HACKLEY COMMUNITY CARE
For Your Whole Life



2025 SERVICES AT A GLANCE





Our mission is to support and promote our patients' total health with quality, integrity, respect, and compassion.

HCC FOUNDATIONAL PILLARS

People



Service/Technology



Quality



Finance



Growth/Access



BE THE EMPLOYER OF CHOICE

PEOPLE PILLAR

HACKLEY COMMUNITY CARE
For Your Whole Life

2025 HCC STAFF:

305



STAFF SURVEY

Would you be proud to recommend HCC as an employer?

2025 Staff Responses

***Goal 93% “Yes” Response**

YES

82%

Student Preceptorships



2025 STUDENT PRECEPTORSHIPS

24

Students rotated through HCC.

What a great experience for students and staff!



2025

LIFESTYLE WELLNESS WORKS

95 Staff Participated

$18,370

Paid out to staff!

15 more employees than 2024!

Live Well, Earn Rewards!
HCC encourages staff to embrace a healthy lifestyle all year long through our **Wellness Incentive Program**.

Choose to participate and earn **points worth $1 each** — up to **$250** just for making healthy choices!

This program has been a big hit with staff — and it keeps growing!

GUIDING PRINCIPLES

Is it good for the PATIENT?

Is it good for the STAFF?

Is it good for the ORGANIZATION?

Is it good for the COMMUNITY?



CULTURE STATEMEMENT

AT HACKLEY COMMUNITY CARE, WE ARE COMMITTED TO FOSTERING A WELCOMING CULTURE WHERE EVERY INDIVIDUAL HAS THE OPPORTUNITY TO PARTICIPATE, CONTRIBUTE, AND BE RECOGNIZED FOR THEIR UNIQUE PERSPECTIVES AND ACHIEVEMENTS.

We rise together, not alone.

