

2021 Community Benefit Report

 **KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**

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

"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) in about 46 years since I was 17 years old!"

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

"Your entire staff in the Emergency Department are amazing! Being new to the area, I wasn't sure where to go with my health issue. So pleased I picked your ED. I plan on selecting a doctor at the Kalkaska doctor's group at your hospital as well. Thank you for everything – keep up the great work!"

"My nurse and all nurses here were awesome. They really made me feel comfortable."

"Everyone was helpful and professional. I was so glad I didn't have to wait long. They made me comfortable and were quick to take care of me."

"The doctor, CT scan tech, and the nurse who put my IV in were all awesome."

"I always have good experiences when visiting Kalkaska Health Center for various reasons. Thank you for doing a fantastic job and caring for all patients."

"We received great care for a stressful event. Staff were kind and helpful. We were very pleased with the hospital, and also the efficiency at which they attended to my son's needs."

"The technicians for the CAT scan and blood work were exceptionally polite and informed us of what was going on."

"The care that I have received at KMHC is remarkable. We are so blessed to have such an outstanding facility right here in our community with such compassionate and highly skilled professionals. The leadership at KMHC is constantly planning for the future, looking for opportunities to support the health and well-being of community."

"Thank you! Your hospital excels over all others in the area for cleanliness, personality of staff, and overall ambience. Thank you again."

"Having joined the Board of Trustees last year, I quickly discovered that KMHC is meeting the challenges of the day and supporting the needs of the region in stellar form. The citizens we serve are central to the decision-making processes and actions taken, ensuring excellent care now and well into the future."

Letter to the Community



Kevin Rogols, FACHE
Administrator and CEO

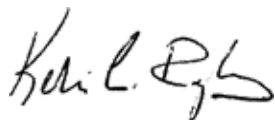
I am thankful. I am thankful that despite marking the two-year anniversary since the first case of COVID-19 was confirmed in northern Michigan, we are starting to see signs that the historic pandemic is easing. I am thankful there is refreshing optimism amongst healthcare systems and in our communities. I am thankful that we live in such a beautiful and safe community where Spring is just around the corner!

While it may be hard to not focus on the challenges, heartache, and uncertainty over the last couple years, I have also in my career never witnessed such compassion, creativity, and strength for which I will forever be grateful to our amazing team. Staff have continually adapted over the last year as we have experienced extreme fluctuations in our COVID status from a summer with relatively low cases all the way to record setting hospitalizations elevating us to pandemic level red (the highest stage of pandemic response). Staff have had to adjust their jobs to new roles such as helping in vaccination clinics or supporting robust COVID testing protocols. Many have jumped in to take on tasks they have not performed in years or have eagerly learned something brand new! Staff have taken each day with willingness and grace to ensure the health and safety of our patients, residents, and community.

As I reflect on the many challenges we have faced, I am so proud that for every challenge I can name a success we have experienced over the last year. Highlights:

- Held dozens of vaccine clinics, administering nearly 10,000 COVID-19 vaccines to date.
- Partnered with our local health department to offer free community COVID testing.
- Continued provider recruitment, including behavioral health, primary care, specialty physicians, and surgeons.
- Successful implementation of Advanced Life Support EMS services in Fife Lake/Springfield Township.
- Opened KMHC's first walk-in, no appointment necessary clinic, in April of 2021.
- Construction and opening of a dedicated behavioral health services department.
- Exceptional growth of new programs including chemotherapy/infusion services and short-stay rehabilitation.
- Design and development of a state of the art "Acute Care Pavilion," with plans to break ground summer of 2022.

It is truly remarkable what we have navigated together over the last twenty-four months, and words cannot express my gratitude for both KMHC staff and support from the community. Although I know we still face some uncertainties, I remain hopeful and optimistic about the future as we grow stronger each day. Whatever we may face, know that KMHC will always focus on fulfilling our promise to the community to improve the health and of quality of lives for all that we serve each and every day.



