

growing
NOW!



2017 Community Benefit Report

 **KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**



Cover photo credit: Wallhanger Photography

Special thank you to the Woodhams family for allowing us to feature your beautiful family.



Kevin Rogols, FACHE
Administrator and CEO



Letter to the Community

As I look out my window at the large snowbanks, I am realizing it looks more like Christmas than Trout Festival and I find myself chuckling. No, not because I love snow in April, but because it reminds me of the joke, northern Michigan has two seasons- Winter and construction. Joking aside, KMHC was blessed just about a year ago with having a 10 year millage renewal passed to support the construction of expanded and improved healthcare services for our wonderful community.

Over the last year, we have worked diligently with our board, staff, the Village of Kalkaska, architects and engineers to design and plan the first phase of our campus plan. This includes a new 30,000 square foot Medical Pavilion which will be constructed on the northeast side of the existing hospital. The Medical Pavilion will house physician services including primary and specialty care, dedicated space for chronic disease education, as well as infusion therapy and a future chemotherapy clinic. We plan to break ground on the parking lots and site work this spring, followed by construction of the new building with an estimated completion summer of 2019. An artist rendering on the opposite page shows what the final building and entrance will look like when completed.

The second phase of the campus plan for KMHC will include moving emergency services out of its existing area into a larger, safer, and more efficient space. In recent years, the emergency department has exceeded the number of visits that the space was originally built to accommodate. This demonstrates the trust our community has in our emergency services and we want to be able to continue to grow and provide these services in a safe and high-quality manner.

Phase three will include the continued expansion of the Long-term Care homes.

Although planning for the future is exciting, KMHC has remained busy refining and adding health care services over the last year. KMHC now offers comprehensive diabetes care including one-on-one and group education, a diabetes prevention/lifestyle change class, and a once a month diabetes clinic that includes medical nutrition therapy with a registered dietician. The first Diabetes Prevention cohort has seen tremendous success with its participants cumulatively losing over 200 pounds.

Last summer, general surgeon Dr. Michael VanderKolk joined KMHC full-time and Kalkaska Medical Associates (KMA) recently welcomed pediatrician Dr. Cynthia Smith to full-time practice. KMA is also very pleased to announce that three new family practice physicians will be joining at the end of the summer.

KMHC has been and will continue to serve our community with high-quality, close to home health care services. In the following pages, we proudly share examples and stories of these positive services and experiences. Thank you again for your continued support to turn vision into reality.

Kevin Rogols, FACHE
Administrator and CEO

15:1
Return on
Investment

Fiscal Year 2017

County hospital millage:
\$1,194,718

KMHC benefits to community:
\$17,994,967

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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.

\$3,235,166*

Total fiscal year 2017
benefits paid

\$12,286,916*

Total fiscal year
2017 payroll

\$15,522,082*

Million in wages
and benefits

* Total employees: 442; employees who live in Kalkaska County: 281

442

Employees



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Factor #2: My Hospital Invests in Workforce Development

Kalkaska Memorial Health Center has a long history of commitment to educating and training local staff. 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.

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 Administrative Director of Operations Kim Babcock. "It is now ingrained in our culture."

Health Professionals' Education

\$14,500 Scholarships and loans to employees furthering their education, loan payment assistance for physicians, physician assistants, and physical therapists

\$6,500 Scholarships to Kalkaska graduating seniors

\$88,590 Tuition reimbursement for employees

\$109,590

Health professionals
education



"Kalkaska Public Schools deeply appreciates its community partnership with Kalkaska Memorial Health Center. KMHC provides our students with many health care services that they may not otherwise have access to, including the Teen Health Corner, a certified athletic trainer at home athletic events, and CPR/AED training. Additionally, KMHC generously supports our students through scholarships awarded to graduating seniors pursuing degrees in the medical field."

– Karmin Olds, Kalkaska High School counselor

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Factor #3:

My Hospital
Helps My
Community
in Many Ways

Community Health Screenings: \$4,197

More than 400 people received free community health screenings in fiscal year 2017.

\$200	Parkinson's Forum
\$100	Senior Breakfast Kalkaska Annual Fair
\$3,897	Senior Site Health Screenings and Flu Shots

Community Outreach: \$36,833

\$360	Car Seat Inspections
\$27,091	Community Health Needs Assessment and Benefit Tracking
\$382	Community Sharps Disposal Days
\$9,000	EMS Community Standbys

In-kind Donations: \$155,629

\$155,629	Teen Health In-Kind (KMHC and Forest Area Schools)
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School Support: \$5,000

\$5,000	Athletic trainer for KPS athletes
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Care Management: \$13,040

\$13,040	A registered nurse helps community members each month through support, education, and coordination of resources.
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Safe Sharps Disposal

In 2016, Kalkaska Memorial Health Center received several questions and concerns about proper disposal of sharps (needles). Community members expressed difficulty in finding an affordable and safe way to dispose of sharps. After research and speaking with other communities, KMHC started holding Community Sharps Disposal Days every few months. So far, KMHC has provided free and safe disposal of hundreds of pounds of needles for patients, local businesses, and schools.

