

Eaton Rapids
Medical Center

Connections

EXPANDING OUR CARE



2024 ANNUAL REPORT

FROM OUR PRESIDENT & CEO



As we continue to navigate a rapidly changing healthcare landscape, we remain focused on our commitment to providing the highest quality care to our patients and the community we serve.

Over the past year, we have made significant strides in expanding and enhancing the services we offer. This growth is driven by a clear goal: to meet the evolving healthcare needs of our community while maintaining the excellence in care that has long been a hallmark of our hospital.

Eaton Rapids Medical Center (ERMC) is one of the last remaining independent hospitals in the greater Lansing area. ERMC is currently licensed for 20 beds, with 10 rooms dedicated to inpatient and surgical patients. The hospital was recently awarded \$5 million from the state to help expand its inpatient unit. This new construction will address the hospital's bed shortage by providing patients with private rooms and allowing the hospital to accommodate more patients overall.

This expansion is vital for enhancing safety, improving quality of care, and creating a more comfortable environment for patients. At ERMC, patients are more than just a number—they deserve a room designed for privacy, comfort, and personalized attention.

As we look to the future, we are excited about the opportunities ahead. We will continue to listen to the needs of our patients and the community, ensuring that we are well-equipped to address both current challenges and emerging healthcare trends.

Thank you for your ongoing trust and support. We remain honored to be your healthcare provider and are committed to delivering the highest standard of care with every interaction.

"Growing and expanding our hospital is crucial not only for enhancing our services but also for ensuring our community has access to the care it deserves."

—TIMOTHY JOHNSON

Timothy J. Johnson
TIMOTHY J. JOHNSON
President & CEO

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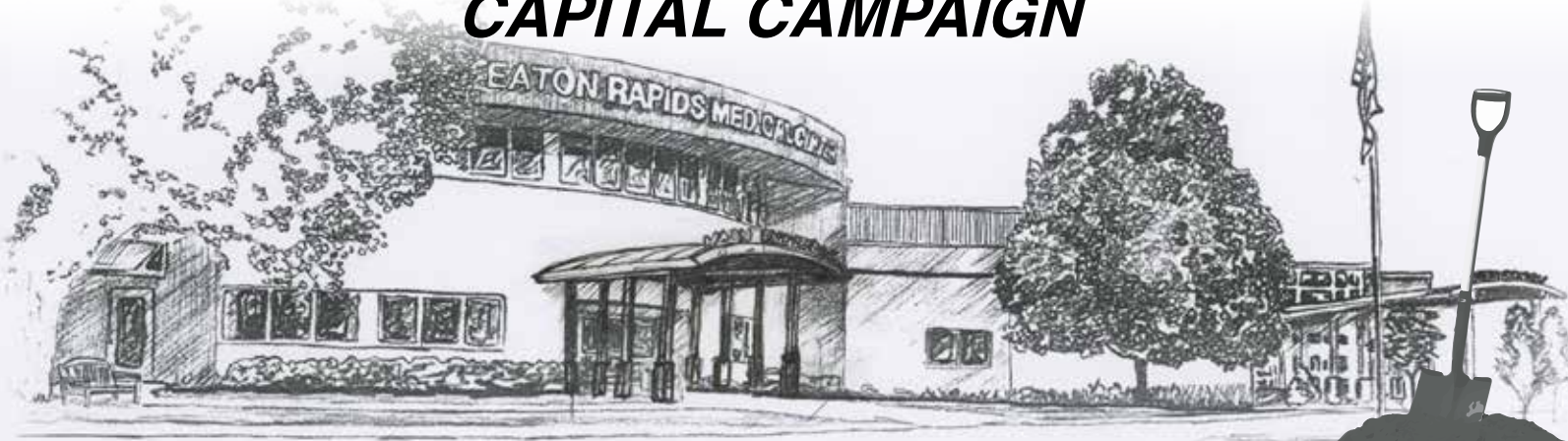
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EXPANDING OUR CARE
CAPITAL CAMPAIGN



COMING SOON

PURPOSE

Eaton Rapids Medical Center is looking to expand the inpatient unit by adding an additional 10 rooms. This new construction will address the hospital's bed shortage by providing patients with private rooms and allowing the hospital to accommodate more patients overall.

