



2022 Annual Report



HACKLEY COMMUNITY CARE
For Your Whole Life



*“
Our mission is to support and
promote our patients’ total health
with quality, integrity, respect and
compassion.”*



FOUNDATIONAL PILLARS



PEOPLE



SERVICE



QUALITY



FINANCE



**GROWTH /
ACCESS**

PEOPLE

BE THE
EMPLOYER OF
CHOICE




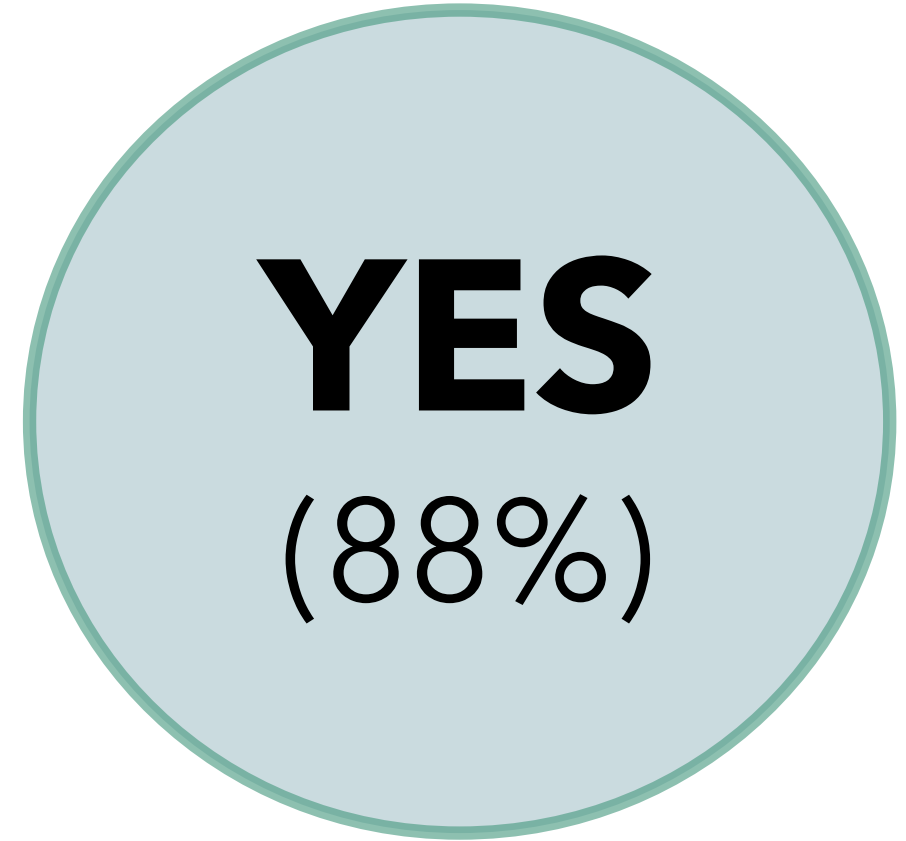
2022 HCC STAFF: 285



STAFF SURVEY

Would you be proud to recommend HCC as an employer?

 2022 Staff Responses
**Goal 92% "Yes" Response





2022 STUDENT PRECEPTORSHIPS

29

Students rotated through HCC.

What a great experience for
students and staff!



2022 WELLNESS WORKS!

78 Staff Participated
\$7,980
Paid out to staff!

HCC Staff are encouraged to lead a 12-month healthy lifestyle. HCC offers a Wellness Incentive Program; staff can choose to participate and earn “points” – \$1 for each point (up to \$200!).

We have had great success with this program!

Guiding PRINCIPLES

Philosophy

To make a difference by serving the whole person – medical, dental, economic, social, psychological and spiritual.

...Is it good for the patient?

...Is it good for the staff?

...Is it good for the organization?

...Is it good for the community?

