



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.

2020 ANNUAL REPORT

WWW.SCMH.ORG

Schoolcraft Memorial Hospital is an equal opportunity provider and employer.

501c3 - EIN - 74-2517055

Celebrating Our Achievements

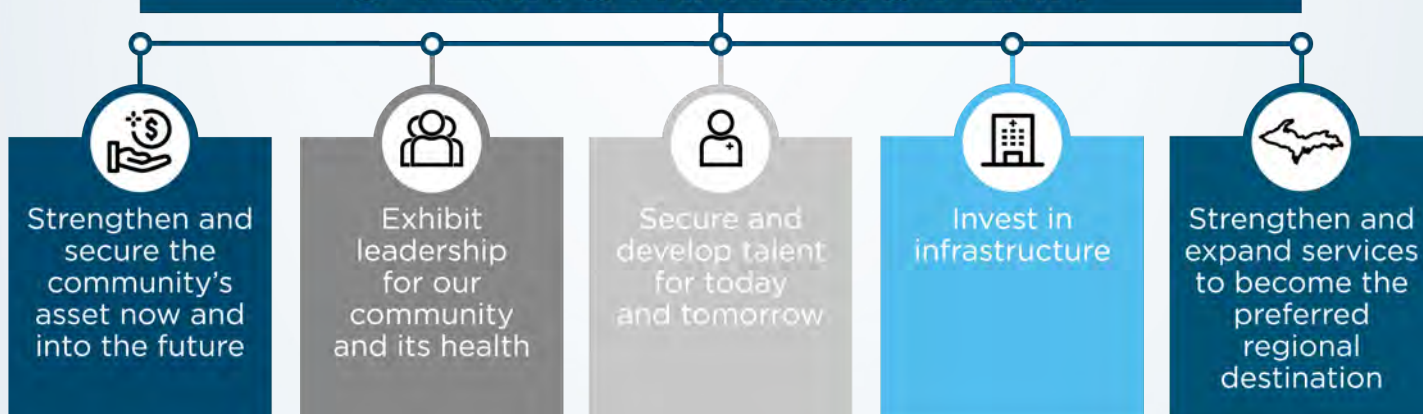


2020 ORGANIZATIONAL GOALS

- ▼ **FINANCE**
Our profit margin will be 1% or higher.
- ▼ **PEOPLE**
To increase the staff satisfaction percentage from 74% to 80% in the category of "Overall Satisfaction" on the Employee Survey.
- ▲ **SERVICE**
To increase the patient satisfaction percentage by 2% to those patients who answer "Willingness to Recommend" on the overall experience survey question. From 78.1% to 80.1%
- ▲ **QUALITY**
Decrease the number of failure to verify safety zones from 40% to 20% (monthly)
- ▼ **COMMUNITY**
To have 75% overall employee participation in at least one SMH approved event or community benefit activity.
- ▼ **GROWTH**
To increase statistical patient/procedure volumes by 2% in RHC, Specialty Clinic and Surgical Procedures.

*COVID-19 had a tremendous impact on our Goal Achievement this year.

5 YEAR STRATEGIC PLAN



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



FINANCE



Receipt of multiple COVID-19 relief funds stabilized the hospital's cash position with Days Cash on Hand improving to 119 days at year-end

Gross AR days were at 43.07 at year-end. Well below the national benchmark of 52.2 days



Cerner Electronic Medical Record was brought online in January 2020. This powerful tool unites the hospital and Rural Health Clinic on one system improving patient care and safety.

2020 Income Statement (in Thousands)

	2020 (Unaudited) Actual	2020 Budget	% Variance to Budget	2019 Prior Year Actual	% Variance to Prior Year
Net Patient Revenue	35,927	39,708	-10%	36,643	-2%
340B Revenue	2,036	2,095	-3%	1,633	25%
Other Operating Revenue	1,274	580	120%	531	140%
Total Net Operating Revenue	39,237	42,384	-7%	38,807	1%
Total Expenses	44,680	40,270	-11%	38,871	-13%
NOI / (NOL)	(5,443)	2,114	-357%	(64)	-8405%
Other Non-Operating Income	(434)	(1,035)	-58%	(631)	31%
Net income/ (Loss)	(5,877)	1,079	-645%	(695)	-746%

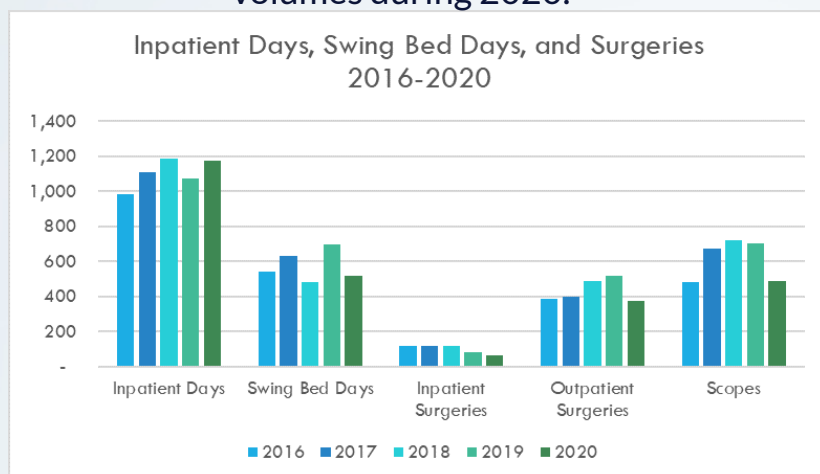
- Net Patient Revenue decreased 2% compared to Prior Year due to the impact of COVID-19
- Total Net Operating Revenue increased 1% compared to Prior Year due to Quality Incentive and Shared Savings revenue
- Total Operating Expenses increased 13% over 2019 due to increased drug and medical supply costs as well as increased depreciation due to bringing our new EMR (Cerner) on-line
- SMH experienced a net operating loss of -14% in 2020 due to the impact of COVID-19 on operations

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.