Remaining 2018 Disposal Days

Wednesday, June 13
10 am - noon

Wednesday, Sept. 19
8:30 - 10:30 am

Tuesday, Dec. 11
1:30 - 3:30 pm



\$214,699

in direct assistance
to community

Thumbs Up for the Teen Health Corner

"You guys are wonderful. Thanks for seeing us at the last minute."

"The counseling has been a tremendous help for my daughter and me to stay focused with suggestions and ideas to help achieve our end goals. Thank you!"

"Great staff, great service. I love coming here!"

"So very thankful to have this counseling available. It has been a huge help for us. I could never thank you enough."

"I feel very blessed to have such caring staff when it comes to my daughter. They have gone above and beyond to make me feel comfortable. I appreciate their genuine concern and help."

"I love the staff, they make all my kids feel very comfortable. I wouldn't change a thing!"



Space Provided to Community: \$12,259

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 Organizations: \$6,898

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

Community Involvement: \$13,925

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

\$400	Kalkaska Area Community Collaborative
\$13,525	Kiwanis and Rotary

Locally Purchased Goods and Services: \$328,399

Buying supplies and services locally supports other community businesses.

Community Health Education and Assistance: \$11,559

\$208	Back Safety and Ergonomics Education
\$552	Calendars for Mammogram Patients
\$126	Cardiac Education
\$450	File of Life
\$10,223	Kids Health Fair

Community/Fundraising Events: \$4,077

- Firefighters Picnic
- Forest Area School
- KAIR Festival of Trees
- Kalkaska Public Library
- Kalkaska Public Schools Sports
- Trout Run/Trout Festival



\$377,117

in support
to the community



“Life is short, you never know when you are going to pass away. Then, wonderful people give you the chance to be back with your family. God and the people who cared saved my life. Thank you all so much. If it wasn’t for you, I wouldn’t be alive.”

– A thankful patient treated in the Emergency Department

Factor #4:

My Hospital
Provides
A Lot of
Local 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: 198,094 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 and Urgent Care

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

Kalkaska Dialysis Center

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.

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.



KMHC started its first Diabetes Prevention and Lifestyle Change class in 2017. The class is a yearlong commitment to better eating, wellness, and overall health. The first cohort has cumulatively lost over 220 pounds since the start of the program.

“I have enjoyed the Diabetes Prevention, Lifestyle change class. For me it has brought a greater awareness of nutritional content of everyday foods we eat. I am realizing that the weekly, bi-monthly, and now monthly commitment is keeping me more aware and committed to true lifestyle change. I was tempted to not show up for the last class and left feeling good that I went because the support is encouraging and the information is good to keep in my face,” said Jane Greenwood.

“When I first heard about the DPP class, the time, and commitment involved I thought, “I don’t want to do that.” However, reality struck me that I had been gaining weight and diabetes was in my family history, so I decided to give it a chance. As I go through the grocery store, I’m amazed (and dismayed) at the changes I’ve made and what the difference between processed and God-given natural food is and how each affect me. I have to give a lot of credit to the DPP coaches. They’re very understanding and easy to work with,” said Bob Greenwood.

We are very thankful KMHC started this class and is helping our community stay healthy!

Outpatient Clinics: 6,190 Visits

Specialty services provided in Kalkaska include:

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

Rehabilitation Services: 29,989 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



KMHC partners with Kalkaska Public Schools to provide the latest, evidenced-based concussion care for local athletes.

"As the coach for the Kalkaska High School Varsity Boys' Basketball team,

I'd like to express my appreciation to Kalkaska Memorial Health Center for making it possible to have a trainer on the sidelines for our games. It is such a relief knowing that if a player incurs an injury, there is a trained professional eager to give the best care possible. Our trainer was always in the mix, helping both teams out with injury protocol, taping ankles, and communicating with both coaches and parents. This is so valuable to our program and I'm hopeful this can continue for our athletic programs."

— Cory Heier, Varsity Boys basketball coach



Cardiac Rehabilitation: 1,837 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: 2,624 Visits

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

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



Art Appreciation

Kalkaska High School students and Kalkaska Memorial Assisted Living residents teamed up for an emotional journey together — one where together they “grew” both a special relationship and an art piece from scratch. Over several weeks, KHS art students worked in teams to interview residents at the Kalkaska Memorial Assisted Living. They learned about their childhoods, family, spouses, hobbies, and interests. Students spent dedicated time with residents and created a one-of-a-kind piece of art reflecting a certain aspect of that elder’s life. The project concluded with a special show for residents at assisted living and one for the community, with over 200 people attending. It brought tears to the eyes of many involved to see the life of a resident reflected in art.