Kevin Rogols, FACHE
Administrator and CEO



Fiscal Year 2021

County hospital
millage:
\$1,370,633

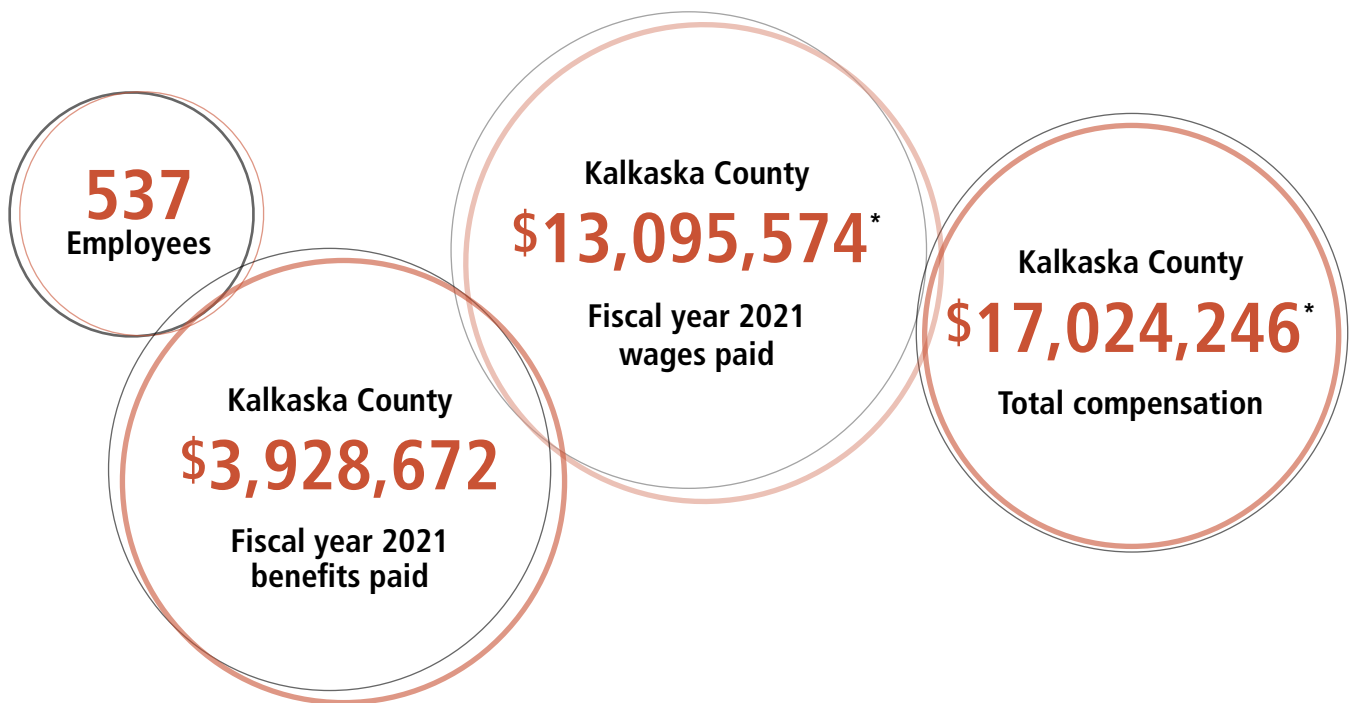
KMHC benefits
to community:
\$18,671,485

My Hospital Provides Great Local Jobs.

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.