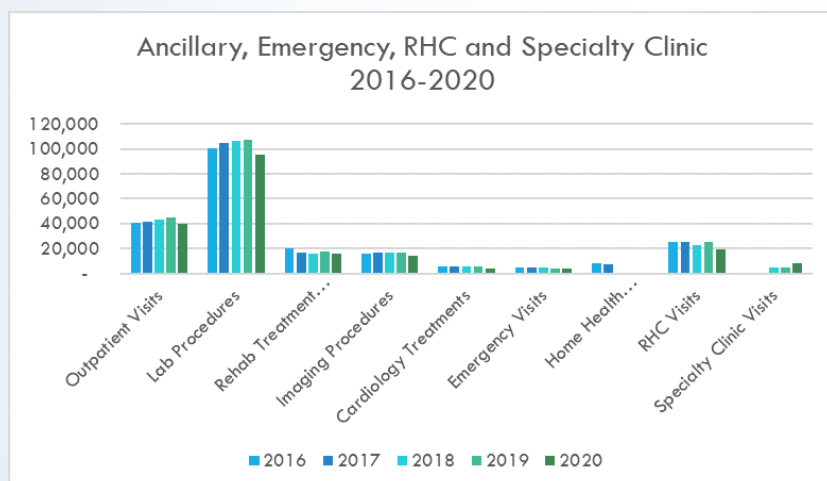
1. EBIDA / Gross Revenue Ratio:
-6% (Benchmark = 8%)
2. Days Cash on Hand:
119 Days (Benchmark = 60 days)
3. Days Gross Revenue to Gross Accounts Receivable (AR): 43.07 Days
(Benchmark = 52.2 days)

GROWTH

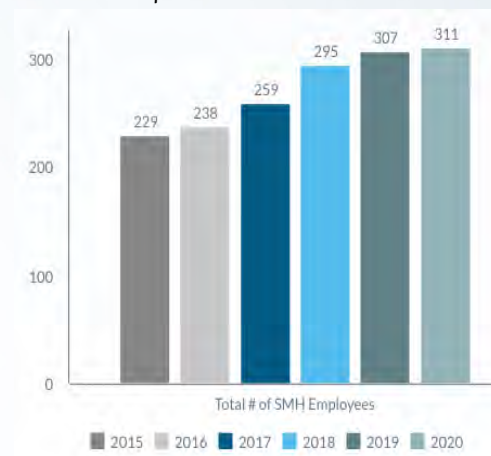
COVID-19 had a significant impact on hospital volumes during 2020.



The hospital did see an increase in inpatient days, specialty visits, and Home Health Admissions.



SMH continues to be one of the largest employers in Schoolcraft County. The hospital had 311 employees in 2020. A slight increase from 307 in 2019, and payroll of approximately \$20 million.



The hospital experienced decreases in volume in a number of service lines due to restrictions related to COVID-19 including surgical procedures, ancillary services such as lab, imaging and rehab, and swing bed days. RHC and ER visits were also down in 2020 as people followed social distancing guidelines.

Statistic	2016	2017	2018	2019	2020	% Variance from 2019
Inpatient Days	981	1,108	1,188	1,071	1,172	9%
Swing Bed Days	543	632	482	694	520	-25%
Inpatient Surgeries	117	118	117	80	65	-19%
Outpatient Surgeries	385	401	487	516	373	-28%
Scopes	483	675	722	701	489	-30%
Outpatient Visits	40,362	41,419	43,500	44,713	39,842	-11%
Lab Procedures	100,386	105,301	106,442	107,153	95,722	-11%
Rehab Treatment (PT, OT, Speech)	19,788	16,719	15,534	17,865	15,485	-13%
Imaging Procedures	15,505	16,953	17,059	16,840	14,393	-15%
Cardiology Treatments	5,566	5,749	5,934	5,490	4,087	-26%
Emergency Visits	4,765	4,629	4,633	4,315	3,903	-10%
Home Health Visits/Admits*	8,326	6,949	350	319	343	8%
RHC Visits	25,155	25,568	22,954	25,201	19,089	-24%
Specialty Clinic Visits			5,010	5,070	8,025	58%

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

OUR SENIOR LEADERSHIP TEAM



"To say 2020 was a challenging year would be an understatement. Amidst all of the chaos, there were so many positive changes. Our teams came together to collaborate and create processes to ensure the safety of our patients and employees. We saw the community supporting our teams with signs, cards, food, handmade masks and donations. We found ways to connect with our patients virtually through telemedicine and to ensure they had access to care for mental and physical health. With the vaccine distribution in process, we have new hope for a better tomorrow."

Bob Crumb, Chief Executive Officer



Boyd Chappell
Chief Financial Officer



Scott Blixt
Chief Nursing Officer



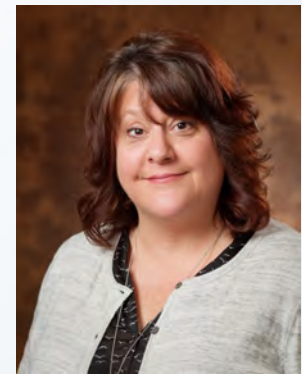
Kent LaCroix
Chief Information & Ancillary
Officer



Troy Sarles
Human Resources Director



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

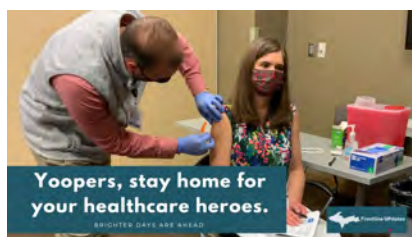
OUR PEOPLE AT WORK 2020 HIGHLIGHTS

Alan W. Ott Rural Health Clinic

- **Volume:** The clinic was presented with a great barrier this year with the COVID-19 pandemic. Despite this, the Rural Health Clinic (RHC) was able to rebound and clinic volumes stabilized throughout the summer and into the fall.