MATCH SERVICES WITH IDENTIFIED COMMUNITY NEEDS

GROWTH & ACCESS PILLAR

HACKLEY COMMUNITY CARE
For Your Whole Life

HCC SERVICES 2025

Interpreter Services

RN Care Management Services

OB Services and Family Planning

Medical

Maternal and Infant Health Program

School Based Services

Pharmacy

Minor Office Surgeries

Peer Support Specialist

Mental Health

Dental

Group Visits / Classes

Telehealth Services

Laboratory Services

Community Health Workers

TOTAL PATIENTS



2025
TOTAL PATIENTS

21,293

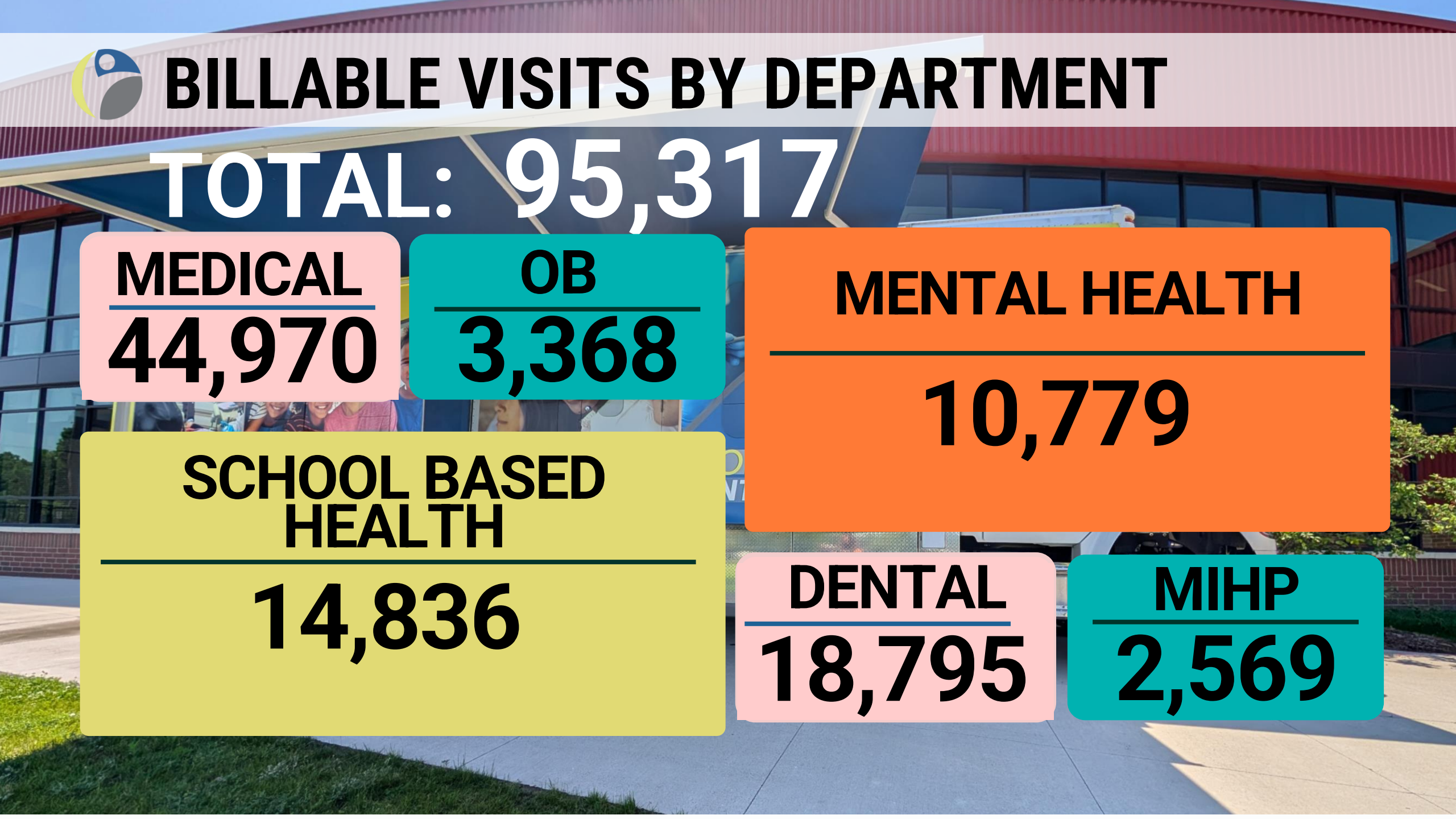
TOTAL NEW PATIENTS



2025

TOTAL NEW PATIENT VISITS

3,950


BILLABLE VISITS BY DEPARTMENT
TOTAL: 95,317
MEDICAL
44,970
OB
3,368
MENTAL HEALTH
10,779
SCHOOL BASED HEALTH
14,836
DENTAL
18,795
MIHP
2,569

MEDICAL

REFERRALS MADE: 23,374

REFERRALS COMPLETED: 14,250

DENTAL

REFERRALS MADE: 2,334

REFERRALS COMPLETED: 497

REFERRALS

The referral staff coordinate test scheduling and specialty appointment follow-up for patients. They also ensure clear communication and processes among HCC, patients, specialty providers, hospitals, and insurance companies.



PATIENT SATISFACTION
SURVEY RESULTS

GOAL:
Increase the "Very Satisfied" patient satisfaction rate

1,248
Patient Responses
(almost double 2024!)

Ease of Getting Care
73%
VERY SATISFIED

Staff Relationships
88%
VERY SATISFIED

Care Coordination for Medical Services
72%
VERY SATISFIED

Facility
82%
VERY SATISFIED

'Do You Recommend This Medical Practice' responses were 100% as being "Satisfied" or "Very Satisfied" combined

