



## OUR MISSION

To provide quality health and wellness services to the people of our region.

## OUR VISION

We will be the trusted first choice for our patients, staff and physicians.

# 2019 ANNUAL REPORT

[WWW.SCMH.ORG](http://WWW.SCMH.ORG)

Schoolcraft Memorial Hospital is an equal opportunity provider and employer.

501c3 - EIN - 74-2517055



# OUR GOALS



## 2019 ORGANIZATIONAL GOALS



### FINANCE

Our profit margin will be 4% or higher.



### PEOPLE

To increase the staff satisfaction percentage by 3% on employee survey question: I have trust in hospital administration.



### SERVICE

To increase the patient satisfaction percentage by 2% to those patients who answer "Completely Satisfied" on the overall experience survey question.



### QUALITY

Improve quality/safety by each department meeting their established quality/safety department goals.



### COMMUNITY

To have 75% overall employee participation in SMH approved events.



### GROWTH

To increase statistical patient/procedure volumes by 5% in Specialty, HomeCare, Swing Bed & Surgical.

## 5 YEAR STRATEGIC PLAN



Strengthen and secure the community's asset now and into the future



Exhibit leadership for our community and its health



Secure and develop talent for today and tomorrow

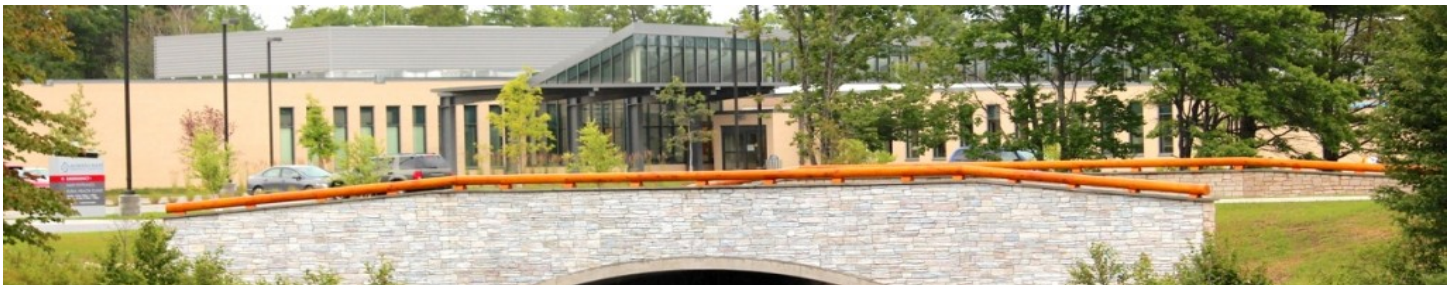


Invest in infrastructure



Strengthen and expand services to become the preferred regional destination

The Board of Directors adopted the 5 Year Strategic Plan in 2018 and it was implemented by SMH Administration.



# FINANCE

\$10 Million Dollar  
Cerner Electronic  
Medical Record  
Implementation  
Project Set to Go Live  
in January 2020

State of the Art  
Nuclear Medicine and  
CT Scanner  
Purchased for Low-  
Dose Testing &  
Improved Diagnostic  
Testing

Our financial strategy includes three primary factors:

1. Targeted expansion of services.
2. Implementation of revenue cycle strategies to improve reimbursement for services provided.
3. Targeted cost reductions, which have reduced inefficient spending thus lowering costs while maintaining quality patient service.

SMH's interim 2019 year end Income Statement ended with a Net Loss of (\$154,000) compared to prior year of \$944,000.

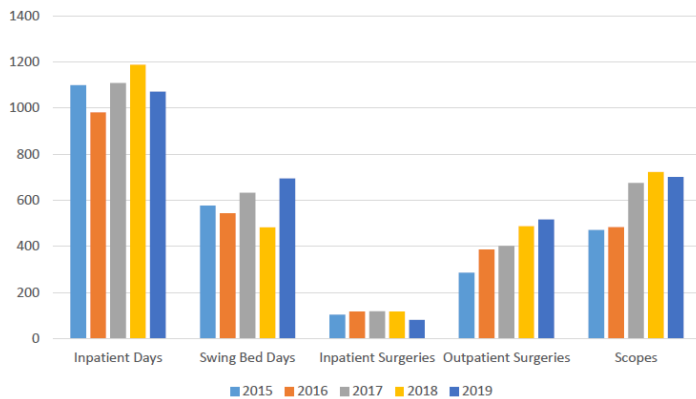
## 2019 Income Statement (in Thousands)

	2019 (Unaudited) Actual	2019 Budget	% Variance to Budget	2018 Prior Year Actual	% Variance to Prior Year
Net Patient Revenue	37,417	43,453	-14%	36,635	2%
340B Revenue	1,633	1,083	51%	1,631	0%
Other Operating Revenue	534	330	62%	446	20%
Total Net Operating Revenue	39,584	44,866	-12%	38,712	2%
Total Expenses	39,137	42,257	7%	37,132	5%
NOI / (NOL)	447	2,609	-83%	1,580	-72%
Other Non-Operating Income	(601)	63	-1054%	(651)	-8%
Net income/ (Loss)	(154)	2,672	-106%	944	-116%