* Total full and part-time: 537

Employees who live in Kalkaska County: 302



\$25,859,431
Total KMHC Payroll

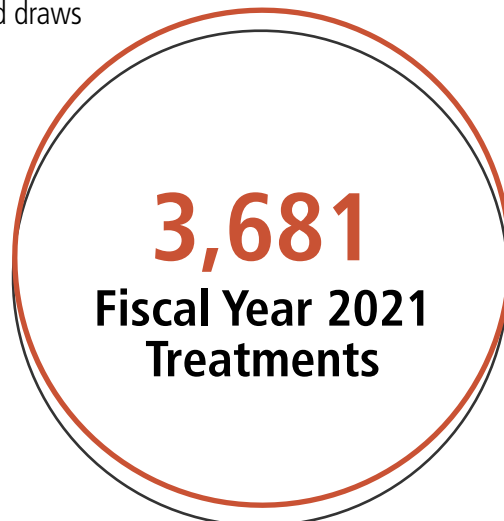


My Hospital Treats Cancer and Infusion Care Close to Home.

KMHC's new Chemotherapy and Infusion Clinic has experienced tremendous growth over the last year. This service, in partnership with 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 including:

- 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





My Hospital Keeps Our Community Safe.

Vaccine doses: 9,592 Doses

On December 17, 2020, KMHC administered its first COVID-19 vaccine. To date, KMHC has held numerous clinics, administering 9,592 vaccines for our staff, patients, and community. Please check KMHC's Facebook page for up-to-date vaccine information.



COVID-19 Testing

KMHC has been a host site for District Health Department #10 to provide COVID-19 testing for our community. We are proud of ongoing partnerships and collaboration with our local Health Department in order to provide easy access to important healthcare services.



"We began administering the COVID-19 vaccine within 2 hours of arrival to KMHC. Since that day in December (2020) we have administered nearly 10,000 vaccines to date. Our safe and efficient processes are second to none, and we have received overwhelming gratitude and support from our community. I am so proud of the commitment KMHC made to ensure all community members had access to the COVID-19 vaccine."

- Jeremy Cannon, KMHC Chief Nursing Officer



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: 235,725 Tests

Thanks to 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: 11,935 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: 1,938 visits

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

Specialty Outpatient Clinics: 4,623 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: 37,739 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



Senior 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.

Short-stay Rehab

Launched in 2021, this new Short-stay Rehab 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.

FY 21 Highlights

- Moved to Green House featuring private rooms for each short-stay patient
- Average Length of Stay: Under 14 days
- Short-stay Rehab Admissions: 155

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: 1,179 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, and then take the short ride home.

General Surgery

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

OB-GYN

- William E. Nowak, DO

Ophthalmology

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

Gastroenterology

- John P. Milliken, MD

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

Kalkaska Dialysis Center: 7,997 Treatments



Dialysis staff learn new techniques on hand-held ultrasound equipment.

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 2021, 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: 1,771 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: 2,208 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: \$4,902

\$580	Community Sharps Disposal Days
\$4,000	EMS Community Standbys
\$322	CPR/First Aid Class

In-kind Donations: \$35,100

\$35,100	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 FY2021

Forest Area Teen Health Corner

- **10,847** Health Education Encounters
- **178** Vaccines Administered
- **464** Behavioral Health Visits

Kalkaska Teen Health Corner

- **12,118** Health Education Encounters
- **242** Vaccines Administered
- **454** Behavioral Health Visits

Primary Care and Behavioral Health Providers

Teen Health Corner - KMHC and Forest Area School

Karen Fischer, MSW

Lisa Holmes, LPC

Kimberly Michels, FNP

Jill Murphy, LPC

Christina Weasel Brege, PA-C

Support Groups, Classes, and Community Involvement and Fundraising: \$1,595

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

- Breastfeeding Support
- 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

Locally Purchased Goods and Services: \$248,048

Buying supplies and services locally supports other community businesses.

Medical Nutrition Therapy: \$4,145

Nutrition counseling services provided for under or uninsured patients.

Non-billable Care Management: \$811

\$811

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



Safe Sharps Disposal

In FY21, 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. 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 2022 Disposal Days:

June 7: 8:30 - 10:30 am

September 13: 1:30 - 3:30 pm

December 1: 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
- 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
- Marissa Fischer, PA-C

Behavioral Health

- Anthony Hockin, PhD
- Mark Lowis, MSW

Walk-In Clinic

- David Auer, PA-C
- Marissa Fischer, PA-C
- Whitney Mervau, FNP

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.



