MidMichigan Community Health Services

AN AFFILIATE OF MIDMICHIGAN HEALTH

2017 Annual Report

Mission Statement

To provide high-quality, community-oriented, patient-Centered health services for all.

Our Vision

We are your choice for comprehensive health care.

Our Values

At MidMichigan Community Health Services, we hold these Values to be fundamental:

Integrity –We do the right thing, each time, every time

Excellence – We strive to offer nothing less than the best

Accountability – We are responsible to the communities we serve, to our patients and to one another

Teamwork – We provide individual commitment to a group effort

"This Center is supported by Health Resources and Services and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number H80CS00190 and title Health Center Cluster for grant amount of $2,608,738.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or U.S. Government." Which is also financed by 80% of nongovernmental sources.

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Chief Executive Officer's Report

In reviewing the Health Center's 2017 results, a good foundation comes to mind. While we had our struggles from operations financially, we established a plan to build a good foundation for the future. That plan involves ensuring high-quality care for our patients, improving our patients' experience and making sure our employees are appreciated and engaged in the very important work we do for our communities. These fundamentals, as well as financial sustainability, will form the core of our strategic planning as we look to the future.

This past year, the Health Center took a huge step forward in assuring our patients of receiving high-quality care by entering into an agreement with our affiliate, MidMichigan Health, that allows us to display the University of Michigan's iconic and highly recognizable Block M at all of our facilities. Earning the use of the Block M requires the Health Center to meet several quality standards. The agreement also builds a closer working relationship with Michigan Medicine, the health care division of the University of Michigan. As a result, our patients will now receive a higher priority when sent to the many specialties offered by both MidMichigan Health and Michigan Medicine.

Sign Installations

Roscommon Office

Houghton Lake Office

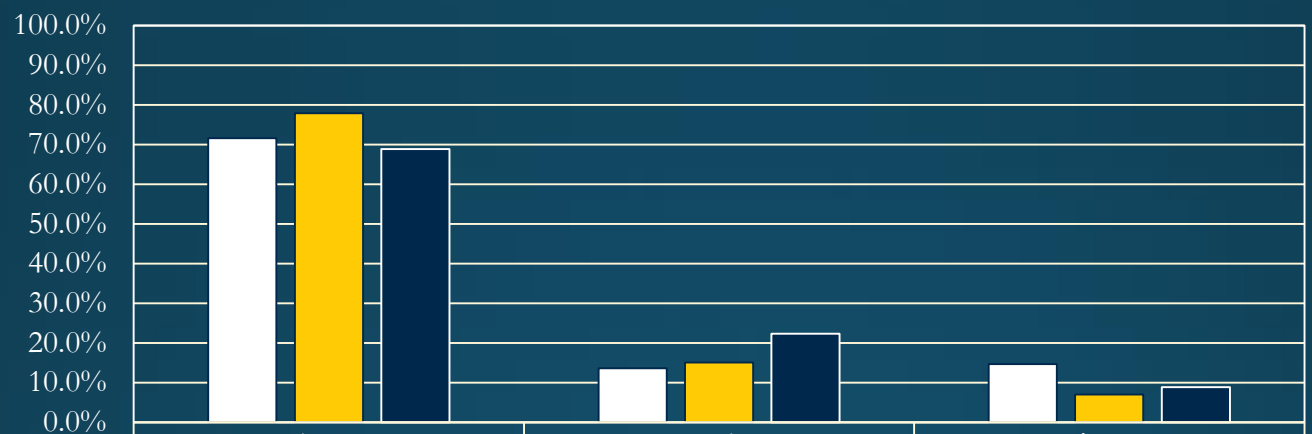
On the patient experience front, the decision was made by the Center's board to separate the Urgent Care reception area from the specialty center reception area at the Health Center's Houghton Lake location. The new Urgent Care reception area is scheduled to be opened by the middle of May 2018, and will offer an expanded reception area for the Urgent Care as well as dedicating the existing reception area totally to our specialty center patients. This will improve the experience for both sets of patients, as well as provide better and more efficient space for our employees.

Urgent Care Renovation

For the second year in a row, the Health Center conducted an employee survey in an effort to work with our employees to make the Health Center an excellent place to work. The second survey indicated significant improvement in many areas. As a result of survey findings, management made a concerted effort to improve training opportunities for all employees. In addition to the employee survey, the Health Center looked at wages and benefits across the board and made adjustments as needed, including improved health insurance options and matching employee contributions to individual 403B retirement savings accounts. As a result of our efforts, MichiganWorks! recognized the Health Center as the Employer of the Year for Roscommon County. While we are appreciative of the recognition, we have every intention of continuing to improve our employee engagement efforts.

Results from employee engagement survey

I would proudly recommend this community Health Center as a great place to work



	Agree	NA	Disagree
2016	71.6%	13.6%	14.7%
2017	77.9%	15.1%	7.0%
Aggregate	68.9%	22.3%	8.9%

2016 2017 Aggregate

These are just a few of the many accomplishments of the Health Center in 2017. The following pages provide deeper insight into those accomplishments, and they include information on the many efforts to provide outstanding health services at all of our locations. They also provide insight into the dedication of our employees and our board of directors to make MidMichigan Community Health Services the preferred provider of health care services in the many communities we serve. I am grateful for the opportunity to lead a team with such dedication and integrity to achieve the many positive outcomes you will read about in this year's annual report.

