



# WOW!

There's a lot to "wow!" about here.

2016 Community Benefit Report



**KALKASKA MEMORIAL HEALTH CENTER**

Partnering with **MUNSON HEALTHCARE**

### **What My Hospital Means to Me**

“The convenience of having this size of a hospital and facility in Kalkaska is wonderful. And being able to talk to the surgeon and getting the answers you need [prior to surgery] is really, really important.”

- *Chris Woodman, Surgery Patient*

“It was so convenient to have the surgery here because I was in and out in four hours. It was more of a personal feeling rather than like a big hospital; you get more of a small, hometown feeling. It’s very nice to have Dr. Groseclose and the other doctors that come out here to do surgeries. If the roads are bad or it’s snowing or whatever, you can have it done here. My husband has been coming here for almost 21 years and they’ve re-done the whole place and it’s just beautiful.”

- *Ruby Gieseck, Surgery Patient*

“Cassie was really good about giving me exercises that didn’t require a lot of equipment; most of the things I could do at home. The emphasis was to do the exercises at home as well as here and that encourages the recovery much faster than if you just sit around and wait for rehab day.”

- *Sally Hallard, Physical Therapy Patient*

“We are grateful for all of the wonderful, coordinated care given by all of the employees we interacted with. The patients are really the center of care at Kalkaska Memorial Health Center.”

- *Daughter of KMHC Patients*

“We owned a pharmacy for many years and provided the medication for Kalkaska Memorial Health Center. It’s wonderful to watch how they’ve grown, how they’ve added services. It’s amazing what we have in just a little town. It gives you confidence to live out in the woods, if any emergency arises then you can be cared for.”

- *Sue Cornell, Stroke Patient*



Kevin Rogols, FACHE  
Administrator and CEO

## Letter to the Community

We were recently organizing some files and found a 2005 community survey that asked people what services they would most like to see available at Kalkaska Memorial Health Center. The most requested services included Assisted Living, outpatient surgery, more specialty physicians, and MRI services.

We are proud to report that during the past 10 years, all of those desired services have become a reality.

As a governmental hospital authority owned by the townships of Kalkaska County and Village of Kalkaska, KMHC is supported by your tax dollars. We use that support to provide the services our community needs.

Last year we opened two state-of-the-art Green House homes, the only ones in northern Michigan, that provide a truly home-like environment for loved ones who require 24-hour care.

We also partnered with Kalkaska Public Schools and athletics to launch a cutting-edge, evidenced-based concussion program. Since its inception in 2016, we already have helped provide concussion management to more than 20 student athletes. It is our privilege to help protect these young men and women from the lasting impacts of head injuries.

Our staff has been active in the community sharing their knowledge and skill by offering community education forums on topics such as back safety, kidney health, and heart health.

In last year's report, we mentioned we are all living longer and as a result, chronic disease management is increasingly imperative. With a high prevalence of diabetes in our community, we are excited about starting a comprehensive diabetes program that includes community, group, and one-on-one education. As we look at future plans during the next several years, we anticipate adding more areas to our chronic disease program, such as congestive heart failure, obesity, behavioral health, or asthma.

During the next 10 years, we also expect to provide even more services to meet our community's needs, including chemotherapy, and additional specialty and primary care physicians. New construction or renovations will provide even more efficient patient flow, space for growing services, and additional parking.

KMHC continues to give back to the community in many ways, which you can read about in this report. Please take a look.

We are proud to be part of the Kalkaska community, and I sincerely thank you for using the growing health care services in Kalkaska.

Kevin Rogols, FACHE  
Administrator and CEO



### Fiscal Year 2016

County hospital millage:  
**\$1,185,337**

KMHC benefits to community:  
**\$16,559,379**





# WOW!

## 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.

**\$3,212,494\***

Total fiscal year 2016  
benefits paid

**\$10,496,926\***

Total fiscal year  
2016 payroll

**\$13,709,420\***

Million in wages  
and benefits

\* Total employees: 433; Employees who live in Kalkaska County: 275



# WOW!

## 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, and now gives up to 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 Administrative Director of Operations Kim Babcock. "It is now ingrained in our culture."

