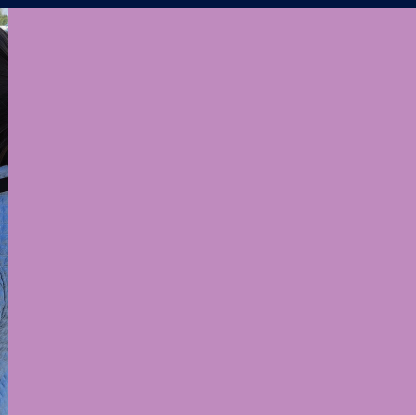
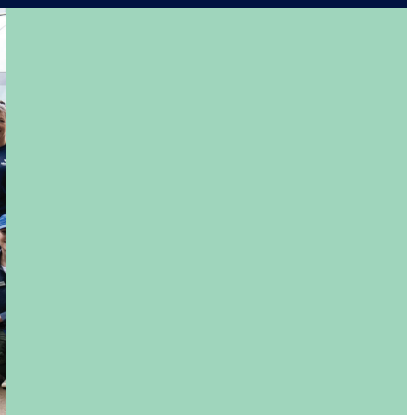


20
25

Community Commitment Report



MUNSON HEALTHCARE





At Munson Healthcare, our mission to improve lives through compassionate care remains at the heart of everything we do. In 2025, we've taken bold steps to expand access to care across Northern Michigan, including the launch of our region's first 24/7/365 Grand Traverse Mental Health Crisis and Access Center: an essential resource for those facing urgent behavioral health needs. We've also deepened our partnerships with local organizations to address social determinants of health, from food insecurity to housing and maternal and infant well-being.

As a non-profit organization, we're committed to reinvesting in our communities including donations, programs, and education. Last year, that commitment exceeded \$182 million. These efforts reflect our unwavering belief that health care is about more than treating illness—it's about building healthier communities. We are proud of the progress we've made and grateful for the trust and collaboration of our patients, partners, and team members. Together, we are creating a stronger, more resilient future for everyone who calls Northern Michigan home.

Ed Ness - President & CEO Munson Healthcare

Total Benefit to Our Communities in 2024:

\$182,736,153



\$114,825,449

Services provided
to older adults and
people with disabilities



\$24,374,591

Services provided
to people with
low incomes



\$5,150,662

Financial Assistance
towards patient bills



\$21,517,180

Support for necessary
services



\$4,040,661

Community
health programs
and education



\$12,827,610

Services provided
to people without
insurance

Groundbreaking Mental Health Support

The Grand Traverse Mental Health Crisis and Access Center—a collaboration between Munson and Northern Lakes Community Mental Health Authority—opened in January 2025, offering support for people experiencing a mental health or substance use disorder crisis. The center is now 24/7/365 care and offers Psychiatric Urgent Care, with plans for further expansion.



Reducing Overdose Fatalities

In partnership with Harm Reduction Michigan, we've installed 25 NARCAN® distribution boxes at facilities across our health system. By equipping loved ones and bystanders with access to lifesaving nasal spray medication, we continue to support a statewide trend of declining overdose deaths.



FROM CRISIS TO CARE:

A COMPREHENSIVE APPROACH TO MENTAL HEALTH AND HEALING



Munson's Peer Recovery Coach team from left to right: Paige, Derrick, Paul, and Madeline.

Integrating Recovery into Everyday Care: Expanding SUD Services Across Primary Care Clinics

In 2025, Munson took meaningful steps to ensure that people struggling with substance use disorders have access to compassionate, evidence-based care through their local primary care clinics. We're also implementing new emergency department protocols to support the initiation of Medications for Opioid Use Disorder and encourage outpatient follow-up care.

Thanks to grant funding, we're also able to expand our Peer Recovery Coach Program by adding four more certified coaches (each with lived experience) to support even more patients in our region. This expansion comes on the heels of our first-ever peer recovery coach Paul Bock receiving this year's Michigan Hometown Hero Award. Paul is the first peer recovery coach in the state to obtain this special honor. Our coaches have been instrumental in helping hundreds of patients navigate the path from crisis to recovery.

Grief Support Initiative

With support from MDHHS, Munson Healthcare trained **54 staff and partners** in perinatal loss care, provided grief resources to all birthing hospitals, and helped launch a new support group for families experiencing pregnancy and infant loss.



Munson partners with Lakeshore Children's Advocacy Center to extend free counseling for children impacted by abuse.

EXTENDING ACCESS TO CARE: FROM BREASTFEEDING HELP TO LIFESAVING CARE

Healthy Futures

After struggling with breastfeeding her newborn daughter, mom Marina enrolled in our Healthy Futures program and accepted a home visit. "The nurse helped me reposition my baby, and it made an immediate difference," said Marina. "My baby started nursing better, and the pain went away."

Before leaving, the nurse took Marina's blood pressure, which was abnormally high. The nurse immediately contacted a physician and sent to Marina to the emergency department where she was diagnosed with postpartum preeclampsia, a condition that can be fatal if left untreated.

"Today, I'm alive, healthy, and here to enjoy my daughter, son, and family because Healthy Futures stepped in at the right time," shared Marina. "They helped me breastfeed, taught me how to boost my milk supply, monitored my baby's weight, checked in on my mental health, and after almost five months, they're still checking on me and my baby."



