

Community Report

2018 - 2019 CAROMONT HEALTH

Making a collective commitment.

Part of what has always set CaroMont Health apart is the deeply personal purpose that we all bring to our work in medicine and in the community. It's a bond among team members and board members, from our leadership to our volunteers—and one that we truly believe is rarely seen in other organizations our size.

Now more than ever, as we reflect on the successes of the past year and the thrilling projects to come, we have never been more united or better equipped to realize our vision of being our community's most trusted healthcare partner. It will take every single one of us to fulfill that commitment, and we couldn't be more proud of our employees who show up every day to give it their all.

It is our privilege to present CaroMont Health's 2019 Community Report, and we hope you'll join us in celebrating the past year's highlights, awards, accomplishments and shining stars. From key investments and innovations, to stories of hope, resilience and compassion, the pages of this annual report are a testament to what it looks like when incredible people go above and beyond to take care of others. We're positive that the impact made on our community today will only continue to grow and resonate in profound ways, both over the years and for generations to come.

CaroMont Health
Board of Directors



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Exceptional care comes first.

Even as our healthcare system grows and evolves, one thing will never change: our patients are our top priority, and we never stop working to earn their trust. That shared purpose has brought some of the nation's best physicians, nurses and advanced care practitioners to our team. Along with our dedicated support staff and incredible volunteers, they go above and beyond to deliver advanced, compassionate medicine.

This summary serves as a snapshot of the past year. As we reflect back on the investments, awards and stories within, we also look toward the future with enthusiasm. Together, we strive to provide exceptional care to our friends, families and community for many more decades to come.

CAROMONT HEALTH AT A GLANCE: OUR WORKFORCE*

EXCELLENCE AT WORK



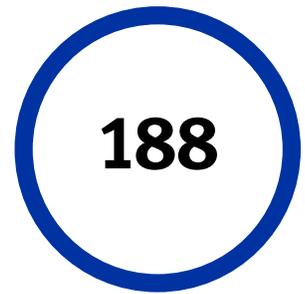
TOTAL
EMPLOYEES



REGISTERED
NURSES



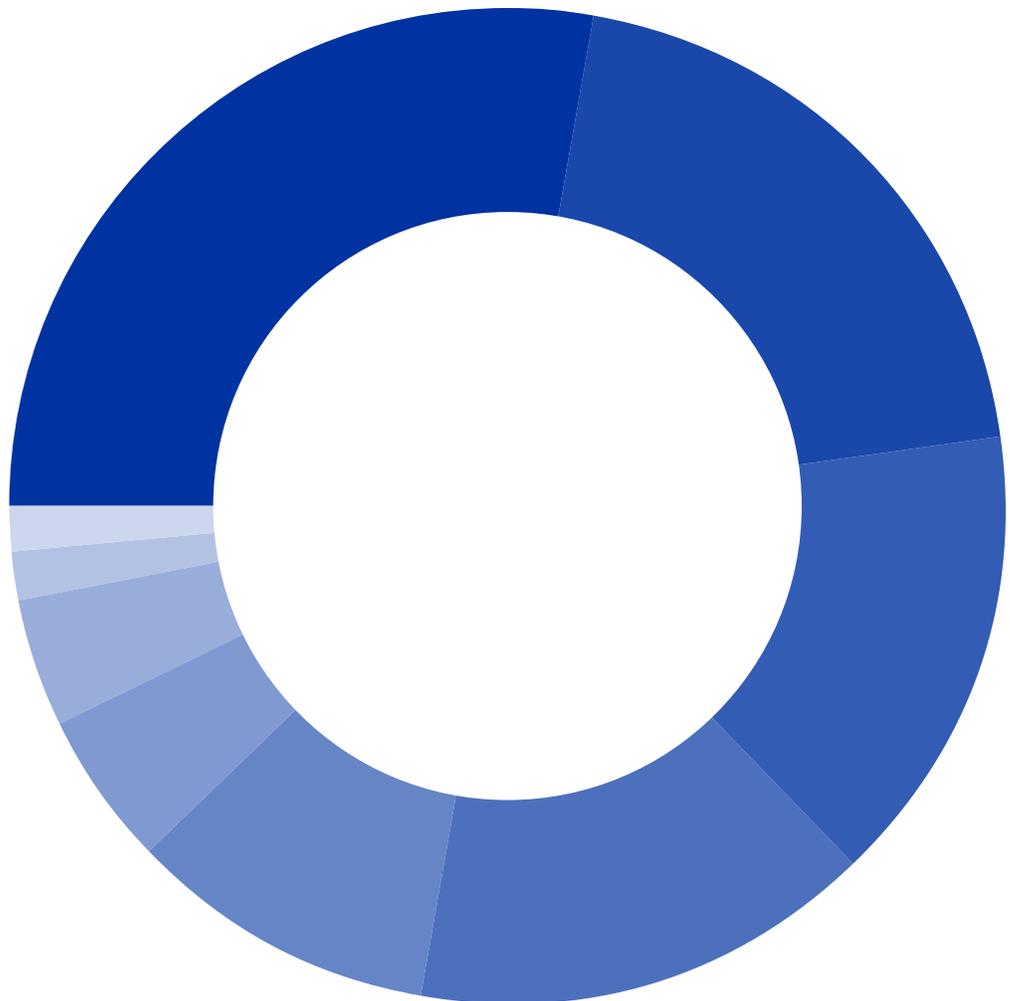
PHYSICIANS & ADVANCED
CARE PRACTITIONERS



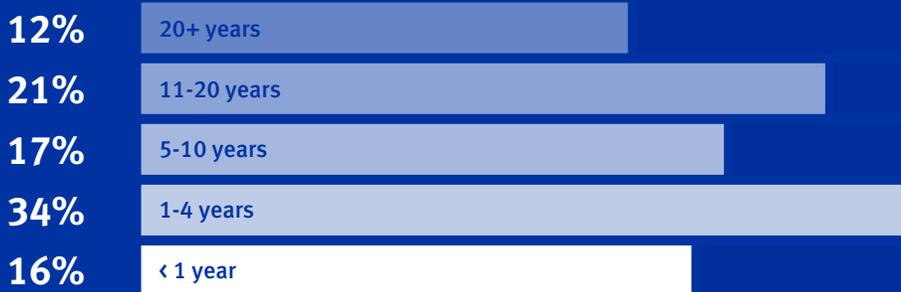
EMPLOYED
PHYSICIANS

OUR TEAM, BY ROLE

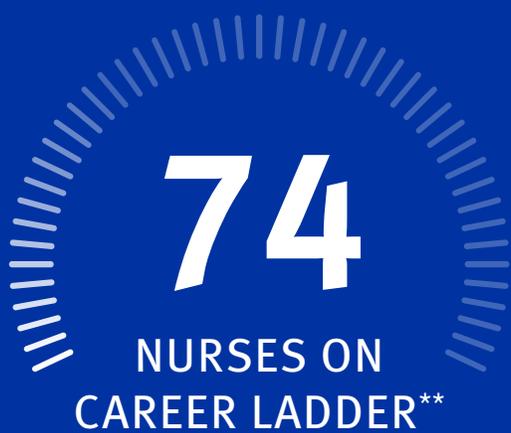
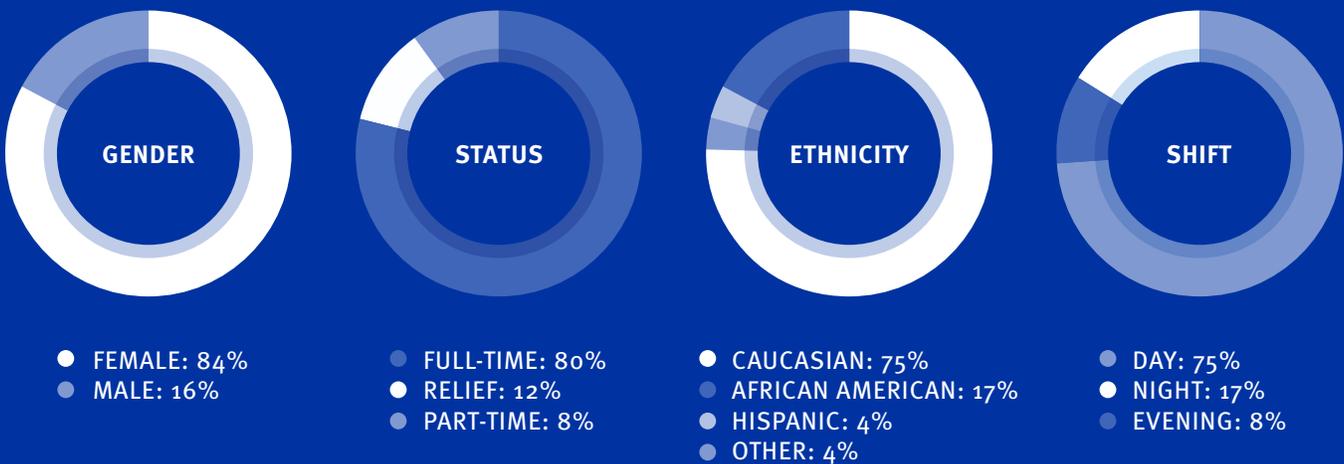
- Nurses: 28%
- Technicians: 19%
- Clerical: 14%
- Assistants: 16%
- Service: 10%
- Management: 5%
- Physicians: 4%
- Mid-levels: 2%
- LPNs: 2%



EMPLOYEE TENURE WITH CAROMONT HEALTH



EMPLOYEE SNAPSHOT



191 AUXILIARY AND MENDED HEARTS VOLUNTEERS



VOLUNTEER HOURS EQUAL APPROXIMATELY

\$568,331

*Data collected based on snapshot in time
**For calendar year 2019

Care that Evolves with Our Community

As an independent community health system, we strive to anticipate the changing needs of our region—and continuously rise to meet and exceed those needs. At times, that solution looks like a new satellite hospital planned in Belmont, with critical care expansions and new practices being built. Or a robust Cancer Center, state-of-the-art emergency department and new pediatric facility. All of these initiatives offer our community something crucial: better access to comprehensive, convenient care, year after year.