COMMUNITY CARE PHARMACY





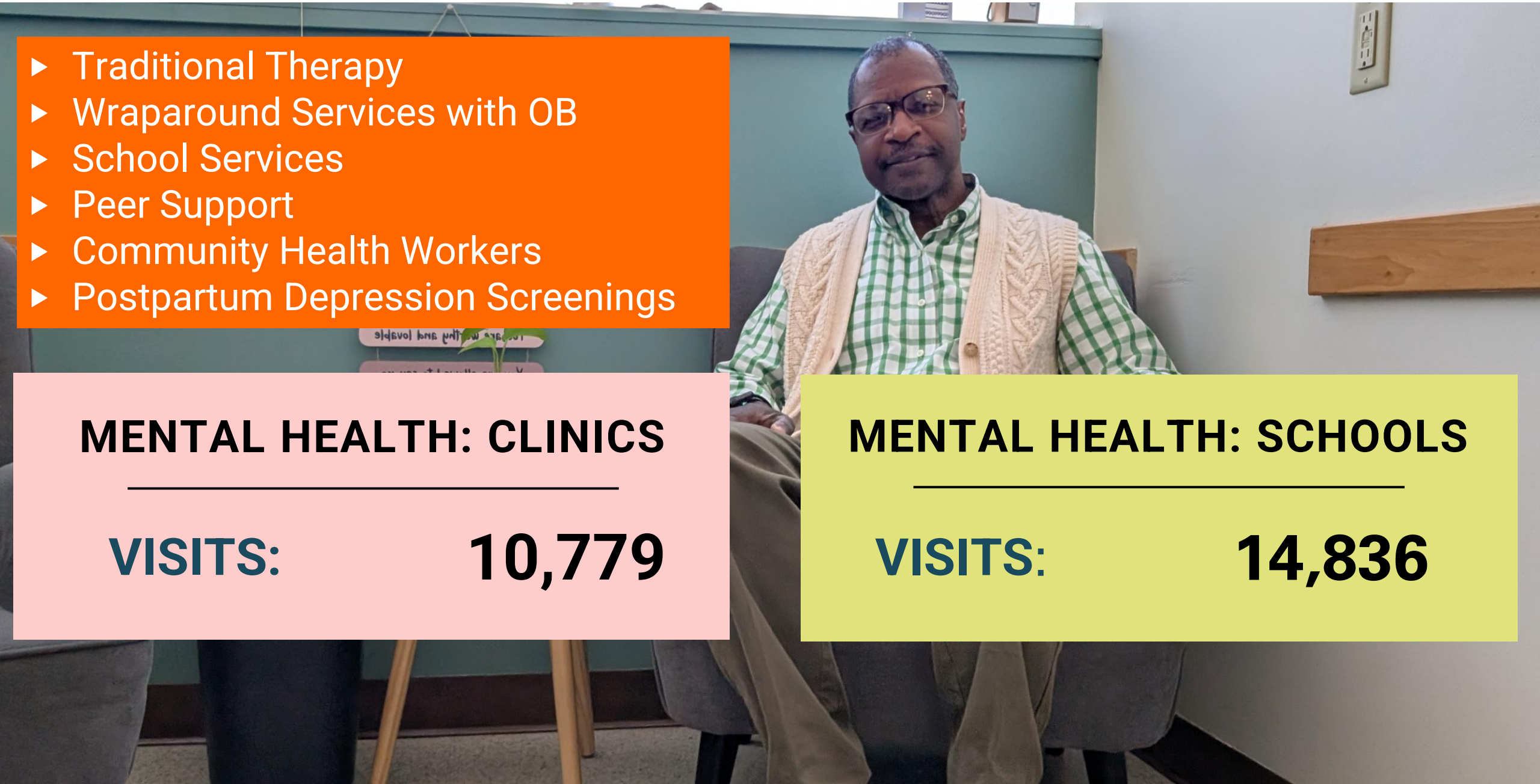


4,023
Total Customers Served

61,020
Prescriptions

244
Average Daily Prescriptions

MENTAL HEALTH



- Traditional Therapy
- Wraparound Services with OB
- School Services
- Peer Support
- Community Health Workers
- Postpartum Depression Screenings

MENTAL HEALTH: CLINICS

VISITS: **10,779**

MENTAL HEALTH: SCHOOLS

VISITS: **14,836**

“Act as if what you do makes a difference, it does.”

-William James



HCC VALUES

INTEGRITY

SINCERITY, HONESTY, AND CANDOR

DOING THE RIGHT THING.

QUALITY

HIGH DEGREE OF EXCELLENCE.
GOING ABOVE AND BEYOND.

MAKING A DIFFERENCE.

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.