- Net Patient Revenue was up 2% from prior year based on increases in outpatient, swing bed, and Homecare revenue.
- Total Net Operating Revenue increased 2% over prior year, due to increase in Net Patient Revenue.
- Total Operating Expenses were up 5% over prior year due to increase in Salary and Benefits expense.
- Other Non-Operating Income, Net had a negative variance of 8% from prior year due to lower interest expense and increased investment income.
- SMH did not achieve its financial goal of ending the year with Net Income of 2% or greater, with an actual Net (Loss) of <-1%.
- SMH achieved the following key financial ratios during 2019. These ratios, along with Net Income are key indicators of the financial health of rural hospitals.
  1. EBIDA / Gross Revenue Ratio: 4% (Benchmark = 8%)
  2. Days Cash on Hand: 56 days (Benchmark = 60 days)
  3. Days Net Revenue to Net Accounts Receivable: 55.5 days (Benchmark = 52.2 days)

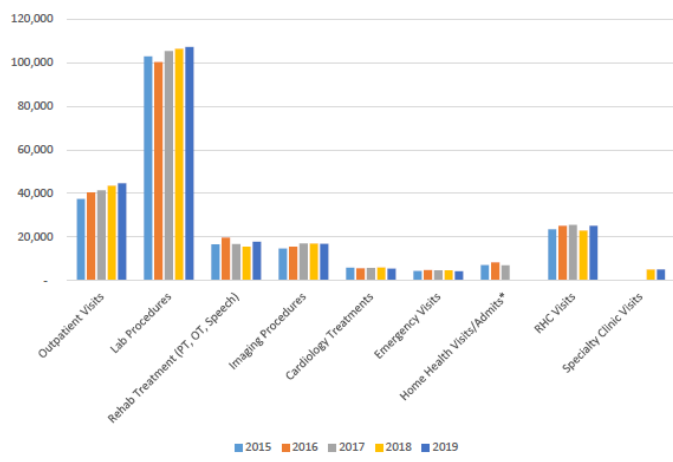
# GROWTH

Inpatient Days, Swing Bed Days, and Surgeries 2015-2019

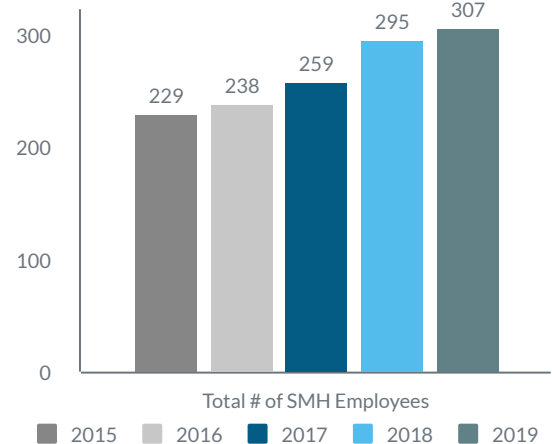


Outpatient surgical volume increased 6% in 2019 over 2018 with 51% growth since 2015

Ancillary, Emergency, Homecare, RHC and Specialty Clinic 2015-2019



SMH is the largest employer in Schoolcraft County. The financial impact of an annual payroll of \$19,310,711 is significant for our local economy.



Rural Health Clinic visits were up by 10% in 2019 and we saw a 1% increase in Specialty.

Swing Bed Days increased by 44% compared to 2018

We saw a 15% increase in the number of Rehabilitation Services Visits (PT, OT, Speech)

Statistic	2015	2016	2017	2018	2019	% Variance from 2018
Inpatient Days	1,099	981	1,108	1,188	1,071	-10%
Swing Bed Days	576	543	632	482	694	44%
Inpatient Surgeries	103	117	118	117	80	-32%
Outpatient Surgeries	285	385	401	487	516	6%
Scopes	471	483	675	722	701	-3%
Outpatient Visits	37,501	40,362	41,419	43,500	44,713	3%
Lab Procedures	102,852	100,386	105,301	106,442	107,153	1%
Rehab Treatment (PT, OT, Speech)	16,593	19,788	16,719	15,534	17,865	15%
Imaging Procedures	14,696	15,505	16,953	17,059	16,840	-1%
Cardiology Treatments	5,909	5,566	5,749	5,934	5,490	-7%
Emergency Visits	4,371	4,765	4,629	4,633	4,315	-7%
Home Health Visits/Admits*	7,083	8,326	6,949	350	319	-9%
RHC Visits	23,541	25,155	25,568	22,954	25,201	10%
Specialty Clinic Visits				5,010	5,070	1%

\* Home Health began tracking patient admits as a statistic in 2018



# OUR SENIOR LEADERSHIP TEAM



*"A sincere thank you to all that help make Schoolcraft Memorial Hospital the place to go for quality healthcare and an overall great place to work. We have established a history for providing excellent service to our patients because of you - because you care deeply about our organization and our community. Your professionalism, dedication and commitment are an inspiration. I am proud to say that I am part of the Schoolcraft team!"*

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**Bob Crumb, Chief Executive Officer**