GROWTH / ACCESS

MATCH
SERVICES WITH
IDENTIFIED
COMMUNITY
NEEDS



Interpreter
Services

Medical

OB Services
and Family
Planning

Dental

Laboratory
Services

Peer Support
Specialist

Mental Health

Pharmacy

School Based
Services

Minor Office
Surgeries

Group Visits
/ Classes

Community
Health Workers

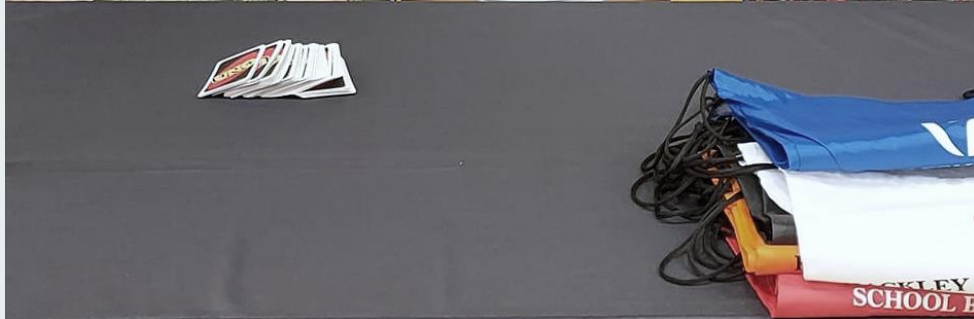
Telehealth
Services

Maternal and
Infant Health
Program

HCC SERVICES 2022

RN Care
Management
Services

TOTAL PATIENTS



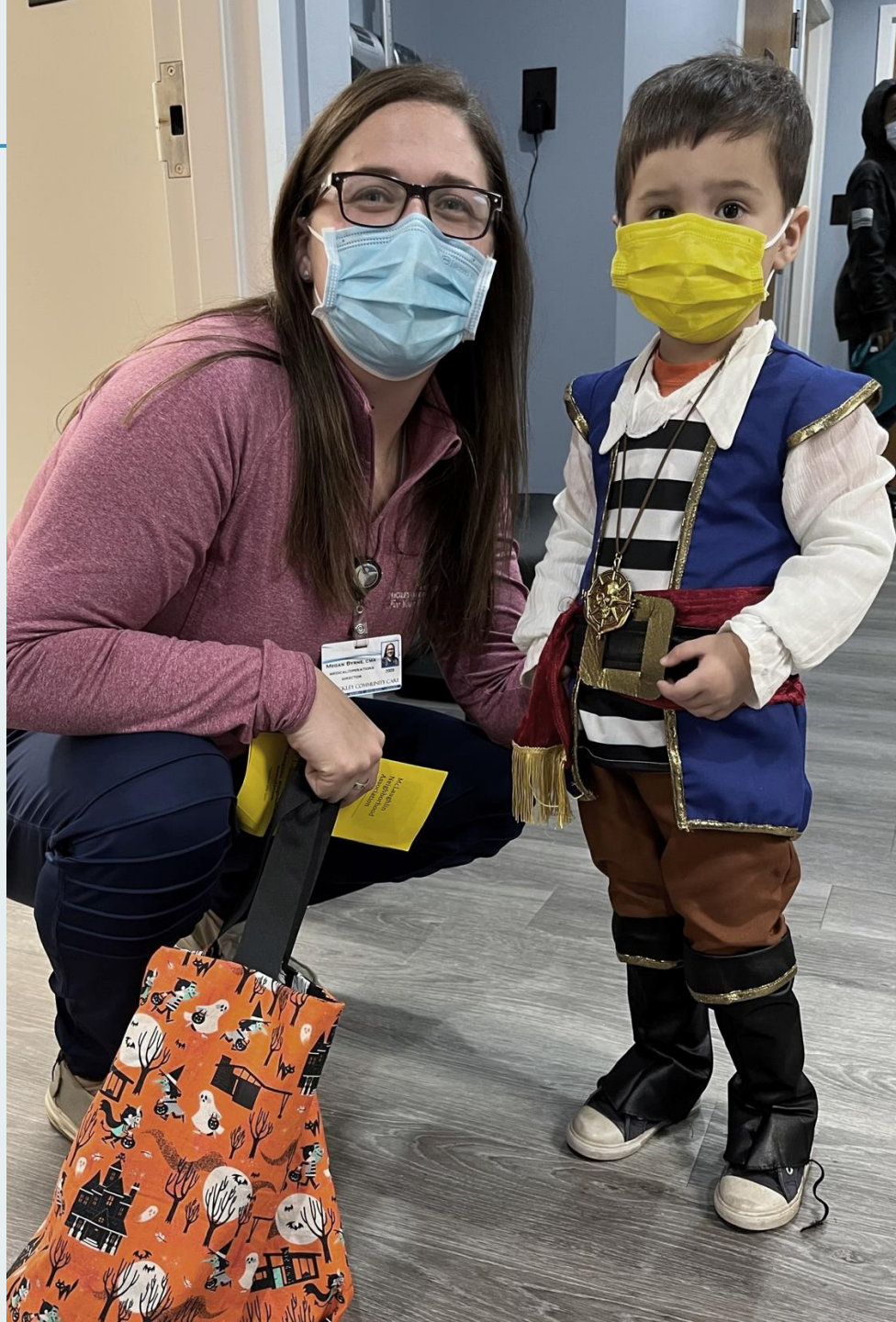
HACKLEY COMMUNITY
SCHOOL PROGRAM



2022
TOTAL PATIENTS

22,849

TOTAL NEW PATIENTS



2022
TOTAL NEW
PATIENTS VISITS

4,695

Medical
56,306

OB
4,091

**School Based
Health**
18,740

**Mental
Health**
11,752

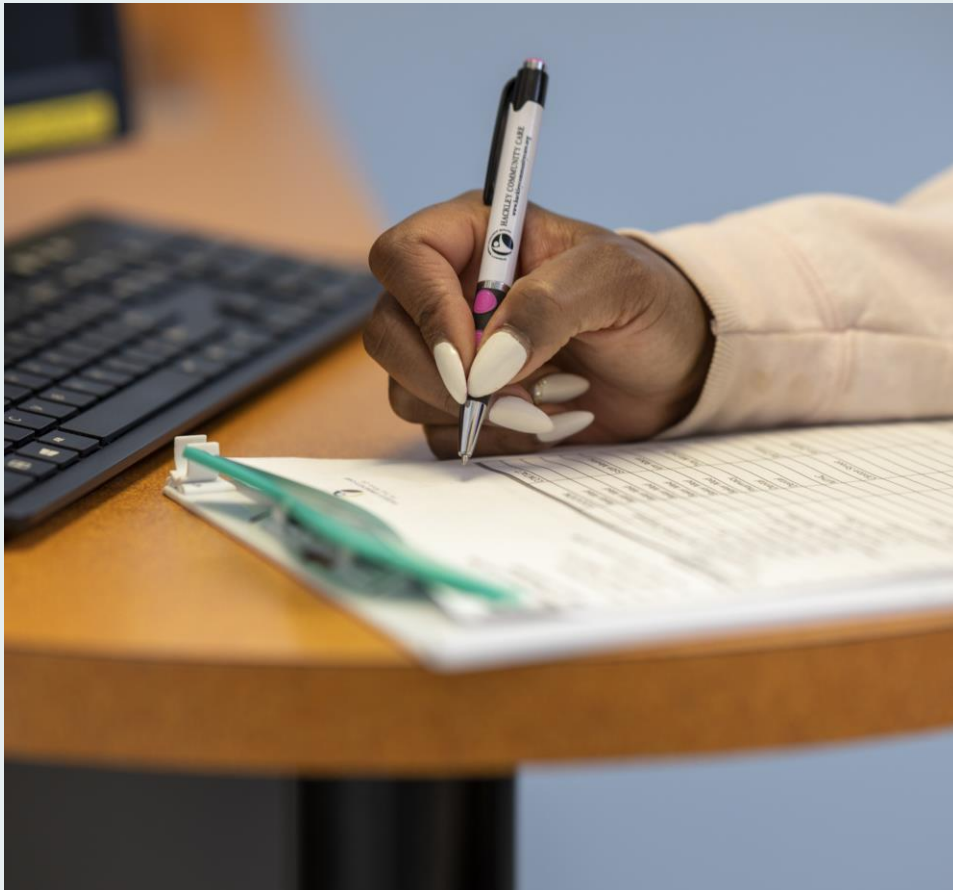
Dental
14,786

MIHP
1,505

BILLABLE VISITS BY DEPARTMENT
HCC TOTAL: 107,180

The referral staff schedule tests and follow up on specialty appointments for patients.