- **Naubinway Rural Health Clinic** volumes moved slowly until late fall and now seem to be rebounding with the addition of 54 new patients in December alone! Dr. Bomber and Tracey Marino along with their care team provide same day appointments, walk-in services, physicals, CDL's and on-site testing for strep and flu.
- **Telehealth** was utilized more than ever in 2020 to manage access to care during the pandemic. The behavioral health care team learned that over half of their patient population preferred telehealth visits and were able to reduce no shows. Dr. Bomber, Naubinway Medical Director, performed many Annual Wellness Visits using telehealth.
- The **Clinic Chronic Care Management** program has grown despite the challenges faced. LaurieLee Richmond is the Diabetic Care Manager who manages the diabetic patient population. She offers guidance, education, and support on how to manage their disease process and empowers patients to make good choices. Cleo Williams is the Care Coordinator who manages the Medicare Population along with ensuring our quality ACO benchmarks are met. Becky Gould is the Behavioral Health Care Coordinator and she supports the mental health population and ensures our goals of integrated care are met.
- The **Behavioral Health Team** moved to the Downtown Clinic at 101 Walnut Street offering a private and comfortable setting which has resulted in increased patient satisfaction. The team includes Ed Rethman, two therapists (Lisa Tatrow, LMSW, CAADC & Julie Hardy, LPC) and a Psychiatric Nurse Practitioner (Janet Pratt, PMHNP-BC). The team successfully implemented a treatment program in the local jail offering Vivitrol Medication Assisted Treatment, group counseling and follow up counseling once inmates are released. They are dedicated to patients' mental and emotional health and offer services to individuals across the lifespan. The volume continues to grow with two full case loads and a waiting list. The Patient Navigator, Rose Pann, assists with ensuring patients have access to care and connects them to vital community resources. The team is mentoring a student working on her MSW internship.
- The RHC continued to progress and achieve quality and shared saving goals as a partner in our **Accountable Care Organization**. This summer, the shared saving distribution for 2019 surpassed our previous year by over 50%. Our work continued in 2020 and our Rural Health Clinic Quality Team utilized the powerful metrics and reporting tools within Cerner to ensure our year end goals were met. This included providing timely wellness visits and increased referrals to care management.



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



J. Hance
Orthopedic
Surgeon



Janet Pratt,
PMHNP-BC
Psychiatric
Nurse
Practitioner



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

The **Specialty Clinic Team** continued to expand services by offering additional patient visit days for Green Bay Oncology and other visiting specialists. The ENT practice provided specialty visits days in Naubinway. The ENT team travels to Newberry Hospital monthly to reach patients in our service area. Podiatry services continue to grow despite COVID-19 barriers. Jessica Rochefort, NP-C received her certification this summer for wound care and will be a spoke in the wound care circle of care. Dr. Niemela, along with Jessica Rochefort, expanded wound care clinic services in their new location within the Rural Health Clinic. Dr. Vermeulen, Physical Medicine & Rehabilitation, is assisting with rheumatology referrals. Dr. Hoeve, cardiologist, volume has remained steady throughout the year despite the pandemic.

Traveling Specialists Visit the Clinic Monthly.

Obstetrics
Oncology
UPHP Cardiology
Interventional Radiology
Vein & Pain Clinics
Neurosurgery
Urology
Ophthalmology
Pediatrics

Medical Imaging

- Successful implementation of Cerner: creation of databases, adopting new workflows, effective staff training
- Offered uninterrupted Imaging services during the pandemic.
- Created two new Nuclear Medicine Studies: Parathyroid w/ SPECT & CT and White Blood Count Bone SPECT
- Passed State inspections for all modalities
- Received approval for DEXA upgrade, saving approximately \$85,000 on new equipment
- Presented case studies to promote physicians and Imaging department equipment
- Produced exam descriptions for hospital web page
- Advised and assisted OR with purchase of Mini C-Arm to be used for orthopedic surgeries



CardioPulmonary Care

- Added full time Registered Respiratory Therapist
- Purchased 2 AIRVO High Flow Oxygen systems for use with Covid 19 patients
- Received an LTV 1200 portable ventilator from Region 8 to add to our inventory
- Purchased Sealong Oxygen Helmets for use with Covid 19 patients
- Implementation of LSI Cardiac and Pulmonary Rehab system and software
- Integrated all CPC workflow into Cerner Systems
- Merged all patient scheduling with Schoolcraft Memorial Hospital Prior Authorization and Central Scheduling Department

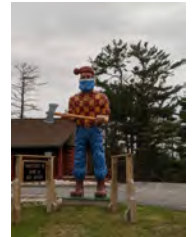


Human Resources

- Troy Sarles joined our team as the new Human Resources Director.
- 53 employees came through Schoolcraft Memorial Hospital's orientation process through all levels of the organization.
- There were 635 candidates that applied through scmh.org website from 10 different states.
- There were 2,090 hours of training conducted through HealthStream, our online training software.
- SMH was able to participate in the Families First Coronavirus Response Act, which allowed for employees to take paid sick leave if they or their family were affected by COVID-19.
- A new to SMH employee evaluation program was implemented, which obtained 100% participation.
- A first time Identity Theft Protection insurance coverage was offered.
- The Hospital and MNA Nurses Union collaborated through inspiring relations to agree to a 3 year contract. The negotiations were completed without third party involvement, which is rare and very special. We can't thank the two parties enough for ability to work together.