Jim Raschke
CEO

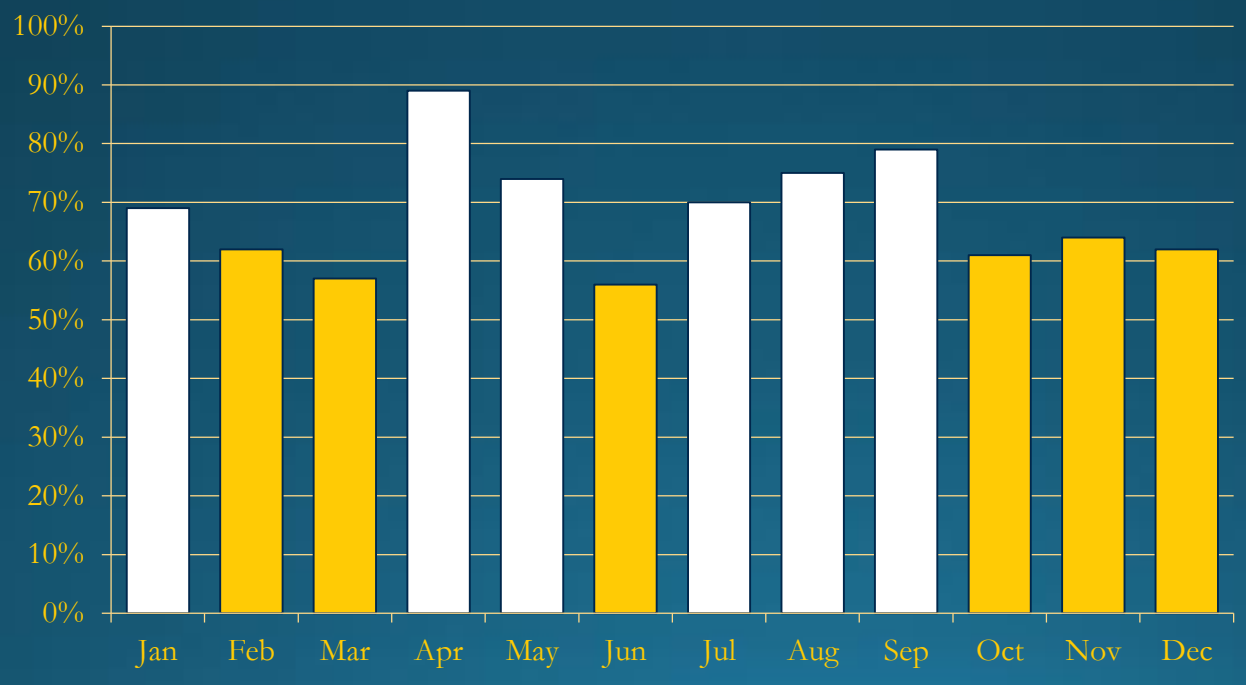
Operations Overview

Great strides were made in patient experience as well as employee and provider engagement. We began the year focusing on communication skills among our teams by creating and aligning team meetings to include the most pertinent information. This resulted in a very positive impact on employee engagement. Our teams were given areas of focus based on meeting our quality metrics, as well as from feedback provided through our patient satisfaction surveys. This led to several workgroups to clean up processes that allow our patient care teams more time for focus on patient care.

Some initiatives which resulted in our goal to increase communication are as follows: leadership development retreats in June and October with a focus on communication techniques and engagement led by our customer service consultant. Leadership read multiple books focusing on employee engagement, all teams were provided with a customer service book and workbook set to complete together at team meetings. Various educational webinars, as well as continuing education opportunities were offered and attended by employees. Employees participated in de-escalation training, community Health Center advocacy presentations and safety protocol updates.

The year also brought more celebrations and events as well reaching such goals as exceeding our patient experience scores in courtesy and friendliness for the third quarter. Multiple lunch celebrations, and holiday activities broke up the year to allow socializing and introducing our new employees as we continue to grow as an organization. We continue to cross train employees, making sure our staff have the information and knowledge needed to serve our patients with the highest quality of care.

Courtesy and Friendliness of All Staff
Target – 66% (50th Percentile) of Responses with "Excellent"



As a community health Center, we want to keep our focus on our communities. Our employees are encouraged to participate and give back to the local communities as able.

More than $15,000 donated back into our local communities

Relay for Life

Bowling for Big Brothers Big Sisters

Halloween Trunk or Treat

Accomplishments

- MichiganWorks! Employer of the Year Award
- Process Improvement (PI) 101 completion by all leaders
- CONNECT eLearning Rollout
- Dual provider model in Urgent Care

Risk Assessments

- Badge Readers installed
- Emergency Operations Plan and Internal Disaster Plan Rollout
- New Universal Code Rollout
- Security Risk Assessment completed

Community Events

- Beaverton Homecoming Chili Contest
- Bowling for Big Brothers Big Sisters
- Roscommon County Relay for Life
- Roscommon Relay for Life
- Roscommon County United Way, including basket raffle
- Children's Miracle Network Golf Outing
- Community Health Center Week
- King's Rehabilitation Center Trunk or Treat

We support our communities

Medical Overview

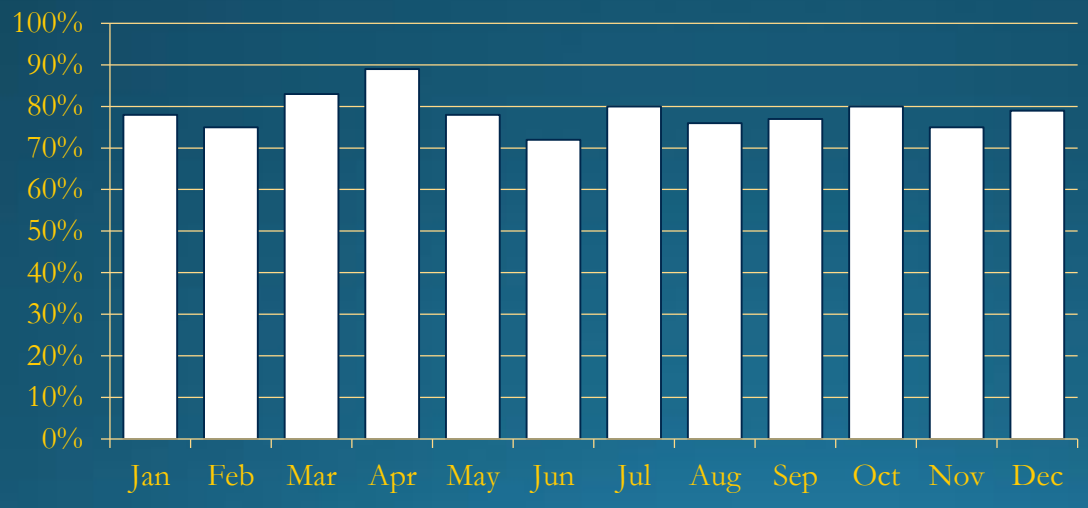
Beaverton **Roscommon** **Houghton Lake**

New patient numbers for the year reached 1,275. Each location contributed to this total, with Houghton Lake making up 42 percent of this number. Of this number, our pediatrician gained 210 new patients, making up a large number of our new patients in Houghton Lake.

The year was full of expansion in many areas of our facility, resulting in numerous staff added to better serve patient needs, with many more projects underway as we begin 2018.

- We continue to focus on education and agreements with other specialties to allow for the best care for our patients.
- Providers and support staff worked to streamline the referral process for patients.
- Continued to welcome students from various universities to shadow our providers and learn from our experience.
- Made great progress in meeting our goals for improving our quality metrics and encouraging our patients to get regular cancer screenings.
- Used our patient satisfaction surveys to address issues pointed out to us, as well as celebrate the positive information received.