They also facilitate communication and processes between HCC, the patient, the specialty provider, the hospital, and insurance companies.



2022 - REFERRALS

MEDICAL

REFERRALS MADE: **24,929**

REFERRALS COMPLETED: **13,162**

DENTAL

REFERRALS MADE: **874**

REFERRALS COMPLETED: **256**

PATIENT SATISFACTION SURVEY RESULTS

OBJECTIVE:

Increase the “**Very Satisfied**”
patient satisfaction rate

1153 Patient Responses
(plus 121 Telehealth Patient Responses)

Ease of Getting
Care
73%
VERY SATISFIED

Facility
85%
VERY SATISFIED

Staff
Relationships
83%
VERY SATISFIED

Care Coordination
for Medical Services
77%
VERY SATISFIED

*Recommend this Medical Practice responses were 97% as being “Satisfied” or “Very Satisfied” combined.

COMMUNITY CARE PHARMACY



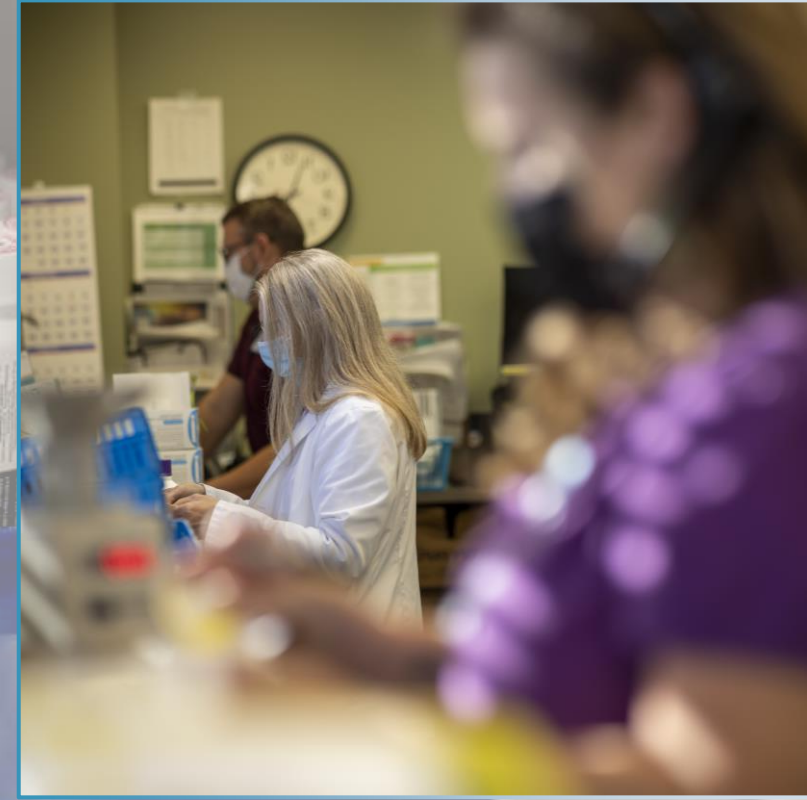
3,350

Total Customers Served



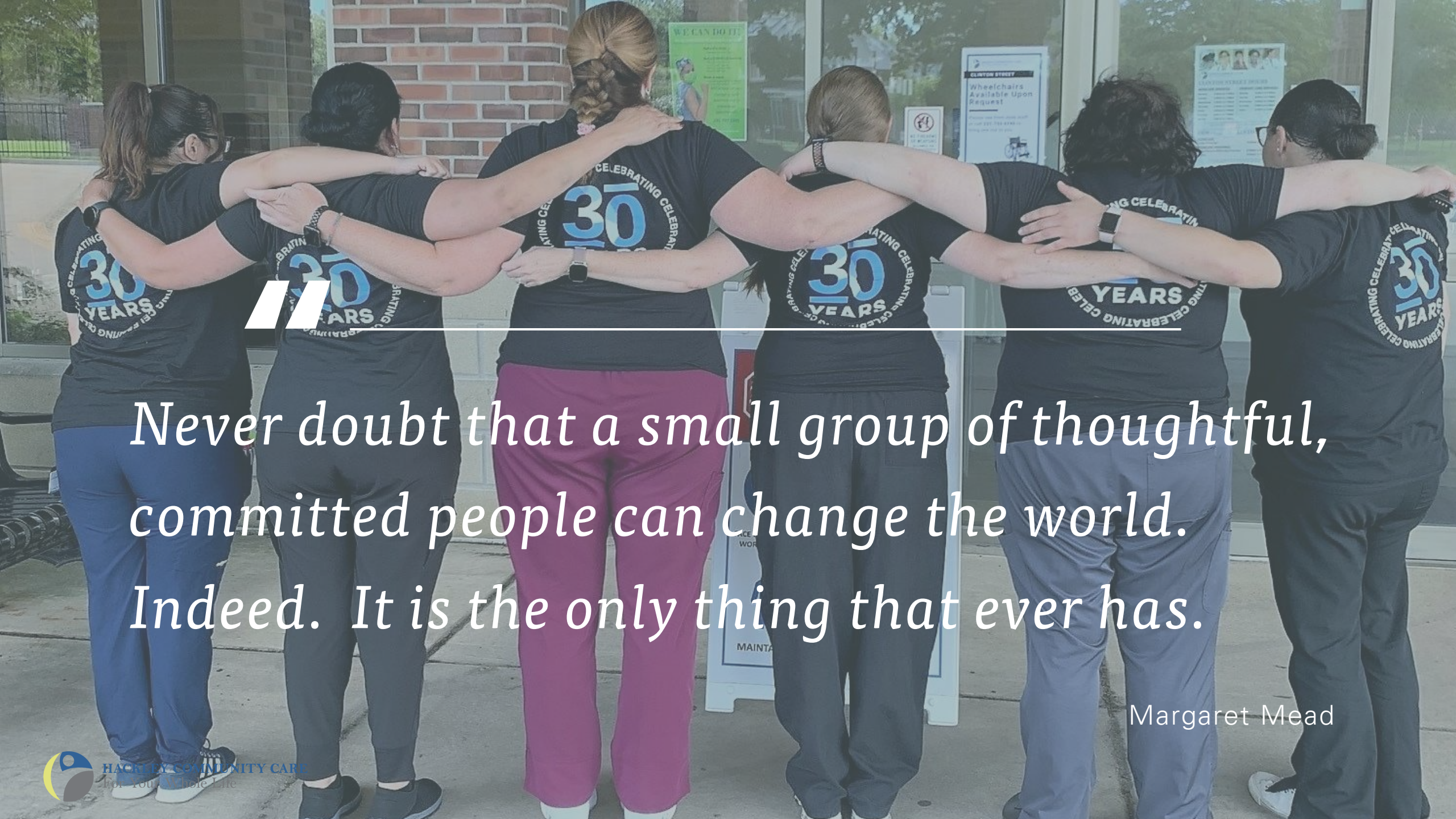
