



2020 Community Benefit Report

 **KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**



My Hospital
Takes Care of
Our Community.

Amazing

"I cannot say how amazing your nurses are – they listen and help, every time! I am very, very pleased with KMHC emergency room nurses and doctors."

"Fantastic care and attentiveness! The doctor/physician's assistant helped take me back from my scan and worked toward comforting me. I hadn't been in an ER (for myself) since I was 17 years old almost 46 years ago!"

"I was not rushed and felt I was welcome to ask questions. Everyone was professional with a personal touch."

"I was cared for by an excellent team of nurses and doctors who determined that I needed to be transferred to Munson Medical Center's Cardiac Unit. The whole team was very efficient and worked well together."

"I had a X-ray of my elbow. Everyone did a great job."

"Everybody working did an outstanding job during my hospitalization."

"This process (vaccine clinics for school staff) has been remarkable. Thanks a million!"

"I am so grateful for being included in the vaccine clinics held at KMHC! They have been excellent to work with and a great health partner."

"Your kindness and caring nature were tremendous during my hospitalization. I couldn't have asked for a more dedicated team of professionals."

"Even in Kentucky I have been hearing great things about how your hospital is handling the COVID-19 crisis. From new policies such as in vehicle triage to protecting our vulnerable Long Term Care and Assisted Living patients, you are doing an excellent job. Thank you all for stepping up during this critical time and for providing the resources, time, and talent that are needed to protect and heal the Kalkaska community."

Munson Healthcare follows all CDC and MDHHS masking guidelines. Any published photo featuring unmasked individuals was captured prior to the COVID-19 outbreak.

Letter to the Community



Kevin Rogols, FACHE
Administrator and CEO

One year.

One year since our lives changed in ways we never thought possible. One year since I received the call that the first case of COVID-19 had infiltrated our safe, rural community and hospital. The pandemic was here.

In over 30 years working in healthcare I have never experienced a public health crisis like the COVID-19 pandemic. So much has changed in such a short time. Although we have all witnessed the peril of the pandemic, I want to share some of the positive things that have happened and the progress we have made toward a brighter, healthier future.

The pandemic has inspired innovation and rapid decision-making. One example: pharmaceutical companies working around the clock to develop, test, and distribute safe vaccines in less than a year. On a local level, I have witnessed daily creativity from our providers and staff to keep our patients, residents, and community as safe and healthy as possible.

Our medical practice, Kalkaska Medical Associates, created and implemented a process to separate symptomatic patients literally overnight. A mobile clinic to collect COVID-19 swabs was set up and staffed in a matter of days and has collected more than 2,400 tests since opening a year ago.

Despite the extreme challenges faced in senior care, our long-term care and assisted living facilities have adapted day-to-day, and at times, hour-by-hour. Our long term care is one of very few facilities that has not reported a single COVID-19 infection originating from within, which is a testament to our staff dedication to infection prevention and reducing the spread of the disease.

While it has been easy to focus only on COVID-19, KMHC continues to provide a variety of healthcare services to our community. Over the last year we have proudly opened our new infusion and chemotherapy center. We have expanded primary and specialty care and have been working behind the scenes to open a walk-in, no appointment necessary clinic in the coming weeks. We continue to grow our short-stay rehabilitation program and will also begin construction on a behavioral health clinic within our medical pavilion.

Lastly, the gratitude we feel for the community's support and encouragement over the last year cannot properly be put into words. We will get through this unprecedented time together and we are endlessly grateful for your trust and support.

Despite uncertain times, KMHC will continue focusing on our mission: improving the health and quality of life for the communities we serve. And above all, we will continue taking the very best care of our patients and residents each and every day.

Kevin Rogols, FACHE
Administrator and CEO



Fiscal Year 2020

County hospital millage:
\$1,307,980

KMHC benefits to community:
\$19,298,339

My Hospital
Helps Keep Our
Community Safe.