**Boyd Chappell**  
Chief Financial Officer



**Scott Blixt**  
Chief Nursing Officer



**Kent LaCroix**  
Chief Information & Ancillary  
Officer



**Kathy Fetterley**  
Chief Resources Officer



**Kristin Peterson**  
HomeCare & Hospice Director



**Kim Shiner**  
Rural Health Clinic Director



**Tiger Marcotte**  
Chief Quality & Safety Officer



**Sara Giles**  
Marketing Director



**Kristen Boyd**  
Executive Assistant

## Alan W. Ott Rural Health Clinic

- **Volume:** The clinic has seen record volumes this year, up 2500 visits from the previous year. New medical practitioners to the clinic include Dr. Mike McNamara and Jen Casey, NP. Lisa Tatrow joined the team as a Behavioral Health Consultant. The clinic has a robust team of mid-level providers and medical doctors that provide the best care.
- **Naubinway:** SMH is proud of our newest clinic facility in Naubinway, MI. Dr. Bomber and Tracey Marino, FNP are the team and can provide walk in services, same day appointments, physicals, CDL's, and on site strep and flu testing.
- **Integrating Behavioral Health Services into the RHC:** This dynamic team now includes Lisa Tatrow, LMSW, CAADC as the Behavioral Health Consultant, and Julie Hardy, MS LPC, as the Patient Navigator. Together with Janet Pratt, PMHNP and Becky Gould, LPN they have implemented the Community Connect Program and moved the behavioral health program to a new level of care for our patients.
- Recently Janet Pratt, Psychiatric NP, and her team received a grant for SMH RHC from the Community Foundation for Southeast Michigan to address the opioid crisis in our community. Our project and team will collaborate with the Schoolcraft County Jail to provide substance use disorder care for incarcerated non-pregnant adults who qualify and who choose to participate.
- Upper Peninsula Health Care Solutions invited us to be a part of the UPLift Collaborative Care Project this year. The project goal is to improve patient health outcomes and patient engagement among members of the patient population by implementing the collaborative Care Model of Behavioral Health Integration over the course of the next three years. Becky Gould, LPN, will serve as the Behavior Health Care Coordinator to support and coordinate the mental and physical health care of the patients.
- **Quality improvements** for the year include ACO Shared Savings. SMH RHC received their first GMRACO Shared Saving results and the three years of commitment by the ACO clinic team paid off. RHC Annual Wellness Visits climbed from 25% in 2017 to 49% in the 3rd quarter of 2019. The ACO clinic team is led by Haley Whitman, LPN. Haley coordinates care and has started our newest level of transitional care management to ensure our patients receive top notch follow up care. PCMH: The RHC and Specialty Clinic are classified as a Patient Centered Medical Home and passed the site validation survey this past summer. The goal is to continue to be a high performing PCMH. To do this, the clinic ensures patients have follow up appointments, offers after-hours advice, and utilizes care managers. In 2019, we offered the Healthy Kids, Healthy Futures campaign to promote the importance of well child and adolescent visits and the Smart Rx Campaign to promote awareness about antibiotic use.
- **Advanced Care Planning (ACP):** The clinic introduced the Respecting Choices Advance Care Planning project. The plan included the Five Promises of an effective ACP system: To initiate the conversations, aid with ACP, make sure plans are clear, be able to maintain and retrieve plans, and appropriately follow the plans. Upper Peninsula Health Care Solutions helped us with our initiative, and to date, we have three ACP facilitators and plan on sending the Care Coordinators to training in 2020.

### Several New Providers Joined Our Team



J. Casey  
NP-C  
Family Practice



Lisa Tatrow  
LMSW, CAADC  
Behavioral  
Health  
Consultant



M. McNamara  
M.D.  
Adult &  
Geriatric Practice



J. Bomber  
D.O.  
Family Practice  
Naubinway  
RHC



T. Marino  
FNP-C  
Family Practice  
Naubinway  
RHC

### Naubinway Clinic Team & New Clinic Space



Julie Hardy  
Patient Navigator  
Janet Pratt  
Psychiatric NP  
Lisa Tatrow  
Behavioral Health  
Consultant

- **Care Management Team:** The clinic has built a dynamic Care Manager Team that includes our Diabetic Care Manager, Laurielee Richmond, RN who works alongside Haley MacGregor, LPN the Medicare Care Coordinator to support and coordinate services for our patients. In 2019, the clinic enrolled a record number of patients in the Care Management Program. The future includes the integration of a Behavioral health Care Coordinator, Becky Gould, LPN, to coordinate and manage care of the behavioral and mental health population.



## Specialist Services Close to Home



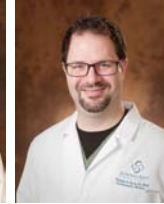
J. Galey, MD  
Orthopedic  
Surgeon



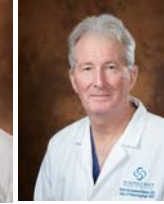
G. Bambach, MD  
General  
Surgeon



J. Niemela, DPM  
Surgical  
Podiatry



N. Hoeve, DO  
Cardiologist



M. Cardamone-  
Rayner, MD  
Otolaryngologist



R. Vermeulen, MD  
Physical Medicine  
& Rehabilitation



Brenda Barber  
FNP-BC, GNP-  
BC, CWS,  
CWOCN



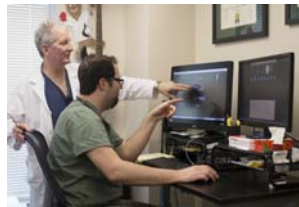
Janet Pratt,  
PMHNP-BC  
Psychiatric  
Nurse  
Practitioner



Welcomed New  
Orthopedic  
Surgeon

J. Hance  
MD

6 Days Per  
Month



### Traveling Specialists Visit the Clinic Monthly.

Miracle Ear  
Oncology  
UPHP Cardiology  
Interventional Radiology  
Vein & Pain Clinics

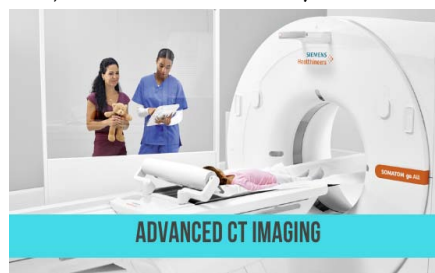
Neurosurgery  
Urology  
Ophthalmology  
Pediatrics

