



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

2015 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 in Kalkaska is wonderful. Being able to talk directly to the surgeon about my concerns and getting the answers I needed was really important."

*-Chris Woodman, KMHC Surgery Patient*

"Kassi was really good about giving me exercises that didn't require a lot of equipment; most of the things I could do at home."

*-Sally Hallert, KMHC Physical Therapy Patient*

"The people at the Teen Health Corner take really good care of my daughter. They talk to her in language that she understands and that's very important that she knows what's going on."

*-Mother of Young Patient*

"As much as I'd been to the hospital here, I'd never been upstairs until my surgery and I was blown away. It was more of a personal feeling; more of a small hometown feeling. My husband has been coming here for 21 years and they've redone the whole place and it's just beautiful."

*-Carpal Tunnel Patient*

"The team worked flawlessly and Dad's here today and we're so very thankful for that."

*-Son of ER Patient*



Kevin Rogols, FACHE  
Administrator and CEO



## Letter to the Community

These are exciting times at Kalkaska Memorial Health Center as we continue to add and strengthen health care services for the people in Kalkaska County. There's a lot going on here and the future looks bright – not just for the Health Center but for our community as well.

KMHC is actively involved in helping our community grow and prosper in many ways. We work closely with all Kalkaska County townships and the Village of Kalkaska by attending meetings to answer questions, listen to needs, and work cooperatively to increase health and safety. For instance, we responded to a need for EMS services in outlying areas such as Clearwater Township by stationing an ambulance in that township so response times would be faster and more efficient.

We recently worked with Village officials on a plan to vacate some streets to give us space to add health care services over the next decade. We plan to add chemotherapy services and build a new medical office building to attract additional physicians to our community. Because the health care industry is shifting its focus from reactive treatment to proactive prevention, we want to add chronic disease management programs to help people who have a chronic illness enjoy the best health possible and stay out of the hospital.

We plan to add to our growing senior services with additional homes that provide private bedrooms in a worry-free environment that promotes comfort, friendship, and security.

We are also focused on our young people by partnering with Forest Area and Kalkaska schools to meet the health care needs of area youth, including free counseling and programs that address some leading health issues, such as obesity and substance abuse. We encourage students to participate in healthy activities, such as sports, and have hired an athletic trainer to work with young athletes to train properly and play safely to prevent injuries.

You can learn more on the following pages, including all the ways our staff members are actively involved in the community. I'm very pleased to present this report to you and sincerely thank you for using health care services in Kalkaska.

Kevin Rogols, FACHE  
Administrator and CEO



### Fiscal Year 2015

County bond levy proceeds:

**\$1,192,378**

KMHC benefits to community:

**\$15,452,845**

# 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.

**\$3,075,489\***

Total fiscal year 2015  
benefits paid

**\$9,054,608\***

Total fiscal year  
2015 payroll

**\$12,130,097\***

Million in wages  
and benefits



# 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, and has been recognized by the State of Michigan 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 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

- \$2,000** EMS student internships
- \$31,000** Scholarships and loans to employees furthering their education, loan payment assistance for physicians, physician assistants, and physical therapists
- \$16,000** Scholarships to Kalkaska graduating seniors
- \$8,597** Student precepting
- \$93,624** Tuition reimbursement for employees

# \$151,221

Health professionals'  
education



*"Having been the first ever scholarship recipient at Kalkaska Memorial Health Center and still a current employee (going on 25 years) I am beyond grateful to my fabulous employer. They have encouraged and supported my educational growth from day one."*

Barb Hulwick, RN

# WOW!

## Factor #3:

My Hospital  
Helps My  
Community  
in Many Ways



"KMHC's involvement with Kalkaska High School, and particularly in the area of athletics, has been paramount to ensuring the health and safety of our student athletes. KMHC has gone above and beyond by providing CPR and AED training to our coaches, supplying a certified athletic trainer to cover athletic events, and donating much needed medical and first-aid supplies. The number one priority for coaches and teachers alike is to provide a safe environment for students – through their work with the Blazers, KMHC has enhanced our ability to achieve in this area."

Justin Thorington, Assistant Principal/Athletic Director, Kalkaska High School

### Community Health Screenings: \$5,535

More than 400 people received free community health screenings in fiscal year 2015.

\$275	BASA Senior Expo
\$104	Kalkaska Senior Picnic
\$100	Parkinson's Forum
\$1,294	Senior Companion Physicals
\$3,762	Senior Site Health Screenings

### Community Outreach: \$11,107

\$360	Car seat inspections
\$557	Community Health Needs Assessment
\$9,000	EMS Community Standbys
\$600	EMS school programs
\$590	Flu shots and TB tests

### In-kind Donations: \$70,891

\$2,700	Employee Gym Usage
\$68	Kaliseum supplies
\$1,920	Level Acres Gym Usage
\$66,203	Teen Health In-Kind (KMHC and Forest Area Schools)

# 91

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

# \$119,380

in direct assistance  
to community

### Care Management: \$31,847

A registered nurse helps an average of 65 community members each month who have health challenges that could result in hospitalization if not resolved.





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

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

## Space Provided to Community: \$26,488

The KMHC Conference Room and the William W. Kitti 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, support groups or educational sessions.

### Support groups and classes include:

- Alcoholics Anonymous
- Breastfeeding Support
- Diabetic Support Group
- Fibromyalgia Support Group
- Grand Traverse Surgery Bariatric Support Group
- Men Exploring Non-Violent Solutions (MENS) Group
- Munson Grief Support Group
- Tutoring in Assisted Living
- Yoga

## Community Involvement: \$9,968

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

\$400	Kalkaska Area Community Collaborative
\$1,000	Kalkaska Chamber Advisory Committee
\$2,921	Kiwanis
\$5,647	Rotary

## Locally Purchased Goods and Services: \$120,624

Buying supplies and services locally supports other community businesses.

