

2024

Community Benefit Report

Improving the health and quality of life for our communities.



KALKASKA MEMORIAL HEALTH CENTER



My Community Represents My Hospital

Kalkaska Memorial Health Center Board Members:

Bear Lake Township

George (Bud) Banker

Blue Lake Township

Teresa Tracy A. Nichol

Boardman Township

Alan Hart

Clearwater Township

Gregory Bradley

Coldsprings Township

Gayenell Gentelia

Excelsior Township

Karl Klimek

Garfield Township

Nelson (Jerry) Cannon

Kalkaska Township

Dale L. De Korne

Oliver Township

Janet Cox

Orange Township

Eric Hendricks

Rapid River Township

Stuart McKinnon (2024)

Matthew Brenner (2025)

Springfield Township

Dr. R. Troy Stobert, DDS

Village of Kalkaska

Diana L. Needham

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Charles (Charlie) Stiehl

Kimberly A. Stephens

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Bruce A. Zenner II

Board Chair - Karl Klimek

Board Vice Chair - Nelson (Jerry) Cannon

Secretary - Teresa Tracy A. Nichol

Treasurer - Dr. R. Troy Stobert, DDS





Letter to the Community



Andrew Raymond, FACHE

Administrator & CEO

2024 was an incredible year for Kalkaska Memorial Health Center. Whether it was vital preventative care in our primary care office, diagnostic services, a necessary tune-up, or saving a life in our state-of-the-art Emergency Department, KMHC was here, providing high quality care every day to our most valuable community asset, you!

2024 was also a historic year for the future of KMHC. In November, the Kalkaska County voters approved a ballot initiative to allow KMHC to transition from an Act 47 Hospital to a modern, 501(c)(3) not-for-profit Hospital. This transition is in progress and will allow KMHC to remain an independent hospital while expanding services to better meet the communities' needs.

Lastly, 2024 saw a change in leadership at KMHC. I would like to wish Kevin Rogols, who dedicated more than eleven years of his life to KMHC, a very happy retirement. The vision, dedication, and passion Kevin brought to KMHC is undeniable. Kevin has left a legacy here for years to come.

Over the past year, the KMHC team spent a substantial amount of time talking with our community members. One phrase we heard over and over again was that KMHC is a gem. I could not agree more and am so proud of this hospital and what we have accomplished. I am deeply honored and humbled to be selected as the next leader of KMHC by the Board of Trustees. One of my main goals as CEO is to protect this treasured community asset.

Thank you to so many that have offered their support and words of wisdom as I have taken on this new role. I am looking forward to the future and the exciting opportunities we have to do what we do best, taking care of you and your family.

As always, thank you for your continued support and helping make KMHC the gem that it is. I am confident that the changes and growth at KMHC will positively impact us as we continue to meet our mission – improving the health and quality of life of the communities we serve.

I hope you enjoy seeing some of the highlights of our historic 2024 in this annual Community Benefit Report.



Fiscal Year 2024

County Hospital

Millage:

\$1,601,339

**KMHC benefits
to the community:**

\$22,084,212



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: 397

Kalkaska County
397
Employees

Kalkaska County
\$18,326,422
Total compensation

Kalkaska County
\$13,958,354
Fiscal year 2024
wages paid

Kalkaska County
\$4,368,068
Fiscal year 2024
benefits paid



\$40,685,874

Total KMHC Wages

\$9,705,134

Total KMHC Benefits

Kalkaska & Mancelona

\$6,000

School Graduation
College Scholarships

618

Total
Employees



\$20,578

Employee Tuition
Reimbursement





My Hospital Provides Chemotherapy & Infusion Care Close to Home

KMHC's Chemotherapy and Infusion Clinic continues to grow and add vital services for our patients. 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

5,235
Fiscal Year 2024
Treatments





My Hospital Grows with our Community



Jennifer Leino, MD

Kalkaska Memorial Health Center Expands Primary Care Services in Mancelona!

In February 2024, Kalkaska Memorial Health Center acquired the former Mancelona Family Practice facility. Now known as Kalkaska Medical Associates-Mancelona Campus, patients can receive quality Primary Care, Physical Therapy, Lab, and X-ray services closer to home!