QUALITY

The hospital is currently licensed for 20 beds with only 10 rooms for inpatient and surgical patients. These rooms were built back in 1972 and are not up to today's standards. They are too small for a single occupant, making it difficult to accommodate two patients in one room.

EFFICIENCY

At ERMC, we believe that prevention is an essential component of healthcare. The COVID-19 pandemic reinforced the importance of being prepared for unforeseen challenges. It also highlighted the hospital's need for more space to provide patients with the exceptional care they deserve.

SAFETY / PRIVACY

ERMC faces challenges accepting more than 15 to 16 patients at a time due to safety concerns. The hospital cannot place two patients in the same room if one is a surgical patient and the other is infectious, nor can it accommodate both male and female patients in the same room.

STAY TUNED FOR MORE DETAILS

UNITING FOR YOUR HEALTH
COMING SOON

The Cancer & Hematology Center (CHC) and ERMC are teaming up to bring hematology & cancer treatment services closer to home.

TO SCHEDULE AN APPOINTMENT,
PLEASE CALL 517.333.6060.



THE CANCER & HEMATOLOGY
CENTERS
RED CEDAR ONCOLOGY

5 Pillars of Excellent Care & Customer Service

At ERMC, the five pillars of excellent care—growth, quality, finance, people, and community—form the foundation of our strategic plan.

We are committed to continuous improvement in these areas, ensuring that we exceed the expectations of our patients and their families.

GROWTH



QUALITY



FINANCE



PEOPLE



COMMUNITY



GROWTH - NEW PROVIDERS

Meet Our New Providers



CAILEE SANCHEZ, FNP-C
FAMILY PRACTICE / WOUND CLINIC

Cailee graduated in 2023 with a Master of Science in Nursing (MSN) from the University of South Alabama as a Family Nurse Practitioner. Prior to obtaining her master's degree, she attended the University of Mary for her Bachelor of Science in Nursing (BSN) and Dakota College of Bottineau for her associate's degree in nursing (ADN) and her license in practical nursing (LPN).



LOGAN HANEY, PA-C
FAMILY PRACTICE

Logan earned his Bachelor of Science in Human Biology from Michigan State University and his Master of Science in Physician Assistant Studies from Grand Valley State University.

MICHIGAN JOINT REPLACEMENT INSTITUTE



PICTURED: DR. TIMOTHY EKPO, DO WITH TIM JOHNSON, PRESIDENT & CEO

NEW JIFFY KNEE™ PROCEDURE!

Dr. Timothy Ekpo is now the first surgeon in Michigan certified to perform the minimally invasive knee replacement surgery known as the Jiffy Knee technique. Unlike traditional approaches, it utilizes a medial side approach, avoiding cutting muscles and tendons. By minimizing the undermining of skin flaps, scarring on the anterior aspect of the knee, under tension as the knee bends, is eliminated.

The Patient Benefits of Jiffy Knee:

- Reduced Pain
- Decreased Swelling
- Less Need for Narcotics (most patients require only one postoperative prescription)
- Speedier Return to Work and Recreational Activities
- Enhanced Range of Motion
- Overall Improved Outcome and Recovery Experience

AND MORE!

On Friday, Feb. 2, we celebrated the grand opening of our new orthopedic clinic in Jackson, Michigan Joint Replacement Institute in partnership with Dr. Timothy E. Ekpo. Dr. Ekpo brings extensive expertise in orthopedic surgery and joint replacement. We are excited to see the positive impact that this collaboration will make within the community!

Knee & hip conditions seen at MJRI include:

- Knee & Hip Osteoarthritis
- Inflammatory arthritis
- Knee & hip pain
- Knee & hip injury
- Knee, hip & patella fracture
- Periprosthetic fracture
- Implant fracture/failure



The Jackson clinic is located at 956 Cooper Street, Jackson, MI. Physicians may refer their patients by calling the clinic at 517.998.MJRI (6574).



ERMC WOUND CLINIC EXCEEDS BENCHMARK GOALS AND EXPANDS CLINIC HOURS

ERMC's Wound Clinic is now offering expanded clinic hours on Tuesdays and Thursdays each week.