44,476

Prescriptions



178

Average Daily Prescriptions



Never doubt that a small group of thoughtful, committed people can change the world. Indeed. It is the only thing that ever has.

Margaret Mead



HCC VALUES

INTEGRITY

Sincerity, honesty and candor
(doing the right thing)

RESPECT

High or special regard for patients and
each other. (treating others as you want
to be treated)

COMPASSION

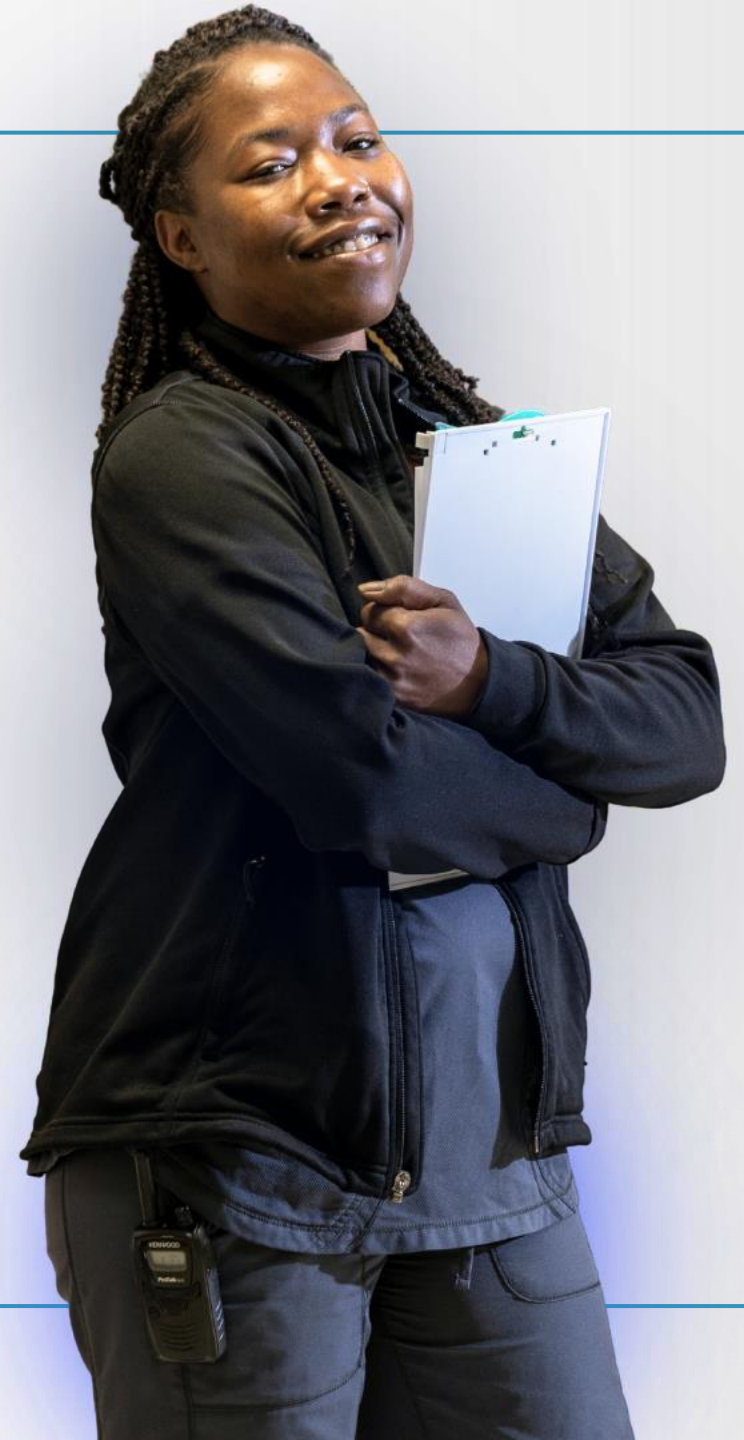
Giving, comforting and bringing hope.
("being there" for others)

QUALITY

High degree of excellence. Going above
and beyond. (making a difference)

QUALITY

IMPROVE
PATIENT HEALTH
OUTCOMES





•Patient Centered Medical Home (PCMH) Initiatives

- National Committee for Quality Assurance (NCQA) for Baker and Leahy sites (Clinton site work 2023)
- Blue Cross Blue Shield of Michigan for all sites