Eden Elfrink, DO

The team at Kalkaska Medical Associates-Mancelona Campus specializes in caring for the physical, mental, and emotional well-being of you and your family. Each of our four providers is trained to care for you through all stages of your life, from prenatal and pediatric care to long-term comprehensive care.

We manage common illness and complex problems for adults and children. All providers on staff at Kalkaska Medical Associates-Mancelona Campus are board certified, meeting the highest medical standards. Thank you for allowing us to be your trusted first choice in healthcare!



Jennifer Sampson, FNP

KMA-Mancelona Campus is a recognized patient-centered medical home, which means our practice has a model of care, that is team based, coordinated, accessible and committed to quality.



Alexis Kilbourn, PA-C







My Hospital Keeps Our Community Safe

KALKASKA EMS

KMHC Emergency Medical Services

KMHC's owned ambulance service is a top-notch provider of emergency medical services. The team supports Kalkaska County's 12 townships and 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.

2,718
Ground
Transports





My Hospital Provides Many Local Services

As an independently, owned and operated hospital, Kalkaska Memorial Health Center provides many high-quality, close-to-home services so people do not have to travel for necessary care.

Diagnostic Services: 284,063

Thanks to a 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

Fixed MRI

- Increased access
- Available 5 days/week
- New technology
- Reduced Scan time

Emergency Department: 16,674 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.

Acute/Inpatient Care: 1,236 Inpatient & Observation Days

KMHC has experienced tremendous growth for inpatient care, housed in our beautiful Acute Care Pavilion, with a mix of private and semi-private rooms.





Chronic Disease Services: 1,318 Visits

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

Specialty Clinic Providers:

Specialty services provided in Kalkaska include:

- **Physical Medicine & Rehabilitation**
 - Karen Meyer, DO
- **Pulmonology**
 - James Milliken, MD
- **Wound Care (New Clinic!)**
 - Marc Krakow, MD
- **Cardiology**
 - Erik Howell, MD

Rehabilitation Services: 51,412 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

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: 16

Average length of stay: 14 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.

The community promotes independence and a high quality of life with fresh, comfortable apartment housing and an assortment of personal care services:

- Housekeeping and laundry service
- Personal care and assistance
- Medication management
- Scheduling and reminders for appointments
- 24-hour staffing
- Individualized service plans for each resident
- Comprehensive care coordination
- New spa tub

Each Resident can enjoy Restaurant-style dining. Breakfast, lunch, and dinner are prepared on site and served in our spacious dining room!



Surgical Services & Specialty Providers:

1,885 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
- Stephanie Markle, DO
- Paul K. Reynolds, 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

Anesthesia

- Michael Morey, CRNA
- Jeffrey Kyff, DO
- Meri McNulty, DO
- Jennifer Schaffler, MD
- Michele Squires, MD

Lab Services

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

Kalkaska Dialysis Center

Proudly caring for long-term, seasonal, and transient patients.

Outpatient Treatments: 5,316

Home Treatments: 724

Podiatry

- Ronald K. Olm, DPM
- Jeffrey E. Stych, DPM
- Daniel Spencer, DPM

ENT

- Lori A. Lemonnier, MD

Orthopedics

- B. Scott Groseclose II, MD
- Andrew Boyce, DO
- Thomas Freeman, Jr., MD
- John Reineck, MD
- Grant Price, PA (clinic only)
- Michael Peters II, DO
- Brent Wiersema, DO

Preoperative Clinic Clearance

- Jennifer Yankee, FNP

Cardiac Rehabilitation:

1,963 Visits

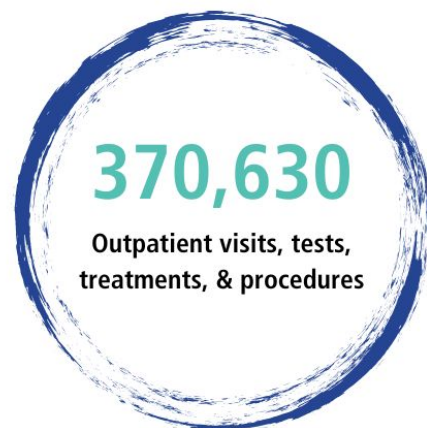
Cardiac Rehabilitation at Kalkaska Memorial Health Center meets the specific needs of patients with heart conditions. The goal is to help the patient return to the highest level of function and independence possible, while improving their overall quality of life.