CAROMONT REGIONAL MEDICAL CENTER

435-bed acute care hospital

Cancer Center, Birthplace,
Level III NICU, Emergency Care,
Level III Trauma Center,
CaroMont Heart, Diabetes Center,
Neuroscience, Orthopedics,
Hyperbarics and Wound Care,
Mental Health, Rehabilitation Services,
Sleep Medicine,
CaroMont Endoscopy Center.

GASTON HOSPICE

19-bed inpatient Robin Johnson House

Hospice,
Palliative Care,
Bereavement

CAROMONT MEDICAL GROUP

50+ physician practices, 5 counties, 286 providers

Primary Care, Urgent Care,
Women's Services, Wellness,
Specialty Care, Pediatric Care

COURTLAND TERRACE

96-bed skilled nursing facility

CAROMONT SPECIALTY SURGERY

16 operating rooms for outpatient services





CAROMONT HEALTH AT A GLANCE: LOCATIONS





LOCATIONS:

1 CaroMont Health - Main Campus

CaroMont Regional Medical Center
 Carolinas Plastic Surgery Center
 CaroMont Cancer Center
 CaroMont Critical Care Specialists
 CaroMont Dermatology
 CaroMont Diabetes Center
 CaroMont Endoscopy Center
 CaroMont Family Medicine - Gastonia
 CaroMont Gastroenterology & Hepatology
 CaroMont Health & Fitness Center
 CaroMont Heart & Vascular
 CaroMont Hematology & Oncology
 CaroMont Hospitalist Program
 CaroMont Hyperbaric and Wound Center
 CaroMont Imaging Services
 CaroMont Integrated Pain Specialists
 CaroMont Internal Medicine
 CaroMont Neurology
 CaroMont Neurology & Spine
 CaroMont Occupational Medicine
 CaroMont Outpatient Surgery
 CaroMont Palliative Care Physicians
 CaroMont Pathology
 CaroMont Pediatric Partners
 CaroMont Psychiatric Associates
 CaroMont Pulmonary Medicine
 CaroMont Rehab & Sports Medicine
 CaroMont Rheumatology
 CaroMont Specialty Surgery
 CaroMont Surgical Associates
 CaroMont Women's Health:
Breast Surgical Specialists
Maternal-Fetal Medicine
Summit
 Courtland Terrace
 Endocrinology Associates
 ID Associates
 The Hand Center of the Carolinas

2 Belmont

CaroMont Endoscopy Center
 CaroMont Family Medicine
 CaroMont Heart & Vascular
 CaroMont Imaging Services
 CaroMont Neurology
 CaroMont Pediatric Partners
 CaroMont Rheumatology
 CaroMont Women's Health
 Endocrinology Associates
 South Point Family Practice
 The Hand Center of the Carolinas

Coming Soon:

CaroMont Regional Medical Center - Belmont

3 Bessemer City

CaroMont Family Medicine

4 Charlotte - Steele Creek

CaroMont Family Medicine
 CaroMont Urgent Care

5 Cherryville

CaroMont Family Medicine

6 Dallas

CaroMont Family Medicine
 CaroMont Urgent Care
 Robin Johnson House

7 Gastonia

CaroMont Family Medicine - Gaston Day
 CaroMont Urgent Care - Gaston Day
 CaroMont Women's Health - Ashley
 Gaston Hospice

8 Kings Mountain

CaroMont Family Medicine

9 Lake Wylie

CaroMont Family Medicine
 Endocrinology Associates
 CaroMont Neurology

10 Lincolnton

Lincoln Cancer Center

11 McAdenville

CaroMont Family Medicine

12 Mount Holly

CaroMont Regional Medical Center
 CaroMont Pulmonary Medicine

13 Shelby

CaroMont Family Medicine
 CaroMont Neurology

14 Stanley

CaroMont Family Medicine
 South Point Family Practice

CAROMONT HEALTH AT A GLANCE: BOARD OF DIRECTORS



Donnie Loftis
Chairman



David Payseur
Vice Chairman



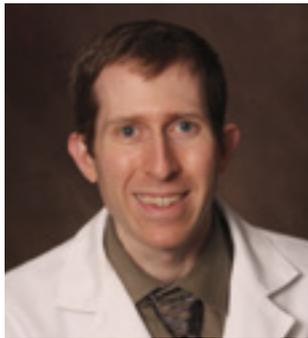
Andrew Light, MD
Secretary



Barry Pomeroy
Treasurer



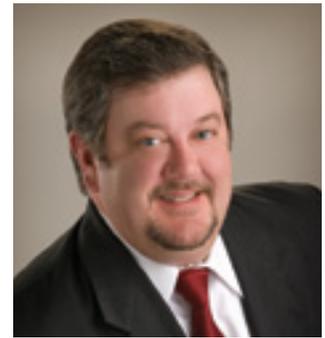
Eric Emerson, MD
Chief of Staff



Michael Gaslin, MD
Chief of Staff Elect



Patrick Russo, MD
Immediate Past Chief of Staff



William "Gus" Anthony
Board Member



Pearl Burris-Floyd
Board Member



Annette Carter
Board Member



Jeffery Cash
Board Member



Timothy Conner
Board Member



Joseph B. Davis, Jr.
Board Member



Timothy E. Gause
Board Member



Charles J. Meakin, III, MD
Board Member



Bob Hovis
County Commissioner

Guiding to Greatness

Diverse expertise and a passion for patients are the hallmarks of our dedicated leadership team. Together, they help guide the future of CaroMont Health to be the absolute best we can be.



Chris Peek
President, Chief Executive Officer



Costa Andreou, MD
EVP, CaroMont Medical Group



Kathleen Besson
EVP, Chief Operating Officer



Todd Davis
EVP, Chief Medical Officer



David O'Connor
EVP, Chief Financial Officer



G. E. Ward Adcock III, MD
VP, Medical Affairs



Richard Blackburn
VP, Diagnostic & Support Services



Ryan Campbell
VP, Operations CaroMont Medical Group



Robin Lang, DNP
VP, Chief Information Officer



F. Del Murphy, Jr.
VP, Strategy & Business Development



Scott Wells, MSN, RN, NEA-BC
VP, Chief Nursing Officer



Danny Wharton
VP, Clinical Services

Healthy, Steady Growth

FINANCIAL NUMBERS FOR FISCAL YEAR 2019

Net Patient Service Revenue	\$629.4M
Total Net Operating Revenue	\$636.5M
Total Operating Expense	\$609.6M
Operating Income	\$26.9M
Net Non-Operating Revenue	\$31.8M
Excess Revenue Over Expense	\$58.7M
Unrestricted Cash and Investments	\$720.6M
Total Debt	\$168.2M
Total Net Assets	\$908.3M
Charity Care	\$62.6M
Bad Debt	\$59.5M

UNREIMBURSED COST OF CARE FOR FISCAL YEAR 2019

Total Unreimbursed Healthcare Costs	\$98.8M
Charity Care	\$13.5M
Medicare and Medicaid	\$63.2M
Bad Debt	\$22.1M

CAROMONT HEALTH AT A GLANCE: FINANCIAL PERFORMANCE

COMMUNITY BENEFITS

Community Health Improvement Services and Community Benefit Operations	\$1.9M
Health Professions Education	\$2.0M
Cash and In-kind Contributions to Community Groups	\$1.7M
Community Building Activities	\$1.4M
Research	\$0.3M

TOTAL COMMUNITY BENEFITS







The tireless pursuit of a bold vision.

