Investing in My Hospital | My Community

2014 Community Benefit Report

Kalkaska Memorial Health Center
Partnersing with Munson Healthcare
What My Hospital Means to Me

"It means everything; although no one wants to have to do it, I am really happy to have the Dialysis Center close to my home. Everyone here is affable, really nice, and makes me as comfortable as possible."

-Jack Tuller, KMHC Patient

"Working at Kalkaska Memorial has given me the opportunity to go home many evenings feeling that at least for a moment in that day I made someone’s life better by being with them. That is a good feeling at the end of the day!"

-Rebecca Barr, retired Resident Services, Assisted Living and Long-term Care

“I think we’ve got a class act here and we’ve got people you can’t match. We couldn’t be more proud.”

-Gerald Gaultier, KMHC Board of Trustees

"KMHC gives me a way to give back to the community. And, as a volunteer, I get to see first-hand the quality care being provided to residents and patients."

-Linda Potter, KMHC Volunteer

"KMHC means home, caring, and community. Some days are not easy, when you have a sick patient or a fellow employee having a rough day. The opportunity to share a smile makes the job a pleasure and my world a better place."

-Mary Cunningham, Resident Services Coordinator, Assisted Living
**Letter to the Community**

Kalkaska Memorial Health Center (KMHC) is a source of real pride to the people of Kalkaska county. With highly skilled clinical and support staff, beautifully-designed facilities, advanced technology, and numerous services, this facility is well positioned for the future. Thanks to our hospital board, talented physicians, and great staff, top quality health care is readily available in our community.

We continue to be successful thanks to all of you who use the services at Kalkaska Memorial Health Center. We’re here to provide you with great care close to home and I hope you will take full advantage of all that KMHC has to offer.

When I was thinking about relocating back to Michigan, I was attracted to Kalkaska because this facility is a model for outstanding health care delivery in a rural setting.

It is unusual for a hospital of this size to have the great technology we have here. If you haven’t been to KMHC lately, I invite you to stop by and check it out. I think you’ll be impressed. I know I was.

As a governmental hospital authority, owned by the townships of Kalkaska County and the Village of Kalkaska, Kalkaska Memorial Health Center is supported by your tax dollars. Please take a few minutes to review this report. It highlights how your tax dollars are being spent and all the ways your investment pays dividends to the people of this county.

Thank you for your patronage, support, and interest in Kalkaska Memorial Health Center. It is our privilege to serve you.

Kevin Rogols, FACHE
Administrator and CEO

---

**Fiscal Year 2014**

**County bond levy proceeds:**
$1,171,685

**KMHC benefits to community:**
$14,088,960

---

**Return on Investment**

12:1
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.

366 Employees

$2,300,447* Total fiscal year 2014 benefits paid

$7,692,655* Total fiscal year 2014 payroll

$9,993,102* Million in wages and benefits

* Only employees who live in Kalkaska county
Factor #2: My Hospital Invests in Workforce Development

“*I feel very fortunate to be employed at KMHC. Our team has a friendship that magnifies trust and communication to ensure quality care to our patients. We receive great support — especially with continuing education to further our knowledge and keep us up to date with techniques, studies, data, equipment, and technology.*”

-Traci Hart, Certified Occupational Therapy Assistant

Kalkaska Memorial Health Center’s focus on educating and training local staff was recognized by the Michigan Health Council when the hospital received the Building Michigan Healthcare Workforce Award in 2012 for its retention of employees. 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, and now gives 10 scholarships annually to students.

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 Director of Operations Kim Babcock. “It is now ingrained in our culture.”

**Health Professionals’ Education**

<table>
<thead>
<tr>
<th>Amount</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>$22,650</td>
<td>Scholarships and loans to employees furthering their education,</td>
</tr>
<tr>
<td></td>
<td>loan payment assistance for physicians, physician assistants,</td>
</tr>
<tr>
<td></td>
<td>and physical therapists</td>
</tr>
<tr>
<td>$74,644</td>
<td>Tuition reimbursement for employees</td>
</tr>
<tr>
<td>$5,723</td>
<td>Student precepting</td>
</tr>
<tr>
<td>$2,000</td>
<td>EMS student internships</td>
</tr>
<tr>
<td>$17,000</td>
<td>Scholarships to Kalkaska graduating seniors</td>
</tr>
</tbody>
</table>

$122,017 Health professionals’ education
Factor #3: My Hospital Helps My Community in Many Ways

“...I would like everyone to know how much we really care about our community and how skilled our employees are. We work here because we choose to care for our friends and neighbors. Because of this, we strive to give the most up to date, expert care available.”

