



2023

KALKASKA MEMORIAL HEALTH CENTER
Community Benefit Report



My Community Represents My Hospital



Kalkaska Memorial Health Center Board Members:

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Blue Lake Township

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Boardman Township

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Clearwater Township

Gregory Bradley

Coldsprings Township

Gayenell Gentelia

Excelsior Township

Karl Klimek-**Chair**

Garfield Township

Nelson (Jerry) Cannon-**Vice Chair**

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Oliver Township

Janet Cox

Orange Township

Eric Hendricks

Rapid River Township

Stuart McKinnon

Springfield Township

Dr. R. Troy Stobert, DDS-**Treasurer**

Village of Kalkaska

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Members At Large

Lynnette Cervone

Charles (Charlie) Stiehl

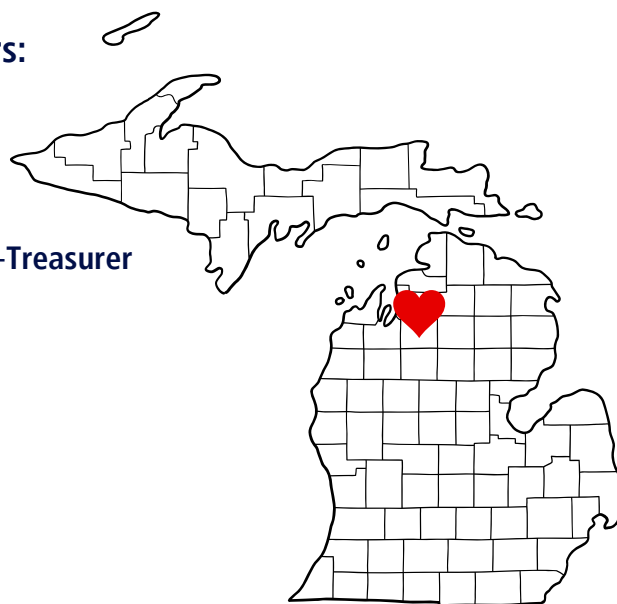
Kimberly A. Stephens

Melanie Pauch

Robert (Bob) Barr

Noreen Broering

Bruce A. Zenner II



Bruce Zenner II

Thank you for your dedication and leadership as the Chair
of the Kalkaska Memorial Health Center Board of Trustees!

2018-2023

LETTER TO THE COMMUNITY



Kevin Rogols, FACHE

Administrator & CEO

2023 marked Kalkaska Memorial Health Center's 70th anniversary and the Kalkaska Community has a lot to be proud of! The new Acute Care Pavilion is officially complete and is now the home to our Emergency Department and Acute Care/Inpatient Department. This project has been a part of our ongoing promise to the community from our 2017 millage. We are now seven years into our 10-year plan to continue adding and refining high-quality healthcare services for our community and the patients we serve. We still have a few years to go but have made significant progress in fulfilling each promise we made to the community. We continue to diligently work on the remaining projects.



Fiscal Year 2023

**County Hospital
Millage:
\$1,595,473**

**KMHC benefits
to the community:
\$22,412,528**



In addition to our Acute Care Pavilion, KMHC was able to add their own state-of-the-art MRI machine after many years of hard work to secure a permit for a permanent unit. We are also excited to share our recent expansion in Mancelona and surrounding communities. Kalkaska Medical Associates-Mancelona Campus is open and ready to serve patients with high quality primary care and ancillary services. These are just a couple examples of the passion and hard work from KMHC staff to continually bring expanded healthcare services to Kalkaska and the surrounding communities we serve.

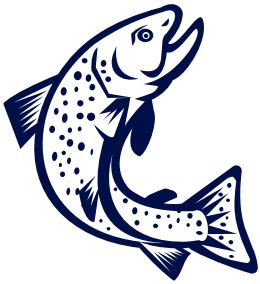
KMHC has been and will continue to be proud to serve our community with high-quality, close-to-home healthcare services. We are proud to share in the following pages examples and stories of these positive services in addition to taking time for some fun within our amazing community. We continue to look forward to what the future holds knowing we have the support of our patients, staff, and community.

My Hospital Provides Great Local Jobs



Kalkaska Memorial Health Center is an enormous economic driver for our community.