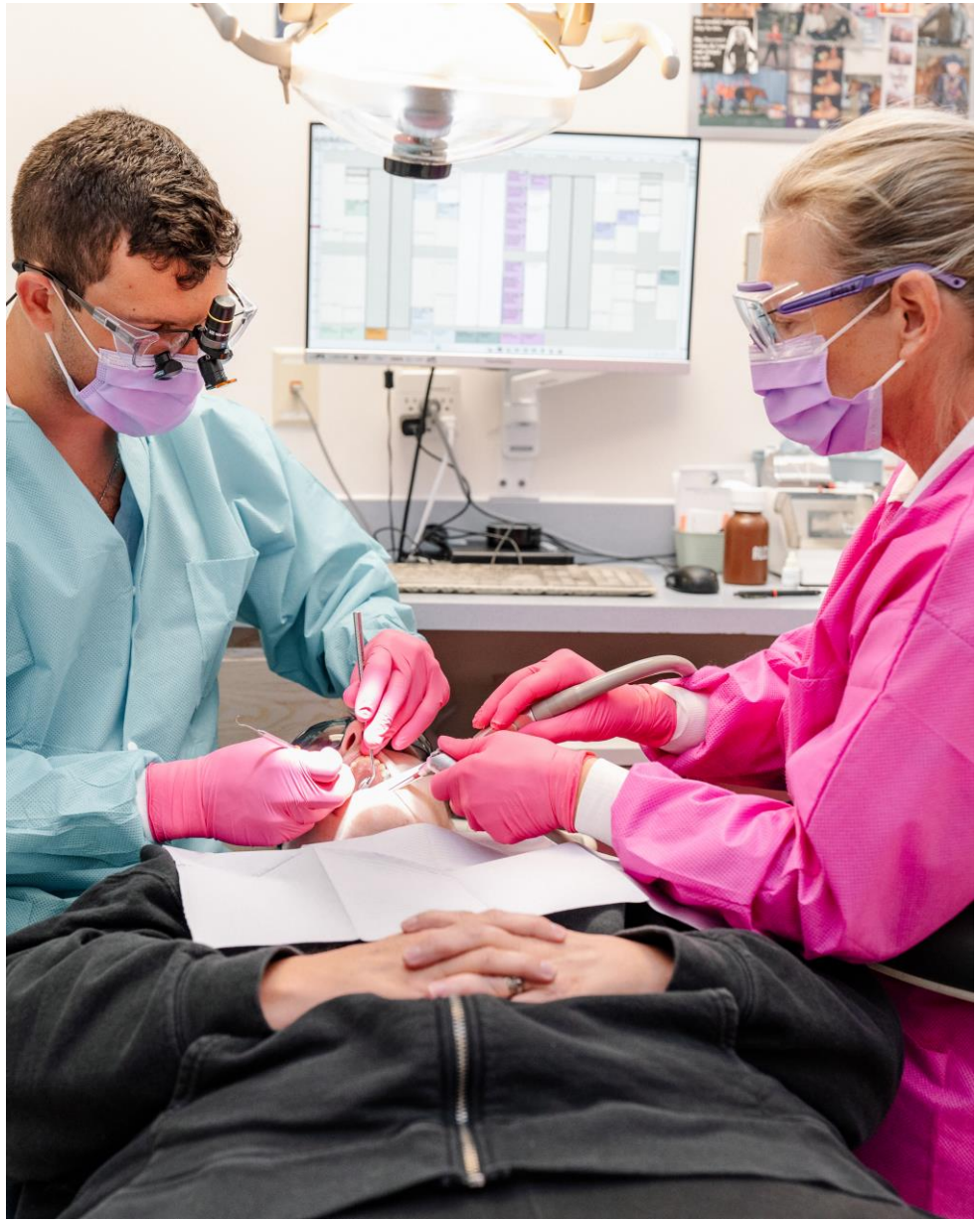


IMPROVE PATIENT HEALTH OUTCOMES

QUALITY PILLAR

HACKLEY COMMUNITY CARE
For Your Whole Life

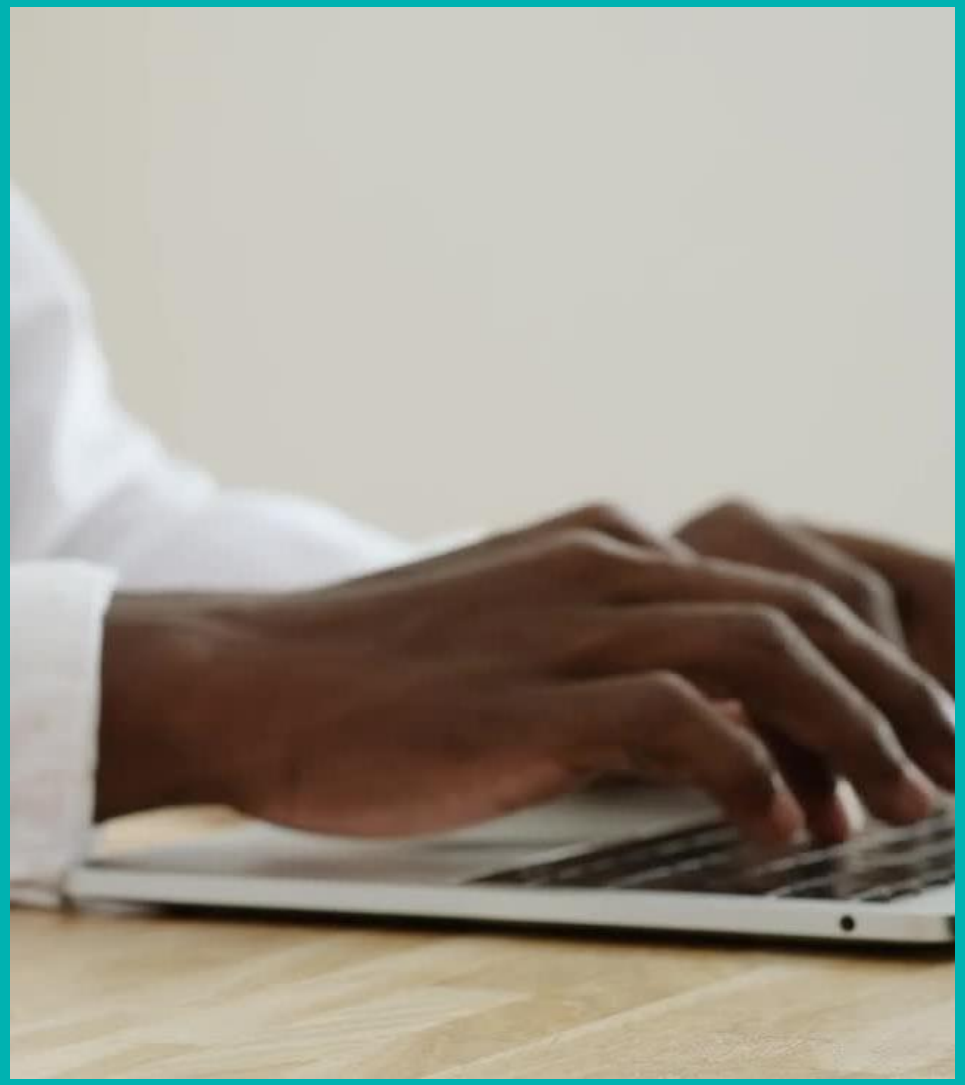
QUALITY ASSURANCE
PERFORMANCE IMPROVEMENT



- **Patient Centered Medical Home (PCMH) Initiatives**
  - National Committee for Quality Assurance (NCQA) for Baker and Clinton sites
  - Blue Cross Blue Shield of Michigan for all sites

- **Quality Assurance / Performance Improvement Subcommittee / Workgroups**
  - Quality Assurance / Performance Improvement (QAPI)
  - Environment of Care
  - Access
  - Patient Satisfaction/Customer Satisfaction
    - Patient Advocacy Group
  - Information Technology
  - Finality
  - EHR / Chronic Disease
  - Trauma Informed Care