### Health Professionals' Education

- \$300** Student shadowing
- \$6,000** Scholarships and loans to employees furthering their education, loan payment assistance for physicians, physician assistants, and physical therapists
- \$13,000** Scholarships to Kalkaska graduating seniors
- \$1,086** Student precepting
- \$68,845** Tuition reimbursement for employees

# \$89,231

Health professionals  
education



*"Every day we hear so many great reviews from patients about the staff, the facility, and all of the services here at KMHC. It is important for the community to feel they have a safe and friendly place to go for all of their health care needs and accommodations! I enjoy my position here because whether it's an employee seeking help or a patient who has had a pleasant experience, I always feel appreciated every day."*

Carri Hendry, Certified Pharmacy Technician

# WOW!

## Factor #3:

My Hospital  
Helps My  
Community  
in Many Ways



*"KMHC helps our community grow in so many ways from health providers, healthy living, and knowledge. The best thing about working at KMHC is all the smiling faces that walk in and out of the doors each day. To know that we provided the best services and knowledge to our patients is very satisfying."*

Danielle Luca, Patient Access Services

### Community Health Screenings: \$3,843

More than 400 people received free community health screenings in fiscal year 2016.

\$100	Parkinson's Forum
\$100	Senior Breakfast Kalkaska Annual Fair
\$3,643	Senior Site Health Screenings and Flu Shots

### Community Outreach: \$15,429

\$360	Car Seat Inspections
\$5,256	Community Health Needs Assessment and Benefit Tracking
\$213	Community Sharps Disposal Days
\$9,000	EMS Community Standbys
\$600	EMS School Programs

### In-kind Donations: \$150,210

\$150,210	Teen Health In-Kind (KMHC and Forest Area Schools)
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# 88

Average number of Kalkaska area people who receive assistance paying for medications each month

# \$184,436

in direct assistance to community

### Care Management: \$14,954

A registered nurse helps an average of 65 community members each month through support, education, and coordination of resources.







*Our emergency staff is ready to provide 24/7 life-saving care.*

# WOW! Factor #3: My Hospital Helps My Community in Many Ways (cont.)

## Space Provided to Community: \$17,542

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 and Classes: \$3,588

- 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 Hospice Grief Support Group
- Rotary
- Tutoring in Assisted Living
- Yoga

## Community Involvement: \$13,632

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

<b>\$400</b>	<b>Kalkaska Area Community Collaborative</b>
<b>\$1,414</b>	<b>Kiwanis</b>
<b>\$11,818</b>	<b>Rotary</b>

## Locally Purchased Goods and Services: \$263,344

Buying supplies and services locally supports other community businesses.

## Community Health Education and Assistance: \$9,812

<b>\$375</b>	<b>Back Safety and Ergonomics Education</b>
<b>\$215</b>	<b>Books for Children</b>
<b>\$725</b>	<b>Community Health Forum</b>
<b>\$4,000</b>	<b>Education Lending Library</b>
<b>\$1,500</b>	<b>Equipment Donation</b>
<b>\$450</b>	<b>File of Life</b>
<b>\$2,437</b>	<b>Kids Health Fair</b>
<b>\$110</b>	<b>Physical Therapy Education</b>

## Community/Fundraising Events: \$8,550

- Alden Men's Club
- Communities in Schools of Mancelona 5K
- Dancers Unlimited
- Forest Area School 5K
- KAIR Festival of Trees
- Kalkaska 4H
- Kalkaska Area Hockey Association
- Kalkaska Basketball
- Kalkaska County Fair
- Kalkaska Youth Baseball and Softball
- Kalkaska Youth Football and Cheer
- Rotary Harlem Ambassadors
- Trout Run/Trout Festival