Medical Assistant Apprenticeship Spotlight



KMHC was finding it difficult to recruit Medical Assistants to meet the needs of our growing family medicine practice. Community members were facing barriers to entering a healthcare career, including difficulties in juggling school, work, and educational expenses. The U.S. Department of Labor Registered Medical Assistant apprenticeship program, in partnership with KMHC and Northwest Michigan Works!, offers career opportunities for paid on-the-job learning, paid online related technical instruction, and professional mentors' guidance.

In addition, KMHC staff members who mentor community members are reinforcing their knowledge and developing their leadership and communication skills. In doing so, they also create a collaborative work environment.

In 2021, Kalkaska Memorial Health Center was presented the "Employer of Excellence" award from the U.S. Department of Labor for providing a quality Registered Apprenticeship Program in partnership with Networks Northwest & Northwest Michigan Works (NMW).

Kalkaska Memorial Health Center was also selected as 2022 Michigan Works! Impact Award winner. The Impact Award recognizes significant economic accomplishments within our communities and showcases the impact of newly created jobs, transformational training, and effective talent pipeline development.



Walk-in Clinic

The Kalkaska Memorial Health Center Walk-in Clinic opened its doors in April 2021. No appointment necessary when you need care right away. All patients are welcome!

**Open Mon. - Fri., Noon - 8 pm,
Sat., 8 am - Noon**

Conditions Appropriate for Walk-In Care:

- Allergic reaction with widespread swelling/itching
- Asthma, not responding to usual medication
- Cuts that don't involve much blood, but may need stitches
- Earache
- Eye irritation or redness
- Fever $\geq 101^{\circ}$ F (38.3° C) or lasting two or more days
- Flu
- Minor broken bones and fractures in fingers or toes
- Minor accidents and falls
- Cough, congestion, and sore throat
- Significant or increasing pain, especially with fever
- Sprains and strains
- Urinary tract infections
- Vomiting, diarrhea, or dehydration

**The symptoms above are not a complete list, but rather guidelines*

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 2021, Kalkaska Memorial Health Center provided:

Health Services Assistance

\$22,366	Dialysis Transportation
\$11,364	Medication Assistance Program

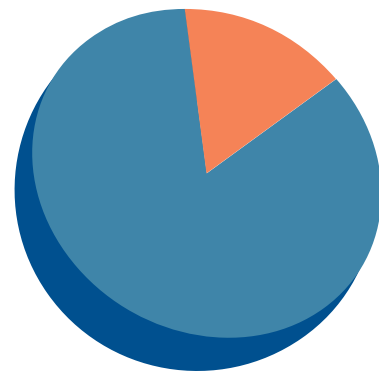
\$33,730	Total

\$205,314

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

\$1,113,594

Unpaid cost of bad debt
(bills deemed uncollectable)



Thank you District Health Department 10!

KMHC was thankful for receiving a "Worksite Wellness" grant through our local health department. Many KMHC staff take advantage of walking outside during nice weather months. With the grant, a new sign was installed by the Stone House which maps out a .67 mile loop around the hospital, including several markers to keep staff safe by following a measured trail.

My Hospital Adds Value to the Community.

Total Economic Contributions to the Communities We Serve

Bad Debt (bills deemed uncollectable)	\$1,113,594
Care Management plus Nutrition Counseling	\$4,956
Community Health Outreach	\$4,902
Community Involvement	\$1,595
Health Services Assistance	\$33,730
In-kind Donations	\$35,100
Purchases (local goods and services)	\$248,048
Uncompensated Patient Care (charity care)	\$205,314
Wages and Employee Benefits	\$17,024,246*
Total Contributions	\$18,671,485

*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