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



CLINICAL QUALLITY MEASURES

*Outcome criteria based on federal UDS guidelines

PRENATAL LIFECYCLE
MEDICAL

- % of births less than 2,500 grams (Inverse) **12.1%**
- 1st Trimester Entry into Care **85%**
- Quit smoking by delivery **73.2%**



CHILD & ADOLESCENT LIFECYCLE

MEDICAL

	All Patients	HCC Patients
Immunizations (24 mo.)	**23.5%**	**21.6%**
Obesity (3-17 years) (Inverse)	**42.6%**	**42.4%**
Weight Assessment & Counseling (3-17 years)	**69.8%**	**80.1%**
Annual Behavioral Risk Screening (9-17 years)	**51.6%**	**54.9%**
% Active Smokers (13-17 years) (Inverse)	**2.5%**	**2.9%**
Smokers / Tobacco	**0.3%**	**0.3%**
E-cig / Vaping	**2.2%**	**2.6%**
Tobacco Use Documentation of Assessment & Cessation Intervention for Active Smokers (12+ years)	**83%**	**84.2%**

**For 2025 measures, two percentage values are listed to show the difference between all patients seen and HCC-assigned patients.*



ADULT LIFECYCLE
MEDICAL

	All Patients	HCC Patients
Cervical Cancer Screening in the last 3 years	54.3%	65.8%
Breast Cancer Screening	55.3%	64.1%
Colorectal Screening	54.0%	62.3%
Active Smokers (18+) (Inverse)	24.3%	23.1%
Smokers / Tobacco	19.5%	19.0%
E-Cig / Vaping	4.8%	4.1%
Tobacco Assessment Intervention (12+)	83.0%	84.2%
Overweight & Obese Patients (18+)	75.6%	76.8%
Documentation of Weight Assessment (18+)	70.2%	84.1%

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CHILD & ADULT LIFECYCLE
DENTAL

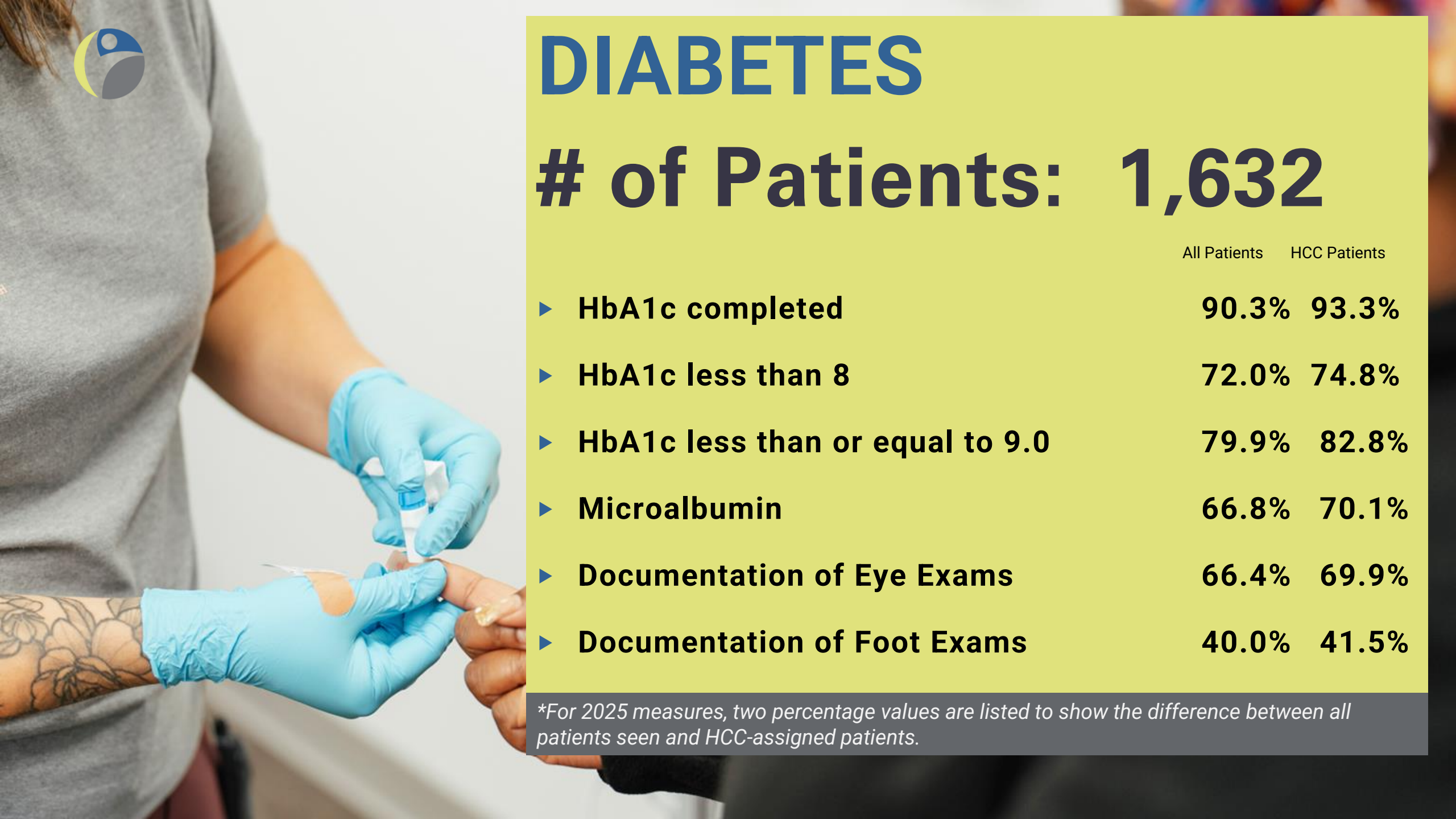
- Patients 3+ with a Completed Hygiene Exam (New) **31.5%**
- Patients 3+ with a Completed Dental Exam (New) **38.8%**
- Children at Moderate/ High Risk for Caries Received Sealant **41%**