## Medical Imaging

- New Siemens CT scanner installed (Somatom go.All). All technologists trained on new scanner.
- New Siemens Nuclear Medicine SPECT-CT installed (Symbia Intevo SPECT-CT).
- Reached several milestones: Highest April and August volumes ever, most patients done in a single day (7/15/2019), most US done in a single month (May), and most CT's done in a single day (5/13/2019).
- Offered and performed 4 new exams to physicians and patients. (% Body Fat DEXA Scan, TEE, TEE w/ contrast, and ABI w/ exercise)



STATE OF THE ART NUCLEAR MEDICINE EQUIPMENT



ADVANCED CT IMAGING



## CardioPulmonary Care



- CardioPulmonary Care staff participated in the SMH Health Fair providing free Pulmonary Function Test (PFT) screening to the public.
- Pulmonary function testing performed 118 tests up 4% from 2018.
- CPC dept performed 893 different procedures in 2018.
- Walking Lexiscan protocol reduced procedure side effects by over 70%.
- Cardiac and Pulmonary Rehab programs saw over 50 new patients in 2019.

## Human Resources

- Implemented a new Onboarding and Orientation program for New Hires (Jan 2019)
- Implemented Livongo – a Diabetes program free to employees (Feb 2019)
- Introduced IT Cyber Security Courses (March 2019)
- Implemented the WOW (What Other Way) Employee Suggestion Program (March 2019)
- Implemented Corporate Compliance program, including policies and the confidential employee reporting hotline & online reporting mechanism (May 2019)
- Transitioned Wellness benefits to iSolved (Oct 2019)
- Added additional Medical Insurance option (High Deductible) (Oct 2019)
- Implemented FIGO Pet Insurance (Oct 2019)
- Initiated comprehensive personnel file audits in anticipation of moving to electronic files
- Facilitated a Full Positive Open Enrollment for all eligible employees (Nov 2019)
  - Included an audit of all beneficiaries
- Facilitated Survey Readiness Training (Dec 2019)
  - Introduced Survey Readiness module in HealthStream for all employees
  - Facilitated Leadership Readiness Training
  - Implemented Readiness Rounds
- Time to Fill and Time to Hire times down accordingly:
  - Time to Fill: Goal <35 Days, 2018 Average: 37.81 Days, 2019 Average: 24 Days
  - Time to Hire: Goal <21 Days, 2018 Average: NA, 2019 Average: 14 Days
  - Number of Applicants Hired in 2019: 122
- Additional Leadership Training Provided:
  - Position Manager and iSolved Training (Jan 2019)
  - Leadership Onboarding Manual (5 Hour Training – Jan 2019)



## Rehabilitation Services

- Added a part-time and full-time Physical Therapist, ending the need for contractual therapists.
- Added a full-time Occupational Therapist and increased coverage for in-patient, outpatient, home care and swing bed patients.
- Improved rehab department reception and gym design for improved safety and patient flow.
- ImPACT (Immediate Post-Concussion Assessment & Cognitive) performed on 54 students for baseline results in order to optimize rehabilitation and recovery at Manistique junior high/high school along with St. Francis De Sales.
- Provided clinical education & supervised 3 Doctorate of Physical Therapy (DPT) students and 1 Occupational Therapy (OT) Master's Student.
- Improved heart rate, pulse O2 and blood pressure monitoring with Welch Allen Monitoring System.
- Added HEPA Air Filtration system to address air quality issues in Rehabilitation and Fitness Center.
- Implemented 24/7 employee fitness access and opened this up to all members in January 2019.
- New Total Gym, treadmill, and an elliptical were added to Fitness Center.
- Fitness Visits increased from 10,999 to 15,283.





## Ambulatory Care Unit

- The department participated in the annual SMH Health Fair. Dr. Kusnier provided over 50 skin cancer checks in the Ambulatory Care Dept.
- All ACU staff participated in at least 3 SMH events in 2019.
- Dr. Bambach completed 701 scopes in 2019.
- ACU CERNER super users have been trained and are providing critical training to the staff before our go live date in January 2020.
- ACU manager was able to participate in the Bay College career job fair, the Gladstone and Escanaba High School career fairs, and the Lake Superior State career fair.
- ACU remains very busy, with 4 full time Registered Nurses (RNs), 2 part-time RN's, 2 per diem RN's, and a ward clerk that holds the team together.
- Dr. Hance joined our team as a new orthopedic surgeon.



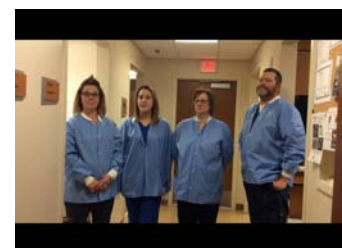
## Operating Room

- The Operating Room had a record number of Surgeries totaling 878. 36 more procedures were completed this year as compared to 2018.
- For two years in a row, the department has broken records for procedures performed.
- Training and Education completed to begin performing Salpingectomy (Removal of Fallopian Tubes for sterilization) with Dr. Bambach in 2020.
- Dr. Hance, Orthopedic Surgeon, will begin performing surgeries in 2020.
- State inspection resulted in 0 citations for our department.