ONGOING SUPPORT FOR NEW FAMILIES

Ongoing Family Support

In addition to Healthy Futures, Munson supported nearly 900 families through classes that help navigate pregnancy, childbirth, and early parenting with confidence. A new postpartum support group was launched in 2024 to provide a safe, welcoming space for parents to connect, share experiences, and receive ongoing emotional and practical support.



Ask-A-Nurse: Helping People Get the Right Care

From January to May 2025, Ask-A-Nurse answered over 15,000 calls. Twenty eight percent of callers who thought they needed emergency care were safely rerouted, helping reduce stress on hospitals and saving money for patients.



Over
206,330
since program inception
in 2020.

Cheryl Barnes, MSN, RN, is part of the team of Registered Nurses that has helped thousands make informed decisions regarding their health concerns.

HOUSING IS HEALTH: WORKING TOGETHER FOR A HEALTHIER, HOUSED NORTHERN MICHIGAN



Hospital President & CEO Ed Ness presents a donation check to Goodwill Northern Michigan in support of their Food Rescue and Housing Initiatives. Following the presentation, Munson team members volunteered in the food warehouse, helping sort and pack rescued food for distribution across the region.

Stable, affordable housing is one of the most critical Social Determinants of Health (SDOH)—the non-medical factors that influence a person's well-being based on where they are born, live, learn, work, play, and age. When basic needs such as housing, food, transportation, and employment go unmet, poor health outcomes are more likely. By investing in housing-focused initiatives, Munson is addressing these root causes and helping create the conditions for long-term health and stability.

Recognizing that housing is foundational to health, Munson has made significant financial commitments to expanding access to emergency shelter, supportive housing, and related services for individuals and families experiencing housing insecurity. In total, this commitment exceeds **\$400,000 over the past two years** to housing-focused

programs that connect individuals with healthcare, shelter, and long-term stability.

This includes \$100,000 to support local emergency shelter Safe Harbor in its transition to year-round operations and expanding its capacity to serve nearly 300 individuals annually with food, shelter, and wraparound services. In addition, Munson extended **\$150,000 to Goodwill Northern Michigan**, a leader in efforts to end chronic homelessness by 2028. In 2024 alone, Goodwill's housing programs supported over 1,500 individuals, helping 486 families, seniors, individuals, and veterans transition into permanent housing. Their shelters provided nearly 40,000 nights of emergency shelter, operating 24/7 with trauma-informed staff and comprehensive support services.

In addition, Munson supports the **Community Connections program**, a regional partnership with health systems, physician offices, and local health departments. Community Connections plays a vital role in addressing the full spectrum of SDOHs. Referred patients receive one-on-one, confidential support to access essential resources such as housing, food, transportation, and healthcare. Services are delivered through phone calls, office visits, and home visits—helping people navigate complex systems with dignity and care. In 2025, more than 2,000 patients were referred for support.



Led by Traverse Health Clinic, the Street Medicine program provides medical care to the unhoused. Munson's \$300,000 investment over two years supported a program director and expanded services from Traverse City to Cadillac, with medical residents delivering direct care.

FUELING HEALTH: MUNSON'S COMMITMENT TO FOOD ACCESS AND CHRONIC DISEASE PREVENTION



Volunteer opportunities give our team members more tangible opportunities to feel the impact of our financial support.

Nourishing Communities for Better Health

Food access and chronic disease prevention have long been pillars of Munson's Community Health Needs Assessment, and our recent investment in Goodwill Northern Michigan reflects our deepening commitment. In addition to housing support, this investment significantly expands their Food Rescue program, which distributes more than 2 million pounds of food annually to 78 sites—reaching over 16,000 individuals, including children, seniors, and people with disabilities. Our support funded a new truck, staffing, and more, enabling the program to serve more communities with nutritious food while reducing food waste and environmental impact.

Munson also gifted \$5,000 to the Manna Food Project and \$10,000 to the Northwest Michigan Food Coalition, reinforcing our regional commitment to food security. More food pantry gifts are planned for 2026. Beyond financial support, our team members regularly volunteer at local food pantries and shelters, advancing the shared goal of building a healthier, more equitable region.



A Munson-Cadillac Area YMCA partnership expands the Teen Impact program, which supports at-risk youth ages 13–15 through mentorship, structured activities, life skills, and positive peer engagement. This partnership helps teens build a brighter future.



Prescription for Better Health

The Fruit and Vegetable Prescription program, one of our longest-standing programs, has been offered in Munson communities since 2016, serving over 1,500 people and offering more than 50,000 in tokens to purchase fruits and vegetables. Participants enjoy balancing their diets with these nourishing foods.



New Text for Tips Program

Living with diabetes can be challenging, but it becomes more manageable with expert tips and timely support. Launched in 2025, the new Text for Tips program provides individuals with weekly text reminders for important screenings and appointments, plus healthful tips.

ROOTED IN COMMUNITY, FOCUSED ON THE FUTURE: MUNSON HEALTHCARE’S FUTURE HEALTH PRIORITIES

Every three years, Munson Healthcare collaborates with hundreds of community partners and engages thousands of Northern Michigan residents through MiThrive, a regional initiative, to identify the most pressing health needs. The 2025 Community Health Needs Assessment (CHNA) identified Access to Care, Mental Health, and Economic Security as top priorities for improving health across the region. Guided by these findings, Munson is deepening its partnerships and investments to address these root causes and build healthier, more resilient communities.



Access to
Healthcare



Mental
Health



Economic
Security

2025-28 Community Health Priorities



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