Cardiac Diagnostics:

7,275 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





My Hospital Helps My Adolescent Community

Teen Health Corner Clinics

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

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, LPC
- Jordan Sanger, LLPC
- Therese Kaufman, LMSW



Kalkaska Teen Health Corner: 1,244 Clinic Visits/221 Well Child Visits

(Located on KMHC's campus)

- Primary Care, behavioral health care (counseling, psychotherapy)
- FY24 Education: Nutrition, exercise, vaping consequences, blood sugar, burnout for teens

Forest Area Teen Health Corner: 885 Clinic Visits/120 Well Child Physicals

(Located on Forest Area School Campus)

- Primary Care, behavioral health care (counseling, psychotherapy)
- FY24 Education: Nutrition, exercise, vaping consequences

Teen Health - Kalkaska Middle School: 844 Visits

(Located within Kalkaska Middle School)

- Counseling and behavioral health care
- Depression screenings and group education



Support Groups, Classes, Sponsorships, 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: \$543,357

Buying supplies and services locally supports other community businesses.

Safe Sharps Disposal: \$721

In FY2024, 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.

Strawberry Social:

\$1,729: Donated Food

275: Community Members Served

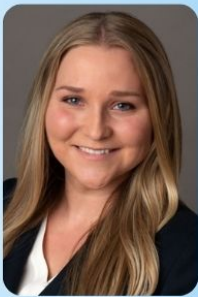
Each year, Kalkaska Memorial Health Center hosts a community Strawberry Social. KMHC staff, Board Members, and their families volunteer to help run the event. In recent years the Strawberry Social has been held on the south side of the Assisted Living, with plenty of space for kids to play games and 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.





Kalkaska Medical Associates
Family Medicine

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



Mancelona Campus

- Jennifer Leino, MD
- Eden Elfrink, DO
- Alexis Kilbourn, PA-C
- Jennifer Sampson, FNP



Pediatrics

- Cynthia Smith, MD



Physical Medicine & 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.

New expanded location (Summer 2025)



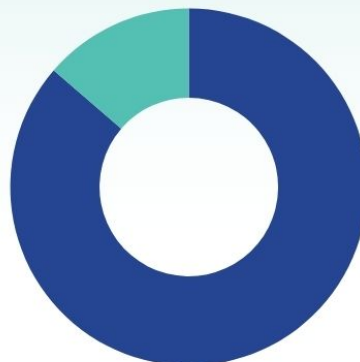


My Hospital Helps Cover Financial Gaps

No one is ever denied medically necessary care, regardless of their ability to pay for services. In fiscal year 2024, Kalkaska Memorial Health Center provided:

Health Services Assistance

Dialysis Transportation	\$39,020
Medication Assistance Program	\$11,327
Total	\$50,347



\$407,372
Unpaid cost of charity care
(care of uninsured and underinsured)

\$2,574,686
Unpaid cost of bad debt
(bills deemed uncollectable)

KMHC hosts local first graders for Health Fair Day

In the spring each year, KMHC hosts a Health Fair Day for first grade students from local school districts. For many years KMHC staff have enjoyed hosting this day to introduce first graders to various healthcare services for the first time. The hope is that the kids will be less intimidated if the need arises to either utilize services at the hospital or visit a loved one, while also having educational opportunities. KMHC staff serve as both “tour guides” and “station leaders”, where they help kids learn about healthcare services, have question and answer sessions while also having some fun. Some of the stations include proper handwashing, healthy eating, x-rays, medical equipment demonstrations, asthma education, and the overall favorite-getting to tour an ambulance.





My Hospital Adds Value to the Community

Total Economic Contributions to the Communities We Serve

Bad Debt (bills deemed uncollectable)	\$2,574,686
Community Outreach & Events	\$2,450
Employee Tuition Support	\$20,578
Health Services Assistance	\$50,347
High School Student College Scholarships	\$6,000
In-Kind Donations	\$153,000
Purchases (local goods and services)	\$543,357
Uncompensated Patient Care (charity care)	\$407,372
Wages and Employee Benefits	\$18,326,422*

Total Contributions	\$22,084,212
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*Employees who live in Kalkaska County





KALKASKA MEMORIAL HEALTH CENTER
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