ERMC Wound Clinic was awarded the 2024 Clinical Distinction Award from RestorixHealth. This award is presented to wound centers that demonstrate exceptional success by meeting or exceeding healing benchmarks, including:

Days to Heal

- National Benchmark: 32 Median Days
- **ERMC: 21 Median Days**

Healing Percent

- National Benchmark: 90%
- **ERMC: 97.7%**

"Since starting our wound clinic, we have grown exponentially," said Brad Simons, Chief Operating Officer of ERM. "We have become the wound clinic that providers send their patients to because of our exceptional outcomes and amazing team."



ERMC Wound Clinic is a specialized outpatient wound care treatment center dedicated to the care of patients with wounds. Their approach to wound care is comprehensive, coordinating traditional and advanced therapies that aid and accelerate the healing process.

ERMC RHC RECOGNIZED WITH BCBS AWARD

ERMC is happy to announce that its Rural Health Clinic (RHC) was presented with the "Performance Improvement" Award from Blue Cross Blue Shield (BCBS). This award is based on the outstanding improvement of their BCBS quality scores and commitment to delivering high quality healthcare.

"We found out we reached our 4% Value Based Reimbursement (VBR) goal, which the entire staff, especially the Population Health Team, has worked hard to achieve," said Tanya Marsh, RHC Manager.

In order to achieve this goal, the care coordinators had to obtain a certain number of care coordination calls with BCBS patients. They assist these individuals with medication refills, referrals, and other health related items the patient may need.

"Our office has also increased the number of hospital follow-up appointments and communication in the appropriate amount of time," said Marsh. "These improvements have shown BCBS that we are committed to quality care for our patients."



EMERGENCY DEPARTMENT 2024 GOVERNOR'S AWARD OF EXCELLENCE RECIPIENT

Eaton Rapids Medical Center Emergency Department is a proud recipient of the 2024 Governor's Award of Excellence. ERMCC's Emergency Department earned prestigious recognition for: **Emergency Department Transfer Communication: Critical Access Hospitals.** This distinguished award was offered through a collaboration of Gov. Gretchen Whitmer, iMPROve Health and the Michigan Health & Hospital Association (MHA) Keystone Center.

"The staff played a crucial role in this achievement by diligently documenting transfer patients, ensuring accurate information sharing. This attention to detail improved communication and enhanced patient outcomes, highlighting the importance of teamwork in our success," said Marissa Amboy, Emergency and Respiratory Manager. "This recognition reinforces our hospital's goals by validating our commitment to excellence."

The award criteria were aligned with the healthcare objectives of the Centers for Medicare & Medicaid Services. Enrolled organizations could win the Governor's Award in up to three different categories and

could receive Medals of Achievement by demonstrating the incorporation of Person and Family and/or Health Equity strategies to drive improvement.

"Small and rural hospitals often face unfair comparisons with larger systems, as many quality measures simply don't apply to us—it's like comparing apples to watermelons," said Heather Schragg, Director of Quality, Risk Management & Medical Staff. "That's why it's crucial for us to be recognized for the quality initiatives that truly reflect our work and the needs of our community. This award from iMPROve Health and the MHA Keystone Center highlights our efforts to improve emergency care, especially in a rural setting where distance is a significant challenge."

The Governor's Award of Excellence started in 2003 in partnership with iMPROve Health and Gov. Engler. The award recognizes providers that focus on improving some of Michigan's most pressing health issues. The Medals of Achievement are additional recognition for providers that incorporate an inclusive approach to care and strategies that are aimed at decreasing disparities in care.



"This recognition inspires us to set higher standards and pursue new initiatives that enhance patient safety and outcomes, uniting our team around our mission to provide exceptional healthcare."