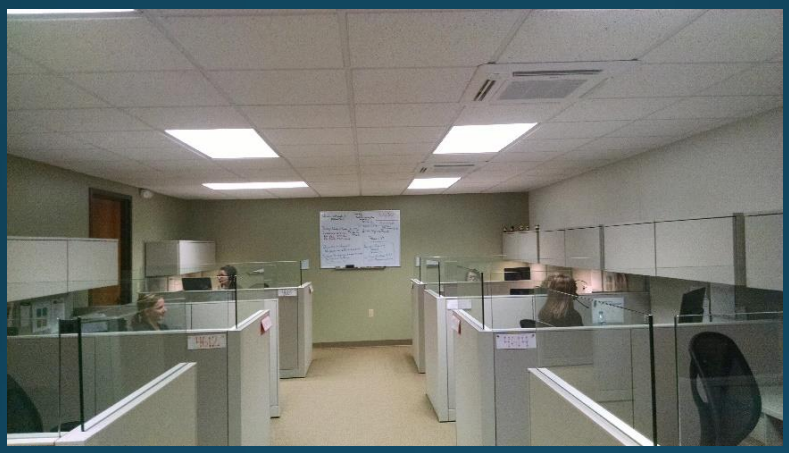
MidMichigan Community Health Services
My Provider Listens to me Carefully
Responses with "Always"



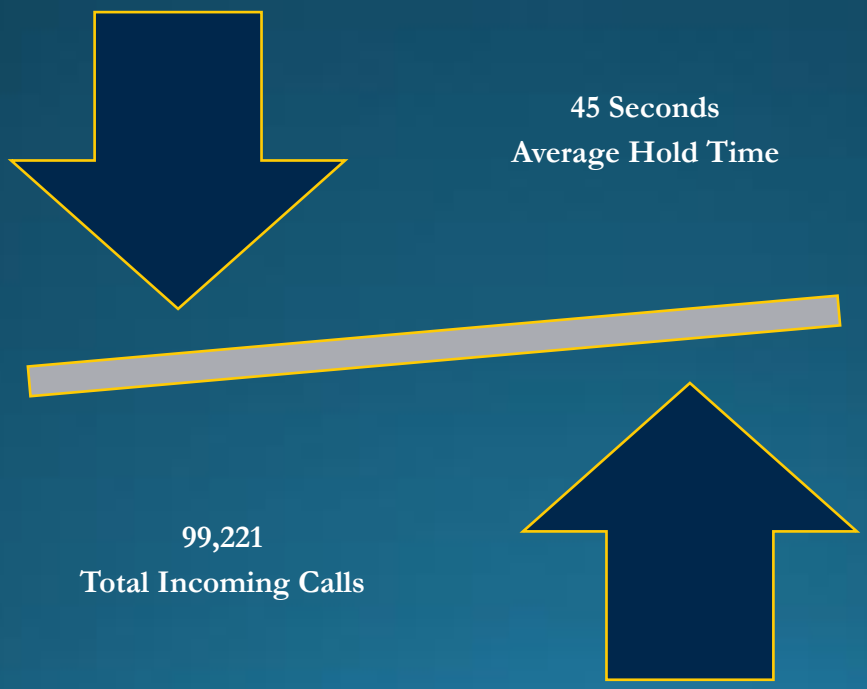
Call Center

Celebrating two full years of operation in June, the call center has not only accomplished the goal of answering all incoming calls, but has decreased the amount of calls needing a return phone call, by being able to provide answers to many questions in the initial call. Employing six full time representatives, we are able to schedule appointments, submit prescription refill requests, answer questions regarding services offered, as well as contact suite nurses with your questions to provide information in a more timely manner. Our efforts have allowed for less call volume in the suites, resulting in more time for our providers and nurses to focus on the patients in the facility during their appointments.

This past year the Center began taking the Beaverton calls, completing the goal of handling all calls for the Houghton Lake, Roscommon and Beaverton offices.



As we begin 2018, one goal we have set is to decrease the hold time while offering the best patient care.



Urgent Care

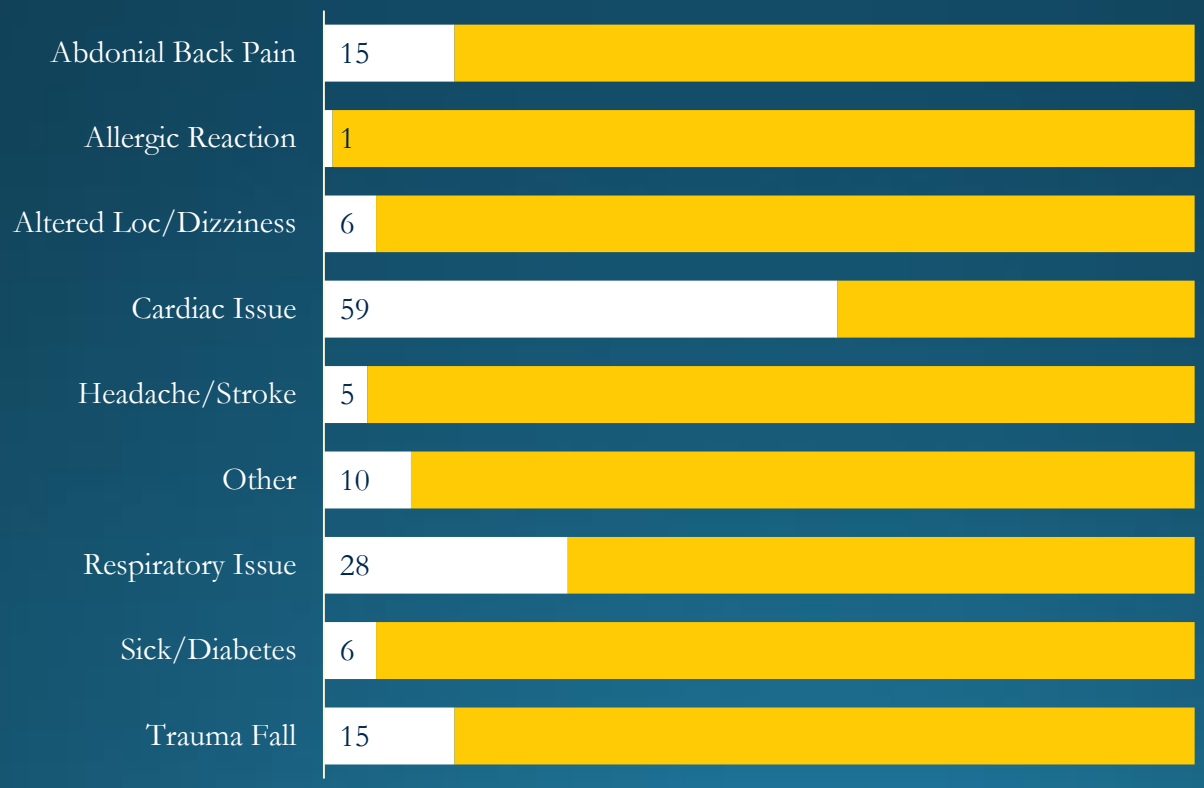
MidMichigan Urgent Care continues to provide high-quality health care services to the patients in our county and surrounding counties. We currently have three fulltime providers; Dana Brackins P.A.-C., MaryAnn Frick F.N.P. and Dr. April North, who recently joined our team in September. We have a highly trained and certified support staff that consists of three fulltime RN's, one of which will be splitting her time between Urgent Care and Quality Improvement special projects, one part-time LPN, one fulltime CMA , two fulltime reception and contingency staff that we use from time to time.