-Liz Birgy, Emergency Department

Community Health Screenings: $6,810
More than 400 people received free community health screenings in fiscal year 2014.

- $3,061 Senior Site Health Screenings
- $275 BASA Senior Expo
- $281 Kalkaska/Antrim Senior Expo
- $3,193 Senior Companion Physicals

Community Outreach: $3,815

- $360 Car seat inspections
- $240 Flu shots and TB tests, Sheriff’s Dept.
- $600 EMS school programs
- $2,075 Kid’s Health Fair
- $90 AED Training
- $450 File of Life

In-kind Donations: $100,877
The KMHC Conference Room and the William W. Kitt Education Center, also known as the Stone House, is used by community-based groups who need meeting space. More than 40 regularly scheduled groups use the space at no cost to hold meetings or educational sessions.

- $20,444 Space provided to the community
- $300 Space in Assisted Living for tutoring
- $30 Kaliseum supplies
- $2,560 Gym usage

Care Management: $5,177
A registered nurse helps an average of 60 community members each month who have health challenges that could result in hospitalization if not resolved.
Kid's Health Fair Day
Support Groups and Classes: $9,660
Support groups and classes meeting at Kalkaska Memorial Health Center to offer education and encouragement:

- Alcoholics Anonymous: $2,600
- Breastfeeding Support: $900
- Staff support for Diabetes Support Group: $585
- Fibromyalgia Support Group: $600
- Grand Traverse Surgery Bariatric Support Group: $150
- Men Exploring Non-Violent Solutions (MENS) Group: $1,800
- Munson Grief Support Group: $100
- Yoga Class: $2,925

Community Involvement: $16,428
Kalkaska Memorial Health Center employees participate in many community groups and events.

- Academea Club presentation: $23
- EMS Community standbys: $9,000
- Kalkaska Area Community Collaborative: $126
- Kalkaska Chamber Advisory Committee: $1,500
- Kiwanis: $3,350
- Rotary: $1,541
- Rotary and Kiwanis Breakfast and BBQ: $888

Locally Purchased Goods and Services: $302,174
Buying supplies and services locally supports other community businesses.

KMHC and its employees support various community events and fundraising events including:
- Festival of Trees
- Fife Lake 5K Run
- Food for Blazer Bash
- Hats and Mittens
- KAIR Harvest Food Drive
- Kalkaska County Fair sponsorship
- Local families at Christmas
- Senior Class All-Night Party
- Senior yearbook ads for Bellaire, Kalkaska, Forest Area, and Mancelona
- Strawberry Social
- Toys for Tots
- Trout Festival
- Youth Sports

$328,262 in support to community
“Not many people can say they love their job, but I truly do! I wish people in our community knew about all the different services we offer at KMHC. A lot of people in the community are surprised when I tell them I work at KMHC because they did not know we offer Rehab services.”

-Kassie Burkham, DPT, Rehabilitation 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: 154,321 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 Care: 6,985 Visits**

**Urgent Care: 4,781 Visits**

The Emergency Department at Kalkaska Memorial Health Center is always open. Serious and life-threatening illnesses and injuries are triaged and treated by emergency staff.

Kalkaska EMS serves an area of more than 570 square miles of Kalkaska county and receives more than 2,000 calls for service annually.

Urgent Care services are available within the Emergency Department from 7 am - 11 pm for minor injuries and ailments.

**Kalkaska Dialysis Center: 5,754 Treatments**

The number of patients using Kalkaska Memorial’s Dialysis Center has doubled since it opened in 2007. Residents and visitors who no longer have to travel to Traverse City three times a week to receive dialysis services are grateful for the convenience and comfort of Kalkaska’s center.

