 pm**

**Sunday: Closed**

**No appointment necessary. All patients welcome!**

## New to KMHC: Chronic Migraine Management

---



Dr. Andrew Cole and the KMHC Physical Medicine and Rehabilitation team have expanded their treatment for patients with headaches to include patients with chronic migraines. There are multiple treatments to prevent and treat migraines, including highly successful Botox® treatments. Prior to offering this service, some patients were traveling hours from their home to receive Botox® treatments. Now it's available right here in Northern Michigan.

The KMHC team has treated almost 100 patients with Botox® for migraines in their first year of starting the program, and the results have been astounding. For those not familiar with the treatment, it involves administration of the substance Botox® via a small needle and multiple injection sites into the muscles that are most active and trigger the headaches. This treatment helps dampen down the start of the headaches and prevents their formation into migraines.

One patient recently shared, "I had forgotten what it was like to not have migraine headaches. Botox is life changing! Rarely, if I do get a headache, I take an ibuprofen and my headache goes away. I never want to go back to the way I was before Botox."

If you are interested in seeing Dr. Cole and his team to see if this treatment is right for you, please ask for a referral through your primary care provider for headache and migraine management.

## Behavioral Health Services welcomes Dr. Evan Parks to the team!

---



Dr. Evan Parks has recently joined Dr. Anthony Hockin and Mark Lewis, MSW in the KMHC Behavioral Health Services Department.

Along with working at KMHC, Evan Parks, Psy.D., serves as an adjunct assistant professor at Michigan State University College of Human Medicine. Dr. Parks is the author of *Chronic Pain Rehabilitation: Active pain management that helps you get back to the life you love*.

Before Dr. Parks began his work in rehabilitation psychology, he spent 15 years living in Budapest, Hungary, traveling throughout Europe, the Middle East, and Central Asia to teach principles of mental health and intervene in mental health crisis situations for humanitarian organizations.

## Kalkaska Medical Associates Behavioral Health Services

---

Dedicated behavioral health space opened in FY21. The space features its own registration area, testing room, and four counseling rooms that offer privacy and safety for both patients and staff.



# My Hospital Helps Cover Financial Gaps

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2022, Kalkaska Memorial Health Center provided:

## Health Services Assistance

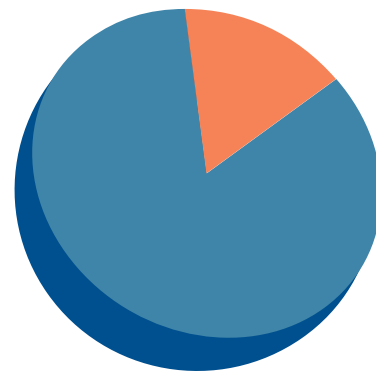
\$18,509	Dialysis Transportation
\$11,364	Medication Assistance Program
<hr/>	
\$43,529	Total

**\$342,601**

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

**\$1,491,968**

Unpaid cost of bad debt  
(bills deemed uncollectable)



## KMHC hosts local first graders for Health Day

During the month of May, KMHC hosts a Health Fair Day for local first graders from Kalkaska, South Boardman, Rapid City, and Crawford Schools. KMHC has hosted 1st graders throughout the years as a way to introduce kids to the hospital with the idea that if they do need to visit, they will feel less intimidated. KMHC staff serve as tour guides and lead "learning stations" where the kids can have fun while learning. The stations include education about stretching and exercise, medical equipment, healthy eating, hygiene, asthma, X-rays, ambulances, as well as a healthy snack.

# My Hospital Adds Value to the Community

## Total Economic Contributions to the Communities We Serve

Bad Debt (bills deemed uncollectable)	\$1,491,968
Care Management plus Nutrition Counseling	\$5,118
Community Health Outreach	\$3,586
Employee Tuition Support	\$17,307
Health Services Assistance	\$43,529
High School Student College Scholarships	\$8,000
In-kind Donations	\$70,000
Purchases (local goods and services)	\$286,482
Uncompensated Patient Care (charity care)	\$342,601
Wages and Employee Benefits	\$22,794,353*
<b>Total Contributions</b>	<b>\$25,037,637</b>

\*Employees who live in Kalkaska County









# KALKASKA MEMORIAL HEALTH CENTER

Partnering with **MUNSON HEALTHCARE**

419 S. Coral St., Kalkaska, MI 49646

**231-258-7500** | [munsonhealthcare.org/kmhc](https://munsonhealthcare.org/kmhc)