## Community Health Education and Assistance: \$7,896

\$90	AED Training
\$145	Birch Street Health Fair
\$44	Council on Aging - Get your ducks in a row
\$4,000	Education Lending Library
\$235	Epi Pen Training
\$450	File of Life
\$2,442	Kids Health Fair
\$490	Physical Therapy Education

## Community/Fundraising Events: \$5,530

- 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
- Trout Run/Trout Festival



**\$170,506**  
in support  
to the community



# Wow!



# WOW!

**Factor #4:**  
My Hospital  
Provides  
A Lot of  
Local Services



*"The expanse of services, specialists, and expertise offered at KMHC is truly impressive! I am proud to be part of an organization so focused on serving the people of this community. My role in registration allows me to witness the wide range of services people visit KMHC for. I also get to see the friendly, professional care provided by ER staff, specialist doctors, nurses, lab and radiology staff, and even the dietary and housekeeping teams. We all recognize that we are serving our friends and neighbors and take great pride in striving for excellence. The staff here are genuinely dedicated to providing our patients with the best quality care for the services they need the most right here in Kalkaska!"*

Kim Tanner, Patient Access 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: 157,845 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: 12,966 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: 6,091 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 2015 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.

**213,838**  
Outpatient visits/tests/  
treatments

## Outpatient Clinics: 5,506 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: 28,212 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



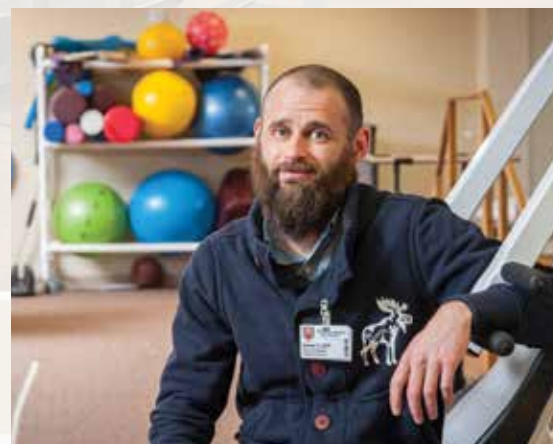
## Cardiac Rehabilitation: 1,415 Visits

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 the overall quality of life.

## Pulmonary Services: 1,803 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



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



## 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.

#### 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 new 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

Enjoy all of the comforts of home in your own private apartment. 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 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  
Wilma Kagarise, PA-C  
Jennifer A. Leino, MD

#### Teen Health Corner

Sara L. Smith, PA-C  
Rachel Soles, FNP  
Christina Weasel-Brege, PA-C



**1,021**  
Surgical  
procedures

## Surgical Services: 1,021 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

Mark Brewster, MD  
Robert Dotterrer, MD  
J.P. Milliken, MD  
Michael VanderKolk, MD, FACS

Kenneth Gum, MD

Robert Dotterrer, MD  
Michael VanderKolk, MD, FACS

William Nowak, DO

Scott Groseclose, MD

Ronald Olm, DPM



**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



*"The people make working at KMHC so satisfying. Being able to really make a difference in someone's life by helping them obtain medications that they need but can't afford gives you a good feeling at the end of the day. I have established wonderful friendships with these folks that would never have been possible if I didn't work here!"*

Verna McColley, Administrative Assistant

### Health Services Assistance

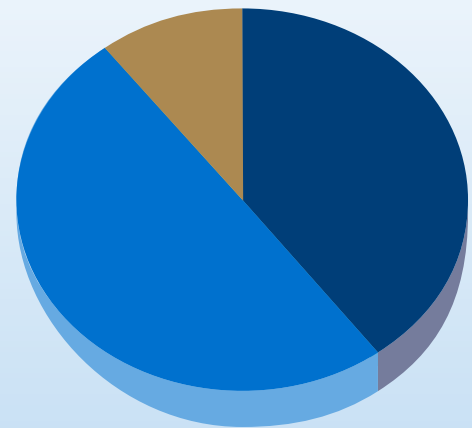
<b>\$1,992</b>	ACA Insurance Enrollment Assistance
<b>\$3,000</b>	Colonoscopy preps
<b>\$142</b>	Customer Transportation Assistance
<b>\$26,504</b>	Dialysis Transportation
<b>\$500</b>	ED Free Antibiotics
<b>\$1,418</b>	EMS Community Paramedicine visits
<b>\$628,961</b>	Medication Assistance Program
<b>\$34,450</b>	Supplement Discount
<b>\$24,540</b>	Teen Health Counseling

**\$721,507**      **Total**

**\$2,887,171**

in free, unpaid, and  
subsidized services

**No one is ever denied medically necessary care, regardless of their ability to pay for their services. In fiscal year 2015, Kalkaska Memorial Health Center provided:**



**\$860,457**  
Rural Health Clinic  
Subsidy

**\$1,079,897**  
Unpaid cost of bad debt  
(bills deemed uncollectable)

**\$225,310**  
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)	\$1,079,897
Care Management	\$31,847
Community Health Education and Assistance	\$7,896
Community Health Screenings and Outreach	\$16,642
Community Involvement	\$9,968
Health Professionals' Education	\$151,221
Health Services Assistance	\$721,507
In-kind Donations	\$70,891
Purchase of local goods and services	\$120,624
Space Provided to Community	\$26,488
Uncompensated Patient Care (charity care)	\$225,310
Rural Health Clinic Subsidy	\$860,457
Wages and employee benefits	\$12,130,097*
<b>Total Contributions</b>	<b>\$15,452,845</b>

\* Only employees who live in Kalkaska county