— MARISSA AMBOY, EMERGENCY DEPARTMENT MANAGER

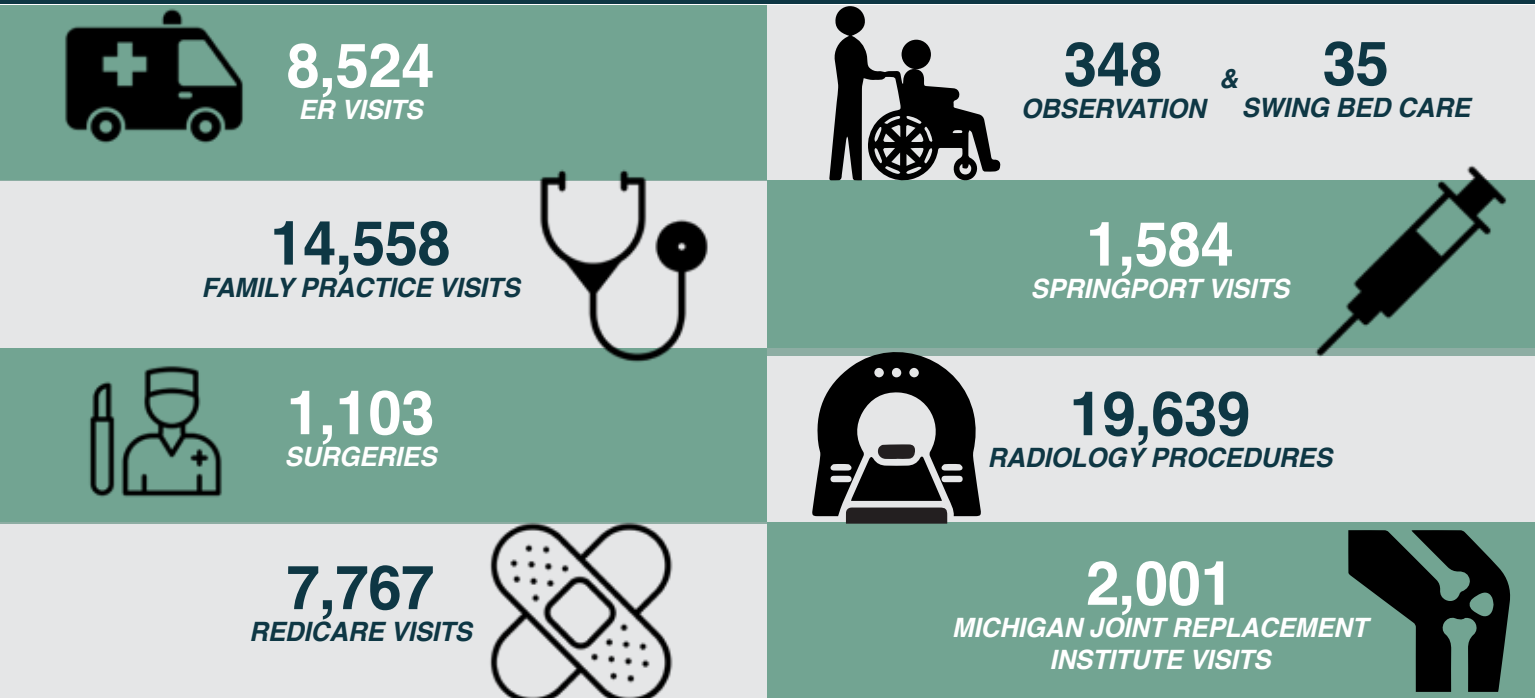
BY THE NUMBERS

TOTAL OPERATING REVENUE - \$41,627,174

- Payment received by providing care \$40,303,936
- Other revenue \$1,323,238

TOTAL OPERATING EXPENSES - \$39,303,588

- Compensation & benefits \$20,838,818
- Supplies, purchase services, insurance & other \$16,783,573
- Depreciation & interest \$1,681,197



FROM OUR CFO - SHARI GLYNN



"To grow and expand requires reinvestment. New technologies are always occurring, and we are committed to providing our patients with as many advancements as possible. I am pleased to report that in fiscal year 2024, we increased our reinvestment efforts by 115%! Surgery and Radiology were both a focus, including the purchase of a surgical robot. Surgery continues to be a focus in the new year, with Information Technology and Facilities also receiving attention. We are constantly evaluating our needs to ensure we can provide the best care possible!"

SHARI GLYNN, CHIEF FINANCIAL OFFICER

OUR IMPACT

COMMUNITY EVENTS & SPONSORSHIPS

17
EVENTS
ATTENDED

14
SPONSORSHIPS

\$8,000
DONATED
IN
SPONSORSHIPS



BLOOD DRIVES

We partner with the Red Cross to host two blood drives each year at the hospital. This year, the events took place on February 14 and September 20, with a total of 42 donors contributing between both drives.



ART IN THE PARK

We had a wonderful time at Art in the Park on June 8! A big thank you to Tanya Marsh for running our button-making table.