Troy Sarles



Rehabilitation Services

- Cerner did create new workflows and scheduling processes for the Rehabilitation Services department.
- Rehabilitation Services offers a new service called **LSVT Big** providing big and loud rehabilitation with physical and occupational therapy for patients with Parkinson's.
- The department hosted its own on site continuing education course for Treatment of Headaches through Great Lakes Seminars.
- New Rehabilitation building design and expansion project has kept the team engaged and directly involved in the new design concepts. The aquatic therapy pool will open a new service line for patients with varying conditions.
- The Fitness Center closed permanently on March 1st, 2020.
- Successfully implemented Injury risk/prevention screening for high school athletes.
- Addition of a full time physical and occupational therapist.
- The team welcomed 4 physical therapy students during 2020.



Health Information Management

- Successfully implemented the Cerner Electronic Medical Record (EHR) and we continue to work towards streamlining departmental processes to maximize EHR benefits.
- Efficiently completed 85-90% of the scanning project for paper medical records into electronic storage format.



Ambulatory Care Unit

- When COVID-19 shifted operations, the infusion center moved to the downtown clinic on Walnut Street for 4 months. This change created a logistical challenge for department employees but they worked together to cover the Emergency Room, Pre & Post Operative Surgical Care and Infusion/Chemotherapy Services.
- Dr. Warren joined the Green Bay Oncology practice at the Rural Health Clinic to help Dr. Burnette and Dr. Ryan.
- During Giving Tuesday in December, over \$16,000 was raised for the new Infusion Suite Expansion.
- Department employees and chemotherapy recipients shared testimonials about the benefits of having oncology services close to home.
- Employees in this department are passionate about volunteering in SMHCARES event. They all participated in the Sepsis walk on Southtown Drive.



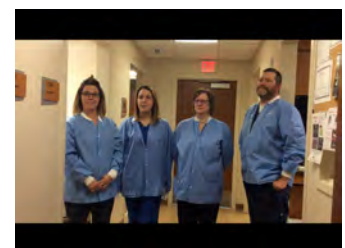
Surgical Services/ Operating Room

- Performed first salpingectomy (Removal of fallopian tubes for sterilization) with Dr. Bambach, General Surgeon.
- Updated department equipment for total knee surgeries.
- The department purchased a Mini C-Arm (a device that allows technicians to perform X-Rays in the OR). The department now has two C-Arms.
- A Nerve Monitor was purchased to improve safety with Thyroid Procedures.
- For the first time, the OR began using an electronic medical record with the implementation of Cerner.
- Planning has begun to introduce a new Bariatric Weight Loss Surgery option for patients throughout the Upper Peninsula. A new partnership with Grand Rapids based, "Grand Health Partners", will bring the new service in early 2021. Randy Middendorf, Surgical Services Manager, has been working closely with the new group to assess infrastructure, training, and equipment needs to bring this valued new service to our clinic and surgical suites.



Laboratory

- Implemented Cerner and fine-tuned applications throughout the year.
- Added COVID-19 Testing:
 - In-House tests performed in 2020: 3,400
 - Nx Gen testing: 679 (Tests sent to Grand Rapids)
- Received a Laboratory Excellence Award from the COLA Accreditation Survey.
- Added Convalesce COVID Fresh Frozen Plasma to our blood product inventory.
- Added an additional Med Tech, scheduled to work Mon-Fri 12-8:30 PM, to help cover increased workload during these hours.
- Total billable lab tests for 2020: 100,093



HomeCare & Hospice

- On May 11, 2020, the Bureau of Community and Health Systems (BCHS) within the Department of Licensing and Regulatory Affairs (LARA), completed a COVID-19 focused survey at Schoolcraft Memorial HomeCare & Hospice to determine if the facility was in compliance with Federal requirements related to implementing proper infection prevention and control practices to prevent the development and transmission of COVID-19. The survey revealed that our facility was in substantial compliance with participation requirements and no deficiencies were cited.
- In June of 2020 the department received the SHP customer satisfaction award for top 5 % in the nation for customer satisfaction. This is the 2nd year in a row that the department has received this honorable award. This is a true testament to how much the HomeCare staff care about the health and wellbeing of our community.
- Home Health had an unannounced state recertification survey November 16-18, 2020. Survey was very positive with only 4 standard level citations. A plan of correction was submitted to the state on January 13, 2021.
- When comparing volumes for both programs to 2019, Home Health had a 3% increase in volume and Hospice had an 18% increase in volume.
- Successfully recruited and hired a full time Occupational Therapist for Schoolcraft Memorial Hospital and HomeCare.



Pharmacy

- The department focused efforts on Covid-19 surge planning to ensure SMH was prepared to care for large numbers of Covid-19 positive patients if the need presented.
- Pain Stewardship program continues to remain focused on making a difference in the appropriate use of opioid medications.
- 340B Task Force efforts to ensure program compliance and positive 340B savings.
- Pharmacy staff focused on creating processes for new Covid-19 therapies including Remdesivir, Bamlanivimab and Regeneron. The last two drugs being the first treatments specifically indicated to treat mild to moderate Covid-19 positive patients on an outpatient basis.
- Extensive involvement with Covid-19 Vaccine Team. Staff participated in the planning process, storage, handling, compounding and vaccine administration.
- Finalized installation of negative pressure storage area for hazardous medications. SMH is one of the only pharmacies in the area in full compliance with this regulation. The storage area ensures cleaner and safer air for the facility in the case of a spill.
- New Transitions of Care Program under development. This service provides care solutions that includes pharmacists that are directly involved with discharge counseling and aftercare for our inpatients. The programs goal is to reduce hospital readmissions related to medications and improve patient satisfaction.
- Antibiotic Stewardship program continues to focus on staff and community education, resistance prevention and patient safety.