The proposed financial plans for Urgent Care Provider visits in 2017 were 14,006, and we ended the year slightly below the proposed plan with 13,943. Total nurse visits for 2017 were 1,646; these include but are not limited to allergy injection, hair and urine drug screens, breath alcohol testing, and holter and event monitor patient applications. The staff in the Urgent Care continues to encourage each patient to establish with a Primary Care Provider for follow-up care, if they do not currently already have one.

We continue to provide services such as; Department of Transportation physical and general physicals, breath alcohol and urine drug screening as well as workmen's compensation through our Occupational Health Program. Workmen's Compensation ended the year with an approximate total of $130,675 in gross charges and 1472 patient visits for the year, with Lear Corporation still our biggest Occupational Health account.

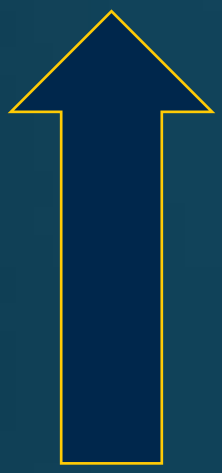
MidMichigan Urgent Care is open seven days a week and is the only emergency based walk-in clinic in Roscommon County, making volumes and acuities quite challenging at times.

145 Emergency Medical Services Runs



Behavioral Health

There are now three full-time counselors providing outpatient counseling to patients at our Houghton Lake and Roscommon sites, and one full-time counselor providing services to our Beaverton site. We continue to offer counseling services at our Roscommon and Houghton Lake school based centers.



2,116 visits reflecting a 30 percent increase in the number of patient visits over prior year

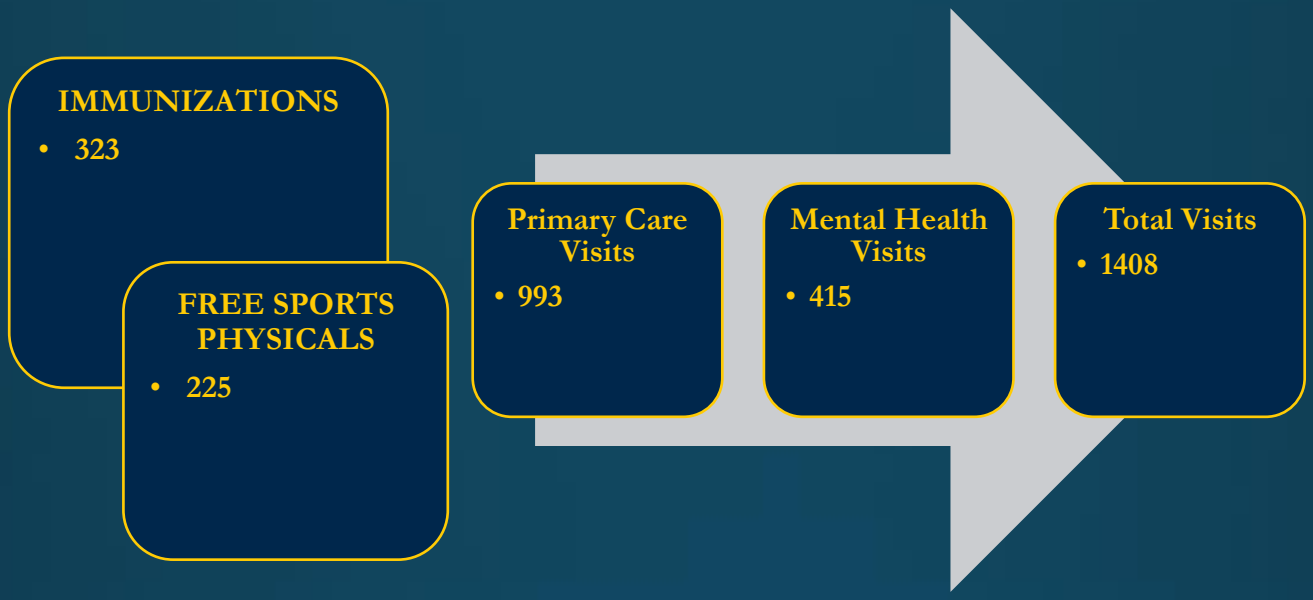
A monthly Comprehensive Diabetes Clinic (CDC) for a select group of patients continues to be provided. This program has been designated as a best practice by Health Resources and Services Administration (HRSA). During one visit, patients receive interventions from a multidisciplinary team consisting of their primary care provider, a registered dietician and certified diabetic educator, and a behavioral health provider. Team meetings include the addition of a nurse case/care manager and follow up.

The Complex Patient Care Team (CPCT) continues and is comprised of a multidisciplinary team who works closely with identified patients and their primary care providers. The team includes nurse case and care management, outreach, nutrition, and behavioral health providers. Identified patients with complex and chronic medical, behavioral health, and/or psychosocial issues are provided increased interventions by designated CPCT members to assist with improving overall health and well-being. This includes regular team meetings and follow-up with the primary care provider.

MidMichigan Community Health Services continues to be the only health care organization in the area that provides integrated primary care (IPC) services by employing a full-time licensed psychologist who serves as the behavioral health consultant (BHC) at the Houghton Lake site. Through this model of care, patients have same-day access to the BHC to obtain assistance with improving their overall health. Common areas addressed include weight loss, insomnia, chronic health conditions, stress management, psychopharmacology, depression, and anxiety. In 2017, a total number of 604 visits were provided utilizing this model of care.