EATON RAPIDS DOWNTOWN TRICK-O-TREATING

Thank you to Tim, Tom, Tanya, Amanda, Marissa, and Dan for spending time after work on October 30 passing out candy for the Eaton Rapids Downtown Trick-O-Treating event. Also, a special thanks to Tanya for creating these awesome costumes!



HAMLIN FIRE PREVENTION OPEN HOUSE & ERMIC HEALTH FAIR

Each year, we partner with the Hamlin Township Fire Department to host the annual Hamlin Fire Prevention Open House & ERMIC Health Fair. The event features live demos, food, and giveaways! A heartfelt thank you to our amazing volunteers and everyone in the community who joined us on October 12.

January | February | March | April | May | June | July | August | September | October | November | December

SPRINGPORT 8-80 DAYS

Thank you to Leni Danford and Tanya Marsh for being at our booth for this summer festival in Springport on Saturday, June 15.

EATON RAPIDS PARADE FLOATS

ERMC enjoys participating in the Eaton Rapids 4th of July parade and Christmas parade every year. The Community Relations team works hard on designing these festive floats!



AUTUMN ON THE ISLAND & GRAND RIVER TRIATHLON

We had a great time stationing booths at the Grand River Color Tour Triathlon and Autumn on the Island in Eaton Rapids on October 5. Thank you to Tanya, Dan, and Tim for running the S'more Station!

MICHIGAN HARVEST GATHERING

A huge thank you to our amazing community for your generous donations to our annual Harvest Gathering Food Drive!

Together, we raised:

- \$1,610 in Gift Cards
- \$1,548.12 in Cash
- 2,211.4 lbs in Food/Supplies

Your support will make a meaningful impact for those in need in our community. All donations have been made to Heart & Hands and St. Vincent Depaul in Eaton Rapids.

Thank you to the following businesses for participating this year: Eaton Rapids Medical Center, Laura DeLong Realty, Mark's Place, Island City Academy, Eaton Community Bank, Ross & Associates, ER Public Schools, Eaton Rapids City Hall, The Jean Bradford Kline Senior Center, and BlackDog Coffee.



Employee of the Year

The Employee(s) of the Year Award was established to honor Dr. Albert Meinke and Dr. Eber Sherman physicians who were instrumental in the founding of Eaton Rapids Medical Center. Recipients are recognized for providing exceptional service to fellow staff members, patients, and the community.



CLINICAL EMPLOYEE OF THE YEAR
STEVE KIBILOSKI, PHLEBOTOMIST

“Steve always has the patient’s best interest in mind. He was recently described as always doing a great job, being very kind, empathetic, polite, and efficient by a patient. This same patient said that no medical care during her cancer treatment compares to what he provides here at ERM.



NON-CLINICAL EMPLOYEE OF THE YEAR
BRIAN HOWARD, PLANT OPERATIONS ENGINEER

“Brian’s daily efforts, tasks, and personal interactions are admiral. He performs every task with the utmost care, considering safety, accuracy, cleanliness, and customer satisfaction. He exudes care, we are his extended family, and he desires the best for ERM!”



LEADERSHIP EMPLOYEE OF THE YEAR
CONNIE EBARE, DIRECTOR OF INFORMATION & TECHNOLOGY SERVICES

“Connie puts in hours upon hours of overtime and weekends to make sure everyone has what they need to do their jobs and always has the patients’ safety/experience at the forefront of whatever she does.”

2024 DAISY AWARD
CONGRATULATIONS TO VIRGINIA BURNHAM, RN AS BEING RECOGNIZED FOR THE 2024 DAISY AWARD FOR EXTRAORDINARY NURSES!



PICTURED: MARISSA AMBOY, BSN, RN, BRADLEY SIMONS, MBA, BSN, RN, GINER BURNHAM, BSN, RN, & TIMOTHY J. JOHNSON, PRESIDENT & CEO

Virginia (Ginner) Burnham, Registered Nurse (RN) at Eaton Rapids Medical Center (ERM), received the 2024 DAISY Award for Extraordinary Nurses at a ceremony held on June 17, 2024.

Ginner has been an RN for over 45 years and began working at ERM’s Emergency Department (ER) in October 2022. Ginner had received a nomination on her behalf from a patient she cared for this past year. On May 19, the patient, who was from out of state, arrived in the ER in anaphylactic shock from something they had eaten.