The Kalkaska Dialysis Center was recognized in 2014 by the End Stage Renal Disease Network 11 for achieving 5-Diamond status. The recognition reflects implementation of best-practice standards for patient safety and care.
Outpatient Clinics: 7,073 Visits
Specialty services are provided in Kalkaska by more than 20 visiting specialists.
• Allergy
• Attention Deficit/Hyperactivity Disorder
• Cardiology
• Family Medicine
• Gastroenterology
• Gynecology
• Ophthalmology
• Orthopedics
• Otolaryngology (ENT)
• Pediatrics
• Physical Medicine and Rehabilitation
• Podiatry
• Pulmonology/Sleep Disorders
• Surgical Services
• Women’s Health Services/ Midwifery

Rehabilitation Services: 26,008 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
  - Lymphedema
  - Splint
  - Wound Care
• Physical Therapy
  - Aquatic
  - Auto Accident Rehabilitation
  - Fall Prevention/Balance Training
  - Gait Abnormalities
  - Headache Physical Therapy
  - Injury Rehabilitation
  - Lymphedema
  - McKenzie/Mechanical Diagnosis Therapist
  - Pain Reduction
  - SI Joint Dysfunction
  - Sports Rehabilitation
  - Surgical Rehabilitation
  - TMJ Intervention
  - Vestibular
  - Woman’s Urinary Incontinence Treatment
  - Work Injury Program
  - Wound Care
• Return to Work
• Speech Therapy

Cardiac Rehabilitation
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 the overall quality of life.

Pulmonary Rehabilitation
For patients with COPD or other chronic lung diseases, pulmonary rehabilitation at Kalkaska Memorial Health Center offers a customized program of education and exercise. In short, it makes life better for those with:
• Asthma
• Bronchitis
• Bronchiectasis
• Cystic fibrosis
• Interstitial lung disease
**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

**3 Great Services for Seniors**
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.

**Adult Day Services**
Adult Day Services is offered three days a week at Kalkaska Memorial Assisted Living on S. Birch Street next to the Dialysis Center.

**Eden Center Long-term Care**
The 84-bed long-term care facility at Kalkaska Memorial Health Center embraces The Eden Alternative™ to ensure residents are surrounded by a community that supports physical, mental, and emotional well-being. Companionship, meaningful activity, social and intergenerational interaction, and the care of pets and plants is available as desired. In addition, two 10-bed, state-of-the-art “Green Houses” are planned for 2016.

**Kalkaska Memorial Assisted Living**
Kalkaska Memorial Assisted Living provides a charming setting for those who want to live independently – with a little help. It’s a move that brings comfort to every member of the family. The facility houses 13 one-bedroom and 17 studio apartments.

**Primary Care**
**Kalkaska Medical Associates**
Primary care in Kalkaska is provided by Kalkaska Medical Associates’ team of six physicians and physician assistants.

- Maria Cupp, PA-C
- Marc A. Frick, MD
- Richard E. Hodgman, MD
- Jeremy Holmes, DO
- Andrew Long, DO
- Thomas Minor, PA-C
- Nathan Sailor, DO
- Gary Ziegler, MD

**Other Primary Care Providers**
**Mancelona Family Practice**
- Albert C. Brown, MD
- Michelle Green, PA-C
- Soomin Han, PA-C
- Michael James, PA-C
- Jennifer A. Leino, MD

**Teen Health Corner**
- Sara L. Smith, PA-C
- Rachel Soles, FNP
- Christina Weasel-Brege, PA-C
**Surgical Services: 888 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.