•Quality Assurance / Performance Improvement Committee Workgroups

- Quality Assurance / Performance Improvement (QAPI)
- Environment of Care
- Access
- Patient Satisfaction
- Information Technology
- Finality
- EHR / Chronic Disease
- Diversity and Inclusion (D & I)
- Trauma Informed Care

•Pay for Performance Measures

- HCC staff consistently monitor, track, and follow-up on pay for performance measures and patient compliance

•Clinical Quality Measures

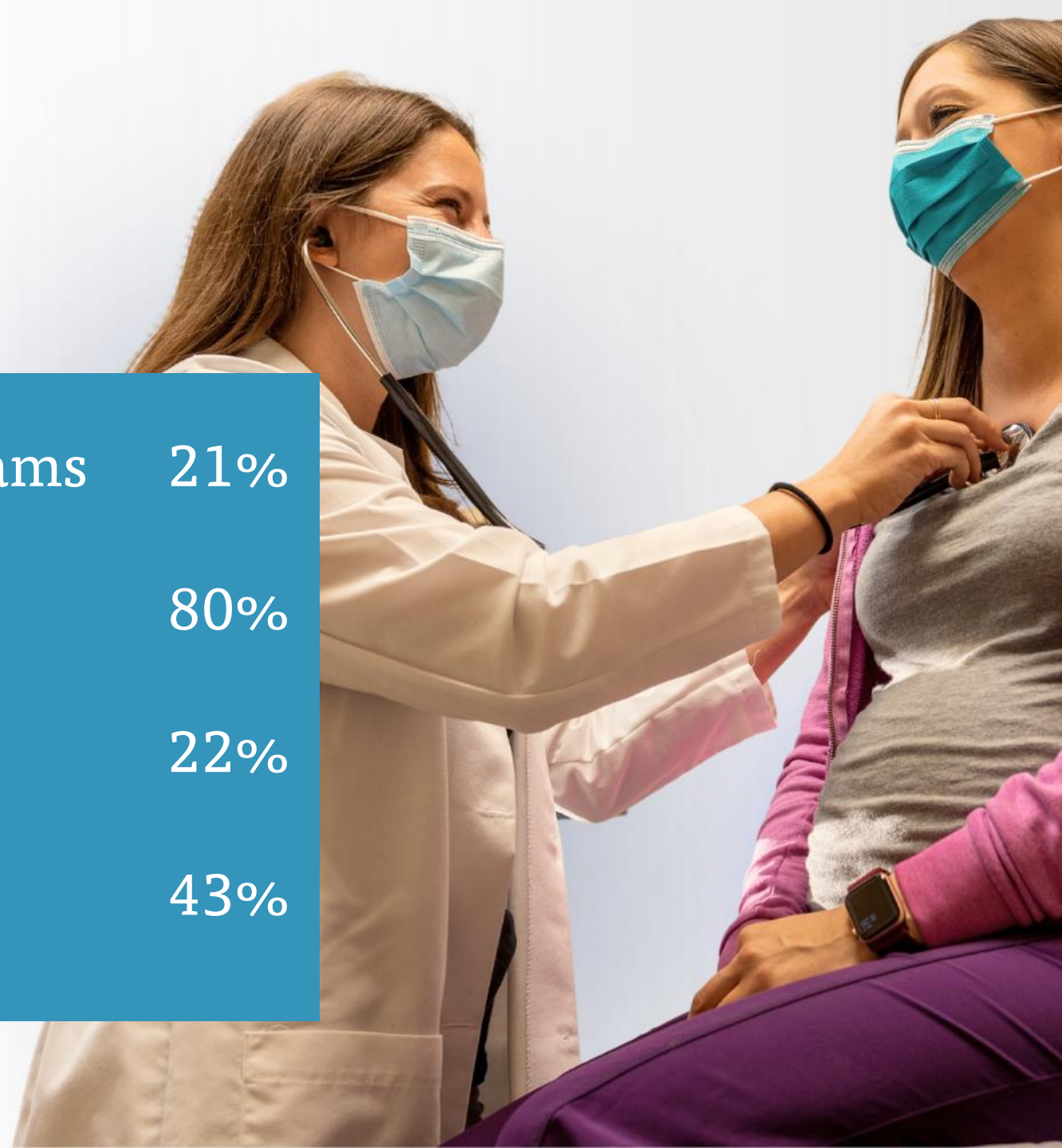
•Quality Improvement Projects (QIPs)

