

Everybody Benefits from a vital community hospital system.

Munson Healthcare

Here for Our Communities

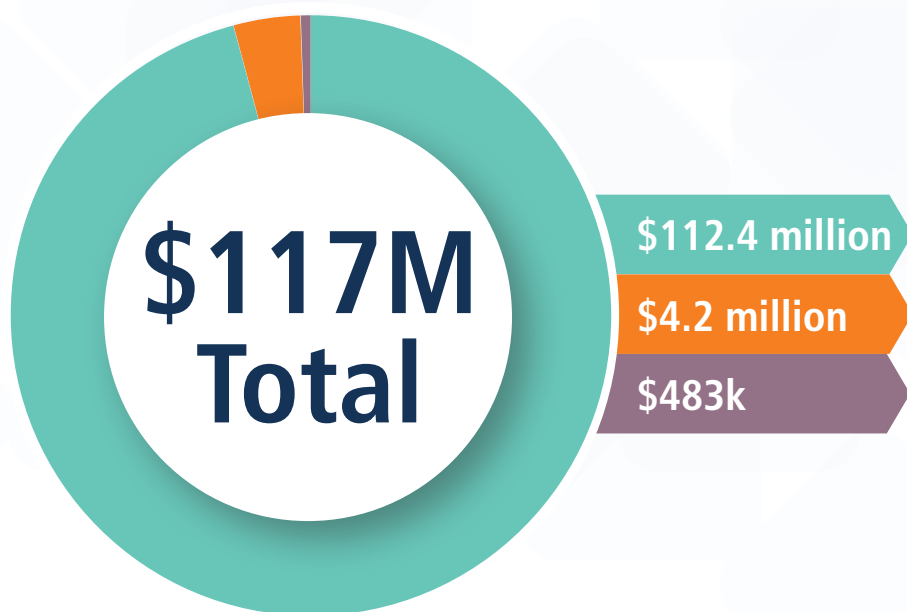
Community well-being is determined by the health of its people and the organizations that serve them. As the region's largest and leading healthcare system, Munson Healthcare is deeply committed to helping the people of northern Michigan live healthy, thriving lives. And as a nonprofit, our support begins by providing the care our patients need to achieve a healthier life, regardless of insurance status or ability to pay.

Munson Healthcare's regional impact is far-reaching and significant. We respond directly to identified community needs through targeted programs and activities that provide treatment and promote health and healing. Sometimes a benefit is very personal, such as providing a ride for a cancer patient who has no other way to get to an appointment. At other times the benefit is broad, such as free health education to promote community-wide health efforts. We further support our communities by covering hospital costs for patients who are unable to pay for their care and by investing in education for tomorrow's healthcare professionals. It is our privilege to aid and serve our region well, both today and long into the future.

Total Financial Support to Our Communities in 2021: **\$117M**

Munson Healthcare's Community Support - Fiscal Year 2021:

July 1, 2020 - June 30, 2021



Free, Discounted, and Unreimbursed Healthcare Services

Every person who walks through our door receives the emergency medical care they need, whether they can pay for that care or not.

Community Health Programs and Education

Munson Healthcare is helping our community become and stay healthy, prevent illnesses, and manage chronic disease by providing resources, tools, tips, services, guidance, and encouragement.

Community Support and Partnerships

We are pleased to support local events, organizations, and initiatives whose mission aligns with our commitment to a healthy community.

Munson Healthcare's Community Commitment

From the pandemic's onset, Munson Healthcare has worked diligently for our communities in all new ways, collecting essential personal protective equipment, updating and implementing new procedures and systems, and reimagining our resources to support the people we serve during this challenging, unprecedented time.

We continue to evolve our response to meet patient's needs, remaining committed to outstanding, accessible care. The next section of our 2021-22 Community Benefit Report highlights just some of the many services and programs we've implemented, expanded, and/or continue to support to improve lives and strengthen our communities.

Expanding Access to Care

Munson Healthcare believes in extending access to the highest quality care across northern Michigan.

Ask-A-Nurse Line

Our free Ask-A-Nurse service (launched in 2020) connects our community members to invaluable resources that enable the right care, at the right place, at the right time. Ask-A-Nurse connects callers directly to a registered nurse who can answer health questions and even initiate a virtual urgent care visit if needed. Operating daily from 7 am to 11 pm, our Ask-A-Nurse line **answered close to 40,000 calls** in fiscal year 2022.



Virtual Care Access

Munson Healthcare continues to invest in virtual care to extend access and choice to patients. In fiscal year 2022, **nearly 38,000 visits** benefited from this technology.

Rare Stroke Technology

In October of 2021, Munson Medical Center installed a second Artis Icono Biplane, **making our regional referral center the first hospital in the nation to have an interventional radiology suite featuring two of these state of the art machines.** Prior to August 2020, stroke patients needing this type of intervention were transferred downstate for care.

We have also grown and continue to expand our team of neuro specialists and stroke interventionalists. Munson Medical Center now supports one of the busiest stroke intervention programs in the state. Additionally, we've **brought VizAI technology to four of our rural community hospitals,** with plans to equip our remaining two hospitals with this technology soon.