Great Choices for Senior Living

It’s important to live life well no matter what 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 skilled nursing home, has an overall five-star rating from Medicare. This hospital-based home-away-from-home is full of life, with trusted nursing care as needed 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 2017-18. The magazine evaluated more than 15,000 homes nationwide. The 104-bed long-term care facility rated 4.8 stars out of 5 overall and was rated a top nursing home in the magazine’s 2016-17 list as well.

“You are taking good care of her. We never have to worry with her there.”
— The family of a resident

“Everyone is so encouraging with mom, and the nurses are awesome. I feel very comfortable with the staff, it’s like having an extended family. We are very happy.”
— Daughter of a resident



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.

“The kindness and professionalism and respect for the residents makes all the difference. Whether day-to-day issues or emergency situations, our family has had expert care and attention. The flexibility to come and go as they please, as well as to have good meals provided in a restaurant atmosphere, and assistance with medication administration are components making a good fit for our family.”

— Grateful Family

Surgical Services: 1,415 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

Ashley Holdsworth, DO

General Surgery

Michael VanderKolk, MD, FACS

Gynecologic Surgery

William Nowak, DO

Orthopedic Surgery

Scott Groseclose, MD

Podiatry

Ronald Olm, DPM



Family Care

Kalkaska Medical Associates

Primary care in Kalkaska is provided by Kalkaska Medical Associates' team of eight physicians and two physician assistants. **KMA is excited to be adding three new physicians at the end of summer 2018.**

Maria Cupp, PA-C

Marc A. Frick, MD

Richard E. Hodgman, MD

Jeremy Holmes, DO

Andrew Long, DO

Thomas Minor, PA-C

Natalie Okerson-Sparks, MD

Nathan Sailor, DO

Cynthia Smith, MD - Pediatrics

Gary Ziegler, MD

Other Primary Care Providers

Teen Health Corner

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

99

KMHC Surgical Services currently ranks in the 99th percentile for overall rating of care.



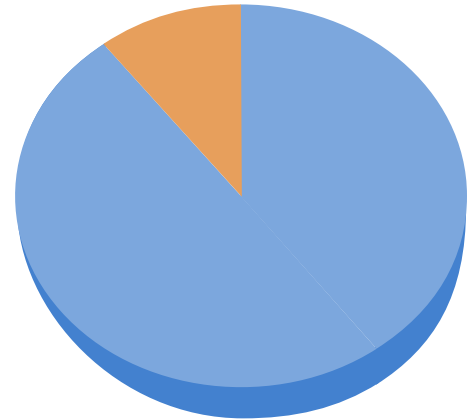
Factor #5:

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 2017, Kalkaska Memorial Health Center provided:

Health Services Assistance

\$132	ACA Insurance Enrollment Assistance
\$24,488	Dialysis Transportation
\$350	ED Free Antibiotics
\$7,982	EMS Wellness Visits
\$8,795	Medication Assistance Program
\$41,747	Total



\$1,457,103
Unpaid cost of bad debt
(bills deemed uncollectable)

\$272,629
Unpaid cost of charity care
(care of uninsured and underinsured)



EMS Wellness Visits

Kalkaska EMS personnel schedule a free well-being home visit to make sure patients who have been recently hospitalized or treated in the Emergency Department are doing well and have everything they need to recover properly. In FY2017, EMS personnel visited over 25 patients in their home free of charge.

At the home of the patient, EMS personnel may do a health screening in addition to reviewing items such as safe handling of medication, fire and carbon monoxide detector checks, and look for fall or trip hazards. They can also help refer the patient to community resources if needed such as meal assistance or transportation. Often, this follow-up can help reduce the patients chance for hospital re-admission and assist them in achieving a successful recovery.

Factor #6:

My Hospital
Adds Value
to the
Community

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

Bad Debt (bills deemed uncollectable)	\$1,457,103
Care Management	\$13,040
Community Health Education and Assistance	\$11,559
Community Health Screenings and Outreach	\$41,030
Community Involvement	\$13,925
Health Professionals' Education	\$109,590
Health Services Assistance	\$41,747
In-kind Donations	\$155,629
Purchases (local goods and services)	\$328,399
School Support (athletic trainer)	\$5,000
Space (provided to community)	\$12,259
Sponsorships (community/fundraising events)	\$4,077
Support Groups and Classes	\$6,898
Uncompensated Patient Care (charity care)	\$272,629
Wages and Employee Benefits	\$15,522,082*
Total Contributions	\$17,994,967

* Only employees who live in Kalkaska County





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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.