Scheduling, Prior Authorization, Registration, Billing, Charge Services, Patient Financial Services

- Implemented new EMR, Cerner, moving us to a clinically driven revenue cycle.
- Implemented a Prior Authorization/ Central Scheduling team made up of subject matter experts from various departments. This team checks to see if prior authorization is necessary and test/ and or procedure is not scheduled until the prior authorization is obtained. This has dramatically reduced the number of accounts requiring write off for no prior authorization.
- Added an additional Rural Health Clinic Scheduler, bringing the total to four. An increase in the number of providers and volumes brought about the need for an additional scheduler.
- Expanded the hours of hospital registration coverage in the Emergency Department to 24 hours a day.
- Implemented new iPad electronic check-in equipment for “hospital” based appointments. Patients can view their names on a screen above the registration offices. This new system will alleviate confusion on who is next to register, especially on busy days!
- Hospital registration had a 99.36% average for insurance verification.
- Hospital registration cross trained with the clinic registration so they could assist in registering COVID vaccinations.
- Transitioned the Billing, Prior Authorization/Central Scheduling and Charge Services teams to working remotely.
- Closed the Patient Financial office to walk-ins. Patients can still make payments online, by phone, by mail or by placing in the drop box at the front entrance. The Patient Financial Counselor is still available by phone (906) 341-3230.



Accounting

- Introduced Multiview, a brand new accounting system to the management team. The implementation of Multiview resulted in more automated workflows, including electronic approval of invoices.
- Implementing Cerner resulting in new Accounts Receivable processes and workflows.
- Cerner provides improved reporting and data access.
- Many things can be posted electronically in Cerner rather than manual posting that had to be done in our previous system, CPSI.

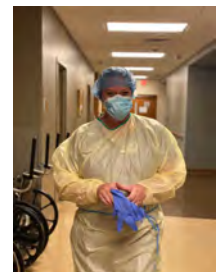
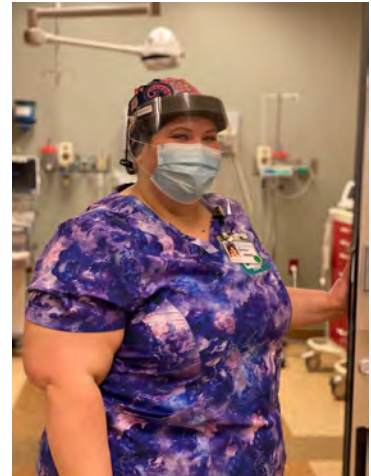


Social Work

- Monthly Caregiver support groups for caregivers of people of dementia continued using a Virtual Support Group format.
- Served over 100 community members with free counseling and assistance with their Medicare and/or Medicaid insurance through MMAP.
- Continued participation in KARS (Kids Always Ride Safe).
- Presented to Senior Companions at the Manistique Senior Center on the topic of seasonal affective depressive disorder.
- Attended Utilization Review Conference in Oklahoma.
- Continued presenting on Advance Care Planning to community members.
- A new Social Worker was hired to split time between the hospital, HomeCare and Hospice.

Medical Surgical/Emergency

- Cerner implementation came just before the Pandemic hit and the Med-Surg/ED team worked tirelessly to develop training to successfully transition our hospital to the new electronic medical record. Many of our nurses and providers were given advanced training as "super users" so they could assist other team members with implementation. The shift was challenging with the emerging pandemic but our teams were resilient and have adapted well to the new system. Our Super Users spent so many valuable hours creating binders filled with workflows and helpful reference tools for employees to aid in their success to learning. These tools are extremely helpful for new hires as well. We can't thank our team of super users enough for the amount of time spent and the support they have provided.
- Completed a performance improvement project around our Swing Bed Program.
- Partnered with NMU Nursing program to introduce nursing students to our floors.
- Implemented several COVID-19 related plans and safeguards.
- We went through 11 different reiterations of Surge plans during the COVID-19 response.
 - These included workflow changes on how to care for not only COVID-19 positive patients but also those patients that were not positive and needed to be safeguarded.
 - We implemented several different innovative isolation rooms.
 - Researched and purchased state of the art cleaning instruments including an electrostatic sprayer and the new UV Enlight cleaning system.
- The team received specialized respiratory training to hone skills in preparation for positive COVID-19 patients on the floor.
- Proper use of Personal Protective Equipment (PPE) was refreshed along with other infection control protocols.
- The team had to conserve and reuse PPE due to high demand and low supply across the nation.
- Kristi Swanson, president of the local chapter of the Michigan Nurses Association (MNA), was the emcee of the 2020 Love Lite Tree Ceremony which was lit in honor of health care workers.
- Our frontline nurses and providers were among the first to receive the COVID-19 vaccinations at our facility in December.
- Through all of the changes and unknowns of the COVID-19 pandemic the staff on M/S and ED took it in stride and showed up to care for our patients each and every day without hesitation. We kept our beds open and found creative and innovative ways to allow us to care for both COVID-19 positive and negative patients at the same time.



Infection Control

- Provided in person Personal Protective Equipment (PPE) donning and doffing training to departments with direct patient care and contact.
- Produced 3 PPE training videos for employees.
- Provided one-on-one training of PAPR use for nursing staff and providers in the Emergency and Med-Surg departments.
- Provided ancillary orientation for new Med-Surg staff.
- Participated in 2 Statewide Table-Top Exercises (TTX) for Pediatric and SPRN Preparedness.
- Wrote the AAR- After Action Report for SPRN TTX for Region 8 HealthCare Coalition as well as Schoolcraft Memorial Hospital.
- Participated in MHA virtual Sepsis Symposium.
- Managed the EMResource program reporting for Schoolcraft Memorial Hospital for COVID-19 pandemic response.
- Participated on the Schoolcraft Memorial Hospital Incident Command Team and reported weekly on the Region 8 Healthcare Coalition calls.
- Completed 100 % of influenza immunizations for Schoolcraft Memorial Hospital employees by traveling to individual departments.