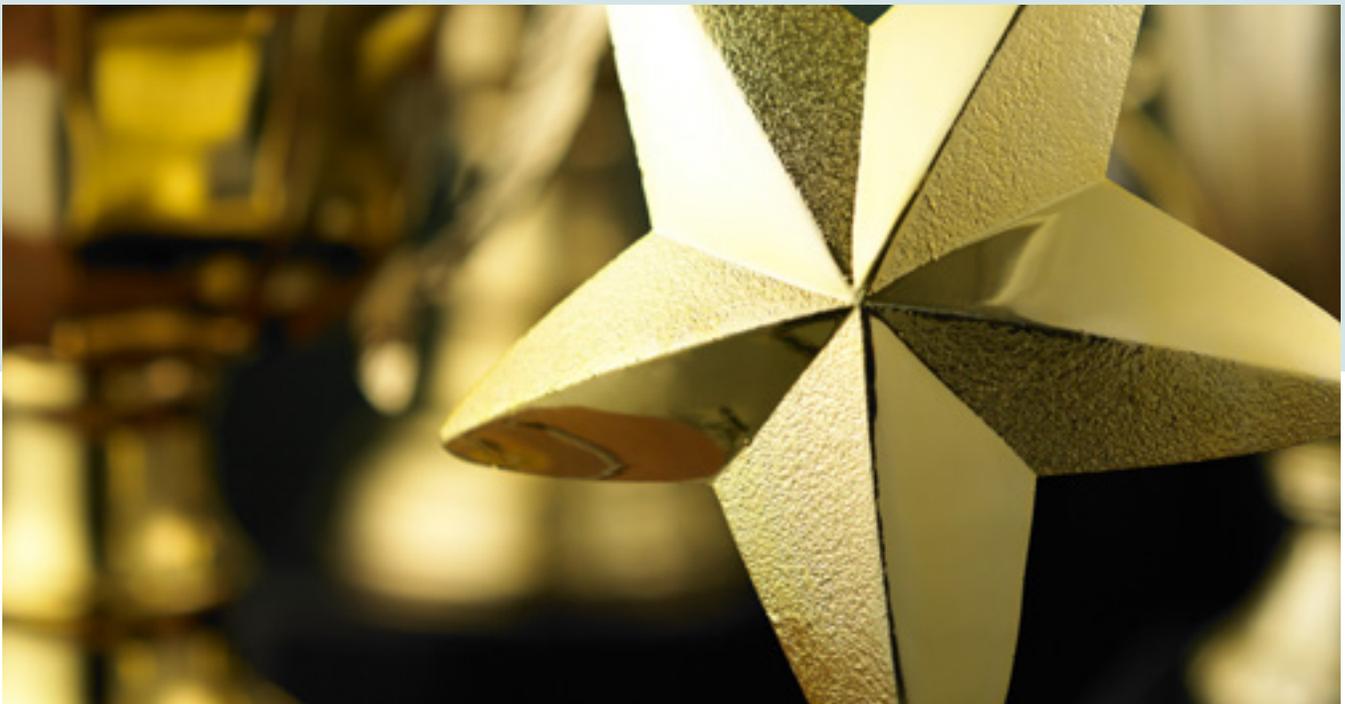
At CaroMont Health, improvement isn't just about meeting goals and exceeding benchmarks. It's a commitment we make in every interaction, every day. From our leadership team to our volunteers, we are united by an optimistic spirit and vision of a brighter, healthier tomorrow.

Achieving that vision means never settling for good enough. We are always reaching for more innovative solutions, more efficient processes, safer and more successful outcomes.

One of the unique advantages to being a strong, independent health system is the freedom to pursue our own priorities. That clarity of purpose can be seen in our dedication to our people and our community. In improvements made to our customer service. In our patient experience, and so much more.

Setting an Extraordinary Standard

At CaroMont Health, we know that the trust our patients place in us is the greatest award of all. Yet behind every innovative treatment or successful outcome are men and women who tirelessly deliver on excellence—and when the medical community recognizes their dedication, we couldn't be happier for our team. This year, we were honored to receive several prestigious awards, and we're immensely proud of our departments and staff for representing CaroMont Health so well.



BUSINESS NORTH CAROLINA

Best Hospitals, Fourth in State – March 2019

The list is calculated by the hospital's performance in 25 metrics, including information provided by the U.S. Centers for Medicare & Medicaid Services. We examine patient-satisfaction surveys, rates of commonly acquired hospital infections, and readmission and death rates for common procedures. Also considered are safety report cards from The Leapfrog Group, a Washington, D.C.-based nonprofit, and ratings from insurer Blue Cross and Blue Shield and U.S. News & World Report. We rank the state's adult, acute-care medical centers with at least 50 beds, excluding specialty and psychiatric hospitals.

CONTINUOUS IMPROVEMENT: AWARDS AND ACCREDITATIONS

AMERICAN HEART ASSOCIATION

Workplace Health Achievement Index Gold Level Recognition – September 2018

Get with the Guidelines, Stroke Gold Plus: Stroke Elite Honor Roll – June 2019

CaroMont Health received the American Heart Association/American Stroke Association's Get With The Guidelines® Target: Stroke Honor Roll Elite Gold Plus Quality Achievement Award. The award recognizes the hospital's commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines founded on the latest scientific evidence.

INTERNATIONAL ASSOCIATION FOR HEALTHCARE SECURITY AND SAFETY

CaroMont Health Public Safety Department recognized as a Program of Distinction – July 2018

IAHSS recognizes outstanding qualifying healthcare security and safety departments with the Program of Distinction. Hospitals/Facilities qualify for the Program of Distinction by achieving and maintaining a minimum level of certified officers, managers and directors within their security department. Participants are encouraged to obtain the highest level of certification possible. The IAHSS Program of Distinction is achieved by the healthcare security department, not the organization and is valid for two years at which time the department must renew.

HEALTHCARE FIRST

Gaston Hospice, Hospice Honors Elite status – 2019

This annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver's point of view and acknowledges high performing agencies by analyzing performance of Hospice CAHPS quality measures. Gaston Hospice earned the top-level achievement by exceeding national, top-box benchmarks in all of the 24 categories surveyed. They are one of only 52 hospices nationwide to achieve Honors Elite status.

HEALTHCARE PURCHASING NEWS

Elite, Supply Chain Operations Worth Watching – November 2018

Joining 78 other ongoing healthcare supply chain "superstars" profiled by Healthcare Purchasing News (HPN) since 2011. Chosen for diversity of process, product and cost management, but also keeping the end goal in mind: patients.

THE LEAPFROG GROUP

Hospital Safety Survey, Grade "A" – May 2019

For the eighth consecutive cycle, the independent and influential Leapfrog Group gave CaroMont Health a Grade A for patient safety.

U.S. NEWS AND WORLD REPORT

Best Hospitals – August 2018

High Performing in two programs: Chronic Obstructive Pulmonary Disease (COPD) and Heart Failure.

CAMPUS SAFETY MAGAZINE

Richard Collins, Campus Safety Director of the Year Finalist – June 2019

The Faces of Greatness

Every year, the Great 100 Nurses of North Carolina receives nominations from health systems across the state wishing to recognize nurses they believe have made a difference in their field and in the lives of patients. Out of those nominations, winners are selected by a judging panel who then announce North Carolina's Great 100 Nurses.

CaroMont Health is thrilled to announce that four outstanding nurses have been named part of the Great 100 Nurses for 2018. These nurses were recognized for their professional accomplishments, excellence in nursing practice and commitment to the nursing profession. We couldn't be more proud of all they've achieved, and we're honored to call such incredible caregivers part of the CaroMont Health family.



CONTINUOUS IMPROVEMENT: AWARDS AND ACCREDITATIONS



Holly M. Eury, RN
RN, BS, ONC
Day of Surgery Unit



Pam C. Jackson, RN
BSN, RN, CAPA
Perioperative Services



April W. Jones, RN
BSN, RCN-MNN
The Birthplace



Sheila Stowe Pope, RN
RN, CAPA
Pre-Anesthesia Screening Services



Honoring Those Who Give Their All

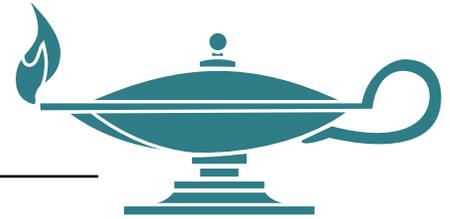
On the evening of Tuesday, November 13, approximately 80 members of the nursing staff were honored during the Nursing Excellence Awards Gala. Hosted by the Council for Nursing Excellence, Nurses and Nursing Stars (PCAs and UCCs) are chosen by their peers based upon their patient skills, compassionate behavior, positive relationships, responsiveness to patients, families and others and their support of the healthcare team.

Alison Hayes, BSN, RN, CPN in Pediatrics, was named the 26th Nightingale Award recipient. CaroMont Health's Nightingale Award is inspired by the ideals set by Florence Nightingale, the founder of nursing as a modern profession. The award is presented annually to an Award for Nursing Excellence recipient who has distinguished themselves through nursing excellence, professionalism, community service and commitment to continuing education.



Congratulations to Alison and all the award winners—thank you for going above and beyond to show our patients how we care.