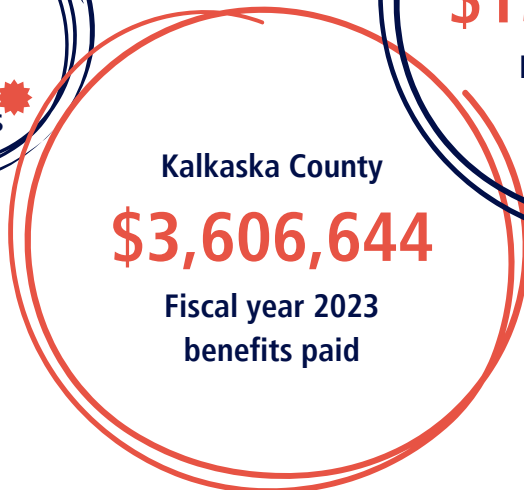
Healthcare jobs provide good incomes and steady employment. The hospital contributes to the county's economic stability by providing a variety of part-time, full-time, and seasonal jobs to medical professionals and support staff who purchase homes, buy groceries, send their children to local schools, 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 is the county's largest employer and enhances our area's reputation, making it an attractive place for those who want to make business and personal investments in our county and the communities we serve.

Kalkaska Memorial Health Center also supports local high school graduates who are pursuing a degree in the medical field as well as existing staff that want to further their education.

 Employees who live in Kalkaska County: 346





\$27,800
Physician Loan
Repayment

646
Total
Employees

\$37,148,599
Total KMHC Wages

\$8,014,766
Total KMHC Benefits

\$2,450
Employee Tuition
Reimbursement

Kalkaska & Forest Area
\$10,000
School Graduation
College Scholarships

My Hospital Provides Chemotherapy and Infusion Care Close to Home



KMHC'S Chemotherapy and Infusion Clinic has experienced tremendous growth over the last year. This service, in partnership with Munson Healthcare's Cowell Family Cancer Center in Traverse City, allows our patients to stay close to home for cancer care and infusion therapies.

Chemotherapy and Infusion Services Include:

- Supportive Oncology care including cancer and chemotherapy education, with available nurse practitioner
- Hydration
- Blood product transfusions
- Chemotherapy
- Immunotherapy
- Therapeutic phlebotomy
- Injections
- Iron injections
- Immunoglobulin infusions
- Electrolyte replacement
- Rheumatology infusions
- Multiple sclerosis infusions
- IBD infusions
- Central line maintenance and blood draws
- Antibiotic therapy

6,875
Fiscal Year 2023
Treatments



My Hospital Grows with our Community



Kalkaska Memorial Health Center Opens New Acute Care Pavilion!

With the continued support from the community, KMHC officially opened the new 28,000 square foot Acute Care Pavilion on December 12, 2023. The new Acute Care Pavilion is the new home to our state of the art first floor Emergency Department and second floor Inpatient Care Unit.

The new second-floor Acute Care/Medical Surgical unit has grown from its previous four semi-private rooms to four private rooms with private bathrooms and showers, and two semi-private rooms with shared bathrooms and showers. Two of the new private rooms now feature negative air pressure capability.

A new much desired Chapel was constructed for non-denominational meditation. Families can find this addition on the second floor along with our two large education/meeting rooms. The construction of the Acute Care Pavilion was completed on time and under budget!





My Hospital Keeps Our Community Safe



KMHC Emergency Medical Services



KMHC's owned ambulance service is a top-notch provider of emergency medical services. The team supports surrounding communities, such as Fife Lake, with Advanced Life Support services and has an outstanding team of extensively trained professionals, including the only team of Critical Care Paramedics in northern Michigan.



2,517
Ground
Transports

My Hospital Provides Many Local Services



As an independent, non-owned partner with Munson Healthcare, Kalkaska Memorial Health Center provides many high-quality, close-to-home services so people do not have to travel for necessary care.

Diagnostic Services: 260,547

Thanks to forward thinking community board, physicians, and staff, Kalkaska has top-quality diagnostic equipment for care close to home.

- Bone Density
 - Digital and 3D Mammography
 - Lab Services
 - Low-Dose Radiation CT Scanner
 - Sleep Services
 - Ultrasound and X-Ray
- **NEW** Fixed MRI
 - Increased access
 - Available 5 days/week
 - New technology
 - Reduced Scan time

Emergency Department 16,167 Visits

KMHC offers 24/7 emergency care services. Our emergency department is staffed with board-certified emergency medicine physicians and emergency trained advanced practice providers.