We Purchased An Electrostatic Sprayer to Decontaminate Rooms and Added Temperature Scanners at Entrances



Personal Protective Equipment Was Closely Monitored & Conserved



- Schoolcraft Memorial Hospital worked tirelessly to put efficient testing processes in place. We utilized a drive up model to limit potential exposures inside the building. Testing was offered to both asymptomatic and symptomatic patients as testing supplies increased across the state.

We used social media, newsletters & our website to educate the public about the importance of public health measures.

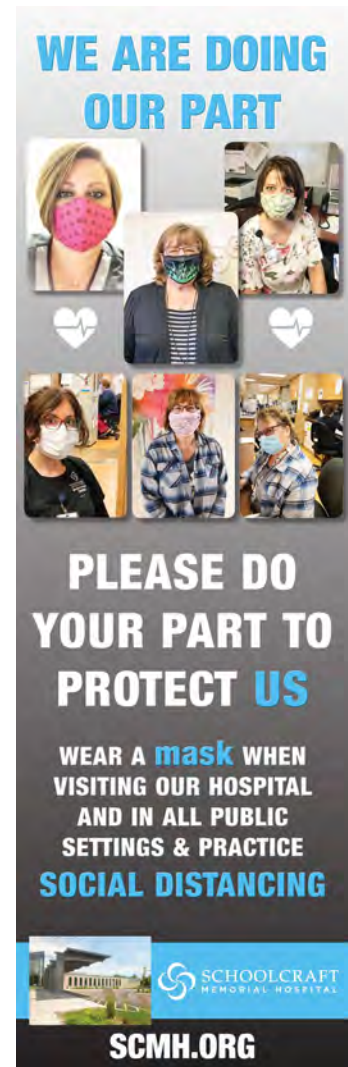
"We're asking you, our neighbors and friends, to think about your loved ones and make some sacrifices to care for our shared community."

A message from healthcare workers on the front lines



Patient & Life Safety

- The Emergency Manager along with the Incident Command Team assisted with COVID planning throughout the year:
 - Surge Planning
 - Patient Screening & Scheduling
 - COVID-19 Test Planning and Performing
 - COVID-19 Vaccine Planning and Scheduling
- Nonda Beaudry is the Chair of Patient & Life Safety Committee and MERT (Medication Event Reduction Committee)
- Assisted with Physician Peer Review Meetings quarterly
- Risk Manager began her education towards CPHRM (Certified Professional in Healthcare Risk Management) certification and obtained her Implementation Science Certification
- Continued involvement on the Education Committee for the Michigan Society for Healthcare Risk Management (MSHRM)
- Monitor Safety Zones inputted by employees to address safety concerns and opportunities for improvement
- Constant review and update of internal policies regarding emergency preparedness and patient safety



Clinical Education

- The Clinical Education department saw a few changes during 2020. The Education Manager took on the role of AHA and Medical Control Coordinator during this year and is keeping busy learning the new role.
- Prior to Covid-19 the department was able to certify half the staff of Manistique Area Schools in CPR and is working with the school to develop a plan to complete training of remaining staff as restrictions start to lift.
- While there was an interruption in training for a few months, the Education department was able to complete recertification in ACLS and PALS by the end of the extension time frame set by AHA.
- Employee fall CPR was successful with no employees missing their recertification dates.
- Education department received new CPR manikins with built-in feedback devices that will help ensure meeting the new 2020 guidelines that were released in October.
- Training of several new nursing staff in TNCC was able to be completed after the initial shutdown and travel restrictions were lifted. This training is hands on and has to be done in person. We were able to provide this training in a safe and effective manner.
- Developed training videos to aid in the COVID-19 response. The team made a learning video on proper donning and doffing of PPE and the setup of BiPap. These videos were uploaded for employee training.



2020 Festival of Trees



Over \$19,000 Raised for the New Rehabilitation Services Aquatic Therapy Pool During The Virtual Festival of Trees

Our Second Annual Festival of Trees was a great success! Due to COVID-19, our in-person event went virtual with our communities utilizing the interactive website to view our 29 trees, 9 wreaths, and 29 prize packages. The trees and wreaths were on display in the SMH atrium from November 23 to December 6. We are grateful for the generosity and creativity put into their trees, wreaths, and prizes. Many patients and staff who could see the trees in the atrium shared how their spirits were lifted enough to forget this year's challenges and feel hope.

Our first-year auction was a wonderful addition to this year's Festival. The seven businesses displayed the trees at their downtown business locations on Cedar Street. Thank you to our auction participants whose trees brought in \$3,200.

The raffle and the auction brought in a little over \$19,000 for the new Rehabilitation Center and Aquatic Pool. The December 6 drawing was streamed live on the Schoolcraft Memorial Hospital Facebook page. It was a joy to see winners from across the Upper Peninsula.

A pre-recorded Community Update was shared online during the Festival of Trees. The recording shared an in-depth tour of the expansion plans, highlighting the Rehabilitation Center and the new service lines added in recent years.

The Schoolcraft Memorial Hospital Auxiliary group presented a check for \$10,000 for the aquatic therapy pool in the New Rehabilitation Center addition. The check was received on Facebook Live by Bob Crumb, CEO, Ryan Pairolero, and Rehabilitation Services Manager.

This year's Children's Activity was Letters to Santa. Children dropped off their letter to Santa at the North Pole mailbox located in the SMH atrium. Santa was able to respond to all 78 children in our communities who wrote a letter.