We were awarded $123,200 from the Access Increases In Mental Health and Substance Abuse Services (AIMS) Grant to expand interventions for mental health and substance use disorders (SUD) with a focus on opioid abuse. This will allow for additional training, staffing, electronic health record updates, and clinical services for patients with various behavioral health and substance use disorder needs.

Houghton Lake School Based Health Center



The total number of unduplicated clients for 2016-2017 was 495 which included 386 annual well child/sports physicals, 264 up to date on immunizations and 454 clients were screened for risky behaviors, depression and abuse.

For our patient satisfaction surveys, our team exceeded the goal of maintaining at least a "B" grade (on a scale of A – E) for customer satisfaction by attaining 98 percent (out of 127 surveyed) reported an "A" grade for the Health Center.

Mandatory focus areas are required to identify high risk behaviors and address them through two focus areas using evidence based programming.

The first focus area selected is Alcohol, Tobacco, and Other Drugs as their first Mandatory Focus Area (MFA). Our Health Center provided the evidence based program "LifeSkills", which was conducted in the entire 6th and 7th grades.

The second focus area for our Houghton Lake location addresses teenage pregnancy prevention by implementing Safer Choices in 9th grade health classes. The abstinence based program is designed to provide knowledge and prevention of STD's, and pregnancy, negotiation and refusal skills.

Our team attended the Annual Bobcat Field Open House to kick off the new school year. Many backpacks, water bottles and chap stick were handed out to students and family. In conjunction with our Roscommon school based Health Center, we provided a tailgate at the rival football game. Free apple cider, donuts, and mini pumpkins to decorate were provided for all.

In July, the Health Center held its second annual Girls Camp for middle school girls with focus on risk disparities of anger, sadness, and puberty/sexual health. Activities included arts and crafts, hiking, games, and education.

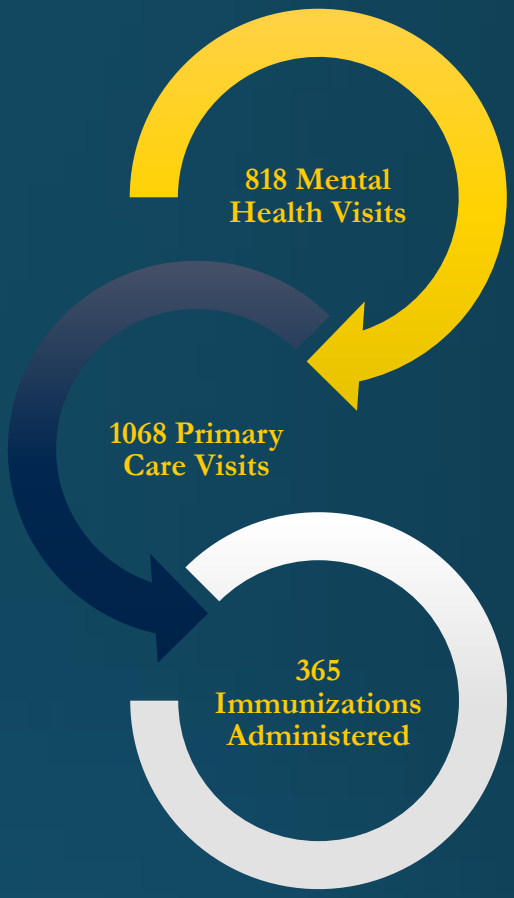
Roscommon School Based Health Center

As a mandatory focus, the Roscommon School Based Health Center is required to implement two evidenced based programs based on data that identifies high risk behaviors. The two areas of focus are Alcohol, Tobacco and Other Drugs (ATOD) and Nutrition/Physical Activity.

The ATOD focus area was addressed by implementing the "Lifeskills" program to 95 percent of all 6th graders and 93 percent of all 7th graders, all the outcomes were met. In addition, all of the 5th graders at Roscommon received health education on this topic. This program builds knowledge related to ATOD and helps participants develop the skills to enhance self esteem, problem-solving abilities, reduce stress/anxiety and gain skills to meet personal challenges.

The second focus area of Nutrition/Physical activity was addressed by implementing the "Media Smart" program within a classroom setting to 26 clients 11-13 years of age. This program builds knowledge and skills about making better decisions regarding nutrition/physical activity and impact media has on these decisions.

The Health Center is required to perform, and track outreach activities to potential and current Medicaid beneficiaries. Over 8,063 eligible or potential clients were informed about Medicaid to increase awareness about services. Forty three unduplicated clients were identified without insurance, with one client becoming successfully enrolled in Medicaid on site. Our staff attended five Medicaid-specific trainings and had 105 school staff participate in a Medicaid outreach activity.



A total of 474 unduplicated users, which represents 68 percent of our target population.

Patient satisfaction surveys

- 121 completed (26 percent of unduplicated users)
- 38 out of the 121 reported receiving mental health services completed the survey.
- 100 percent of clients reported overall satisfaction with services provided.