CLINICAL QUALITY MEASURES

*Outcome criteria based on federal UDS guidelines

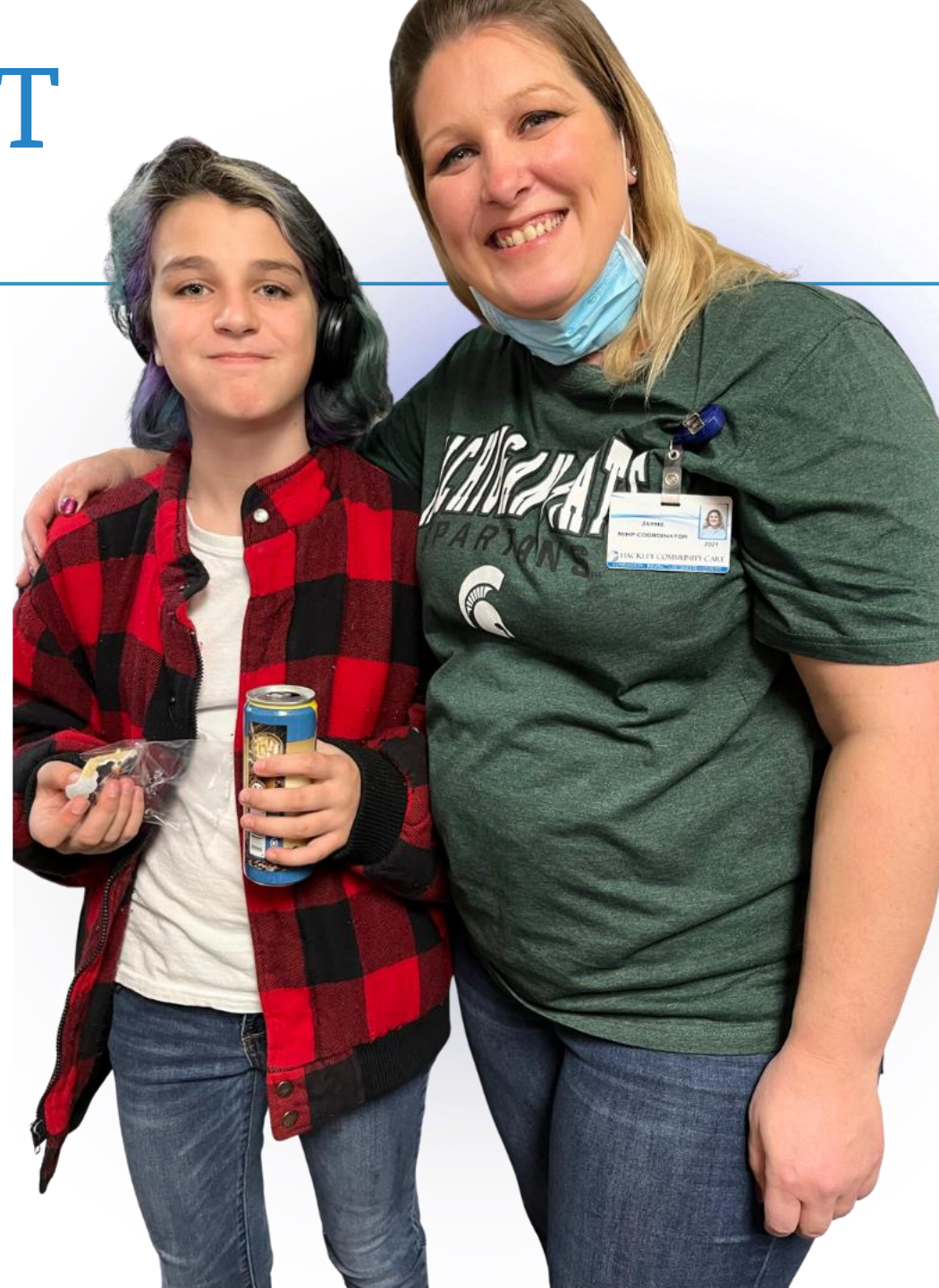
PRENATAL LIFECYCLE

- % of births less than 2,500 grams 21%
- 1st Trimester 80%
- Dental Exams 22%
- % Quit smoking by delivery 43%



CHILD & ADOLESCENT LIFECYCLE

- Immunizations (24 mo) **18%**
- Obesity (13-17 yrs) **47%**
- Weight Assessment & Counseling (3-17 yrs) **74%**
- Annual Behavioral Risk Screen (9-17 yrs) **52%**
- % Active Smokers (13-17 yrs)
 (Smokers) Tobacco **2.5%**
 E-Cig / Vaping **<0.1%**
 2.5%
- Tobacco Use – Documentation of
 Assessment and Cessation Intervention
 for active Smokers (13-17 yrs) **87%**



ADULT LIFECYCLE

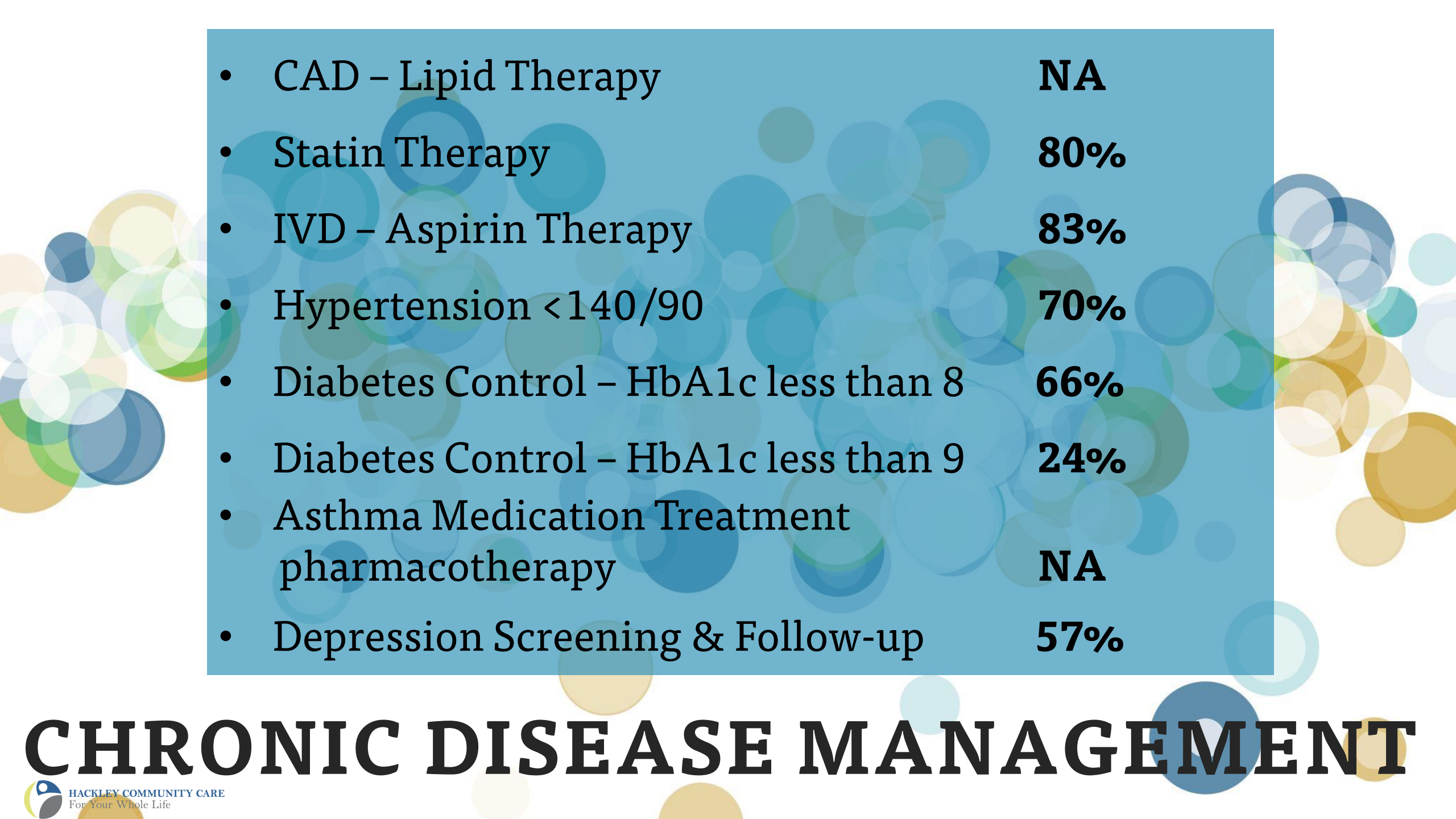
- Cervical Cancer Screening last 3 years **52%**
- Breast Cancer Screening **52%**
- Colorectal Screening **54%**
- Active Smokers (18+) **30%**
- Tobacco Assessment/Intervention (18+) **78%**
 - Smokers/Tobacco **26%**
 - E-Cig / Vaping **4.5%**
- Overweight & Obese Patients (18+) **76%**
- Documentation of Weight Assessment Patients (18+) **68%**