## Laboratory

- 2019 Total Laboratory Procedures were up 0.6% compared to 2018.
- Total Billable Tests in 2019: 1,092,962
- The lab added a phlebotomist for Cedar Hill Provider Group in Gladstone.
- The Sepsis Screening protocol is working well. Lab shows nearly a 270% increase in Procalcitonin testing, from 300 to 810 samples last year. This test aids the provider in the detection of severe bacterial infections, including sepsis. This test also plays a significant role in antibiotic stewardship.
- Lab installed a new water purification system for laboratory testing.
- Lab trained additional staff to assist providers in Bone Marrow collections and Fine Needle Biopsies.
- 162 Visitors at the 2019 Health Fair took advantage of the (3) Free Lab Tests offered.



## HomeCare & Hospice

- SMH HomeCare and Hospice employees organized and participated in many events within the community in 2019. In fact, 88% of staff participated in SMH approved events.
- Our department had a positive, unannounced, Hospice Survey in 2019.
- The team had a 20% increase in hospice admissions from 2018 to 2019.
- The team added a new chaplain to our hospice team which will in turn help us meet one of our 2020 goals of increased chaplain involvement in spiritual assessments.
- The team met 3 out of 5 departmental goals in 2019.
- When surveyed, 92% of patients reported they were “completely satisfied” with the care provided by our staff.
- We had a wonderful turn out at our “Bells for Hospice” event in November. This nationwide, public event takes place each year in November and serves as a time of remembrance for those loved once we have lost.



## Social Work

- Monthly Caregiver support group for caregivers of persons with dementia continued.
- Continued participation in KARS (Kids Always Ride Safe), providing car seats and demonstrations on proper installation to parents.
- Michigan Medicare/Medicaid Assistance Program service continued through 2019 serving approximately 175 clients.
- As of February 2019, 2 members of the social work department participated in Advance Care Planning training and became trained facilitators. As a result multiple community members and patients were provided with Advance Care planning using the *Respecting Choices* Model.
- The social work department provided community presentations on Advance Care planning, including to clients at Woodland Assisted Living and to our local Senior Companion volunteers.

## Pharmacy

- Completed Cerner build requirements in advance of go-live.
- Created 340B Task force which positively impacted 340B savings and compliance.
- Achieved full compliance with standards for sterile compounding.
- Hired second pharmacist, Courtney Nevala, to ensure excellent service standards.
- Encouraged positive patient outcomes through the Antibiotic stewardship Committee.
- Ongoing Facilitation of Pain Stewardship to support the facility's and community's commitment to make an impact on the opioid crisis.





## Clinical Education

The Clinical Education department, which consists of the Education Manager, AHA & Medical Control Coordinator and Clinical Educator, coordinated continuing education programs and training for the employees of SMH and members of the community in 2019.

- Employee fall CPR roundup was successful with minimal employees missing their renewal dates and currently no employees have expired CPR certifications.
- Education dept was able to certify a new instructor for ACLS and PALS courses.
- Competency training was changed to station type of training instead of power point lectures and was well received by students and presenters.
- Education staff certified all the staff at Big Bay de Noc area schools and several educators at Emerald Elementary school.
- Nursing staff were educated and trained on the current lifts and new SCD units the hospital is currently using.
- Education held suicide crisis training for employees in June of 2019.
- Elizabeth Ross, Education manager started August 12th.
- Actively involved in the Cornerstone Training Team for employees and leaders at SMH.



## Medical Surgical/Emergency

- Med-Surg and ER participated in two major rapid improvement projects to increase patient satisfaction and increase throughput. This went very well and we are seeing improvements in our data.
- Med-Surg/ER made it to 343 days fall free over this last year. This is a huge accomplishment! The department was featured in Stryker Magazine for their Outcomes Story.
- Med-Surg/ER participated and sponsored the coat drive at the September Health Fair. Over 300 jackets were distributed to those in need.
- We introduced the triage RN position to decrease our left without being seen population in the ER and saw improvement from 3.3% to 2%.
- Med-Surg has improved the process for medication scanning and partnered with pharmacy and cardiopulmonary to make this happen. The department went from 66% to over 84%.



## Patient & Life Safety / Quality

- Risk Assessment was completed through Coverys without any issues or concerns regarding safe patient handling and equipment. Looking to build a Safe Patient Handling Program in 2020.
- Completed multiple Emergency Preparedness drills and found some deficiencies among them. New processes were put in place and staff were educated on the changes.
- Education for every employee to learn how to page a drill
- Hostage situation Improvements to include:
  - Door Jammers for each room that does not lock in all hospital facilities
  - Active Shooter Training with Bob Berhbom
  - Lock down testing
- Fire Extinguisher Training in October
- Panic Pendants for all Med/Surg, ED nurses and off-site housekeeping
- Active Shooter Table Top Exercise (planning for full exercise in 2020)
- Worked with Dan Hoholik on Slip/Trip/Fall education throughout the year
- Completed RAVE Training with Management Team
- Created Safety Zone Resource Guide to assist entering safety zones, as well as training for Leaders and employees
- Multiple Root Cause Analysis (RCA) for identifying cause, learn from issue, and improve process to mitigate the risk of issue happening again.
- Update (and continue to do) Emergency Operations Plan, including adding to Policy Stat so staff can access on the computer as needed.
- Completed HVA (Hazard Vulnerability Assessment)
- Implemented daily safety huddles and rounding to identify safety concerns.
- Prepared Peer Review cases, meetings, documentation and created case rating forms
- Implementation of Risk Assessment for new procedures or equipment
- Facilitated multiple performance improvement events in ED, M/S, Wound Care, and the creation of the prior authorization & central scheduling department.