NIGHTINGALE AWARD WINNERS



- | | |
|---|--|
| 2018 Alison Hayes, BSN, RN, CPN
<i>Pediatrics</i> | 2005 Jackie Pendleton, MSN, RN, CAPA
<i>Surgical Services</i> |
| 2017 Lynn D. Lahm, BSN, RN
<i>Pre-Anesthesia Screening Services</i> | 2004 Chris VanDyke, MSN, RN, APRN-BC
<i>Medical Services</i> |
| 2016 Ronnie Pittman, BSN, RN, CPAN, CAPA
<i>Imaging Nursing Unit</i> | 2003 Laura Wells, BSN, RN, OCN
<i>3 South</i> |
| 2015 Susan Murphy, BSN, AACVPR
<i>Medical Rehab</i> | 2002 Nancy Richard, MSN, RN, GMH
<i>Home Health</i> |
| 2014 Elanor Callister, RN, CDE
<i>Diabetes Center</i> | 2001 Robin Lang, MSN, RN, MBA, DNP
<i>Patient Care Informatics</i> |
| 2013 Leslie D. Bolin, MSN, RN, CCRN-CMC
<i>Cardiovascular Short-Stay Unit</i> | 2000 Toy Stone, BSN, RN, CPAN
<i>Post Anesthesia Care Unit</i> |
| 2012 Holly M. Eury, RN, ONC, HMI
<i>Orthopaedics</i> | 1999 Jamie Christopher, BSN, RN, CCRC
<i>Perioperative Services</i> |
| 2011 Barbara Williams, BSN, RN, CPAN
<i>Post-Anesthesia Care Unit</i> | 1998 Debra Adams, RNC
<i>5 South</i> |
| 2010 Sarah W. Tate, RN-C
<i>Express Care</i> | 1997 Mary Subler, RN, CCRN, CPAN, CAPA
<i>CaroMont Specialty Surgery</i> |
| 2009 Daphney M. Tench, MSN, RN, CNS, CEN
<i>Emergency Services</i> | 1996 Susie Stokes, MSN, RN, ACNS-BC
<i>Surgical Services</i> |
| 2008 Rebecca Waters, RN, CPAN, CAPA
<i>Day of Surgery Unit</i> | 1995 Beth Canipe, MSN, RN, OCN
<i>Women & Children's Health Services</i> |
| 2007 Kathleen Champion, BSN, RN, CHFN
<i>Post-Acute Services</i> | 1994 Karen Willis, BSN, RN
<i>Cardiac Health & Fitness Center</i> |
| 2006 Janice Thomas, BSN, RN, CWCN
<i>Wound Center</i> | 1993 Deborah Huggins, RN
<i>Post-Intensive Care</i> |
-

CONTINUOUS IMPROVEMENT: AWARDS AND ACCREDITATIONS

2018 NURSING TEAM STARS

Meghan A. Benfield, PCA/UCC, Intensive Care Unit

Tyler S. Breedlove, Endoscopy Tech II, Endoscopy

Stephanie M. Breedlove, PCA/UCC, Progressive Coronary Care Unit

Wanda M. Buchanon, CNA, CHPNA, Hospice

Kathy Y. Burton, PCT/UCC, Cardiovascular Recovery Unit

Bibiana J. Campino, Certified Surgical Tech, Operating Room

Kelly H. Deaton, Surgical Technologist, Birthplace

Rita W. Edwards, PCA, 5 South

Pamela M. Greene, Psych Tech/UCC, 7 North

Linda Gregg, Focused Observer, Focused Observers

Jessica Hale, PCA/UCC, HMI Ortho

Sarah J. Jenks, PCT/UCC, 6 South

Wendy C. Lanham, Education Support Specialist, Education Services

Summer R. Lankford, PCT, Heart Failure Therapy Unit

Lestari R. Laws, CMA, Occupational Medicine

Elaine L. Eudy, Psych Tech, ED Psych Suite

Rikki L. Love, PCA/UCC, Post Intensive Care Unit

Brittani T. Maney, PCT/UCC, Neonatal Intensive Care Unit

Stacy Mason, PCT/UCC, CaroMont Cancer Center

Christy L. Moore, PCA, Integrated Pain Specialists

Marites A. Mulwee, PCA/UCC, HMI Neuro

Melva Ramirez, CNA II, Courtland Terrace

Crystal Ray, Inventory Control Specialist, CaroMont Outpatient Surgery

Akila Robinson, CNA II, Robin Johnson House

Gracie D. Roseboro, PCT/UCC, Surgical Intensive Care Unit

Brittany Ross, PCA/UCC, 3 South

Alexis N. Short, PCA/UCC, 6 North

Sylvia L. Smith, ECT, Emergency Department

Melanie A. Stewart, Patient Services Representative, Medical Rehab

Lisa P. Utley, PCA/UCC, Hemodialysis

Timothy A. Ward, ECT/UCC, ASPT, ASCP, Emergency Dept-Mt. Holly

Kambii Withers, Registration Specialist, Pre-Anesthesia Screening

Sontella L. Woody, PCT/UCC, Cardiovascular Short Stay Unit



CONTINUOUS IMPROVEMENT: AWARDS AND ACCREDITATIONS

2018 NURSING EXCELLENCE WINNERS

Francine Attey , BSN, RN, Progressive Coronary Care Unit	Miranda D. Joyner , RN, 5 South
Lindsay Barr , RN, 7 South	Emily O. Krech , BSN, RN, CMSRN, 6 North
Tiffany J. Baynard , LPN, Courtland Terrace	Anna Lattimore , BSN, RN, CPPS, Clinical Data Analytics
Rhonda Bolin , BSN, RNC-MNN, CaroMont Cancer Center	Carla R. Leonhardt , RN, CAPA, Day of Surgery Unit
Emmalee Bonnin , RN, Post Intensive Care Unit	Gretchen I. Lewis , RN, Hospice
Michele S. Burnette , RN, 3 South	Lisa D. Lineberger , BSN, RN, CNOR, Operating Room
Brandy S. Davis , BSN, RN-BC, 7 North	Kimberly W. McCraw , RN, Emergency Department
Teralyne J. Dawkins , RN, Robin Johnson House	Elizabeth Nicholson , BSN, RN, CDE, Diabetes Center
Kristine A. Dejong , RN, Imaging Nursing Unit	Karen V. Noessner , BSN, RNC-NIC, Neonatal Intensive Care Unit
Italia Delgado , RN, Critical Care Residency	Courtney W. Overton , RN, Progressive Coronary Care Unit
Tomara D. Durham , RN, Coronary Care Unit	Ashley M. Powers , BSN, RN, Cath Lab
Crystal T. Dye , BSN, RN, Discharge Planning Specialists	Donald E. Reagan , BSN, Utilization Review
Kimberly M. Edmondson , RN, HMI Neuro	Misty C. Rhinehart , RN, PCCN, Heart Failure Therapy Unit
Christina R. Ervin , RN, HMI Ortho	Lesa S. Roberts , RN, Wound Center
Joanne C. Faber , RN, MBA, ONC, Transitional Care Nurses	Patricia J. Sigmon , RN, Cardiovascular Surgical Unit
Holly L. Faux , BSN, RN, MBA, Emergency Department	Crystal N. Smith , RN, 6 South
Carolyn Fitzberger , RN, CaroMont Outpatient Surgery	Kimberly Surratt , RN, Post Intensive Care Unit
Vickey C. Garrett , BSN, RN, CRNI, Vascular Access Team	Karin E. Thompson , BSN, RNC-MNN, Birthplace
Johna M. Griesman , BSN, RN, CHPN, Palliative Care	Kady L. Tipton , BSN, RN, Medical/Surgical Academy
Mary Beth Halstead , RN, ASN, CCRN, CPAN, Post Anesthesia Care Unit	Tonya C. Whitaker , BSN, RN, CEN, Nursing Shift Managers
Cristyn N. Harrison , BSN, RN, Emergency Department	Jessica N. Wiggins , BSN, RN, Endoscopy
Judy S. Hartman , RN, CAPA, CaroMont Specialty Surgery	Constance W. Wilson , BSN, RNC, Birthplace
Alison C. Hayes , BSN, CPN, Pediatrics	Sharon Zurline , BSN, RN-C, ED Psych Suite
Devin B. High , BSN, RN, CDS, Clinical Performance Improvement	





Supporting initiatives, changing lives.

Realizing our vision for the future of medicine starts with ambitious, sustainable investments we make today. From focused initiatives that support individuals, to the significant endeavors that help usher forth a new era of care for our region, every choice we make is to bring highly-advanced, highly-compassionate care to our community.

Over the past year, CaroMont Health has been proud to continue our tradition of strategic investment in our region—a tradition that promises to have a powerful ripple effect of positive change for generations of families and medical professionals to come.

We donate and disperse countless dollars around our region every year. These funds go to a diverse range of causes, from breakthrough research, workforce development, recruiting top physicians, bolstering critical community services and much more.

WELCOMING WORLD-CLASS PHYSICIANS

Recruiting and retaining a roster of exceptional healthcare professionals is crucial to fulfilling our mission. CaroMont Regional Medical Center boasts a robust and talented medical staff, many of whom are recognized regionally and nationally for their work and achievements. CaroMont Health consistently seeks to attract and welcome leaders in the field of medicine, while continuously investing in the medical staff in a number of ways, from attendance at industry conferences to offering continuing education opportunities. In 2019, CaroMont Health invested \$1.4 million to recruit, train and retain highly-skilled physicians to provide nationally-recognized, high-quality care.

INVESTED
\$1,400,000
IN PHYSICIAN RECRUITMENT



**INVESTING IN THE
NEXT GENERATION**

Of all the investments we make, education for local healthcare students promises unlimited potential for the future of medicine. Throughout the past year, CaroMont Health invested \$2 million to cover the costs of student rotations and education in our community. This includes the use of equipment, staff and instructor time, as well as program development for curricula at both the secondary and higher education level.

INVESTED
\$2,000,000
IN STUDENT EDUCATION

**PURSUING
BREAKTHROUGH MEDICINE**

We are at the forefront of medicine, and the many research programs at CaroMont Health are key to unlocking exciting possibilities, innovations and advancements. As always, we are dedicated to supporting our medical professionals in the pursuit of proven new treatments and visionary procedures. CaroMont Health participated in a number of nationally-acclaimed research trials and programs in 2019, and invested nearly \$300,000 in these programs for treatments, procedures, medications and staff time.

INVESTED NEARLY
\$300,000
IN RESEARCH

A bold investment. A new era in care.

