

QUALITY CARE IS ITS OWN REWARD

Hills & Dales General Hospital is recognized for outstanding patient service

Throughout the past year, Hills & Dales General Hospital has been recognized through several awards for the exceptional service it provides.

- The Hills & Dales Emergency Department received the “ER Excellence Award,” recognized for two occasions of outstanding ER transfer times that saved lives. Covenant HealthCare and LifeNet commended Hills & Dales for the lifesaving work. Both instances of patient transfer time surpass the national benchmarks for EKG and “Door to Door to Balloon,” which refers to the amount of time from admission at Hills & Dales ER until the time a patient is receiving medical treatment in the Cardiac Catheterization Lab at Covenant HealthCare in Saginaw.
- The Michigan Peer Review Organization’s “2014 Governor’s Award of Excellence” was given for outstanding outpatient clinical achievement in the critical access hospital setting. Hills & Dales was one of 188 Michigan health care establishments to receive the award, which recognizes participants for their dedication to improve health care quality and patient safety in Michigan.
- Hills & Dales Cass City Primary Care Clinic earned the “Patient-Centered Medical Home Designation” (PCMH) from Blue Cross Blue Shield of Michigan. The award places the clinic among a select group of primary care physician providers in Michigan who are improving health care quality.
- The hospital also received accreditations for mammography, laboratory, and respiratory therapy services.

CLINIC LOCATIONS

Expert Care...Close to You

Hills & Dales After Hours Clinic

4672 Hill St, Cass City
989-912-6114
Mon-Fri: 5 – 9 p.m.
Sat: 9 a.m. – 2 p.m.
Sun: 2 – 6 p.m.

Hills & Dales Center for Rehabilitation

6190 Hospital Dr, Cass City
989-872-2084
1186 Cleaver Rd, Caro
989-673-4999
2201 Main St, Ugly
989-658-8611

Hills & Dales Orthopedic Clinic

6190 Hospital Dr, Ste 104, Cass City
Richard A. Moyer, DO
989-912-6115

Cass City Family Practice

6190 Hospital Dr, Ste 106, Cass City
Surendra Raythatha, MD
989-872-5010
Donald Robbins, DO
Angela Zaucha, FNP-BC
989-872-8303

Hills & Dales General Surgery

6190 Hospital Dr, Ste 107, Cass City
Francis Ozim, MD
989-872-5582

Cass City Medical Practice

4674 Hill St, Cass City
Richard Hall, DO
John Bitner, MD
Marlene Schank, FNP-BC
989-872-8202

Family Healthcare of Cass City

6230 Hospital Dr, Cass City
Melanie Kramer-Harrington, MD
Elizabeth Paling, FNP-BC
989-872-2410

Thumb Pediatrics

6190 Hospital Dr, Ste 105, Cass City
Nancy Wade, MD
Darcy Schlund-Tenbusch, FNP-BC
Angie Weber, FNP-BC
989-872-8503

Kingston Family Practice

5915 State St, Kingston
Melanie Kramer-Harrington, MD
Elizabeth Paling, FNP-BC
989-683-8065

Ugly Medical Clinic

2254 Main St, Ugly
Candelaria Castaneda, MD
Darcy Schlund-Tenbusch, FNP-BC
Angie Weber, FNP-BC
989-658-9191

Hospital Drive Pharmacy

An Affiliate of Hills & Dales General Hospital
6190 Hospital Dr, Cass City
989-912-6061

What Are the Costs of Giving Back?

A pie chart legend defines Hills & Dales combined financial community benefit for October 2012 - September 2013 (Fiscal Year 2013): \$2,083,732

CATEGORY DEFINITIONS

UNPAID COST OF MEDICAID.

The difference between cost of services delivered and government payment.

CHARITY CARE. The cost of services that are not billed according to Charity Care policy.

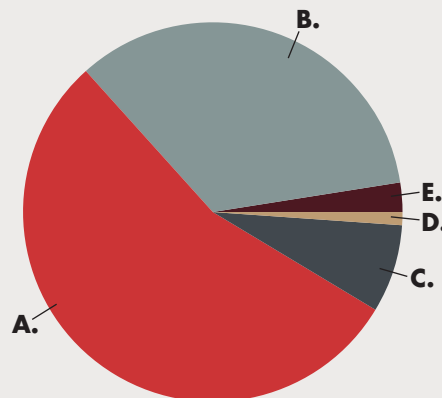
BAD DEBT. The cost of services billed but determined to be uncollectable.

MEDICAL EDUCATION CONTRIBUTION.

The cost of medical education efforts.

PROGRAMS/OTHER:

- Community Health Education
- Community-based Clinical Services
- Health Care Support Services
- Financial and In-kind Donations
- Community Benefit Activities
- Community Benefit Operations



A. Unpaid Cost of Medicaid: \$1,138,841
B. Bad Debt: \$710,931
C. Charity Care: \$155,330
D. Medical Education Contribution: \$50,862
E. Programs/Others: \$27,768

TOTAL: \$2,083,732