## Infection Control

- Employee Health offered all departments door to door with influenza vaccinations and mask fit testing for 2019-2020 employee health requirements to accommodate employee schedules.
- 2019-2020 Flu shots
  - 374 total employees, volunteers and HOSA students required shots, 335 were given between 10-1-19 and 12-1-19. (39 received their shots elsewhere)
- 2019-2020 mask fit tests
  - 212 mask fit tests were performed between 10-1-19 and 12-15-19.

## Wound Care

- Jessica Rochefort, NP, received her certification in wound care and will work alongside Brenda Barber, FNP-BC, GNP-BC, CWS, CWOCN and her wound care nurses to ensure patients wounds are managed close to home.
- Wound Care moved to its new location at 101 Walnut Street, providing outstanding outpatient care to patients in our community.
- Twenty participants from across the UP, attended our Second Annual Wound Care Seminar on April 9th, 2019.



### Building Expansion Project Update

- Phase Two includes 29,000 sq ft of new construction and renovated space. The new building addition will bring all clinical services onsite, improve continuity of care and coordination of services, and give patients more convenient access to all SMH services.
- We are thankful for the positive ongoing support of local and state officials for Phase Two of our Building Expansion Project. Our application for funding through the USDA has passed review at the state office level and is currently under review at the National Office. This level of review is customary for projects of the scope we are contemplating.
- While all of this requires patience, time and attention to detail, we clear these hurdles knowing that the improved continuity of care will have a positive impact on those we serve and will strengthen the future of our community. The due diligence of all involved ensures great success.
- Thank you for your generosity, encouragement, and continued partnership. Providing a convenient main campus for our expanded specialty services will have a regional impact for years to come. Once we receive the loan approval from USDA, we plan to break ground.
- Moving Forward Community Updates were provided to community members in Manistique, Garden, and Curtis in 2019. Guests were provided with a presentation of the new building plans and a chance to meet and greet with department managers and medical providers.



- The first Festival of Trees successfully displayed imaginatively decorated trees from businesses and local organizations. They supported our hospital through their enthusiastic involvement in this holiday event. As people entered the atrium, the beauty of the trees, the Christmas music, the various events, and the opportunity to make a difference in our community, enveloped them in the season's joy. It lifted the spirits of our patients struggling with health issues. We heard story after story from people who appreciated how much the event lifted their mood and gave them hope. The community embraced the Festival of Trees and is excited about next year. The first year was a great success!
- We displayed the decorated trees from December 2nd – 8th in the SMH atrium. Along with the trees, the festival included daily musical performances, art classes, community updates, Love-Lite Tree lighting ceremony, children's activities, and more.
- The event grossed over \$25,000. Visitors, employees, and volunteers purchased over 15,000 tickets for a chance to win a fully decorated tree or raffle prizes. Included in the raffle were the twenty-two trees on display and 40 additional prizes. On December 8th, we announced all the winners live on social media. All the funds raised are earmarked for the Building Expansion Project. Over 90 volunteers came forward to help execute this extraordinary event.
- Plans are underway to make the Festival of Trees a special holiday tradition for Schoolcraft Memorial Hospital and the surrounding communities.

# INVESTING IN DIAGNOSTICS

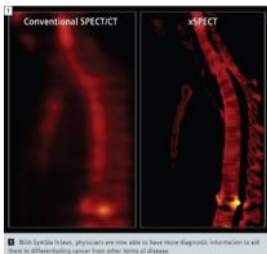
**\$1.1 Million  
Spent On New  
Equipment**



Siemens Somatom go.All 64 slice CT Scanner

- ▶ 500 lb. weight limit
- ▶ Longer scanning table
- ▶ Over 50% reduction in dose
- ▶ Faster scan times
- ▶ Metal Artifact Reduction
- ▶ New interventional tools

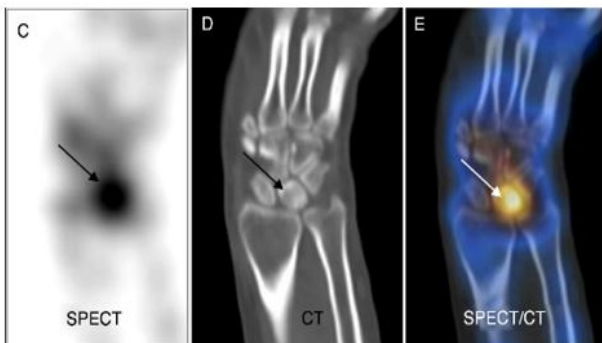
## ADVANCED CT IMAGING



▶ Non-invasive Single Photon Emission Computed Tomography (SPECT) and Computed Tomography (CT) Imaging services with the new Symbia Intevo by Siemens. Its innovative technology enables the quantification of molecular processes in the body

- ▶ May assist with earlier modification of patient treatment
- ▶ Allows for lower radiation exposure

## STATE OF THE ART NUCLEAR MEDICINE EQUIPMENT





# INVESTING IN TECHNOLOGY



NEW  
CERNER ELECTRONIC  
MEDICAL RECORD WILL  
UNITE THE RURAL  
HEALTH CLINIC AND  
HOSPITAL ON ONE  
SYSTEM



COMING JANUARY 2020



- New Appointment Booking Phone Numbers
- New & Improved Billing Process
- New Patient Portal & Online Bill Pay