Parent Satisfaction Surveys

- 50 completed
- 100 percent satisfaction

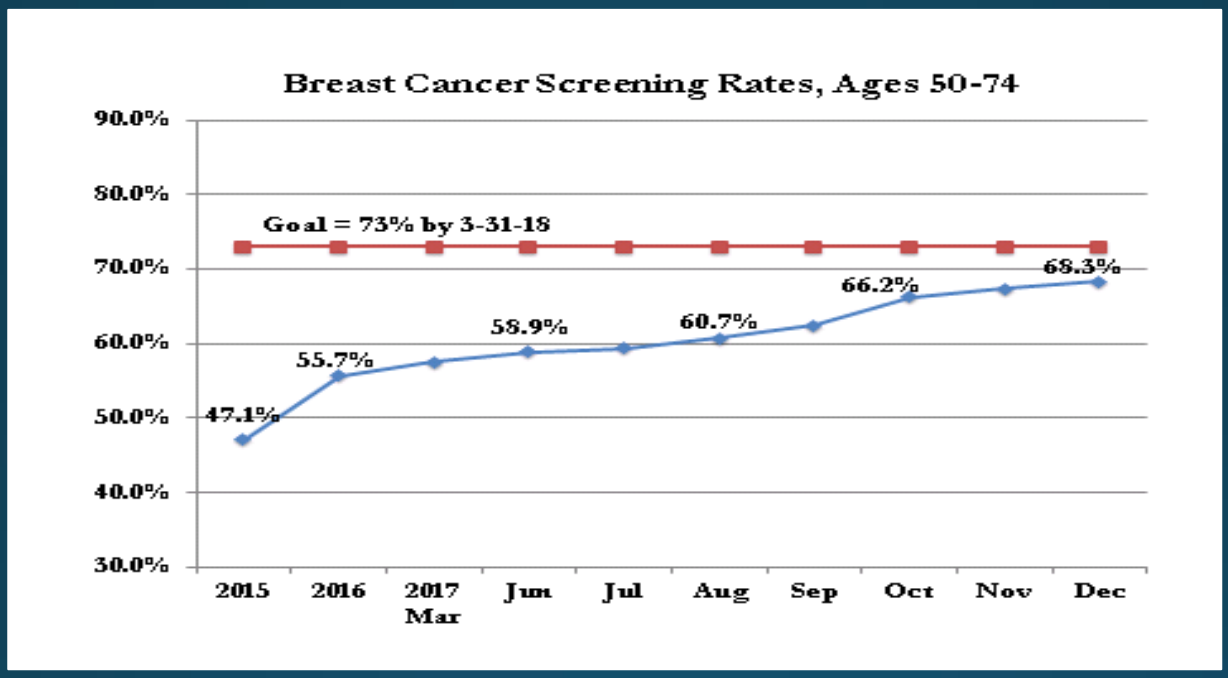
Homecoming parade

Mask Making Group

Walk 100 Miles in 100 Days

Quality Improvement

An exciting year for getting better at what we do regarding quality improvement processes and projects. In 2017, the Health Center implemented a new organization-wide foundation for quality improvement projects using MidMichigan Health's Process Improvement 101 course. For complex situations, we established work groups with the purpose of making sure that all the right people were at the table to identify the weak links in a current process and then suggest and try out different solutions to improve the process. Work group participants were made up of managers and staff from all departments and facilities that might affect a process including our partners within MidMichigan Health. Results were exciting. There was greater staff involvement and participation, and this in turn led to better solutions and improved outcomes over the year. While several work groups undertook improvement projects during the year, a representative example to highlight is the Mammogram Work Group.



For this work group, we knew we wanted to increase the number of our patients screened for breast cancer as part of our 2017 annual Quality Improvement Plan. We also knew that the current process was complex, touching all departments within the organization as well as involving our MidMichigan Health partners. Starting in March and over the course of the next 6 months, the work group identified creative and effective ways to make sure as many of our patients as possible would get their breast cancer screening done. The results over 2017 and previous years are shown above. While there is still progress to be made, the results show significant improvement toward the goal.

We continue to operate and maintain recognition as a Patient-Centered Medical Home. This recognition identifies us as a group of primary care practices that serves as the "home" for coordination of all medical needs for a patient. The model is based on an ongoing personal relationship with a primary care provider, who leads a team in providing or arranging needed services throughout the health care system. Medical homes can lead to higher quality and lower costs as well as improve patients' and providers' experience of care.

MidMichigan Health Park-Houghton Lake, MidMichigan Medical Offices-Roscommon, and MidMichigan Medical Offices-Beaverton are all recognized by the National Committee for Quality Assurance (NCQA) as Patient-Centered Medical Homes. In 2018, all facilities will undergo the recognition renewal process.

Achieving recognition from NCQA puts the organization's medical practices ahead of many of its peers. Maintaining recognition status over time continues to be a focus of the organization's strategic plan. The process is strengthened by the strong and visible support from organizational leadership and commitment to the model from staff and patient care teams within the Health Center.

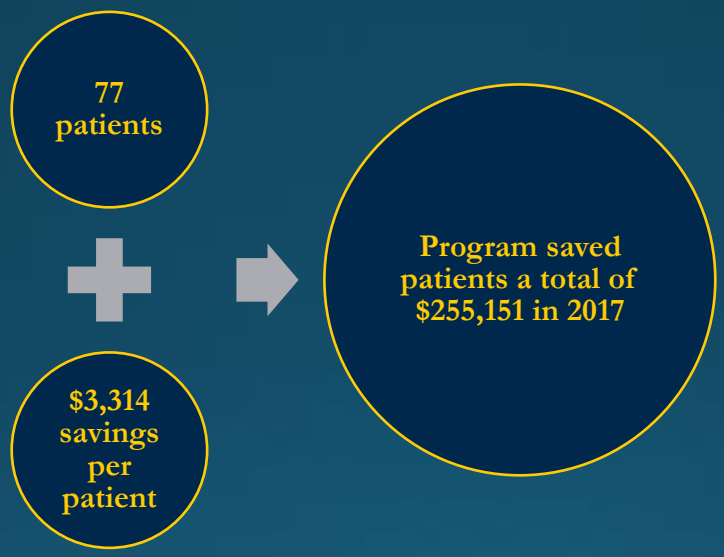
Our affiliation agreement with the Michigan Medicine allowing us to display our new Block M logo also brings with it additional requirements in quality. As we eagerly work towards reaching our ever increasing set of goals, we are satisfied with our ability to work as a team and provide outstanding care for our patients. We work hard knowing it is the right thing to do, and knowing we have the best team. The recognition only drives us to work harder, and we are excited for what we can accomplish in the future.

Population Health

Continued efforts were made to reach out to specific patient populations who were missing important health screenings throughout the year. Specific patient populations that were contacted included those with overdue appointments, missing colorectal, breast, and cervical cancer screenings, well child checks and immunizations, and disease management such as diabetes and other chronic conditions. Each letter requested the patient contact the office to schedule an appointment to discuss the missing "gap in care," or to provide us with their results and documentation if completed outside of our facility. The goal of these letters is to provide excellent patient care by improving our quality improvement measures.

Year	# of Letters Sent to Patients
2017	15,616

The program ended the year serving close to the same number of patients and costs as last year. The Prescription Assistance Program continues to help a population of Medicare Part D patients who either fall into the insurance's "donut hole," or have monthly copays that exceed the patient's ability to pay. In addition to that, the program helps patients' who have trouble affording their chronic disease medications due to high prescription costs.



MidMichigan Community Health Services' Prescription Assistance Volunteers: (from left) Joyce Gonzalez, Jan Hunt, and Millie Ritter.