Chronic Disease Services 1,370 visits

- Diabetes Education
- Medical Nutrition Services
- Diabetes and Weight Management Clinics offered at KMA

Specialty Outpatient Clinics: 4,145 Visits

Specialty services provided in Kalkaska include:

- Cardiology
- Gastroenterology
- Gynecology
- Ophthalmology
- Orthopedics
- Otolaryngology (ENT)
- Pediatrics (KMA)
- Physical Medicine and Rehabilitation (KMA)
- Podiatry
- Pulmonology/Sleep Disorders
- Surgical Services

Rehabilitation Services: 49,633 Visits

Our outstanding Rehab Team has advanced training and expertise to help KMHC 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
- Physical Therapy
- Concussion Management
- McKenzie/Mechanical Diagnosis Therapy
- Return-to-Work
- Speech Therapy

Senior Living

Long-Term Care

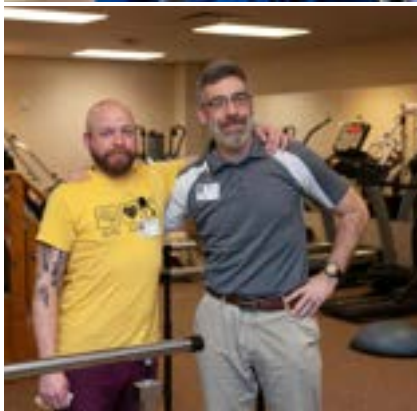
The Eden Center offers trusted 24/7 nursing care and easy access to a variety of healthcare services. The center features specialized memory care, long-term aging in place and skilled rehabilitation services.

Short-Stay Rehab

The Short-Stay Rehab program at KMHC is designed to get patients home sooner, with more functionality following a surgery, extended hospital stays, or similar event. Patients ideally stay one-to-three weeks, with daily and injury specific rehab care. Patients have a team of healthcare providers who support and guide their recovery process.

Average admissions per month: 11

Average length of stay: 12 days



Assisted Living

All the comforts of home are available in this Licensed Home for the Aged, featuring 31 private studio and one-bedroom apartments. Restaurant-style meals, housekeeping, laundry, and 24-hour personal care services take the work out of living. Residents enjoy on-site social activities and engagements as well as multiple outings throughout the seasons. A Registered Nurse is on staff and residents benefit from healthcare services right on KMHC's campus.



Surgical Services & Specialty Providers:

1,724 Procedures/Surgeries

Following a procedure at Kalkaska Memorial Health Center, surgical patients may be admitted for inpatient care or rest for a while in recovery, followed by a short ride home.

General Surgery

- Garrick R. Cvitkovich, MD, FACS
- Paul K. Reynolds, DO
- Stephanie Markle, DO
- Lindsay Harden, DO
- Athena Helinski, PA

OB-GYN

- William E. Nowak, DO

Ophthalmology

- Alicia M. Eby, MD
- Justin R. Tannir, MD
- Brad S. Hochstetler, MD

Gastroenterology

- John P. Milliken, MD

Physical Medicine & Rehab

- Karen Meyer, DO

Lab Services

Lab services are available in two communities for the convenience of Kalkaska, Antrim and surrounding area residents.

Kalkaska Memorial Health Center
419 S. Coral St., Kalkaska

Kalkaska Medical Associates
Mancelona Campus
419 W. State St., Mancelona

Kalkaska Dialysis Center: 6,020 Outpatient Treatments
625 Home Treatments

Kalkaska Dialysis Center (KDC) serves both year-round and seasonal patients. KDC also became certified by CMS for Home Peritoneal Dialysis in 2021. KDC has been recognized as a top-quality facility. KDC was awarded a 5-diamond status from the End Stage Renal Network 11 and Medicare 5-Star rating in 2023, both the highest safety quality ratings available.



Cardiac Rehabilitation:

1,922 Visits

Cardiac Rehabilitation at Kalkaska Memorial Health Center meets the specific needs of patients with heart conditions. The goal is to help the patient return to the highest level of function and independence possible, while improving their overall quality of life.

Cardiac Diagnostics:

6,794 Visits

For patients with COPD or other chronic lung diseases, Kalkaska Memorial Health Center offers diagnostics and rehabilitation services, making life better for those with:

- Asthma
- Bronchitis
- Bronchiectasis
- Cystic Fibrosis
- Interstitial Lung Disease

348,947

Outpatient visits, tests,
treatments, and procedures

My Hospital Helps My Adolescent Community



Teen Clinics

KMHC partners with Michigan Department of Health and Human Services (MDHHS) to offer grant-based healthcare clinics in our community.