## KEY VISION TESTS

- ✓ **Leadership Alignment**  
*June 24, 2019 - June 28, 2019*
- ✓ **Learning & Adoption Workshop**  
*August 8, 2019 - August 8, 2019*
- **Workflow & Integration**  
*August 12, 2019 - August 16, 2019*
- **Train the Trainer**  
*September 16, 2019 - September 20, 2019*
- **Physician Super User Training**  
*September 30, 2019 - October 4, 2019*
- **Integration Testing 1 (Clinical)**  
*October 21, 2019 - October 25, 2019*
- **Integration Testing 1 (Financials)**  
*October 28, 2019 - November 1, 2019*
- **Integration Testing 1.5 (Clinical)**  
*November 11, 2019 - November 15, 2019*
- **Integration Testing 1.5 (Financial)**  
*November 18, 2019 - November 22, 2019*
- **Integration Testing 2 (Clinical)**  
*December 9, 2019 - December 13, 2019*
- **Integration Testing 2 (Financials)**  
*December 16, 2019 - December 20, 2019*
- **Physician End User Training**  
*January 6, 2020 - January 10, 2020*
- **Physician Concierge**  
*January 13, 2020 - January 17, 2020*
- **Conversion**  
*January 27, 2020 - January 31, 2020*
- **Leadership Assessment**  
*February 24, 2020 - February 28, 2020*
- **Health Check**  
*March 30, 2020 - April 3, 2020*

OUR HOSPITAL TEAMS HAVE WORKED TIRELESSLY TO IMPLEMENT THE NEW SYSTEM



# \$10,000,000 Building Expansion Project

In 2013, SMH opened its doors to a brand-new facility with long-term plans to unite all departments. The hospital's success and community support has unlocked the door to Phase Two of our building expansion project.

## WIDENING OUR REACH AND IMPACT

### 29,000 sq ft Expansion Project Includes:

#### 8,000 sq ft Renovation of Alan W. Ott Rural Health Clinic

- Added Treatment Rooms & Provider Space
- New Behavioral Health Program & Expanded Psychiatry Services
- Improved Design Layout for Better Flow and Patient Privacy

#### NEW Specialist Clinic

- Otolaryngology / Ear Nose & Throat (ENT)
- Wound Care
- Surgical Podiatry
- Physical Medicine and Rehabilitation

#### NEW Rehabilitation Center

- Aquatic Therapy Pool
- Locker Rooms with Showers
- Spacious Rehab Gym Area
- Newly Designed Treatment Rooms for Physical, Speech and Occupational Therapies
- Adult & Pediatric Treatment Space

#### Outpatient Care Expansion

- 8 New Infusion Bays
- 2 New Private Infusion Rooms
- Visitor Lounge
- Access to Outdoor Gardens
- 2 Additional Treatment Rooms for Urology and EEG Procedures
- Added Space to Recovery Area

#### Uniting the Team

- All Departments in One Location
- Continuity of Care for Patients

## MOVING FORWARD

Building Expansion Project Phase Two



[www.scmh.org](http://www.scmh.org)

Schoolcraft Memorial is an equal opportunity provider & employer.

TO MAKE A DONATION OR TO LEARN MORE ABOUT THE EXPANSION PLAN,  
CONTACT OUR FUND DEVELOPMENT COORDINATOR AT 906-341-3250



# Awards & Recognition



## Governor's Award of Excellence

Schoolcraft Memorial Hospital received MPRO's 2019 Governor's Award of Excellence for Outstanding Achievement in Effective Reporting and Measurement: Critical Access Hospitals.

This award recognizes participants for their dedication and success in improving healthcare quality and patient safety in Michigan. To be eligible for the award, participants must have achieved, maintained and continually improved in specific and rigorous milestones related to the award they received.



## Achiever's Award

Schoolcraft Memorial Hospital was awarded the 2nd annual Achiever Award at the Schoolcraft Tourism & Commerce Awards Gala, along with other local recipients. Other Award winners included: Believer Award: Limestone Federal Credit Union; Firecracker Award: Ashley Winkel; Volunteer of the Year Award: Peter Hood.



## Medical-Surgical Department Recognized in Stryker Magazine for Fall Reduction Efforts & Success



### OUTCOMES STORY



Evidence-Based Revisions to Fall Prevention Policy and Staff Re-education Results in Sustained Fall Prevention in an Emergency Department and Medical/Surgical Floor

Merrisa MacGregor BSN, RN

# CARING FOR OUR COMMUNITY

Schoolcraft Memorial Hospital employees are actively engaged in our community. Many of our team members have leadership positions in local government, and serve on school or community boards.

In 2019, **75% of employees participated** in at least one community event listed below. We are proud of where we work and want to give back. The #SMHCARES program was created to encourage community involvement and to reward employees for going above and beyond their regular duties at work.

**Over \$70,000 in Health Screening Services Given Away at the Annual Health Fair**



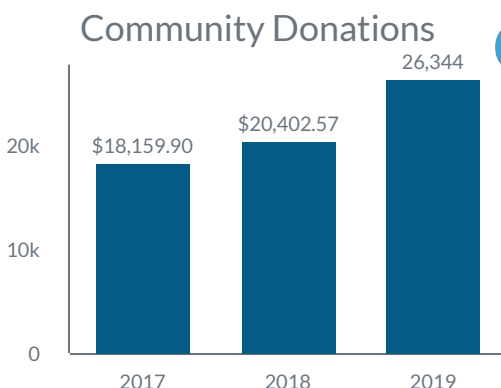
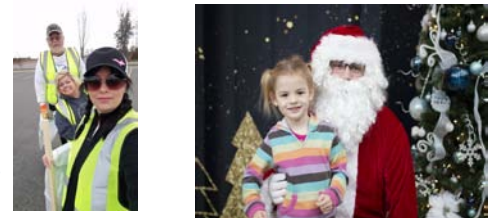
**\$10,000 Grant Given to Schoolcraft Co. Transit Authority to provide Free Transportation for Non-Emergency Medical & Behavioral Health Appointments**