Festival of Trees

THANK YOU

To our amazing community for all of your support. We are overwhelmed with your kindness and generosity. We would like to thank everyone who made this 2020 Virtual Festival of Trees a Huge Success!

- Financial Donors
- Advertising Sponsors
- Tree and Wreath Designers
- Prize Donors
- Dedicated Volunteers
- Business and Volunteer Ticket Sellers
- Individuals who purchased raffle tickets or placed bids in the auction.

Over \$19,000 was raised for the new Rehabilitation Center & Aquatic Therapy Pool

AND

Over \$16,000 was raised during Giving Tuesday for the Infusion Suite Expansion Project.

Congratulations to all 66 winners.
We'll see you next year!

 **SCHOOLCRAFT**
MEMORIAL HOSPITAL

www.scmh.org
7870W US Highway 2, Manistique, MI 49854
Schoolcraft Memorial Hospital is an equal opportunity employer and provider

2020 People's Choice Sponsors
 



If you would like more information on the 2021 Festival of Trees, please contact one of our co-chairs Irma González-Hider at 906.341.3250 or igonzalez-hider@scmh.org or Sara Giles at 906.341.3293 or sgiles@scmh.org

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 or serve on school or community boards. This year, many community events were cancelled or held virtually due to COVID-19. Our community efforts shifted to protect our community and bring hope through events such as blood drives, Feeding America food trucks, drive-through COVID-19 testing, flu clinics and vaccine distribution.

#SMHCares

- Alzheimer's Support Groups
- Annual Coat Drive
- Athletic Student Screening
- Blood Drives
- Blood Pressure Clinics
- Career Fairs
- CBC Auction at SMH
- Community Bells for Hospice
- COVID-19 Testing
- COVID-19 Vaccinations
- Drive Through Flu Shot Clinic
- Feeding America Food Truck
- Festival of Trees
- Fourth of July Parade
- Habitat For Humanity Local Build
- Harvest Gathering Food Drive
- Love Lite Tree
- Sports Physicals
- Walk for Warmth

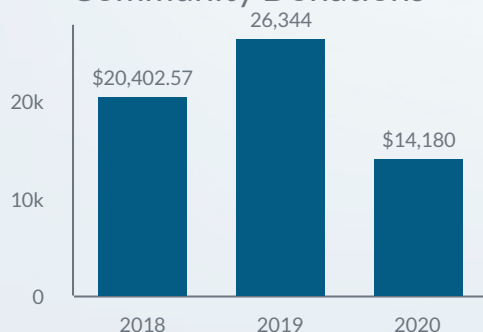


During the Pandemic, Food Insecurity Was At An All Time High. Good Neighbors and Feeding America Partnered with us to offer Free Food To Community Members Who Needed it Most!



GIVING BACK

Community Donations



We Offer a Sliding Fee Scale and Payment Plans



Charity Care



\$12.6 Million Building Expansion Project

THE FUTURE IS BRIGHT

In 2013, SMH opened its doors to a brand-new facility with long-term plans to unite all departments. Good financial stewardship, expansion of service offerings, and community support allow us to move into Phase Two of our Project. The community's appreciation for and use of the state of the art facilities paired with employee satisfaction has proven that Phase One remains highly successful.

SMH is the only hospital in Schoolcraft County and also serves Delta, Luce, Alger, and Mackinac counties. SMH is unique in its mission to provide for the population's inpatient and outpatient health needs. In addition to this core mission, we are committed to maintaining our position as the leading employer and economic driver of success in the County.

Phase Two includes 30,900 sq ft of new construction and renovated space to include functions that currently operate offsite.



WIDENING OUR REACH AND IMPACT

30,900 sq ft Expansion Project Includes:

8,199 sq ft Renovation of Alan W. Ott Rural Health Clinic

- Added Treatment Rooms & Provider Space
- Improved Design Layout for Better Flow and Patient Privacy

NEW Specialist Clinic

- Bariatrics
- Cardiology
- Ear Nose & Throat (ENT)
- General Surgery
- Orthopedics
- Physical Medicine & Rehabilitation
- Surgical Podiatry
- Wound Care

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



NEW Rehabilitation Center

- Aquatic Therapy Pool
- 2 Changing Rooms with Showers
- Spacious Rehab Gym Area
- Newly Designed Treatment Rooms for Physical, Speech and Occupational Therapies