“I wanted to give a shout-out to Munson Healthcare’s Ask-A-Nurse line. I have used it several times to double check on proper dosing of medication, mental health resources, debating on whether to go to the ER, and tonight when I took two medications that could possibly have an interaction, they were able to give me factual information in a comfortable way. The nurse I spoke to tonight was super kind and friendly! It’s truly an amazing service and can help individuals who may not have access to a primary care provider. Thank you for all you do, healthcare workers!”

—Jack Lankford

Munson Healthcare's Community Commitment

This add-on module to a traditional CT scan can identify early on when brain tissue is compromised. When minutes matter, these advanced stroke technologies save lives and preserve quality of life for the people we serve.

Access to Mental Health & Substance Use Disorder Services

Munson Healthcare aims to assure that mental health and substance use disorder services are accessible and effective.

In 2020, Munson Medical Center piloted a treatment program for patients with substance use disorder. This program utilized advanced, gold-standard care methods including:

- Peer Recovery Coaches
- Medications
- Behavioral health treatment
- Access to community resources and supports

Despite the COVID-19 pandemic, Munson Medical Center offered a continuation of these services without interruption using telehealth technology. Our Peer Recovery Coaches alone **served 330 patients in fiscal year 2022**. A dedicated Substance Use Disorder Coordinator now supports our plans to expand this service across northern Michigan.

To further reach our highest-risk populations, we also expanded the use of a self-disclosure screening tool that supports pregnant moms at risk for mental health or substance use issues. In 2022, **nearly 1,635 moms were screened using this tool, helping connect over 700 moms who screened positive with support resources**. Our success has spurred plans to implement use of this screening tool across our 21-county region by the end of 2024.



Commitment to Harm Reduction

Narcan is a potentially lifesaving medication designed to help reverse the effects of an opioid overdose within minutes. In 2022, Munson Healthcare made Narcan kits available across all hospitals, **distributing nearly 100 kits**.

We also offer free, safe medication disposal throughout northern Michigan. The simple and anonymous drop-off process **helped us collect over 2,500 pounds** of expired or unused medications in 2022.

Munson Healthcare's Community Commitment

Basic Needs and Chronic Disease Prevention

Munson Healthcare provides resources to support basic needs and prevent chronic disease.

Healthy Futures

For over 20 years, Healthy Futures – a partnership of Munson Healthcare and local health departments – has helped parents and babies have a healthy start, from a home visiting program and 1:1 breastfeeding assistance to infant sleep and safety and postpartum support. Healthy Futures **enrolls over 1,300 families annually**.



Other Educational Programs and Services

Munson Healthcare continued many educational and support groups both virtually and in-person where possible. These include classes to support the following:

- Smoking cessation
- Diabetes prevention and management
- Community members with long COVID-19
- *And more*

Freedom from Smoking

In fiscal year 2022, participants in our virtual smoking cessation courses **achieved nearly a 46% 3-month quit rate**, exceeding quit averages established via the American Lung Association.

Fruit and Vegetable Prescription Program

This unique program is designed specifically to help patients learn the foundational basics of healthy eating while enjoying cooking demonstrations and tastings at local farmer's markets. After offering the program in two counties for many years, Munson Healthcare **expanded the Fruit and Vegetable Prescription Program to six counties** in fiscal year 2021, covering all three of the regions we serve.

“I didn’t sign up for Healthy Futures initially with my first baby. I work in public health and had formal education in breastfeeding, so didn’t think I needed it. A week after his birth, I found myself in a lot of pain and desperate for help. A Healthy Futures nurse literally came to my rescue within hours of signing up for the program. At a point in time when I felt my most vulnerable, she made me feel so comfortable, like we were old friends, as we worked through all my questions on feeding, sleeping, and more.

Healthy Futures provides new parents with information and hands-on learning, as well as an invaluable feeling of support and community. When I got pregnant with my second baby, I immediately signed us up. I’ll always be grateful for the very practical tools they’ve provided, and the way they made me feel at ease while doing so.”

—Stephanie Williams

Munson Healthcare's Community Commitment

To continue serving the health of our communities during the COVID-19 pandemic, we adapted this popular program to include the use of virtual classes, with coupons redeemable for fruits and vegetables at local grocers across the region. With the support of the Allen Foundation and District Health Department #10, **over 345 individuals participated** in the Fruit and Vegetable Prescription Program in fiscal year 2022.

Supporting Post-COVID Conditions

Lingering symptoms from COVID-19 infections, known as post-COVID conditions or long COVID, continue to be a health concern for many in our region. The conditions cause a multitude of health problems that can last for weeks, months, and even longer.

To help our patients overcome these post-COVID conditions, we offered several online support group sessions that cover a variety of topics including wellness and nutrition, stress relief through meditation and yoga, managing specific symptoms, and more. Since launching this free monthly program in Sept 2021, **we've held 12 sessions, with nearly 200 total participants**.

To learn more about our community impact, visit munsonhealthcare.org/communitybenefit.



Connect with us more often!

Sign up for our bi-monthly e-newsletter at munsonhealthcare.org/newsletter and receive important updates from Munson Healthcare, plus helpful health tips straight from our experts to help you live your best life.