We currently offer:

- KMHC Teen Health Corner (located on KMHC's campus) offering primary care and behavioral health services
- Forest Area Teen Health Corner (on the grounds of Forest Area High School) offering primary care and behavioral health services
- Kalkaska Middle School-in-school behavioral health services

In-kind Donations: \$75,000

\$75,000 Teen Health Corner In-Kind (KMHC, Kalkaska Public, and Forest Area Community Schools)



Highlights from FY2023

Kalkaska Teen Health Corner

- **1,044** Clinic visits with youth
- **248** Well child physicals
- **96%** with elevated BMI received nutrition and exercise education
- **83** Cherry Street 5th graders received nutrition education
- **64** Kalkaska 6th graders received education on the consequences of vaping

Forest Area Teen Health Corner

- **789** Clinic visits with youth
- **102** Well child physicals
- **91%** with elevated BMI received nutrition and exercise education
- **27** Forest Area 5th graders received nutrition education
- **28** Forest Area 6th graders received education on the consequences of vaping

Teen Health Center - Kalkaska Middle School

(Counseling and behavioral health services only)

- **558** visits with youth
- **96%** with an up to date depression screening

Primary Care and Behavioral Health Providers

Teen Health Corner - KMHC and Forest Area Schools

- Christina Weasel Brege, PA-C, RD
- Kimberly Michels, FNP
- Karen Fischer, LMSW
- Leanne McAfee, LLPC
- Tamara Molby, LLPC
- Jordan Sanger, LLPC
- Therese Kaufman, LMSW



Support Groups, Classes, Community Involvement, and Fundraising:

Kalkaska Memorial Health Center supports and participates in many community groups and events, including:

- Breastfeeding Support
- Forest Area School Partnerships
- Kalkaska Youth Baseball and Softball
- Kalkaska Public School Sports
- Kalkaska Kiwanis
- Mancelona Public School Sports
- National Trout Festival
- Bass Festival
- Northern Michigan Opioid Resource Consortium
- American Cancer Society-Relay for Life
- Northwest Food Coalition-Empty Bowls

Locally Purchased Goods and Services: \$307,023

Buying supplies and services locally supports other community businesses.

Medical Nutrition Therapy: \$790

Nutrition counseling services provided for uninsured or underinsured patients.

Community Outreach: \$5,535

\$609 Community Sharps Disposal
\$4,926 First Grade Health Fair Day

Non-billable Care Management: \$604

A registered Nurse helps community members each month through support, education, and coordination, of resources.

Strawberry Social:

\$1,844 Donated Food
275 Community Members Served

Each year, Kalkaska Memorial Health Center hosts a community Strawberry Social. KMHC staff, Board Members, and their families volunteer to help run the event. In recent years the Strawberry Social has been held on the south side of the Assisted Living, with plenty of space for kids to play games and everyone to enjoy the grilled food and of course the strawberry shortcake. Last year, over 250 community members attended, and there was no charge for the meal.



Safe Sharps Disposal

In FY2023, KMHC helped dispose of over 300 pounds of sharps (needles) for the community and surrounding areas. The program is held once a quarter and there is no charge.

Remaining 2024 Disposal Days:



June 12: 8:30 - 10:30 am
September 17: 1:30 - 3:30 pm
December 4: 10 am - 12 pm



Kalkaska Medical Associates

Family Medicine

- Michael Delaney, MD
- Douglas Gentry, MD
- Richard Hodgman, MD
- Jeremy Holmes, DO
- Rachael Hume-Reichardt, DO
- Andrew Long, DO
- Nathan Sailor, DO
- Satya Pillay, DO
- Jennifer Polanic, MD
- Natalie Okerson-Sparks, MD
- Elizabeth Godfrey, MD
- Kayleigh White, DO (July 2024)
- Tom Minor, PA-C
- Maria Cupp, PA-C

Mancelona Campus

- Jennifer Leino, MD
- Alexis Kilbourn, PA-C
- Jennifer Sampson, FNP

Pediatrics

- Cynthia Smith, MD

Physical Medicine and Rehabilitation

- Andrew Cole, MD
- Marissa Fischer, PA-C

Behavioral Health

- Anthony Hockin, PhD
- Evan Parks, Psy. D.
- Mark Lewis, MSW

KMHC Walk-In Clinic

Open: Monday - Friday, 12 pm - 8 pm

Saturday: 8 am - 12 pm

Sunday: Closed

No appointment necessary. All patients welcome!



My Hospital Helps Cover Financial Gaps



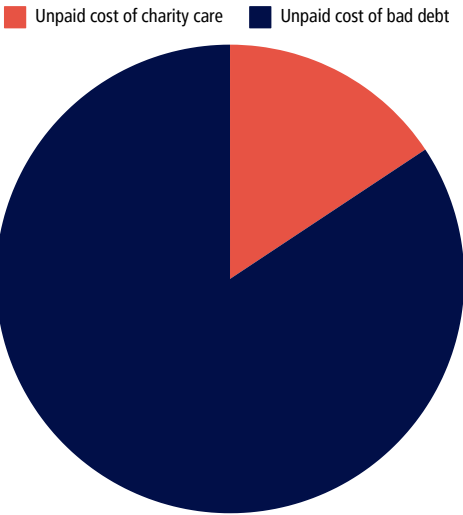
No one is ever denied medically necessary care, regardless of their ability to pay for services. In fiscal year 2023, Kalkaska Memorial Health Center provided:

Health Services Assistance

\$69,921 Dialysis Transportation
\$36,990 Medication Assistance Program

\$106,911 Total

\$372,031
Unpaid cost of charity care
(care of uninsured and underinsured)
\$1,999,881
Unpaid cost of bad debt
(bills deemed uncollectable)



KMHC hosts local first graders for Health Fair Day

During the month of May, KMHC hosts a Health Fair Day for hundreds of local first graders from Kalkaska, South Boardman, Rapid City, and Crawford Schools. Throughout the years KMHC has introduced these 1st graders to many different service areas within the hospital in hopes for them to feel less intimidated. KMHC staff serve as tour guides and lead these kids through many different “learning stations” where the kids can have fun while learning. The stations include education about stretching and exercise, medical equipment, healthy eating, hygiene, asthma, X-rays, ambulances, as well as a healthy snack.

\$4,926
Staff Time & Resources



My Hospital Adds Value to the Community

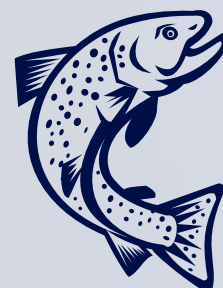


Total Economic Contributions to the Communities we Serve

Bad Debt (bills deemed uncollectable)	\$1,999,881
Care Management plus Nutrition Counseling	\$1,394
Community Outreach & Events	\$7,379
Employee Tuition Support	\$2,450
Health Services Assistance	\$106,911
High School Student College Scholarships	\$10,000
In-Kind Donations	\$75,000
Physician Loan Repayment	\$27,800
Purchases (local goods and services)	\$307,023
Uncompensated Patient Care (charity care)	\$372,031
Wages and Employee Benefits	\$19,502,659*

Total Contributions **\$22,412,528**

*Employees who live in Kalkaska County



National Trout Festival

My Hospital My Choice



"I choose KMHC because of the compassion and dedication to patient safety everyone employs. I know everyone I meet is committed to the healing and well-being of patients and staff alike."



"I choose to work at KMHC because the only way to do great work is to love what you do, and I love helping the community I live in. The most important reason - everyone that works here whether they are in Environmental Services, KMA, IVT, Surgery, or Administration, we are all one big family- everyone wants to see you succeed."



"I choose to work at KMHC because of the patient-centered atmosphere and I enjoy being able to make a positive change in our patient's lives."



"Initially, I came to KMHC because it was in the location my husband and I wanted to live. I have stayed at KMHC because of the culture we have built here. The purpose of really making a difference in the lives of our community—and the community I live in means a lot to me! I truly love the people I work with and serve. I have met some lifelong friends here in the staff and the patients I have met. KMHC is part of my family!"



"I choose KMHC because of my impact on the quality of our employees' whole self - professional and personal - as they serve our community."



"I choose to work at KMHC because of the positive attitude everyone has here. It is so nice to look forward to coming to work every day."



"When I walk into KMHC there is a friendly and positive atmosphere that is palpable. The way the employees here look out for each other, their community and our patients is invigorating. If you work here for long, you will want to improve your abilities not only in your job but also as a person because you want to give back to this place where so many give so much. There truly is a family atmosphere and the quality of care and compassion that is delivered daily is something beautiful to witness and be a part of."



"I choose KMHC because I love caring for the community I live in. I love that coworkers turn into family, and I love that KMHC has embraced me for me, and when I smile it's a true smile of happiness and enjoyment because of my career, support, and surroundings."



"I choose KMHC because of the generosity and compassion of this organization. They have provided the support I needed to start my career and continue to cultivate that culture through our supportive administration, environment, and people. This is why I have stayed at KMHC for so many years. I truly love it here."



"I choose KMHC because I wanted to make a difference and the friendly atmosphere. Not to mention it is only a 10 minute drive to work!"



"I love working at KMA! The amazing people that work here are my family! The caring & compassion of the providers & staff at KMA is truly outstanding. I am PROUD to be a part of the Team, "Helping People" means so much to me!"



"I choose KMHC because it's not work when you love what you do - great team, great doctors I work with daily. I care a lot about our patients. They feel welcomed and have a smile on their face when they come to see us."



KALKASKA MEMORIAL HEALTH CENTER
419 S. Coral St., Kalkaska, MI 49646
231-258-7500

Improving the health and quality of life for our communities.