New Aquatic Therapy Pool

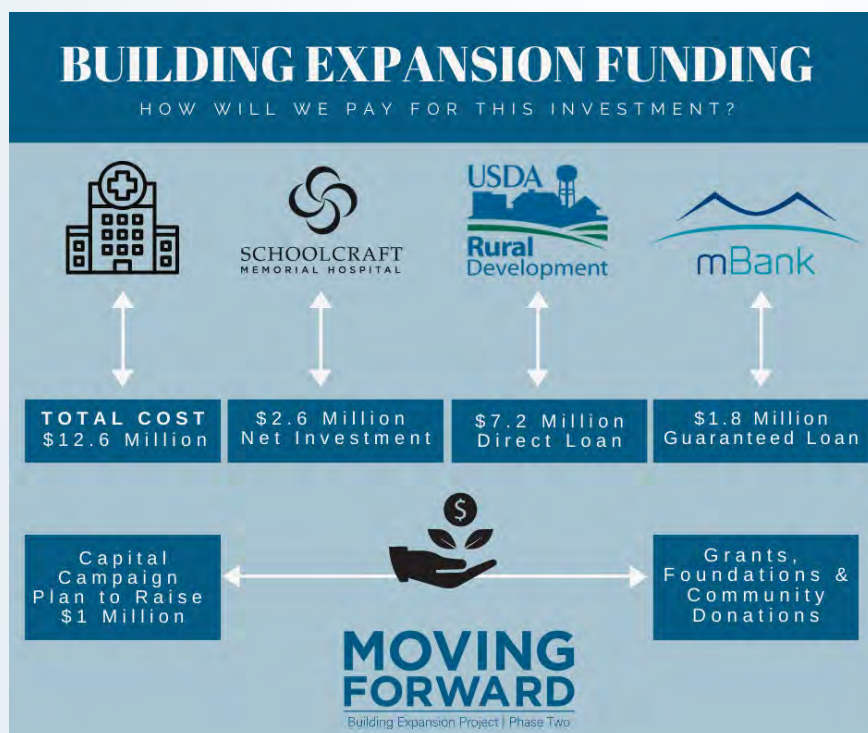
New Administration Building

- All Departments will be at the US Highway 2 Location
- Improved communication between departments for better patient care
- The Administration Building will house employees from HomeCare & Hospice, Infection Control, Information Technology, Clinical Education, Administration, Business Office and Accounting



Benefits Of Uniting Our Team

- Increased services closer to home will **reduce the need to travel** to distant locations
- **Improved Communication** between departments for better patient care
- Updated facilities will **enhance the safety** and **ensure the quality of patient experience**
- New Chemotherapy Infusion Expansion provide greater comfort in a **private, comfortable setting**
- Our highly rated HomeCare and Hospice services will give patients and families **real-time communication with health care providers** during their time of need
- **Eliminating costs and inefficiencies** associated with operating in the old facility is imperative to our long-range goals and efforts to improve our health care services
- With this new physical layout and the Cerner Medical Billing software utilization, care providers will be able to treat more patients each day, **allowing for faster patient appointment scheduling**
- Admitting and billing will be **more accessible to patients**
- Maximize what we can deliver to patients
- Public and Staff Awareness of Care Options
- Improved services through **ongoing staff training and support**



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

Thanking Our Frontline Heroes



Staff Lunches,
Discounts & Gift Card
Donations



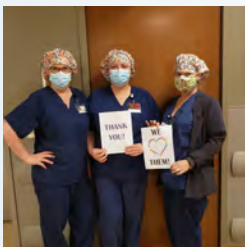
As our clinicians and staff continue to work to provide care to our patients, we have been overwhelmed by the support from family and friends, neighbors and strangers, local businesses and organizations, churches, schools, and supporters from all walks of life who see Schoolcraft Memorial Hospital as a vital resource. Your donations of personal protective equipment, supplies, meals, monetary donations, and more are a daily reminder of the generosity inherent in this community.



Saluting Our Heroes



Hand Sewn Masks



Hand-Made
Surgical Caps



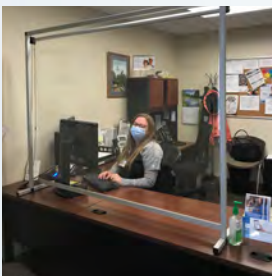
Intubation
Hood



Floral
Arrangements



Words of
Encouragement



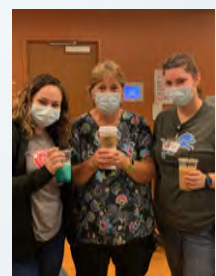
Protective
Barriers



Protective
Face Shields



Treats



Coffee

Thank You For Lifting Our Employees' Spirits During These Stressful Times

Our Community's Generosity

Thank you for standing with us as we invest in our rural communities' health and economic well-being. Whether you have participated in an event, became a sponsor, provided a gift in memory of, included us in your will, or gave to one of our campaigns, you are making a difference in the lives of those who live, work, or travel in the central U.P. With your support, we can have an impact for years to come.

Giving Tuesday: \$39,212

GivingTuesdayNow in May for the Disaster Relief Fund - \$23,190. In addition to the generous monetary gifts, our teams received meal cards, hand made gifts and thoughtful words of kindness from the public.

GivingTuesday in December for Chemotherapy Infusion Suites - \$16,022. We were able to share two recorded patient testimonials communicating positive patient impact from our infusion services.

Employee Relief Fund: \$16,562

This fund was supported by SMH staff donations and a Schoolcraft Memorial Hospital match.

Building Expansion Fund: \$53,877

Since 2018, we have received \$310,081 in gifts and pledges for the Building Expansion Capital Campaign, which officially kicks off in February 2021.

Grant Awards: \$30,781

In 2020, we received grant awards from the following foundations:

- Community Foundation of the Upper Peninsula
- Community Foundation of Delta County
- Graymont Community and Economic Development Fund
- Schoolcraft County Community Foundation
- Superior Health Foundation
- Schoolcraft Memorial Hospital Auxiliary

Memorial Gifts: 60 Tributes

Memorial Gifts are donations made in remembrance of a loved one, commemorate a special event, or honor the care given to you or a family member. Gifts are directed to our Building Fund unless another program is specified.



Hospice Fund: \$5,040

Our hospice families have benefited from this fund as staff strives to be creative in supporting the quality, comfort, and enjoyment of life each day.

Equipment Needs: \$5,080

Diabetic Education: \$375

Festival of Trees: \$19,099





Our Board Of Trustees

Peter Hood
• Chair

Jim Blanchard
• Vice-Chair

Clyde Strasler
• Treasurer

Cindy Olli
• Secretary

James Harmes

Russell Poole

Trisha McEvers

Lynne Giles

Kevin Knaffla

OPT IN TODAY!

**TEXT
SMHCARES**

TO: 906-224-2207



**STAY CONNECTED
SMH TEXTS NOW AVAILABLE**



Volunteer Opportunities

Greeter

Decon

Healing
Garden

Hospice

CERT



Auxiliary

MRC



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 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.



Schoolcraft Memorial Hospital is a 501(c)(3) Charitable Service Organization.

SCMH.ORG
EIN # 74-2517055