The nomination submitted by the patient read, in part, “I was nervous as I wasn’t with family. I was with strangers in a strange town, and she just

made everything better. When a situation like this happens to you, and you are alone and wake up in an ER, someone like Ginner is who you want to find by your side.”

The patient described Ginner as a competent and comforting nurse who knew everything and was on top of it until they were discharged.

“I feel so blessed to take care of others, especially children and elderly,” said Ginner. “I would mother everyone if given the chance.”

Marissa Amboy, Emergency and Respiratory Manager, described Ginner as a very sweet and kind person. “She knows her stuff and is often sought out for her opinion when other nurses have questions,” said Marissa. “From her witty jokes to her hard work and compassion towards her patients, we are so lucky to have her on our team!”

This award was created in 1999 by the DAISY Foundation to honor extraordinary nurses who go above and beyond to make a difference in patients’ and families’ experiences in healthcare. ERM joins facilities all over the world in participating in this recognition program to celebrate nurses and the skilled, compassionate, dedicated care they deliver every day.

SIGN UP FOR OUR MONTHLY E-NEWSLETTER



SCAN HERE

Stay updated on upcoming events and hospital news.



CREATING A WORKPLACE THAT THRIVES ON FUN AND COLLABORATION

Our Best Places to Work, Employee Service, and Marketing team focus on fun and meaningful ways to appreciate one another, ensuring that staff knows that their hard work is valued and does not go unnoticed.



EXPANDING OUR WORKFORCE:
EMBRACING GROWTH THROUGH NEW POSITIONS

“As of January 1, 2024, we have added 38 new positions, which were not in place the previous year. These positions were created to support the hospital's growth over the past year, including 16 positions at Michigan Joint Replacement Institute in Jackson. This increase in staffing is necessary to accommodate the rise in surgery volumes, which has resulted in a greater need for additional surgical staff,” said **Laurie Field, Chief Human Resource Officer.**

PURSE BINGO

Thursday, May 2
First United Methodist Church

Another successful, sold-out Purse Bingo event held by the ERMCA Auxiliary! Thank you to everyone who helped put this event together and thank you to everyone who attended and gave so generously to our hospital.



We are pleased to announce that we raised \$12,000. These proceeds went toward a new monitor for Cardiac Rehab and the new Chemistry Analyzer in Lab.

AUXILIARY GALA

Friday, October 25 at The English Inn



A heartfelt thank you to everyone who joined us for our annual Auxiliary Gala on Friday, October 25! Your presence made the evening truly special. The night included dinner, entertainment, and a Silent Auction. All proceeds from the event go to the hospital to support improving, expanding, and increasing hospital services.



CHEMISTRY ANALYZER

Thank you to our Auxiliary and Foundation for raising funds to help purchase the Lab's new Chemistry Analyzer. This technology is designed to test components in blood, urine, and other bodily fluids to detect common conditions such as diabetes, kidney & liver disease and manage other diseases such as cancer and heart disease. Investing in a new chemistry analyzer allows the lab to increase testing efficiency, receive quicker test results, and provide higher quality results through more robust software.

EATON RAPIDS MEDICAL CENTER
Foundation

INVESTING IN THE HEALTH OF YOUR COMMUNITY

2024 ERMCF FOUNDATION GOLF OUTING

Thank you to our sponsors, golfers, volunteers, and golf committee for making this year’s Foundation Golf Outing our biggest event yet!

The Eaton Rapids Medical Center Foundation is proud to announce that this year’s event raised over \$40,000. We had a record-breaking number of teams and donations!



SAVE THE DATE
08.15.25

NEW TVs IN
EMERGENCY DEPARTMENT



We are grateful to the anonymous donor for generously providing new TVs for our emergency department rooms—this thoughtful gift is an impactful contribution that helps improve the quality of care and the overall experience for our patients at ERMCF.



A special thank you this year’s major sponsors:

FOUNDATION SPONSOR

Dr. Ashok Gupta

PLATINUM SPONSORS

Michigan Joint Replacement Institute
McLaren Greater Lansing

GOLD SPONSORS

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Dr. Cooper (Family Practice)
Dr. Timothy Ekpo (MJRI)

2024 EATON RAPIDS MEDICAL CENTER
FOUNDATION SCHOLARSHIP RECIPIENTS

This year’s recipients of the 2024 Eaton Rapids Medical Center (ERMCF) Foundation Scholarship are Grace Lehto and Meagan Treadwell. Each received \$1,000 toward continuing education in the medical field.