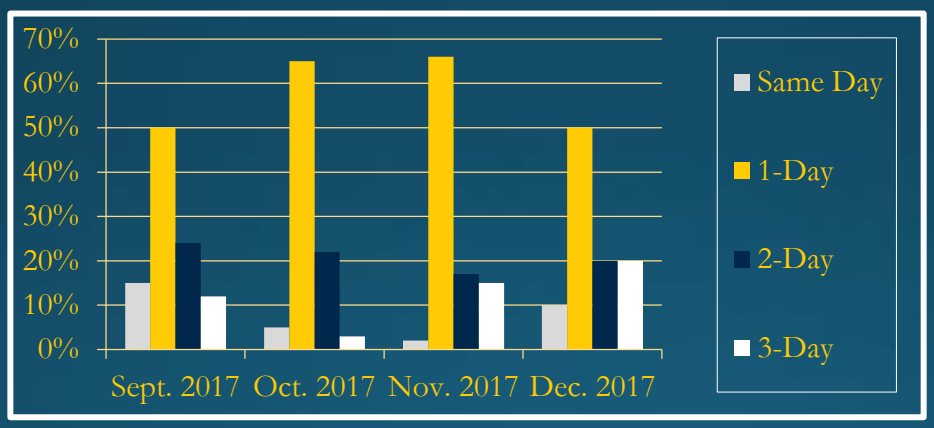
Case Management

Integrated case management assistance, a part of the preventive Services Department, includes two full-time registered nurses to provide coverage to all three family practice locations. Our expansion and collaboration allows for an average of 200 patient contacts each month. Case and care management activities are individualized and supportive of the patient-Centered medical home (PCMH) delivery model and include:

- Post hospital discharge planning to reduce risk of re-entry into acute health settings.
- Assessment and coordination of community, financial, and social resources to improve access to care, enhance home support and safety, maximize ability to obtain medical equipment, supplies and medications.
- Patient and family teaching to improve ability to manage health conditions.
- Education and preventive services to promote healthful lifestyle.
- Collaboration and improved communication between internal and external health care team and patient.
- Assistance with advance care planning, including health directive completion, home care service and hospice coordination, as well as transitional assistance for nursing home and assisted living facility admission.

The Targeted Case Management (TCM) assessment is important to help patients restore health conditions following hospital admissions and to prevent complications once home. The case management team has a continued goal to contact 80 percent of our patients within 48 hours of discharge. Monthly reporting to help us track discharge tracking will continue.

Transitional Case Management Call Return Report



Case management looks forward to the goal of implementing integrated preventive service appointments in the coming year. These appointments will be completed, collaboratively, with the patient's primary care physician during an annual wellness visit. Case management will work directly with each patient to provide education to reduce gaps in care for missing services such as preventive cancer screening and lab testing.

In addition to TCM tracking, the case management team looks forward to introducing new monthly reporting changes. The new reporting goal will show, not only the number of patients contacted, but an expanded view of what types of activities were provided. Tracked monthly entities will include number of care coordination and educational activities, internal and external referral coordination, as well as preventive and advocacy care interventions.

Outreach & Enrollment

Outreach and Enrollment activities are a part of the preventive Services Department. This program assists patients and community members with health insurance information and enrollment. As certified Michigan Medicare/Medicaid Assistance Program (MMAP) counselors, we offer help with Medicare questions and enrollment, we are also able to enroll in the Health Insurance Marketplace and MI Bridges.

We assist those we serve with connections to community resources. We participate in local community events where we represent our Health Center and collaborate with our local community agency partners. This year we worked closely with the Roscommon County Human Services Collaborative in hosting the Health & Wellness Community Connection Fair in August. As we celebrated National Health Center Week we raised health awareness with both educational activities and preventive screenings. We had a large vendor area where our local community partners were able to network and share information on the services they offer.

This year we obtained a grant through the Michigan Primary Care Association to be trained as certified community health workers, and are currently certified by the Michigan Community Health Worker Alliance (MiCHWA.)

367 enrolled in Medicaid, Medicare or the Marketplace

1550 people connected to community resources to fill various needs such as food, diapers, finding work, or help with household bills

626 applications completed for health care coverage

Health & Wellness Community Connection Fair 2017

Screenings

- Vision & Hearing
- HIV-HepC
- Blood Pressure
- Oximetry
- Skin Cancer
- Balance
- Cholesterol
- Osteoporosis

40 businesses and organizations participated to give the community an educational and fun family event

Pharmacy

As a Federally Qualified Health Center, the Medical Care Discount program extends into prescription medications. We are able to provide medications to low income patients at a significantly reduced price when the cost would otherwise be a barrier. For prescriptions that qualify, we can provide assistance for medications. This is especially helpful for very expensive medications, including during the deductible and coverage gap (donut hole) periods. We have several patients that have told us that without this program, they would be going without critical medications.

- Medication Synchronization program aligns all of your maintenance medications resulting in a one time pick up of all prescriptions.
- Free meter, strips and lancets (with prescription) to our diabetic patients.
- Medication review especially for our patients on multiple medications. We have a high level of expertise and specially trained technicians that work with the patients to assure that all of our patients pay the best price possible.
- We work with your insurance company's formulary, manufacturer coupon programs, and others. The relationship we have with the providers makes it possible to work together to select the best medication for optimal health care outcomes as well as being financially reasonable.
- You do not need to be a patient of our Center to use our pharmacy.

We will work to make every prescription transfer, every insurance call as easy as possible on you. Let us do the work, you can just worry about the pick up.

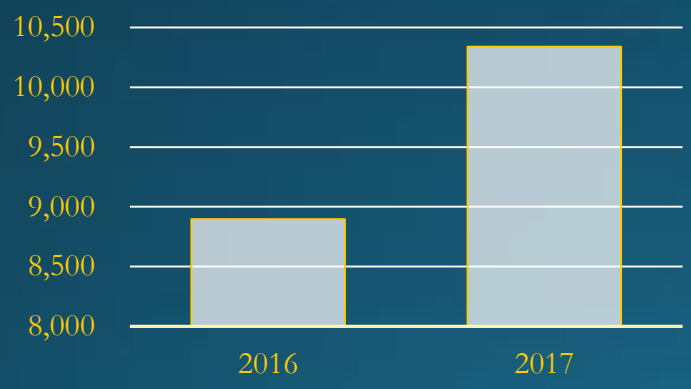
We care for our community. Prescription medications are being detected in our water systems. America's 12 to 17 year olds have made prescription drugs the number one substance of abuse for their age group, much of that supply is unintentionally coming from the medicine cabinets of their parents, grandparents, and friends. The Health Center participates in a drug takeback program where anyone can drop off unused or expired medications. All medications are properly disposed of, including over the counter medications and prescription medications as well as controlled substances (narcotics). The Center does not take back "street" or illegal drugs.

Physical Therapy

We continue to provide athletic training services for Houghton Lake High School with our new athletic trainer (AT). Additionally, we added a new physical therapist (PT).

During 2017, the physical therapy department underwent the transition to a new electronic medical records system, in which our rehabilitation staff has become proficient. In making sure our patients have access to the latest equipment, a plan to replace some of the older gym equipment has been developed and is being implemented in conjunction with the cardiac rehabilitation department.