Amazing



KMHC values the health and safety of our patients. Anyone entering the building is welcomed by a greeter who performs initial health screenings. Patients are routinely asked basic health questions followed by a brief temperature check to ensure a safe environment for patients and staff.



Rest assured that all KMHC employees are properly screened and monitored for COVID-19 so they can provide safe and exceptional patient care. All employees are asked to use a designated entrance and complete a health screening prior to each scheduled shift. Employees answer the same health screening questions as our patients, receive a temperature check, and enter their employee ID number upon entering the building.



KMHC was strategic and proactive in making sure patients could safely test for COVID-19 without entering the building. Our drive-up mobile collection has continued to serve the local community since the start of the pandemic. KMHC has administered approximately 2,400 tests at this site since March 2020.

We are so proud of our KMHC staff and providers! Over the last year we have seen countless examples of creative ways to enhance care and protect our patients and residents against disease spread.



KMHC would like to extend its gratitude to the Kalkaska community for all of the support we have received. KMHC will remain resilient as we move into 2021 and will continue to be the trusted first choice for healthcare in our community.

My Hospital
Provides Great
Local Jobs.

Amazing

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

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 and the communities we serve.

485
Employees

Kalkaska County
\$12,555,454*

Total fiscal year
2020 wages paid

Kalkaska County
\$16,566,755*

Total compensation

Kalkaska County
\$4,011,301**

Fiscal year 2020
benefits paid



* Total employees: 485;
employees who live in
Kalkaska County: 279

** Benefits based on the
number of employees



\$24,914,906

Total KMHC Payroll

My Hospital
Helps My
Community.

Amazing

Community Health Screenings: \$5,852

Free community health screenings in fiscal year 2020.

Community Outreach: \$4,800

\$800	Community Sharps Disposal Days
\$4,000	EMS Community Standbys

In-kind Donations: \$74,100

\$74,100	Teen Health In-Kind (KMHC and Forest Area Schools)
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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 FY2020

(combined clinic data):

- 428 vaccinations administered (non-COVID-19)
- 14,911 Health Education encounters
Includes general medical and chronic disease education, social/emotional health, risk reduction, mental health, self-esteem, and more
- 868 mental health visits (does not include all telehealth visits)

Support Groups, Classes, and Community Involvement and Fundraising: \$20,738

Kalkaska Memorial Health Center supports and participates in many community groups and events.

- Breastfeeding Support
- Diabetic Support Group
- Firefighters Picnic
- Forest Area School Partnerships
- Grand Traverse Surgery Bariatric Support Group
- KAIR Festival of Trees
- Kalkaska Area Community Collaborative
- Kalkaska Public Schools Sports
- Kalkaska Kiwanis
- Munson Healthcare Hospice Grief Support Group
- Kalkaska Rotary
- Yoga

Locally Purchased Goods and Services: \$396,872

Buying supplies and services locally supports other community businesses.

Non-billable Care Management: \$3,690

\$3,690

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

\$506,052

in support
to the community



Safe Sharps Disposal

In FY20, KMHC helped dispose of over 200 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 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 2021 Disposal Days:

June 9: 1:30 - 3:30 pm

September 7: 8:30 - 10:30 am

December 1: 2 - 4 pm

My Hospital
Provides Many
Local Services.

Amazing



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: 205,720 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 Mammography
- Lab
- Low-Dose Radiation CT Scanner
- Mobile MRI
- Sleep Services
- Ultrasound and X-Ray

Emergency Department: 12,992 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

In January 2017, KMHC implemented a 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, KMHC now offers comprehensive diabetes service, registered dietitian services, and a new weight management clinic.

Amazing Choices for Senior Living

Assisted Living: All of the comforts of home are available in 31 private apartments. Restaurant-style meals, housekeeping, laundry, and 24-hour personal care services take the work out of living.

Long-term Care: Eden Center, our hospital-based home-away-from-home, is full of life. With trusted, around the clock, 24-hour nursing care and easy-access to a variety of healthcare services.