In May 2019, CaroMont Health announced plans to invest more than \$300 million in capital projects in and around our community, including the construction of a second hospital in Belmont and a critical care tower on the main campus of CaroMont Regional Medical Center. Both projects, expected to be completed over the next three to four years, are directly related to current and future health needs of our growing, thriving community.



**PARTNER SCHOOLS
AND PROGRAMS**

Medical Explorers

Sponsored by The Boy Scouts of America, this program gives high school students a deeper look into healthcare careers through events featuring speakers from CaroMont Health.

Gaston County High Schools Allied Health Program

High school juniors and seniors from eight area high schools spend time in different departments with CaroMont Health staff in this immersive program.

Students at Work

8th grade students from Gaston County Schools are invited to learn about career opportunities within CaroMont Health through this partnership.

Gaston County Education Foundation

The Gaston County Education Foundation was organized in 1992 to enhance education opportunities for teachers and students in the Gaston County public school system. Since that time, more than \$1.1 million in grants and scholarships have benefited teachers and students in the district.

Commissioners School

This program allows rising 10th graders to learn about careers at CaroMont Health from medical professionals.

CaroMont Heart Walk

On May 8, several hundred participants walked the CaroMont Regional Medical Center campus as part of the Heart Society of Gaston County’s annual fundraiser. The 16th annual Heart Walk, one of the community’s largest events to raise money for cardiac care in Gaston County, encouraged participants to form teams and collect donations. This year’s walk raised \$26,300—a Heart Walk record! These funds will cover the cost of prescription medication for heart patients, community screenings and heart health awareness education targeting adults and youth in Gaston County.







Making impactful work possible.

Every donation to the CaroMont Health Foundation, no matter how big or small, promotes positive change within our community. Gifts fund both essential and ongoing health programs, as well as the creation and development of new endeavors and plans.

Because of the generous donors who partner with the CaroMont Health Foundation, we are able to provide crucial funding for educational opportunities and scholarships, outreach, health screenings, workshops and more. Every gift helps drive the growth and continued wellbeing of our region.

These contributions are received from a variety of sources: community, individuals, businesses and organizations, grateful patients, our employees, volunteers and more.

A Year of Generosity

TOTAL DOLLARS RAISED

\$3,820,448

\$3,348,768

FOUNDATION

\$471,840

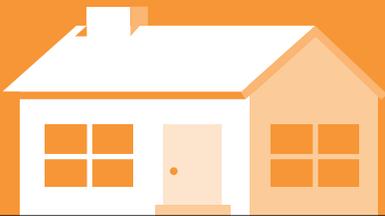
HOSPICE

DONORS

1,705

GIFTS

8,416



100% of donations directly fund

COMMUNITY HEALTH

16 grant recipients in 2019 were awarded nearly

\$562,000



VOLUNTEER HOURS

1,682

99 scholarship recipients in 2019 were awarded nearly

\$250,000



DOLLARS SAVED

\$42,773

FOUNDATION BOARD OF DIRECTORS 2018-2019

Martha Burris, Chair	Joseph B. Davis Jr.	William R. Hovis	Timothy T. Paschall	Jasmine Sicilia Stone, PA-C
Shelley Frye Collins	Jake Gray III	Ashley Long	Janie Parks Peak	Jennifer Thomas Stultz
Lenora Crabtree	William Gross	Reeves McGlohon	Ramada Smith, MD	

WAYS TO GIVE

GASTON HOSPICE: Since 1981, our community has relied upon the compassionate support and end-of-life care provided at Gaston Hospice. Funds donated to Gaston Hospice support care provided at the Robin Johnson House, a 24/7 care facility for patients and families who face serious illnesses.

WOMEN OPTIMIZING WELLNESS (WOW): Established in 2014 by women in the community, this fund puts philanthropy to work through annual investments that support health-related education, programming and grants aimed at improving the health and wellness of Gaston County.

THE SOCIETY OF 1946: Named for the year a private medical facility became our community’s hospital and now our regions’ premier independent healthcare system, this leadership-giving society recognizes individuals across the community who make donations of \$1,946 or more, annually.

THE CAROMONT HEALTH HEROES PROGRAM: Patients and families seek ways to honor CaroMont Health employees for their commitment to providing compassionate, exceptional and highly reliable care. The Health Heroes program extends their gratitude to future patients and families who will benefit from what our employees love most—helping others.

TEAM CAROMONT: Initiated in 2015, this annual giving program provides a way for CaroMont Health employees and volunteers to support scholarships for CaroMont Health employees, treatment and services for patients, and community health resources and initiatives.



**Through compassion
and giving, we
continue to build
CaroMont Health
with this goal: to
help give hope and
health to others.**

A LIFE-SAVING PARTNERSHIP: TAVR

TAVR, or Trans Aortic Valve Replacement, is a life-saving cardiac technology in a hybrid operating room setting that integrates cutting-edge imaging. TAVR is quickly becoming the gold standard for high- and intermediate-risk patients, and those who are not considered good candidates for open heart surgery. Until TAVR was introduced, these patients were often considered inoperable.

A generous donation from the David Belk Cannon Foundation helped make the TAVR procedure and the new hybrid OR possible. Many of the initiatives and equipment essential to CaroMont Health's pledge to

provide the highest level of care and service to our community are supported by community investments.

The primary users of the new hybrid OR will be CaroMont Heart & Vascular surgeons. While the main focus of the hybrid system is TAVR, there are many other uses for the hybrid operating suite, including at least fifteen other advanced procedures to address issues such as atrial fibrillation, DVT/PE removal, implantable cardioverter defibrillators (ICD) placement and removal, and a wide range of other complex vascular procedures.



**GRANTMAKING: COLLABORATION
FOR HEALTH AND WELLNESS**

The CaroMont Health Foundation collaborated with 16 community organizations and CaroMont Health programs to invest \$562,000 into life-sustaining programs and initiatives aimed at improving and enhancing health and wellness in the Gaston region.

Each grant program has potential to transform lives. From nutrition and medication assistance for patients undergoing cancer treatments, to support of a faith-based ministry aimed at reducing reoccurrence in opioid crisis victims, to the well-established Backpack Weekend Food Program, which has provided food for the weekend to Gaston County students since 2011, this year’s grant recipients affirmed the significance of CaroMont Health’s partnership in nurturing a healthier community.

Grant funding is made possible by the generosity of CaroMont Health employees, community and corporate sponsors. The Foundation’s commitment to grantmaking ensures that health initiatives of the highest quality reach deep into surrounding communities, where there is great need. A diverse pool of grant recipients ensures that health and healing are prioritized across many programs and services in the community.

16 GRANT RECIPIENTS

\$562,000 TOTAL IN GRANTS

**COMMUNITY AND CAROMONT HEALTH
DEPARTMENT GRANT PROGRAMS:**

Quit Smart

This successful initiative partially funds kits and a three-session smoking cessation course for patients and community members seeking to quit tobacco.

Growing Healthy

This initiative equips families to make healthy decisions through six-week interactive nutrition programs taught by a registered dietitian.

Oncology Dental Program

This program helps patients with head and neck cancers to receive medically-necessary dental services in order to begin radiation treatment.

Oncology Nutrition Program

This program provides hands-on nutrition education to cancer patients in an effort to support their recovery and complement individual treatment plans.

**Foundations of Faith
Community Nursing Course**

This initiative funds and supports an intensive educational program for faith community nurses in cooperation with their congregations.

Nursing Certification Assistance

This grant supports clinical excellence through advanced certifications and specialization for CaroMont Health’s nursing staff.

BackPack Weekend Food Program

For many children in our community, their only dependable access to food comes from school-provided meals. This program provides nutritionally-balanced meals to 1,000 Gaston County children each weekend during the school year.

Cancer Services of Gaston County

This much-needed program provides financial assistance to patients living with cancer, including medication assistance, transportation and needed supplies.

Chronic Disease Program

This educational program shares helpful tips and resources with patients and community members at a higher risk of developing chronic illnesses.

FaithHealth-Gaston

Funding for this program helps a network of faith-based volunteers and compensated Supporters of Health to follow up with discharged patients and reduce the number of readmissions.

NICU MamaRoo Seats

Neonatal abstinence syndrome (NAS) is a condition caused when a baby withdraws from certain drugs they are exposed to in the womb before birth. The special motion seats funded by this initiative mimic being held and promote comfort and calm to ease the baby's withdrawal symptoms.

Safe Beginnings

With a goal of providing a safe discharge for every child born at CaroMont Regional medical Center, this program provides car seats and other critical supplies to patients discharged from the NICU or Birthplace without the means to acquire them on their own.

Indigent Burial Program

This program provides cremation services for families who are unable to afford burial services for their loved one or to individuals who have no family.

Indigent Medications and Services

This program provides patients with much-needed medications, home healthcare, medical equipment, hospice care and short-term rehabilitation placement.

PRIDE Health and Wellness Program

This program provides an eight-week health, wellness, and fitness educational program for cancer survivors and helps improve participants' overall quality of life post-cancer.

Olive Branch Ministry Opioid Overdose Response Team

In partnership with the Gaston Controlled Substance Coalition, Olive Branch Ministries provides follow-up education and intervention for local overdose patients treated in the emergency department. This program works to stop the cycle of recurring overdose and decrease the rate of opioid-related deaths in Gaston County.