Visits



Cardiac Rehabilitation

The patient focus group's objective is to hear the "Voice of our Patients" and improve on our customer needs and patient engagement.
In order to accomplish this, the new electronic medical system pulls patient demographics and allows us to streamline our patient entry process.

Worked to improve patient access into our CR Phase III Maintenance self-pay program

Lowered the cost $2.00 per visit

Currently $5.00 a visit

Emergency preparedness in cardiac rehabilitation and physical therapy services:

- Addition of a new crash cart (provided by Urgent Care)
- Addition of a new Automated External Defibrillator
- Implementation of our announced mock code to improve on our emergency response in rehabilitation services.

The department provided a display table and measured blood pressures at the Health & Wellness Community Connection Fair.

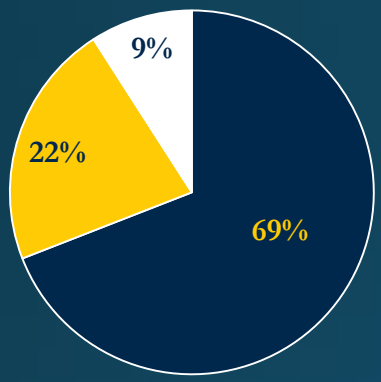
Biannual preventive maintenance of gym equipment was implemented to reduce long-term cost for major equipment replacement/repairs.

Financial Results

MidMichigan Community Health Services used the past year to position itself for future growth. The organization added a physician along with three new mid-level providers to our primary care operation as well as three behavioral health providers. Our on-site pharmacy at the MidMichigan Health Park – Houghton Lake continues to grow and add new services to support our patients. The organization expanded our pharmacy program by adding Walgreens locations to our network of contracted pharmacies. Additionally, we made significant investments in technology that will support the growth of the organization into the future.

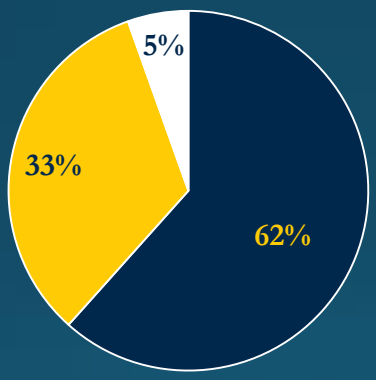
Our capital structure remains very strong, with a debt-to-capitalization ratio of 19.7 percent. The cash position of the organization remains strong, in part due to an accounts receivable collection rate of just over 30 days. The organization's strong capital structure positions us well to have the resources to fund future opportunities to ensure high-quality care for our patients.

2017 Revenues



- Net Patient Service Revenues
- Grant Revenues
- Other Revenues

2017 Expenses



- Compensation and Benefits to Our Employees
- Supplies, Contracted Services, Utilities and Other Services
- Investment in Equipment and Facilities (depreciation and interest)

Our information technology department worked hard on upgrading software and hardware leading to better productivity. Agreements were signed with reporting systems to help with tracking patient records, also helping cut down on staff time previously designated to our data tracking. These efforts to reduce cost and acquire additional hardware or software allowing for better workflow will be an ongoing project.

Medical Care Discounts

- 997 applications
- $184,558 adjustments applied

Temporary Discounts

- 225 applications
- $37,134 adjustments

Dental Care Discounts

- 189 non-patient applications
- 223 patient applications

Northern Lower Regional Area Health Education Center (AHEC)

The Michigan Area Health Education Center (AHEC), a program of Wayne State University, was established in 2010. Through a statewide network of regional Centers, Michigan AHEC works to improve community health and strengthen the state's health care workforce by recruiting, training and retaining health professionals committed to increasing access to primary care in underserved areas.

In April, 2015, MidMichigan Community Health Services became the host organization for the Northern Lower Regional AHEC (NLRC) which serves the 21 northern counties including Alcona, Alpena, Antrim, Benzie, Charlevoix, Cheboygan, Crawford, Emmet, Grand Traverse, Iosco, Kalkaska, Leelanau, Manistee, Missaukee, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, Roscommon, and Wexford.

In 2016, the NLRC formed a 12 member Community Advisory Board. Together we work diligently to develop pipeline programs for area high school students within the region. In addition, we continue to provide continuing education event support and clinical placements for allied health professionals and medical students within the region.

Houghton Lake Alternative Education students touring the lab at MidMichigan Health Park-Houghton Lake

Wayne State FNP student Rachel Reaume in Urgent Care

To date, the NLRC has formed partnerships with several colleges including Central Michigan University, Michigan State University, University of Michigan, Georgetown University, Kirtland Community College, Baker College of Cadillac, Ross Medical Education, Grand Valley State University, Wayne State University and Western Michigan University.

Since its inception, the NLRC has helped facilitate 40 clinical student placements, internships and job shadow opportunities.

Providers and Services

- Primary Care
- Behavioral Health
- Bone Density Testing
- Cardiac Rehabilitation
- Digital Mammography
- General X-Ray Services
- Laboratory Services
- Occupational Therapy
- Physical Therapy
- preventive Services
- Ultrasound
- Urgent Care Walk-in Visits

MidMichigan Health Park-Houghton Lake
Family Medicine

Kevin Denlinger, D.O.
Lauren Haskin, P.A.-C.
April North, M.D.
June Stefanko, F.N.P.-B.C., M.S.N.
Jeff Strickler, M.D., Chief Medical Officer
Heather Tonello, P.A.-C.

Pediatrics

Lyndsy McMorrow, D.O.

Behavioral Health

Stacey Gedeon, Psy.D., M.S.C.P.

MidMichigan Health Park-Urgent Care

Dana Brackins, P.A.-C.
Mary Ann Frick, F.N.P.
April North, M.D.

MidMichigan Medical Offices-Roscommon
Family Medicine

Jamie Taylor, PA-C
Roberto Viguilla, M.D.

MidMichigan Medical Offices-Beaverton
Family Medicine

Paige Clare, P.A.-C.
Vinosha Balakrishnan, M.D.

Family Medicine at Community Mental Health of Central Michigan
Family Medicine

Vinosha Balakrishnan, M.D.

School Based Health Centers
Houghton Lake

Carissa Bonner, C.P.N.P., M.S.

Roscommon

Connie Geers, C.F.N.P.

Board of Directors and Officers

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Dawn LaCasse

Vice-Chair

Shannon Phelps

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Ed Stern

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Jim Raschke, MBA

Chief Medical Officer

Jeff Strickler, MD

Chief Operations Officer

Melissa Dunkle, B.S., R.T., (R), (CT)

Chief Financial Officer

Bill Collin, MBA