CHRONIC DISEASE MANAGEMENT

	All Patients	HCC Patients
Statin Therapy	81.3%	81.9%
IVD – Aspirin Therapy	81.8%	82.1%
Hypertension <140/90	75.2%	76.6%
Diabetes Control – HbA1c less than 8	72.0%	74.8%
Diabetes Control – HbA1c greater than 9 (Inverse)	20.1%	17.2%
Depression Screening & Follow-up	58.3%	71.8%

**For 2025 measures, two percentage values are listed to show the difference between all patients seen and HCC-assigned patients.*



DIABETES

of Patients: 1,632

	All Patients	HCC Patients
HbA1c completed	90.3%	93.3%
HbA1c less than 8	72.0%	74.8%
HbA1c less than or equal to 9.0	79.9%	82.8%
Microalbumin	66.8%	70.1%
Documentation of Eye Exams	66.4%	69.9%
Documentation of Foot Exams	40.0%	41.5%

**For 2025 measures, two percentage values are listed to show the difference between all patients seen and HCC-assigned patients.*

BE A SUSTAINABLE, PROFITABLE, AND ACCOUNTABLE ORGANIZATION

FINANCE PILLAR

HACKLEY COMMUNITY CARE
For Your Whole Life

FINANCE

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

1.4%

Bottom Line Margin in 2025



TECHNOLOGY 2025

DENTAL

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

PHARMACY

- IVR for call-in patient refill requests
- ComputerRX

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 EHR
- I2i Patient Registry
- Phreesia Patient Intake
- TytoCare Remote Visits

ORGANIZATION

- Office 365 Suite including, SharePoint and Advanced Security
- ExaGrid for Disaster Recovery
- Server and endpoint Virtualization Architecture
- Secure Access Service Edge (SASE) cloud Architecture
- Datacenter HIPAA, HITECH, PCI DSS, Privacy Shield, SOC 1 Type 2, SOC 2 Type 1 certified
- SD-WAN (Software-Defined Wide Area Network) - Virtualized Networks
- Alert Medical Employee Communications
- Dedicated fiber to 25 sites using managed and dark fiber
- PureStorage SAN Technology
- Continuity to School Based Health using Dedicated Internet and Cato SASE
- 24/7 Managed Cyber Risk Reduction
- Vonage CPaaS
- Interoffice Radio Communication
- Microsoft Entra
- Secure HIPAA Compliant Outlook, Teams, and SharePoint

BE THE HEALTHCARE PROVIDER OF CHOICE

SERVICE PILLAR

HACKLEY COMMUNITY CARE
For Your Whole Life



SPECIAL PROGRAMS & SERVICES

PHARMACEUTICAL PATIENT ASSISTANCE PROGRAM

Patients receive free medication through this program.



PATIENTS SERVED

2,228

PRESCRIPTIONS

67,870

SLIDING FEE SCALE

A Sliding Fee Scale is offered to patients based on family size and income.

ACTIVE SFS PATIENTS

976

COMMUNITY OUTREACH



127
COMMUNITY EVENTS ATTENDED

84
FREE HEALTH SCREENINGS ACROSS THREE COMMUNITY HEALTH FAIRS

10,000
LIVES TOUCHED AT EVENTS

68
NEW PATIENT SIGN-UPS

2
LARGE HCC HOSTED EVENTS

HCC 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

Provides support and education for grandparents raising their grandchildren.