Active Shooter Training  
Adopt A Highway  
Alzheimer Disease Support Groups  
Annual Coat Drive  
Bells for Hospice  
Blood Drives  
Blood Pressure Clinics  
Breast Cancer Support Groups  
Career Fairs  
CBC Auction at SMH  
Community Bells for Hospice  
Community Resource Fair  
Cooks Corn Roast  
Feeding America Food Truck  
Festival of Trees  
Folk Fest & Paperchase  
Fourth of July Parade  
Girl Scouts  
Habitat For Humanity Local Build  
Harvest Gathering Food Drive  
Healing Garden Moon Work Bees  
Health Fair  
Love Lite Tree  
Moving Forward Community Updates  
Salvation Army Bell Ringing  
Skate Not Vape  
Sports Physicals  
STC Welcome Center  
Table or Treat  
Walk for Warmth  
Winter Moon Walk

**Employees Raised \$6,038 for the Schoolcraft County CBC Fundraiser with an Internal Auction**

**Hosted Feeding America Food Truck April-Dec. SMH Staff & Volunteers Fed 450 Families each month with 20,000 lbs of food**

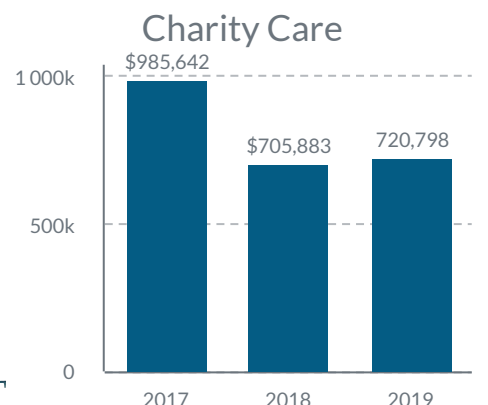


**\$26,344 Donated to Community Charities, Local Events & Scholarships**

## GIVING BACK



**We Offer a Sliding Fee Scale and Payment Plans**



**\$720,798 In Uninsured Discounts & Write Offs for Unpaid Bills in 2019**



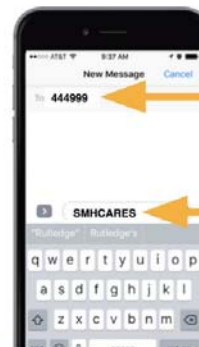


## Our Board Of Trustees

Don Perigo • Chair	Richard Hueter
Don Bedwell • Vice-Chair	Ernie Krueger
Clyde Strassler • Treasurer	Peter Hood
James Harmes • Secretary	Russell Poole
	Jim Blanchard

## Volunteer Opportunities

Greeter	Decon	Healing Garden
Hospice	CERT	
Auxiliary	MRC	



Join our text system

Enter **444999**  
into phone field

Text **"SMHCARES"**

**OPT IN TODAY!!!**

STAY CONNECTED

**SMH TEXTS**

Upcoming Events & Building Expansion Updates  
New Services & Online Donations & Health Tips



## GET IN TOUCH WITH US



906-341-3200



7870W US HWY 2  
Manistique, MI  
49854



info@scmh.org



facebook.com/schoolcraft  
memorial/



## WHY DONATE TO YOUR COMMUNITY HOSPITAL?

YOUR GIFTS ENABLE US TO  
FURTHER OUR MISSION OF  
PROVIDING HIGH QUALITY  
PATIENT-CENTERED CARE WITH  
ADVANCED MEDICINE  
CLOSE TO HOME

Your donation benefits patients in our  
region and will have an impact for  
years to come.

Since 1950, Schoolcraft Memorial Hospital has been strengthened by generous community members who recognized the value of a growing hospital with an unwavering commitment to the health and well-being of our residents. Since becoming a nonprofit philanthropic supported hospital in 2007, philanthropy continues to be an essential part of the positive impact we have in our region. Your gifts, large or small, allow us to continue to strive for the highest quality of care, expand our facilities, acquire the latest technologies, and recruit the most talented medical professionals.

### FILLED WITH GRATITUDE

*We thank you for your continuous  
support throughout the years.*

*Your gift contributes to  
every success we have and  
every life we save.*

*To make a donation or learn about the many  
ways to partner financially, contact our  
Fund Development Coordinator  
at 906.341.3250*

*"Giving is not just about making  
a donation.*

*It is about making  
a difference."*

*--Kathy Calvin*

### BENEFITS OF MONTHLY GIVING

#### Make An Impact Year-Round

Monthly giving allows you to make a bigger charitable impact. Month after month, your scheduled donations will almost always total more than sporadic donations - which of course you can still do. You can make a difference all year long when you make a monthly gift of \$15 or more. Your monthly donation helps us invest in long-term solutions to meet the specific needs of the communities that we serve.

### MANY WAYS TO GIVE

Whether you want to make an outright gift of cash now or include Schoolcraft Memorial Hospital in your bequest planning, there are many ways to give. You are encouraged to seek the advice of your financial planner, attorney, and/or tax advisor to make certain that a contemplated gift fits well into your overall circumstances and planning.

SCMH.ORG  
EIN # 74-2517055