Outpatient Clinics: 3,478 Visits

Specialty services provided in Kalkaska include:

- Cardiology
- Gastroenterology
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Podiatry
- Pulmonology/Sleep Disorders
- Surgical Services

Rehabilitation Services: 37,171 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 Therapy
- Return-to-Work
- Speech Therapy



Short-stay Rehab

In FY20, we started a brand new short-stay rehab program with services designed to get you home sooner – and with more functionality – after a surgery, extended hospital stay, or similar event. Patients ideally stay one-to-three weeks with daily and injury-specific rehabilitation care. Patients will have a team of healthcare providers supporting and guiding their recovery process.



Cardiac Rehabilitation: 2,081 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.

Pulmonary Services: 2,944 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

Surgical Services: 1,023 Procedures/Surgeries

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
Tonsils, Tubes

L. Lemmonier, MD

Endoscopy
Colonoscopy
Upper Endoscopy

Michael VanderKolk, MD, FACS
J.P. Milliken, MD

Eye Surgery
Cataract
Eyelid Surgery

Alicia Eby, MD
J. Tannier, MD

General Surgery
Biopsy
Hernia
Lumpectomy

Michael VanderKolk, MD, FACS

Gynecologic Surgery
Ablation
Diagnostic
Laparoscopic Surgery
-Tubal Ligation
-Urinary Incontinence

William Nowak, DO

Orthopedic Surgery
Carpal Tunnel
Minor Fractures
Trigger Finger
Knee Arthroscopy
Shoulder Arthroscopy

Scott Groseclose, MD
Andrew Boyce, DO

Podiatry
Unionectomy
Foot Surgery

R. Olm, DPM
J. Stych, DPM



265,409

Outpatient visits, tests,
treatments, and procedures



Kalkaska Dialysis Center: 7,699 Treatments

Kalkaska Dialysis Center (KDC) has continued to grow over the last several years, offering outpatient hemodialysis services for both year round and seasonal patients. Along with growth, KDC has been recognized as a top quality facility. For 2020, 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.



5-Diamond
Patient Safety Program



Five-Star Quality Rated
by Centers for Medicare and Medicaid Services

Kalkaska Medical Associates

Family Medicine/Primary Care

Maria Cupp, PA-C
 Michael Delaney, MD
 Marc A. Frick, MD
 Richard E. Hodgman, MD
 Jeremy Holmes, DO
 Marissa Ingersoll, PA-C
 Andrew Long, DO
 Thomas Minor, PA-C
 Natalie Okerson-Sparks, MD
 Satya Pillay, DO
 Jennifer Polanic, MD
 Sarah Ray, FNP
 Nathan Sailor, DO

Pediatrics

Cynthia Smith, MD

Physical Medicine and Rehabilitation

Andrew Cole, MD

Behavioral Health

Anthony Hockin, PhD

Walk-In Clinic

David Auer, PA-C
 Marissa Ingersoll, PA-C



Behavioral Health

Anthony Hockin, PhD



At KMHC, we understand how important it is for our patients to receive treatment physically as well as mentally. We have taken major steps in strengthening our Behavioral Health services and now employ a full time Psychologist. Our Psychologist works closely with our Family Physicians at Kalkaska Medical Associates in one of our top areas of need in our community. Patients can expect to see an expansion of Behavioral Health services in the coming months as we construct a dedicated space on the second floor of our Medical Pavilion.



Kalkaska Medical Associates has partnered with Northwest Michigan Works! for the region's first Medical Apprenticeship Program. The innovative program includes paid on the job learning, online education, and guidance from professional mentors. Medical Assistants have been deemed hard-to-fill positions in our region over the last couple years. This exciting collaboration is allowing KMHC to build a workforce solution, and one we hope to mimic with other positions in the future.