45
KIDS

25
FAMILIES



RN CARE MANAGERS

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

PATIENTS

1,871

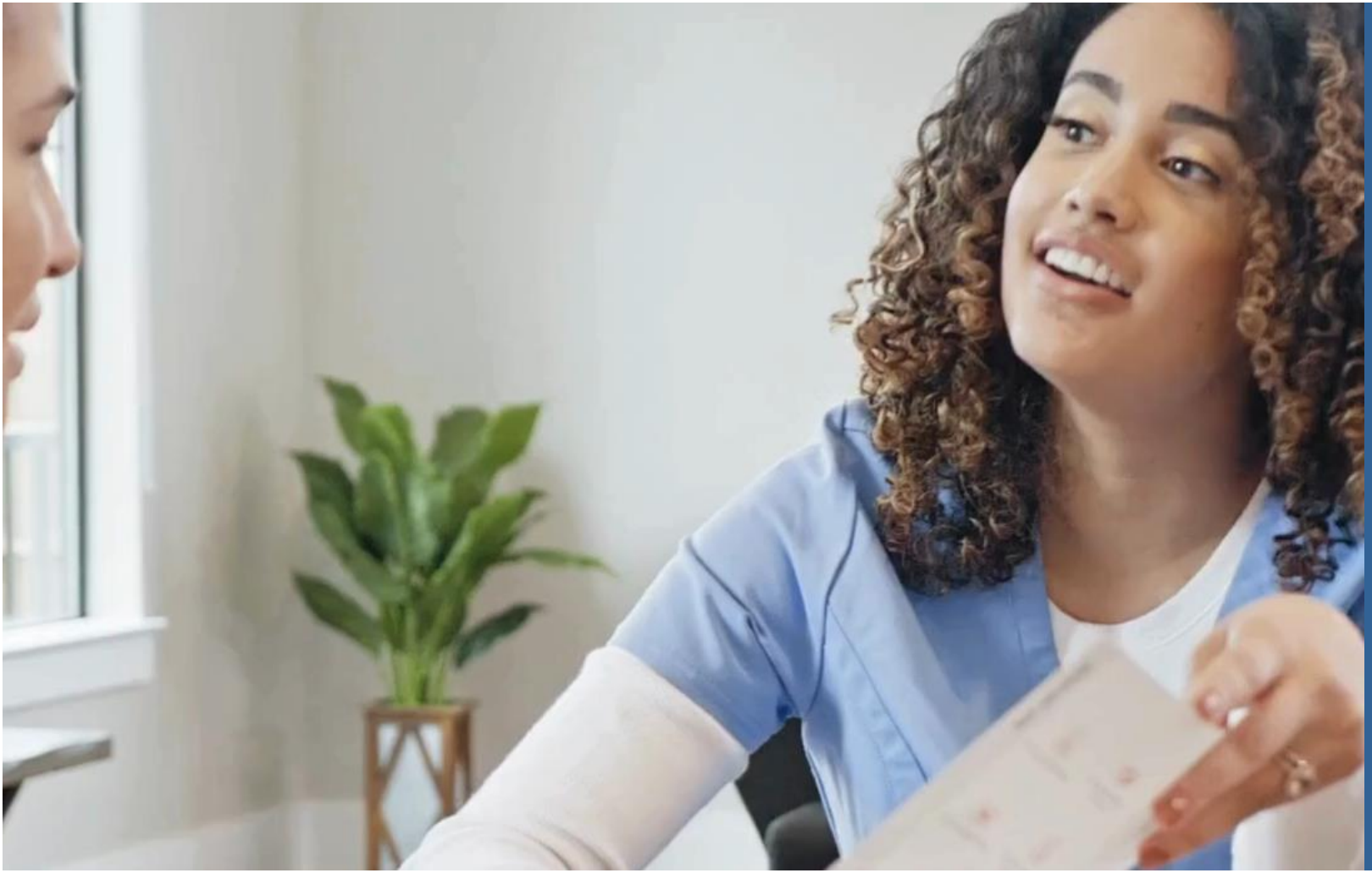
SERVICES

4,782



COMMUNITY HEALTH WORKER (CHW)