<table>
<thead>
<tr>
<th>Surgeries and Procedures</th>
<th>Visiting Surgeons</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ear, Nose, and Throat</strong></td>
<td></td>
</tr>
<tr>
<td>Nasal endoscopy</td>
<td>Harry Borovik, MD</td>
</tr>
<tr>
<td>Septoplasty</td>
<td></td>
</tr>
<tr>
<td>Tonsils, Tubes</td>
<td></td>
</tr>
<tr>
<td><strong>Endoscopy</strong></td>
<td>Robert Dotterer, MD</td>
</tr>
<tr>
<td>Colonoscopy</td>
<td>Glen Henbest, DO</td>
</tr>
<tr>
<td>Upper Endoscopy</td>
<td>J.P. Milliken, MD</td>
</tr>
<tr>
<td></td>
<td>Michael VanderKolk, MD, FACS</td>
</tr>
<tr>
<td><strong>Eye Surgery</strong></td>
<td>Kenneth Gum, MD</td>
</tr>
<tr>
<td>Cataract</td>
<td>Amy Ranger, MD</td>
</tr>
<tr>
<td>Eyelid surgery</td>
<td></td>
</tr>
<tr>
<td><strong>General Surgery</strong></td>
<td>Robert Dotterer, MD</td>
</tr>
<tr>
<td>Biopsy</td>
<td>Michael VanderKolk, MD, FACS</td>
</tr>
<tr>
<td>Hernia</td>
<td></td>
</tr>
<tr>
<td>Lap Chole (Gallbladder)</td>
<td></td>
</tr>
<tr>
<td>Lumpectomy</td>
<td></td>
</tr>
<tr>
<td><strong>Gynecologic Surgery</strong></td>
<td>Peter Bump, MD</td>
</tr>
<tr>
<td>Ablation</td>
<td>William Nowak, DO</td>
</tr>
<tr>
<td>Diagnostic</td>
<td></td>
</tr>
<tr>
<td>Laparoscopic Surgery</td>
<td></td>
</tr>
<tr>
<td>- Tubal ligation</td>
<td></td>
</tr>
<tr>
<td>- Urinary incontinence</td>
<td></td>
</tr>
<tr>
<td><strong>Orthopedic Surgery</strong></td>
<td>Scott Groseclose, MD</td>
</tr>
<tr>
<td>Arthroscopic knee surgery</td>
<td></td>
</tr>
<tr>
<td>Carpal tunnel</td>
<td></td>
</tr>
<tr>
<td>Minor fractures</td>
<td></td>
</tr>
<tr>
<td>Trigger finger</td>
<td></td>
</tr>
<tr>
<td><strong>Podiatry</strong></td>
<td>Ronald Olm, DPM</td>
</tr>
<tr>
<td>Bunionectomy</td>
<td></td>
</tr>
<tr>
<td>Foot surgery</td>
<td></td>
</tr>
</tbody>
</table>
### Factor #5: My Hospital Covers Financial Gaps

"During school I worked at KMHC and I knew it was a special place. I didn’t realize how special it was until I went to other hospitals. KMHC goes above and beyond to provide patients with the best experience, and not everywhere does this."

-Kaley Tinkle, BSN  
Teen Health Corner

<table>
<thead>
<tr>
<th>Health Services Assistance</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dialysis and other transportation assistance</td>
<td>$35,289</td>
</tr>
<tr>
<td>Colonoscopy preps</td>
<td>$2,800</td>
</tr>
<tr>
<td>Free antibiotics</td>
<td>$500</td>
</tr>
<tr>
<td>Supplement discounts</td>
<td>$33,852</td>
</tr>
<tr>
<td>Medication Assistance Program</td>
<td>$983,105</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$1,055,546</strong></td>
</tr>
</tbody>
</table>

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2014, Kalkaska Memorial Health Center provided:

- $704,288 Unpaid cost of Medicaid (gap between actual costs and what Medicaid pays)
- $626,719 Unpaid cost of bad debt (bills deemed uncollectable)
- $113,942 Unpaid cost of charity care (care of uninsured and underinsured)

$2,500,495 in free, unpaid, and subsidized services
Factor #6: My Hospital Adds Value to the Community

Total Contributions to Our County and Communities We Serve

<table>
<thead>
<tr>
<th>Contribution</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wages and employee benefits</td>
<td>$9,993,102</td>
</tr>
<tr>
<td>Purchase of local goods and services</td>
<td>$302,174</td>
</tr>
<tr>
<td>Uncompensated Patient Care (charity care)</td>
<td>$113,942</td>
</tr>
<tr>
<td>Bad Debt (bills deemed uncollectable)</td>
<td>$626,719</td>
</tr>
<tr>
<td>Unpaid cost of Medicaid</td>
<td>$704,288</td>
</tr>
<tr>
<td>In-kind Donations</td>
<td>$100,877</td>
</tr>
<tr>
<td>Medication Assistance Program</td>
<td>$983,105</td>
</tr>
<tr>
<td>Health Services Assistance</td>
<td>$1,055,546</td>
</tr>
<tr>
<td>Teen Health Corner Counseling</td>
<td>$45,300</td>
</tr>
<tr>
<td>Community Health Screenings and Outreach</td>
<td>$10,625</td>
</tr>
<tr>
<td>Health Professionals’ Education</td>
<td>$122,017</td>
</tr>
<tr>
<td>Community Group Involvement</td>
<td>$16,428</td>
</tr>
<tr>
<td>Support Groups and Classes</td>
<td>$9,660</td>
</tr>
<tr>
<td>Care Management</td>
<td>$5,177</td>
</tr>
</tbody>
</table>

Total Contributions $14,088,960

* Only employees who live in Kalkaska county