Scholarships: Transforming Lives, Ensuring Excellence

This year, the CaroMont Health Foundation had the honor of awarding eight unique and meaningful scholarships, totaling nearly \$250,000. Generous gifts like these don't just brighten futures and honor inspiring individuals—they make a positive impact on the lives of those who give and receive them.

AMANDA GEORGE SELF EMERGENCY MEDICINE SCHOLARSHIP



This newly created scholarship honors the memory of Amanda Self, a CaroMont Emergency Department Nurse Assistant Manager who was tragically killed in 2018. Having raised \$29,000 thanks to generous donors, the scholarship was first awarded on May 20, 2019, on the first anniversary of Amanda's death. The first recipient was Logan Harley, a Nurse in the Emergency Department who is studying to become a Nurse Practitioner at the University of North Carolina at Charlotte.

In a beautiful ceremony, Amanda Self's friends, family and colleagues at CaroMont Regional Medical Center shared fond memories and praised her gracious spirit, professionalism, enthusiasm and beaming smile. In the 15 years Amanda worked at CaroMont Health, her impact on others was immeasurable, and she brought her own unique brand of personality, compassion and playfulness to her care.

Always helping others grow and encouraging them to do their best, Amanda's can-do attitude and unwavering support of those around her can be summarized perfectly in a saying she used often, "You got this. I'll help you."

CAROMONT HEALTH FOUNDATION: SCHOLARSHIPS

MR. AND MRS. JOE R. HUDSON NURSING SCHOLARSHIP: Established in 1974 by Mr. and Mrs. Hudson, awards from this scholarship loan program are given based on organizational needs, scholastics and acceptance into nursing professions. All recipients sign a promissory note that they intend to become or remain an employee of CaroMont Health.

2019 RECIPIENTS: Casey Almond, Olivia Anderson, Guadalupe Andrade, Maria Araujo-Victoria, Kelsey Best, Melissa Bowen, Virginia Bradley, Parker Brandon, Chasiti Brewer, Jordan Capps, Buffy Dover, Haley Hall, Logan Harley, Janice Hill, April Hullender, Rebecca Lane, Carla Leonhardt, Rikki Love, Amy Lowery, McKenna McMahan, Bobby Mitchell, Charlene N'Diaye, Sarah Robb, April Russ and Natalie Sneed.

LEE BUCCI PROFESSIONAL NURSING SCHOLARSHIP: Established in 2012, the Bucci Scholarship Fund honors Lee Bucci, former Director of Gaston Hospice. This scholarship is awarded to a student seeking an accredited degree in the field of nursing (LPN, RN or BSN), with special consideration given to the field of palliative care.

2019 RECIPIENT: Susan Haney

THE LONNIE AND RACHEL WAGGONER NURSING EDUCATION SCHOLARSHIP: The Lonnie and Rachel Waggoner Nursing Education Scholarship is a permanent endowment established in 2005. Awards from this scholarship are given to students seeking an accredited degree in the field of nursing (LPN, RN or BSN).

2019 RECIPIENTS: Janasia Armstrong, Brennan Benfield, Karen Bolick and Keyannah Glover.

DR. MARTY D'AMORE SCHOLARSHIP: The Dr. Marty D'Amore Scholarship Fund was established in 2015 to honor the late doctor after a long battle with ALS (Amyotrophic Lateral Sclerosis). Created and supported by donations from physicians and the medical community, awards are given to students in an accredited Radiology Sciences program.

2019 RECIPIENT: Shane Barnes

TEAM CAROMONT SCHOLARSHIP: The Team CaroMont Scholarship was established in 2015 and is funded by employee contributions to the Team CaroMont campaign. All applicants must be employees of CaroMont Health or one of its subsidiaries, and scholarship funds may be used for degree and select non-degree programs.

2019 RECIPIENTS: Mackenzie Bess, Monica Block, Sydney Brooks, Amy Bryant, Stephanie Grindstaff, Donna Hamill, Susan Haney, Marlena Heracklis, Cassie Hill, Abbey Horne, Donald Howard, Chiquita Kelly, Jay Miller, Jay Nutter, Cesar Perez, Rici Reid, Ashley Rowe, Elizabeth Scronce, Logan Thomas, Andrea Turner and Holly Williams.

THE GERTRUDE CLINTON HEALTH CAREER SCHOLARSHIP FUND: Established by the Gaston Memorial Hospital Auxiliary in 1971, the Clinton Health scholarship honors the late Mrs. Gertrude Clinton, who served as Gaston County Social Services Director, Personnel Director for CaroMont Health, and a founding member and President of the Auxiliary.

2019 RECIPIENTS: Casey Almond, Olivia Anderson, Guadalupe Andrade, Maria Araujo-Victoria, Shane Barnes, Mackenzie Bess, Elysha Booth, Melissa Bowen, Virginia Bradley, Chasiti Brewer, Sydney Brooks, Lauren Grace Carter, Buffy Dover, Kristin Evans, Stephanie Grindstaff, Donna Hamill, Logan Harley, Marlena Heracklis, Janice Hill, Donald Howard, Lori Kistler, Carla Leonhardt, Rikki Love, Josie Lucas, McKenna McMahan, Charlene N'Diaye, Jay Nutter, Sara Peeler, Dillon Rhew, Melanie Rhew, Ashley Rowe, April Russ, Elizabeth Scronce, Morgan Sherill, Natalie Sneed, Temeshia Spikes, Logan Thomas, Katie Wayne, Erica Whitlock and Holly Williams.

AMANDA GEORGE SELF EMERGENCY MEDICINE SCHOLARSHIP: Created in 2018 in memory of Amanda Self to recognize her fifteen years of service with CaroMont Regional Medical Center. Annual support is received from colleagues and friends and employee giving through the Team CaroMont campaign. Awards from this scholarship are given to students pursuing education in emergency medicine.

2019 RECIPIENT: Logan Harley

WAYNE F. SHOVELIN SCHOLARSHIP: Established in 2009 by the Duke Kimbrell Family in honor of Wayne Shovelin's many contributions to CaroMont Health, including his 23 years as President and CEO. This annual scholarship is awarded to a high school senior who has excelled academically, demonstrates strong leadership and community involvement, and plans to major in a health-related field. The award includes up to \$20,000 annually over four years of academic work and summer internship opportunities at CaroMont Health.

2019 RECIPIENTS: Kyra Rhyne. She joins Victor Ilevbare (2018), Maren East (2017) and Linnea Jurs (2016) as current recipients of this award.

2019 WAYNE F. SHOVELIN SCHOLARSHIP

In 2019, the CaroMont Health Foundation named Kyra Monique Rhyne the recipient of the Wayne F. Shovelin Scholarship. Members of the CaroMont Health Foundation Scholarship Committee gathered to celebrate Rhyne and her many achievements, presenting her with the most significant educational contribution of any scholarship award in Gaston County: up to \$20,000 each academic year toward her undergraduate studies in a healthcare-related field.

As a senior at Gaston Early College High School, Rhyne maintained a 4.0 grade point average while taking mostly college-level courses. She is an active member of her church and a volunteer for local groups. In high school, she dedicated time to her school's Student Government Council, and became the council's first ever high school student elected to serve as President. Rhyne also held a seat on Gaston College's Board of Trustees. At the same time, Rhyne has held a part-time job to assist her family, all while coping with the recent loss of her mother, who passed away following a battle with colorectal cancer.

A person of great determination and courage, Rhyne faced her mother's illness while continuing to study, work and care for her younger brothers. The loss was devastating, but Rhyne refused to give up on her future goals. After graduating at the top of her class, she enrolled at Western Carolina University with a number of college courses already behind her.

"Kyra is an exemplary young woman who has so much potential," says Janie Peak, CaroMont Health Foundation Board member and Chair of the Scholarship Committee. "She embodies the unique combination of leadership, community involvement and academic excellence that our

committee seeks in a recipient. Despite huge personal challenges, she maintains the heart of a tireless and selfless servant, and always puts the needs of others before herself."

The Wayne F. Shovelin Scholarship, made possible by a generous donation from the Duke Kimbrell family in honor of long-time CaroMont Health CEO, Wayne Shovelin, is highly competitive for local high school students. In addition to the up to \$20,000 each year in support for tuition and fees, the scholarship encourages three, paid summer internships at CaroMont Health. These internships offer scholarship recipients the opportunity to learn from healthcare professionals within their specific interest areas and gain early exposure to the wide range of careers available in healthcare.



2019 Wayne F. Shovelin Scholarship recipient, Kyra Monique Rhyne.

Women Optimizing Wellness (WOW) Fund

More than five years ago, the leading ladies of WOW initiated a fund through the CaroMont Health Foundation in order to enhance the health and wellness of the community through collective giving and grant-making. Thanks to the united philanthropic leadership of our founding investors, in 2017, WOW awarded a multi-year grant to support a partner project with Gaston Family Health Services, The Department of Health and Human Services, Gaston County Schools and other community agencies to improve the overall health of Woodhill Elementary School children across four major health markers: BMI, Blood Pressure, A1C and Cholesterol.

Now in its third year, the positive impact of WOW's investment continues to grow and nurture young lives.

Data from the 2019 Community Health Fair confirmed that the health markers of the Woodhill children

showed dramatic improvement in the two years that Gaston Family Health Services has been comparing Woodhill data against the data from other Gaston County students as a part of its partnership with WOW.