CHILD & ADULT LIFECYCLE DENTAL

Complete treatment plans within 12 months	54%
Dentures delivered within 90 days	76%
Children at Moderate/High Risk for Caries received sealant	55%
Continuing Care	71%





• CAD – Lipid Therapy	NA
• Statin Therapy	80%
• IVD – Aspirin Therapy	83%
• Hypertension <140/90	70%
• Diabetes Control – HbA1c less than 8	66%
• Diabetes Control – HbA1c less than 9	24%
• Asthma Medication Treatment pharmacotherapy	NA
• Depression Screening & Follow-up	57%

CHRONIC DISEASE MANAGEMENT

DIABETES

- **Blood Pressure < 140/90** **70%**
- **HbA1c less than 8** **66%**
- **HbA1c less than or equal to 9.0** **76%**
- **Microalbumin** **61%**
- **Documentation of Eye Exams** **59%**
- **Documentation of Foot Exams** **72%**
- **Documentation of Dental Exams** **26%**

of Patients: 1,669

MOTTO CAN DO

C

- CUSTOMER
DRIVEN

A

- AHEAD OF THE
TIMES.
INNOVATIVE,
CONTINUAL
LEARNING AND
GROWING

N

- NO MARGIN –
NO MISSION.
FINANCIAL
STABILITY AND
GROWTH

D

- DEDICATION TO
HCC MISSION
AND VALUES

O

- OPEN AND
HONEST
COMMUNICATION

FINANCE

BE A SUSTAINABLE,
PROFITABLE, AND
ACCOUNTABLE
ORGANIZATION



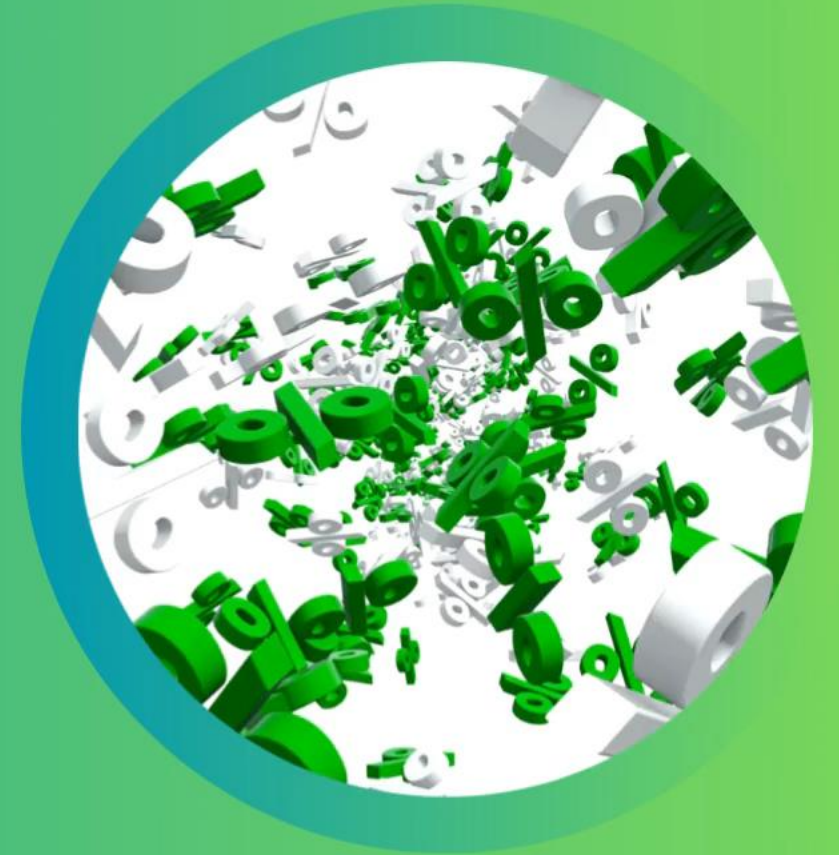
FINANCE

Goal is to have at least a
3% Bottom Line Margin
in order to reinvest
in services

11.5%

**Bottom Line Margin
in 2022**

*Includes prior year cost report adjustments of \$2.4M, MCHN investment of \$327K and SWAP rate Mark to Market adjustment of \$236K. Normalized Bottom Line Margin is 4%.