**\$316,468**  
in support  
to the community



# WOW!



*KMHC purchased a van that provides transportation for dialysis patients and helps long-term care and assisted living residents shop, attend events, and enjoy our community.*

# WOW!

## Factor #4:

My Hospital Provides A Lot of Local Services



*"I am overwhelmed with how often Kalkaska residents voice their compliments for KMHC. Kalkaska-ites really have bought into the idea that this facility is here to provide care for them and their families when they need it most. There is a strong sense of community pride that harbors around this facility. In my career in medicine I've never seen such a successful model of community integration, high quality medical care and community ownership as I witness here at KMHC. The quick responsiveness and collaborative attitude of the administrative staff really fosters an environment of teamwork and helps us provide the best care possible. I humbly look forward to many more years here and I am excited for the future."*

Nathan Sailor, DO

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: 185,342 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 Visits: 13,254 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.

In 2016, KMHC responded to community need and added two, full-time emergency medicine physicians to staff.

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

### Kalkaska Dialysis Center: 6,402 Treatments

The Kalkaska Dialysis Center was recognized in 2016 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.

Kalkaska Dialysis Center also achieved a five-star Medicare rating in 2016 for its high quality patient care. The number of patients has more than doubled since opening, Kalkaska Dialysis Center also offers services to vacationers so they can continue treatments and still enjoy their time in northern Michigan.



# 246,934

Outpatient visits/tests/  
treatments



## Outpatient Clinics: 6,574 Visits

Specialty services are provided in Kalkaska by more than 15 visiting specialists.

- 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: 31,309 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
  - Concussion Management
  - 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: 1,864 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: 2,189 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



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



*"I am proud to be an employee of KMHC and give back to the community that raised me. Every day I have the opportunity to work with members of this community through rehab services. Some of my fondest memories are sharing stories and building relationships with these people. KMHC has grown and provided a lot of new services for this area. I am proud and excited to be a part of all these new and positive changes in this community."*

Kassie Burkam, Physical Therapist



# WOW! Factor #4: My Hospital Provides a Lot of Local Services (cont.)



*"I work with an outstanding team of Physicians, Nurses, CNA's, Social Workers, Therapists, Activities, and Administrative staff at KMHC Long Term Care and Assisted Living homes. We provide care around the clock to residents who are medically unable to live on their own alone any longer. Every day I am thankful and proud to work at KMHC and live in such a loving community."*

Sharon Johnson, PA-C

## 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. All areas of long-term care had 29,611 resident days and 180 admissions in fiscal year 2016.

### Legacy Home

Semi-private and private rooms are available in an environment full of life and choices. Residents enjoy interacting with preschool children and animals, while developing their own schedules and dining choices.

### Memory Care

Located within the Eden Center, our Memory Care Unit provides a secure setting with decreased stimulation, which helps residents remain more calm and content.

### Green House® Homes

Two, 10-bed Green House homes provide a close-knit family atmosphere. In this new model of skilled nursing facility, every resident enjoys their own spacious bedroom and bath, with shared access to all of the home's comforts and a focus on personal development and growth.

### Assisted Living

All of the comforts of home are available in 30 private apartments. Tasty restaurant-style meals and room service, housekeeping, laundry, and 24-hour personal care services take the work out of living.

## 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

## Primary Care

### Kalkaska Medical Associates

Primary care in Kalkaska is provided by Kalkaska Medical Associates' team of eight physicians and two physician assistants.