Both recipients graduated high school within the area and currently attend Central Michigan University (CMU). Lehto is majoring in biochemistry and began her journey in medical school this past fall at CMU College of Medicine.

“I was inspired to become a physician at a very young age,” said Lehto. “Since then, I have cultivated a deep service mindset through my life experiences and my values within my faith. I have found great joy in serving others in the medical field format, which I have learned through extensive clinical experience.”

Lehto worked for Dr. Gregory Messenger at Messenger Dermatology for two years as a medical assistant and has scribed for Dr. Rafid Yousif at Lansing Institute of Urology.

During her time in college, she was an active leader of the CMU varsity softball team, Special Projects Manager of the Student-Athlete Advisory Committee, Bible Study Leader of the Fellowship of Christian Athletes, and a member of the pre-med club.

Treadwell is currently majoring in Biomedical Sciences with a minor in American Sign Language and Pre-Med. “I was inspired by my parents to go into medicine,” said Treadwell. “My mom was in and out of the hospital many times, so I grew up around healthcare.”

Treadwell has unfortunately suffered the loss of both her parents in the past years. “I have a long road ahead in my pursuit of a medical education,” said Treadwell. “My exposure to various medical illnesses that my family has experienced has fueled my fascination with the healthcare environment and my determination to become a physician so that I can help and serve others.”

Treadwell has worked at ERMCF in the Med/Surg department since June 2023 and served as one of the volunteer coordinators for the Health Professions Residential College, where she planned and organized volunteer events that provide students the opportunity to give back to the community.



PICTURED: GRACE LEHTO, TIMOTHY JOHNSON, AND MEAGAN TREADWELL

The ERMCF Foundation offers a \$1,000 scholarship each year to a high school senior or undergraduate student who plans to pursue a degree in the healthcare field. The purpose of the scholarship is to provide local students with assistance in entering the healthcare field.

Impact in Every Cent: Your Donation Matters!

The Eaton Rapids Medical Center Foundation uses contributions from supporters to purchase new equipment, make building improvements, and support educational programs exclusively at Eaton Rapids Medical Center.

\$22,035
2023 ANNUAL APPEAL

\$41,299
2024 GOLF OUTING

\$80,119
OTHER DONATIONS IN 2024

LIFETIME CONTRIBUTIONS

(DISPLAYED ON THE TREE OF LIFE IN THE MAIN LOBBY)

-  **Bronze Leaf**

\$1,000 +
-  **Silver Leaf**

\$5,000 +
-  **Gold Leaf**

\$10,000 +
-  **Foundation Stone**

\$100,000 +

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\$250 - \$499

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Members of the Tree of Life Society commit to donating at least \$1,000 annually.

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For additional information on the Eaton Rapids Medical Center Foundation, please contact Amanda Rogers at 517.663.9524.



Hospital Services Include:

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Bone Density Testing	Oncology/Hematology
Cardiology	Ophthalmology
Cardiopulmonary	Orthopedics
CT Scans & Wide-Bore MRI	Pain Management
Emergency Department	Pathology
Gastroenterology	Podiatry
General Surgery	Primary Care
Infusion Clinic	Radiology
Inpatient Care	Redicare
Inpatient Rehab (Swing Bed Program)	Rehabilitation
Internal Medicine	Respiratory
Laboratory	Sleep Center
Nephrology	Urology
Neurosurgery	Vascular Ultrasound Imaging
Nuclear Medicine	Wound Clinic

For additional information, please visit
www.eatonrapidsmedicalcenter.org

517.663.2671

www.eatonrapidsmedicalcenter.org

1500 South Main • Eaton Rapids, MI 48827

Emergency Department

Level IV Trauma Designation

517.663.9555

Entrance B

Eaton Rapids Medical Center

1500 South Main • Eaton Rapids, MI 48827

Family Practice

Primary Care

517.999.4500

Entrance C

Eaton Rapids Medical Center

1500 South Main • Eaton Rapids, MI 48827

Redicare

Accepting walk-ins

517.999.4500

Entrance E

Eaton Rapids Medical Center

1500 South Main • Eaton Rapids, MI 48827

Springport Medical Clinic

Primary Care

517.857.4500

400 East Main, Suite 200 • Springport, MI 49284



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