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



PATIENTS

636

PEER RECOVERY COACH

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

PATIENTS

146

SERVICES

720

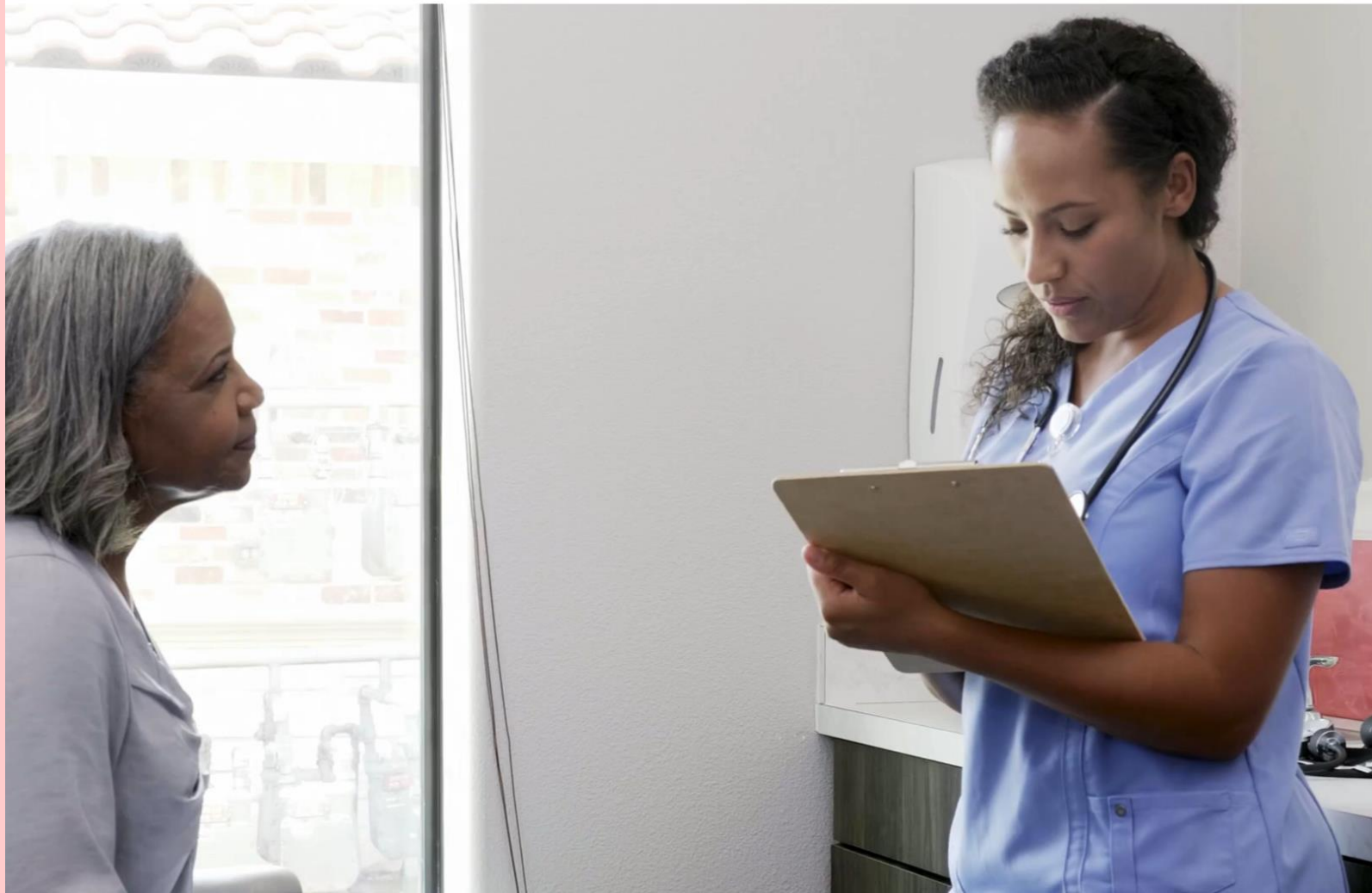


BREAST AND CERVICAL PROGRAM

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

NUMBER OF WOMEN WHO RECEIVED CARE THROUGH THE BREAST AND CERVICAL PROGRAM!

41



HACKLEY COMMUNITY CARE
school based health

PROGRAMS & SERVICE SITES

FRUITPORT MIDDLE SCHOOL
COUNSELING | GRADES 6-12

EDGEWOOD ELEMENTARY SCHOOL
COUNSELING, NURSING | GRADES K-5

BUNKER ELEMENTARY
COUNSELING | GRADES K-15

MARQUETTE ELEMENTARY
COUNSELING, NURSING | GRADES K-5

OAKVIEW ELEMENTARY
COUNSELING | GRADES K-5

CHARLES HACKLEY MIDDLE SCHOOL
COUNSELING, NURSING | GRADES 6-8

MUSKEGON TEEN HEALTH CENTER
MEDICAL, DENTAL, COUNSELING | AGES 5-21

OAKRIDGE LOWER ELEMENTARY
COUNSELING | GRADES K-3

OAKRIDGE UPPER ELEMENTARY
COUNSELING | GRADES 4-6

OAKRIDGE TEEN HEALTH CENTER
MEDICAL, DENTAL, COUNSELING | AGES 5-12

HOLTON ELEMENTARY SCHOOL
COUNSELING, NURSING | GRADES K-5

HOLTON MIDDLE/HIGH SCHOOL
COUNSELING, NURSING | GRADES 6-12

MUSKEGON HEIGHTS PUBLIC ACADEMY
COUNSELING | GRADES 7-12

THREE OAKS PUBLIC SCHOOL ACADEMY
COUNSELING | GRADES K-6

RAVENNA PUBLIC SCHOOLS
COUNSELING | GRADES 5-12

ORCHARD VIEW MIDDLE SCHOOL
COUNSELING | GRADES 6-8

WHITEHALL SCHOOL DISTRICT
COUNSELING | GRADES 3-12

HACKLEY COMMUNITY CARE
school based health

TOTAL PATIENTS & VISITS

4,476
TOTAL PATIENTS

21,536
TOTAL VISITS



INTEGRATED HEALTH CLINIC (IHC)

NUMBER OF PATIENTS

1,174

NUMBER OF VISITS

4,329



SOCIAL DETERMINANTS OF HEALTH

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

NUMBER OF PATIENTS THAT RECEIVED SCREENING

4,238



Casual
FOR A CAUSE

HCC Staff donate **$2** to wear jeans on Fridays -
every dollar goes back to support local community agencies!

$2,284
Donations in 2025

$72,603
Total Donations Since 1997










HCC SOCIAL COMMITTEE

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

This committee has been around almost as long at HCC itself, brining good vibes, surprises, and events to boost morale across all service lines and sites.


TOGETHER
We Make a
Difference!
HACKLEY COMMUNITY CARE
For Your Whole Life