Maria Cupp, PA-C  
Kelly Donovan, DO  
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  
Gary Ziegler, MD

**The practice had 26,315 patient visits during fiscal year 2016.**

### Other Primary Care Providers

#### Mancelona Family Practice

Albert C. Brown, MD  
Michelle Green, PA-C  
Soomin Han, PA-C  
Wilma Kagarise, PA-C  
Jennifer A. Leino, MD

#### Teen Health Corner

Kimberly Michels, FNP  
Rachel Soles, FNP  
Christina Weasel-Brege, PA-C



**Teen Health Corner had over 700 clinical visits and more than 800 counseling visits.**

## Surgical Services: 1,300 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

#### Ear, Nose, and Throat

- Nasal endoscopy
- Septoplasty
- Tonsils, Tubes

#### Gastroenterology

- Colonoscopy
- Upper Endoscopy

#### Eye Surgery

- Cataract
- Eyelid surgery

#### General Surgery

- Biopsy
- Hernia
- Lap Chole (Gallbladder)
- Lumpectomy

#### Gynecologic Surgery

- Ablation
- Diagnostic
- Laparoscopic Surgery
  - Tubal ligation
  - Urinary incontinence

#### Orthopedic Surgery

- Arthroscopic knee surgery
- Carpal tunnel
- Minor fractures
- Trigger finger

#### Podiatry

- Bunionectomy
- Foot surgery

### Visiting Surgeons

Harry Borovik, MD

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

Kenneth Gum, MD

Michael VanderKolk, MD, FACS

William Nowak, DO

Scott Groseclose, MD

Ronald Olm, DPM



**1,300**  
Surgical  
procedures

**55**

Average number of round-trip  
miles saved each time  
you have your services  
at Kalkaska Memorial  
Health Center.

# WOW!

## Factor #5:

My Hospital  
Covers  
Financial  
Gaps



*"I feel privileged to be employed by KMHC. I enjoy watching our providers and amazing staff provide the best care possible. Being a part of that team makes me feel extremely privileged. The patients are people from our community and have much gratitude toward our services and in return make my days brighter and my smile bigger."*

Connie Hall, Kalkaska Medical Associates Office Coordinator

### Health Services Assistance

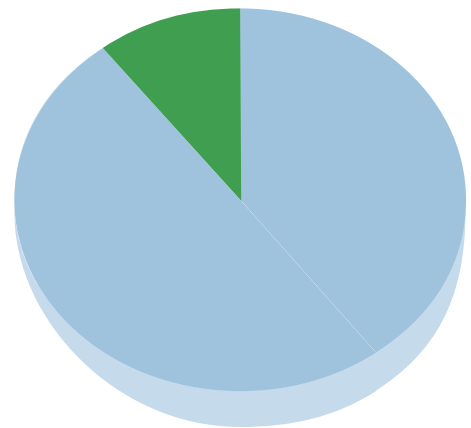
\$1,198	ACA Insurance Enrollment Assistance
\$3,600	Colonoscopy preps
\$97	Customer Transportation Assistance
\$20,448	Dialysis Transportation
\$350	ED Free Antibiotics
\$3,681	EMS Wellness Visits
\$608,744	Medication Assistance Program
\$61,221	Teen Health Counseling

**\$699,339 Total**

### 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.

**No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2016, Kalkaska Memorial Health Center provided:**



**\$1,382,766**  
Unpaid cost of bad debt  
(bills deemed uncollectable)

**\$177,719**  
Unpaid cost of charity care  
(care of uninsured and underinsured)



# WOW!

## Factor #6:

My Hospital  
Adds Value  
to the  
Community

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

Bad Debt (bills deemed uncollectable)	\$1,382,766
Care Management	\$14,954
Community Health Education and Assistance	\$9,812
Community Health Screenings and Outreach	\$19,272
Community Involvement	\$13,632
Health Professionals' Education	\$89,231
Health Services Assistance	\$699,339
In-kind Donations	\$150,210
Purchases (local goods and services)	\$263,344
Space (provided to community)	\$17,542
Sponsorships (community/fundraising events)	\$8,550
Support Groups and Classes	\$3,588
Uncompensated Patient Care (charity care)	\$177,719
Wages and Employee Benefits	\$13,709,420*

**Total Contributions** **\$16,559,379**

\* Only employees who live in Kalkaska County