"This program is designed to prepare the apprentices for certification and helps us fill immediate workforce gaps"

— Christy Chowhan
KMA Clinical Director

Other Primary Care and Behavioral Health Providers

Teen Health Corner - KMHC and Forest Area School

Mark Lewis, LMSW

Kimberly Michels, FNP

Jill Murphy, LPC

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

**"Walk-in Clinic"
Coming Soon!**

My Hospital
Treats Cancer
Close to Home

Amazing



Chemotherapy and Infusion Services including:

- Supportive oncology care including cancer and chemotherapy education, with available nurse practitioner for follow-up and same-day visits
- 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

While COVID-19 took all the attention in 2020, KMHC has continued to uphold its Mission, Vision and Values. In September 2020, KMHC stood firm on its promise to the Kalkaska community by officially opening Chemotherapy Services in the new Medical Office Pavilion. This brand new service would not be possible without the community's KMHC millage support and allows our patients to receive the close-to-home care they deserve.

Kalkaska Cancer & Infusion Clinic

The Kalkaska Cancer & Infusion Clinic is open! We're proud to be partnering with Cowell Family Cancer Center in Traverse City to offer outpatient therapy services in a close-to-home environment. Our specialty-trained clinicians include:

- David Gordon, MD (consulting physician)
- Lindsey Ranstadler, NP
- Barbara Ostrowski, Pharmacist
- Madeline Hanbury, Pharmacy Tech
- Claire S., RN
- Amy Plumb, Intake Specialist
- Kelly Jo Dzieszinski, Certified Medical Assistant



“KCIC is an innovative model of care delivery – expanding access to care and bringing specialized oncology services and treatments to patients in their own community.”

- Lindsey Ranstadler, NP

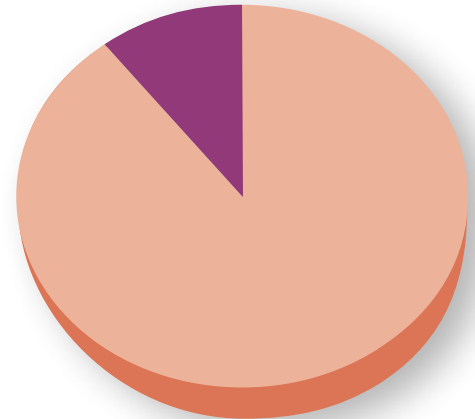
My Hospital
Helps Cover
Financial Gaps

Amazing

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2020, Kalkaska Memorial Health Center provided:

Health Services Assistance

\$19,513	Dialysis Transportation
\$1,933	EMS Wellness Visits
\$13,095	Medication Assistance Program
<hr/>	
\$34,541	Total



\$399,041

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

\$1,791,950

Unpaid cost of bad debt
(bills deemed uncollectable)



In order to improve the health and quality of life for our communities, KMHC was proactive in identifying EMS as a healthcare priority in the Fall of 2020. Fife Lake Area Emergency Rescue Authority entered into an agreement with Kalkaska EMS for ambulance service. This agreement effectively upgraded the service in the community from basic life support (BLS) to advanced life support (ALS). Staffing will be provided to the community 24 hours a day, 7 days a week. Ambulances will be stationed and manned in the Fife Lake community reducing the time for ALS intervention. Kalkaska EMS continues to be a leader in emergency medicine by proving cutting-edge technologies such as ultrasound, video-guided airway management, and Hemodynamic monitoring capabilities. These capabilities allow our physicians to provide the best care to our patients.

My Hospital
Adds Value to
the Community.

Amazing



Total Economic Contributions to the Communities We Serve

Bad Debt (bills deemed uncollectable)	\$1,791,950
Care Management	\$3,690
Community Health Screenings and Outreach	\$10,652
Health Services Assistance	\$34,541
In-kind Donations	\$74,100
Purchases (local goods and services)	\$396,872
Support Groups/Community Involvement/Fundraising	\$20,738
Uncompensated Patient Care (charity care)	\$399,041
Wages and Employee Benefits	\$16,566,755 *

Total Contributions **\$19,298,339**

* Only employees who live in Kalkaska County



HOMETOWN HEALTHCARE
WORK HERE
THANK YOU

 **KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**

419 S. Coral St. | Kalkaska, MI 49646 | 231-258-7500
munsonhealthcare.org/kmhc