Through continued financial and volunteer investment, the WOW fund supports education, events, and resources that emphasize the importance of making healthy choices every day. In 2019, WOW has assisted in:

- Providing PE equipment for outside and classroom use
- Registering nearly 1,000 children for health screenings at the annual Health Fair
- In-school programming (Fitness classes and Healthy Harvest)
- Transportation for Girls on the Run/Let Me Run participants





Compassionately Generous

Each year, CaroMont Health employees support Team CaroMont for many reasons: they have received scholarships, witnessed the direct impact of grants and sometimes in gratitude for what CaroMont Health has done for them or their neighbors. Whatever the reasons, our TEAM CaroMont champions make it possible for co-workers to reach new goals and more people in our community to have access to the compassionate, exceptional and highly reliable care we provide.

TEAM CAROMONT RAISED
\$184,555
FOR OUR COMMUNITY

General Fund	\$58,497
Scholarships	\$21,685
Oncology Services Fund	\$19,590
Gaston Hospice	\$39,747
Amanda Self Scholarship	\$21,740
United Way Campaign	\$23,296

CAROMONT HEALTH FOUNDATION: TEAM CAROMONT



The Gift of Compassion

Throughout the year, patients and their families turn to Gaston Hospice for comforting resources and invaluable services that help them face life-limiting illnesses that can no longer benefit from curative efforts.

Gaston Hospice relies upon annual donations from loyal supporters to sustain much-needed hospice care for those who desperately need it, regardless of their ability to pay. Removing the worry of financial stress during such a fragile time makes it possible for patients and their families to focus on being together when it matters most.

Gaston Hospice responds to the physical, social, emotional and spiritual needs of patients and their entire families through the work of nurses, counselors and staff who offer compassionate care in patients’ homes, the hospital, long-term care facilities and in the Robin Johnson House—the only 24/7 inpatient hospice care facility in Gaston County.

Community support is vital to the work of any nonprofit, and Gaston Hospice is no exception. The cost of providing care at the end of life can be very expensive. Even so, it is because of our community that nearly 1,000 families, friends and neighbors received end-of-life comfort when they needed it most. To support Gaston Hospice is to honor a sacred season for patients and their families—perhaps someone we know—and to join other compassionate individuals in doing what we love: helping and serving others.

THE GASTON HOSPICE FUND

Individual, Corporate Giving:.....	\$403,603
<i>Memorials/Donations/Honorariums</i>	
<i>Community Foundation Run</i>	
<i>Patio Paver Program at Robin Johnson House</i>	
<i>Annual Giving</i>	
Night of a Thousand Stars	\$50,000
Swing into Fall Golf Tournament.....	\$18,237

TOTAL RAISED

\$471,840

CAROMONT HEALTH FOUNDATION: GASTON HOSPICE FUND



Night of a Thousand Stars: *Saturday, May 4, 2019*
Held at Grand Hall at Mount Holly Citizens Center, the event featured a drawing and welcomed Chairmen of the Board Ken Knox.

Swing into Fall Golf Tournament: *Monday, September 24, 2018*
Event was held at Cramer Mountain Club and 18 teams participated.





Enriching our vibrant region.

The act of caring for someone is never two-dimensional—and neither are our people. Who we are extends far past our name tags and our time spent within hospital or practice walls, because we're more than medical experts. We're neighbors, friends and family.

In the same way we practice medicine, enriching the community we call home is something we pour our whole heart into. That means embracing an active role in supporting local officials, veterans and civic groups. Hosting wellness events and family activities, and sharing powerful stories of health and healing with the world. Through stewardship, service and the nurturing of relationships, we strive to be a vital, vibrant part of local life. We're committed to working as a partner to make our region a better place to live, work and play.

Relationships that Nurture & Connect

There are dozens of ways CaroMont Health works with our community to solve problems, improve access to care and make the region a happier, healthier place to live. From sponsoring individuals and organizations doing meaningful work, to making bold new initiatives possible through partnership, we are proud to play a role.

SPONSORED PROGRAMS

Alfred Kessel History Center	Daniel Stowe Botanical Garden	Holy Angels, Inc.
American Cancer Society	Destiny Lives on Foundation	House of Mercy, Inc.
Belmont Citizens Police Academy	Gaston College Foundation	Heart Society of Gaston County
Bessemer City	Gaston County Schools	Least of These of the Carolinas
Bessemer City Chamber of Commerce	Gaston County Senior Games	Lifeline Children's Services
Boys and Girls Club of Greater Gaston	Gaston County Sports Hall of Fame	Montcross Area Chamber of Commerce
BackPack Weekend Food Program, Inc.	Gaston County Education Foundation	Mount Holly Farmer's Market
Cancer Services of Gaston County	Gaston East Rotary	McAdenville Foundation
Carolina Thread Trail	Gaston Hope in Christ	NC MedAssist
Cherryville Shrine Club	Gaston Together: Communities of Excellence	Phoenix Counseling and Crisis Centers
Community Foundation of Gaston County	Gaston Regional Chamber	The Great 100
Cramerton Veteran's Memorial	Girls on the Run Gaston County	Town of Cramerton, NC





PROGRAM HIGHLIGHTS

THE HEART SOCIETY: ANNUAL BALL: The 57th Annual Heart Ball is a formal event to raise funding for the Heart Society of Gaston County. Money raised supports medication assistance initiatives and cholesterol, blood pressure and diabetes screenings, as well as cardiovascular health education programs.

MCADENVILLE FOUNDATION: The McAdenville Tree Lighting Ceremony officially kicks off McAdenville's Christmas Town festivities. CaroMont Health is the title sponsor for this event. Another beloved Christmas Tradition in McAdenville is the Yule Log Parade, an event that began in 1950. Each year, residents and visitors follow the Yule Log, pulled by children on a sled through town, to Legacy Park on Elm Street in downtown McAdenville. Once the log is positioned in the open fireplace, it is ignited to the sound of cheering all around.

GIRLS ON THE RUN FOOTHILLS: CaroMont Health is the Program Sponsor of this empowering initiative. Girls on the Run Foothills was established in 2003, and began with 1 team of 13 girls. Now serving 33 program sites and nearly 200 girls in Gaston County, GOTR is a nonprofit dedicated to creating a world where every girl knows and activates her limitless potential, and is free to boldly pursue her dreams.

GASTON COUNTY EDUCATION FOUNDATION: The Gaston County Education Foundation was organized in 1992 to enhance education opportunities for teachers and students in the Gaston County public school system. Since that time, more than \$1.1 million in grants and scholarships have benefited teachers and students in the district.

CaroMont Health also co-sponsors the "Are You Smarter than a Gaston County Fifth Grader?" event. This annual event pairs businesses and organizations with elementary schools in a fun game show format. Proceeds go toward the grants for teachers to fund innovative classroom lessons and projects.

SALUTE TO SERVICE: A collaborative effort between CaroMont Health, CaroMont Foundation and the Doctor Family Foundation. The event was free of charge to Gaston County Veterans, and over 100 golfers participated.





Leaving a lifelong legacy of compassion.

Hospice is at the heart of all we do as caregivers. Helping families find lasting meaning and healing in the final chapter of life is a profound privilege, and one that rewards us on a deep and human level.

Countless lives have been touched by the incredible team and volunteers at Gaston Hospice. In addition to hospice and palliative services, our physicians, nurses and counselors tend to social, emotional and spiritual needs, while helping families navigate the end-of-life journey. Over the past year, Gaston Hospice has expanded its programs and services to meet the community's evolving needs—and a large part of that growth is thanks to generous donors who believe in the importance of our work during a sacred time of life.

We provide comfort and compassion, all while strengthening our community through advocacy, education and volunteer efforts.

Serving a Sacred Time in Life

Gaston Hospice is a local, non-profit provider of hospice care for patients and their families, serving Gaston County and surrounding areas. Gaston Hospice was established to make the hospice concept of compassionate care available to everyone in our community. We believe no life story is complete until its end, and that every individual should have the opportunity to complete his or her story with dignity and grace. Our goal is to help the terminally ill live their last days as comfortably as possible, surrounded by family, friends and caregivers.

PROGRAMS

Gaston Hospice provides pain and symptom management for patients who can no longer benefit from curative treatment; help with patient care for the family; and financial, legal, emotional and spiritual support for all. Hospice care is provided in patient homes, assisted living facilities and skilled nursing facilities, hospitals and in its own freestanding inpatient unit, the Robin Johnson House. Robin Johnson House is located in the center of Gaston County. This facility serves patients and families needing advanced symptom management.

New Hope Counseling Center provides bereavement services to community-based clients who have experienced loss but were not hospice patients. Counseling and support groups are available to any person—both adults and children—in Gaston County. The Center hosts an annual camp for grieving children and their families, and advance care planning is available to the community at no cost. Regular caregiver support groups are offered to those who care for family members suffering from Alzheimer’s disease and dementia.

Gaston Palliative Care is a consultative and support oriented care program that provides services in CaroMont Regional Medical Center, area nursing homes, assisted living facilities and in patient homes. This program brings expertise in pain and symptom management to appropriate patients who suffer from chronic life-limiting illnesses such as Cancer, COPD and Congestive Heart Failure, who may not be hospice appropriate but can benefit from additional support.