TECHNOLOGY - 2022

MEDICAL

- Implemented April 2003
- Bi-directional Lab Interface (Mercy Health & Quest Labs)
- E Prescribing
- HL7 interfaces to Trinity and Regional HIE's
- Virtual Healthcare
- Virtual Integrated Patient Record
- Great Lakes Health Connect
- Health Information Exchange
- Relatient Patient Messaging
- Patient Portal (FollowMyHealth)
- Veradigm HER
- I2i Patient Registry
- Phreesia Patient Intake

DENTAL

- Dentrix EHR
- Digital X-Ray
- Virtual services that make mobile dentistry possible
- Phreesia Patient Intake

PHARMACY

- PioneerRX
- IVR for call-in patient refill requests

ORGANIZATION

- HCC Website
- SharePoint
- Office 365
- ExaGrid for Disaster Recovery
- Server Virtualization
- Virtual Desktop Infrastructure
- WAN Management
- 8 GB Backbone Infrastructure
- Alert Medical Employee Communications
- Mitel VoIP Phones
- Dedicated fiber connections 20 remote sites
- Storage Area Network (SAN)
- Continuity to School Based Health using dark fiber
- Azure Cloud Services

SERVICE

BE THE
HEALTHCARE
PROVIDER OF CHOICE





SPECIAL PROGRAMS & SERVICES

PHARMACEUTICAL PATIENT ASSISTANCE PROGRAM



2,195

**PATIENTS
SERVED**



67,705

PRESCRIPTIONS

SLIDING FEE SCALE



604

**ACTIVE SFS
PATIENTS**

COMMUNITY OUTREACH



45

**COMMUNITY
EVENTS**

3,417

**PATIENT
CONTACTS**

HCC staff is committed to reaching out to the community at health fairs, festivals, back to school programs, church events, and other community outreaches.

GRANDPARENTS RAISING GRANDCHILDREN PROGRAM



**37
KIDS**



**23
FAMILIES**

Provides support and education for grandparents raising their grandchildren.

RN CARE MANAGERS

2,249
PATIENTS

5,084
SERVICES

Provide support and education to patients with chronic disease conditions, develops patient care plans, facilitates transitions of care and promotes healthy lifestyles.

COMMUNITY HEALTH WORKERS (CHW)

Community Health Workers come alongside the patient to provide education and resources in the areas of housing, education, insurance coverage, transportation, etc.



231
PATIENTS

OUTREACH AND ENROLLMENT

HCC Staff educate, assist and enroll clients into Marketplace and Medicaid Insurance Products.

OF SERVICES PROVIDED
4,753

PEER RECOVERY COACH

The Peer Support Specialist provides support and encouragement to patients with substance use disorders.

PATIENTS

146

SERVICES

391



Feedback from both patients and staff is very positive – they like the teaching/learning style and interactions between patients.

16
PATIENTS COMPLETED
CENTERING IN 2022

2
QUIT SMOKING

15
NORMAL BIRTH
WEIGHT BABIES

6
INITIATED
BREAST FEEDING



BREAST AND CERVICAL PROGRAM

This service provides eligible women clinical breast & pelvic exams, pap smears, and mammograms FREE of charge!

49

WOMEN SEEN IN THE BCCP PROGRAM



SCHOOL BASED HEALTH PROGRAMS



FRUITPORT MIDDLE SCHOOL
COUNSELING SERVICES

EDGEWOOD ELEMENTARY SCHOOL
COUNSELING SERVICES



HOLTON ELEMENTARY SCHOOL
COUNSELING SERVICES

HOLTON MIDDLE/HIGH SCHOOL
COUNSELING SERVICES



MUSKEGON TEEN HEALTH CENTER
MEDICAL, DENTAL, COUNSELING SERVICES

MUSKEGON MIDDLE SCHOOL
COUNSELING, RN SERVICES

MARQUETTE ELEMENTARY
COUNSELING, RN SERVICES

BUNKER ELEMENTARY
COUNSELING SERVICES

OAKVIEW ELEMENTARY
COUNSELING SERVICES



MUSKEGON HEIGHTS PUBLIC ACADEMY
COUNSELING SERVICES

DR. MARTIN LUTHER KING ACADEMY
COUNSELING SERVICES



OAKRIDGE TEEN HEALTH CENTER
MEDICAL, DENTAL, COUNSELING SERVICES

OAKRIDGE UPPER ELEMENTARY
COUNSELING SERVICES

OAKRIDGE LOWER ELEMENTARY
COUNSELING SERVICES



THREE OAKS PUBLIC SCHOOL ACADEMY
COUNSELING SERVICES



RAVENNA PUBLIC SCHOOLS
COUNSELING SERVICES




ORCHARD VIEW MIDDLE SCHOOL
COUNSELING SERVICES



WHITEHALL SCHOOL DISTRICT
COUNSELING SERVICES

SCHOOL BASED HEALTH PROGRAMS TOTAL PATIENTS & VISITS



3,509
TOTAL
PATIENTS



20,321
TOTAL
VISITS

IHC

INTEGRATED HEALTH CLINIC

**824
PATIENTS**

**5,055
SERVICES**



MUSKEGON PRESCRIBES FOOD FOR HEALTH

HCC partners with Community EnCompass in signing patients up for the Muskegon Prescribes Food for Health program. The program offers free fruits and vegetables, cooking classes, and nutrition education.



Number of patients that participated:

10

SOCIAL DETERMINANTS OF HEALTH

HCC screens patients for social determinants of health and links them to community resources.

**NUMBER OF PATIENTS THAT
RECEIVED SCREENING**

5,816

POSTPARTUM DEPRESSION WORKGROUP

4

Participants

HCC Staff facilitate support groups that provide a safe and caring place for women experiencing postpartum depression.





HCC Staff pay \$2 to wear jeans on Friday. Money collected is donated to community agencies.

\$1,475
Donations
in 2022

\$63,071
Total
Donations
Since 1997



HCC SOCIAL COMMITTEE

HCC Social Committee is a committee composed of staff from all HCC departments and sites!

The committee works hard to bring staff FUN give-backs, prizes, and morale boosters throughout the year!

WE'RE ALL IN
THIS
TOGETHER!



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