GASTON HOSPICE: OVERVIEW

HOSPICE FINANCIAL DATA

GASTON HOSPICE FISCAL YEAR FINANCIALS

PATIENT CARE REVENUE	\$10,748,588
UNRESTRICTED PUBLIC SUPPORT	\$148,643
UNITED WAY DESIGNATIONS	\$65,176
NON-REIMBURSED SERVICES	\$966,329
EXPENSES	\$10,494,633

HOSPICE BOARD OF DIRECTORS

Mark Skillestad,
Chair

Walter Gray,
Vice Chair

Richard Farrell,
Treasurer

Jamie Hester,
Secretary

Gary Schenk, MD,
Past Chair

William "Gus" Anthony
Jim Bailey

Steven Bowen

Jennifer Davis

Patti Lineberger

Chuck Meakin, MD

Ruth Neely

Ami Parker

Amy Plowden

Sharon Smith

Rev. Dickie Spargo

Jennie Stultz



MISSION STATEMENT:

**At Gaston Hospice and Palliative Services,
our mission is to provide compassionate,
exceptional and highly reliable care.**

*** TOTAL HOSPICE PATIENT VISITS**

51,980

VISITS

YEAR FOUNDED

1979

***HOSPICE
REFERRALS**

1,422

***TOTAL PATIENTS
SERVED**

1,089

***CHART AUDIT
SCORES**

95%

***MEDIAN
LENGTH
OF STAY**

12
DAYS

80 GASTON HOSPICE
VOLUNTEERS

HOURS SERVED

05,034

VOLUNTEER HOURS EQUAL APPROXIMATELY
\$127,964 SAVED

GASTON PALLIATIVE SERVICES

974

***PATIENT
ADMISSIONS**

7,157

***PALLIATIVE
CARE VISITS
AND CONSULTS**

**Data points tracked internally.*

GASTON HOSPICE: 2019 HIGHLIGHTS

WE HONOR VETERANS PROGRAM

This past year, Gaston Hospice achieved Level 2 Recognition in our We Honor Veterans program. This program focuses on recognizing veterans at their end-of-life stage, while also providing education to our staff and community focused on our veteran population.

EDUCATIONAL OUTREACH

Gaston Hospice partnered this year with high schools, local colleges and universities to provide hands-on hospice and palliative care experience and education to more than 25 students.

PATIENT SATISFACTION SURVEYS

In 2019, we met or exceeded performance targets across the spectrum of our pillars of excellence. Highlights include:

90.7%	scored overall rating as “excellent” (benchmark: 85.5%)
82.4%	consistently received help during evenings, weekends or holidays (benchmark: 76.9%)
81.4%	consistently received help “as soon as wanted” (benchmark: 77.8%)
98.0%	received pain meeting within 48 hours of admission (benchmark: n/a)
95.1%	received as much religious and spiritual support as needed (benchmark: 94.3%)
97.2%	felt consistently treated with respect (benchmark: 95.4%)
96.8%	received as much emotional support as needed (benchmark: 94.7%)
92.7%	received as much bereavement support as needed (benchmark: 89.3%)

HOSPICE ELITE DESIGNATION

Healthcare First, an organization that administers patient satisfaction surveys for more than 1,700 hospice organizations nationwide, recognized Gaston Hospice with the prestigious Honors Elite status in their most recent survey cycle. This annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver’s point of view and acknowledges high performing agencies by analyzing performance of Hospice CAHPS quality measures. Gaston Hospice earned the top level achievement by exceeding national, top-box benchmarks in all of the 24 categories surveyed. They are one of only 52 hospices nationwide to achieve Honors Elite status.

BEREAVEMENT AND SPIRITUAL CARE

Our chaplains, bereavement counselors and social workers extend the hospice expertise in many ways. Our routine monthly offerings include: After suicide support group, understanding grief after loss class, widowed person's lunch bunch, caregivers support group for alzheimer's and dementia related concerns, and advance directives.

Programs for Healing and Hope

A Service of Remembrance

This 4th annual memorial service for hospice employees who lost a loved one sometime in the past few years was held on Monday, November 4th. A team of employees planned this meaningful event for Hospice Month and around the time of All Saints Day.

Understanding Grief

Two of our bereavement counselors held educational classes this past year. This class is designed especially for new Gaston Hospice staff, helping provide a holistic understanding of the organization, our mission and level of compassion we provide.



GASTON HOSPICE: SOCIAL WORK

EXTERNAL PROGRAMS

The Summertime Friday Bereavement Series

Designed to help attendees explore and transform the understanding of their grief, the events included: three creative writing workshops, yoga for healing mind and body and Soul Collage for creative expression. The June through September sessions were well-attended, and feedback showed the event to be a successful offering.

Blessing of the Hands

Chaplains for Gaston Hospice held a Blessing of the Hands ceremony for the regional Bayada Education Day. This ceremony honors and acknowledges the special gift of caring inherent in the hands of professional caregivers.

Community Grief Education and Support

Our chaplains, bereavement counselors and social workers extend hospice expertise in many ways. They regularly host educational events and connect with families and organizations across our region in the hope of supporting those grieving and providing a healing perspective.

Death of a Spouse and Death of a Loved One

These specific loss support groups were offered on demand. Four Spouse and two Loved One groups were offered. An expanded grief service is a monthly spouse “check-in” meeting to provide continued support to those who completed our Death of a Spouse support group.

Carillon Assisted Living

This service offers Family Support Groups education on preparing for and dealing with “Anticipatory Grief.”

Gaston County Department of Health & Human Services

This service provides Grief Support workshops twice a year for staff confronted with a coworker’s illness and death.

Grief Support in the Schools

Gaston Hospice bereavement counselors facilitated four school support groups during the 2018-2019 school years.

Spiritual Care of the Terminally Ill

This continuing education in-service was offered to the staff of Terrace Ridge Assisted Living facility by our chaplains.

Children’s Advocacy Network

Two of our bereavement counselors offered a parent’s support group and a children’s support group for bereaved clients of the Children’s Advocacy Network.

Grief and Loss in the Elderly Population

This continuing education in-service is offered by Gaston Hospice to nursing home staff. The workshops were held twice at Terrace Ridge and once at Covenant Village.

Silver and Gold Holiday Grief Seminar

On Saturday, November 9, an event was held to prepare families for their first holidays without their loved ones. The morning included connecting with others, holiday grief education, sharing memories and creative expression.

FaithHealth-Gaston

This Education Day for the employees of FaithHealth-Gaston focused on death and dying in-service. Our team delivered the Grief and Loss section of our volunteer training in two sessions.

Social Work Highlights

Two of our social workers have recently attained full clinical licensure. This tremendous undertaking involves 3,000 hours of supervised clinical social work practice and passing a national exam. The following is an overview of some of the additional work from the Social Work department this year:

CAREGIVER SUPPORT GROUP FOR ALZHEIMER'S DISEASE AND DEMENTIA RELATED CONCERNS: Each month, a Gaston Hospice social worker facilitates a support group for caregivers of people with dementia, Alzheimer's disease or other cognitive conditions.

ADVANCE DIRECTIVES: Two open-door clinics per month provide advance care planning education, guidance, completion and notarizing of documents free of charge to the public.

ALZHEIMER'S DISEASE AND DEMENTIA COMMUNITY EDUCATION: The Gaston Hospice Social Workers collaborated with Trinity United Methodist Church to plan and facilitate a Memory Café for individuals and their caretakers in the community. Individuals caring for a loved one with Alzheimer's disease or dementia can enjoy a meal with other families without the stigma that can sometimes occur in a public restaurant setting. In addition, the social workers continue to facilitate a monthly support group for caregivers of persons living with Alzheimer's disease and dementia.

NTUC (NOT TAKEN UNDER CARE) PROGRAM: Social workers continue to facilitate this program whereby all patients referred and not taken under care are followed up with through regular phone call check-ins, attempts to assist patients while they come to terms with their health or once they've finished the course of aggressive therapies and other efforts.

ROBIN JOHNSON HOUSE RESIDENTIAL PROGRAM: Social workers lead the way in educating our families about this wonderful program. Patients and caregivers may choose to receive care at our inpatient unit and pay separately to cover the costs. All case identification and information regarding the program moves through social workers only.

HOME AWAY FROM HOME PROGRAM: This program is designed to meet the needs of patients with a short life expectancy (typically one week) when there is a need to move from home or hospital to the Robin Johnson House. The program benefits patients, families and caregivers by providing a quick transition to a 24-hour hospice inpatient care setting and reduces stress and anxiety surrounding placement at a critical time. All case identification and information regarding this program is coordinated by the social workers.

GASTON HOSPICE: SOCIAL WORK





Patients are the heart of how we care.

There's a rare quality that each and every individual on the CaroMont Health team possesses. I see it every day: an unwavering determination to care more for their patients and neighbors than anyone else. That purpose unites us all, regardless of what role we play in the health system.

That said, while these pages are full of incredible investments, stories and initiatives, one thing connects them all: you. Now and always, patients remain our first priority as caregivers. In times of celebration and times of uncertainty, we never lose sight of what matters most.

As a resident of Gaston County for more than 30 years, I am thrilled to see the positive impact our team makes on our region every day, both inside our walls and out in the community. Every relationship we make, every treatment that builds trust, every chance we have to provide hope and healing. I am witness to it all, and it is awe-inspiring—even more so than the breakthrough procedures and technology our team uses every day.

Even as we continue to evolve to best serve the changing needs of our region, what remains true is our commitment to our neighbors. Our pledge to care first, before anything else.

Chris Peek
President, Chief Executive Officer





2019 COMMUNITY REPORT

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