

FISCAL YEAR 2018 CAROMONT HEALTH

Community Report







This has been a year of immense growth—new practices and breakthrough procedures, new talent and national awards.

As exciting as it has been to watch us grow as an organization, what has inspired me the most is seeing the growing positive impact CaroMont Health continues to make throughout the region. From health initiatives that help families, to investments in education that empower the next generation of medical professionals, to innovative service line improvements that are making life-saving care faster, safer and more accessible.

For those of us honored to serve on the Board of Directors, we're incredibly proud. What has always set CaroMont Health apart is our shared purpose: to constantly improve and innovate the patient experience. To deliver exceptional modern medicine, while still ensuring every interaction feels deeply personal. To be both advanced and compassionate.

That said, it is my privilege to present CaroMont Health's 2018 Community Report. Among key financial information, workforce data and partnerships, you'll see remarkable stories of healing, hope and a tireless optimism for what the future holds. Stories like these are only made possible by the trust our community has placed in us.

On behalf of the CaroMont Health Board of Directors, thank you for your support. We invite you to join us in celebrating this year's accomplishments.

Donnie Loftis
Board of Directors
Chairman, CaroMont Health

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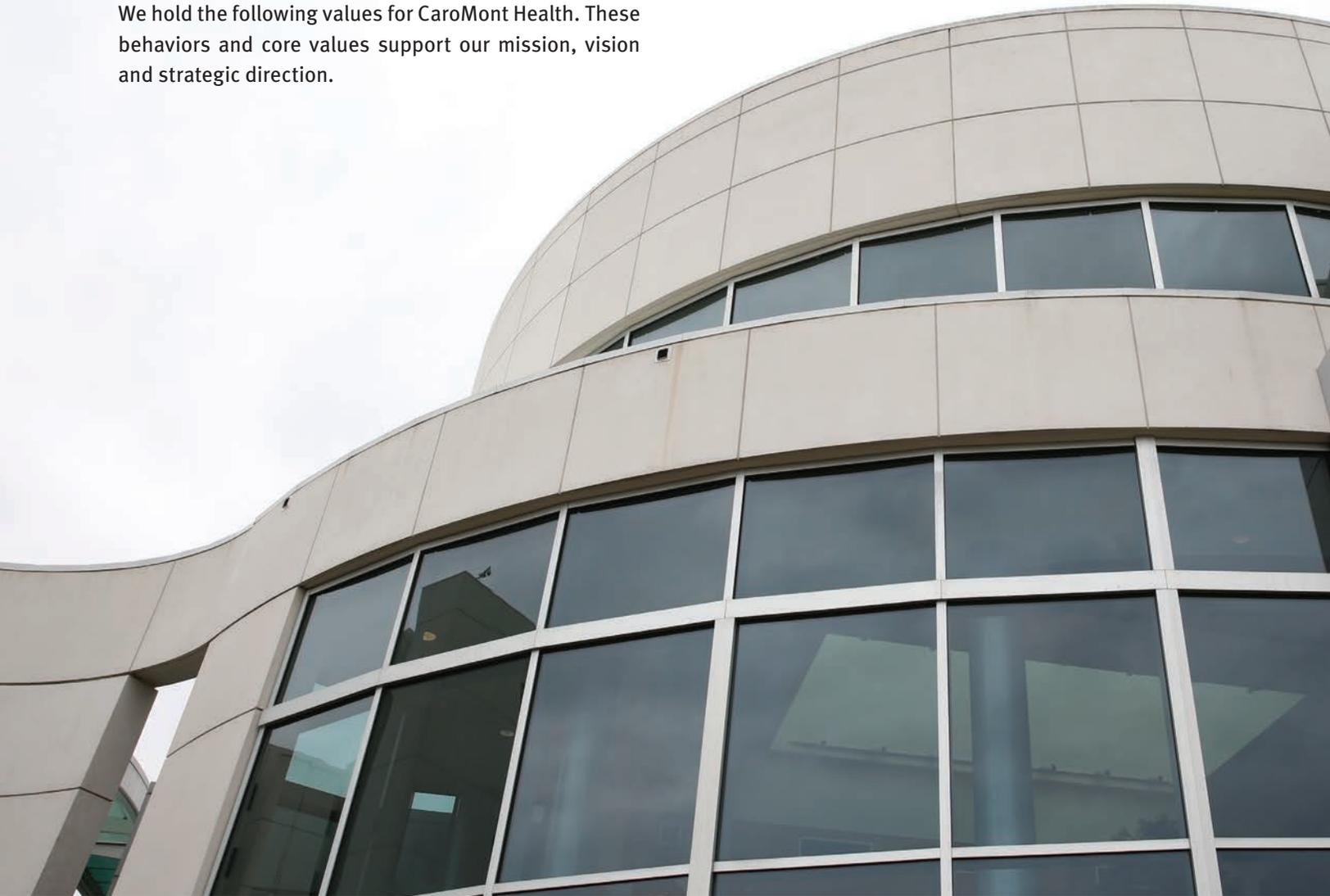
An uncommon commitment to better medicine.

From our talented physicians and nurses, to our advanced care practitioners, dedicated support staff and gracious volunteers, we all share one purpose: to deliver exceptional medicine to the community we call home. The success of the past year is a direct result of that dynamic, collaborative effort—and it's all to bring the caliber of medicine that people travel the world for to our friends, families and neighbors, right where it matters most. More than awards, accolades or national recognition, what we're most proud of remains the same: the trust our community places in us to deliver medical excellence hand-in-hand with personal, compassionate care, year after year.

This summary serves as a snapshot of the past year. In the following pages, we hope you'll see more than promising numbers, initiatives, improvements and investments. We hope you'll see an organization fully devoted to health—both in the community and internally.

CARES Values

We hold the following values for CaroMont Health. These behaviors and core values support our mission, vision and strategic direction.



Compassion

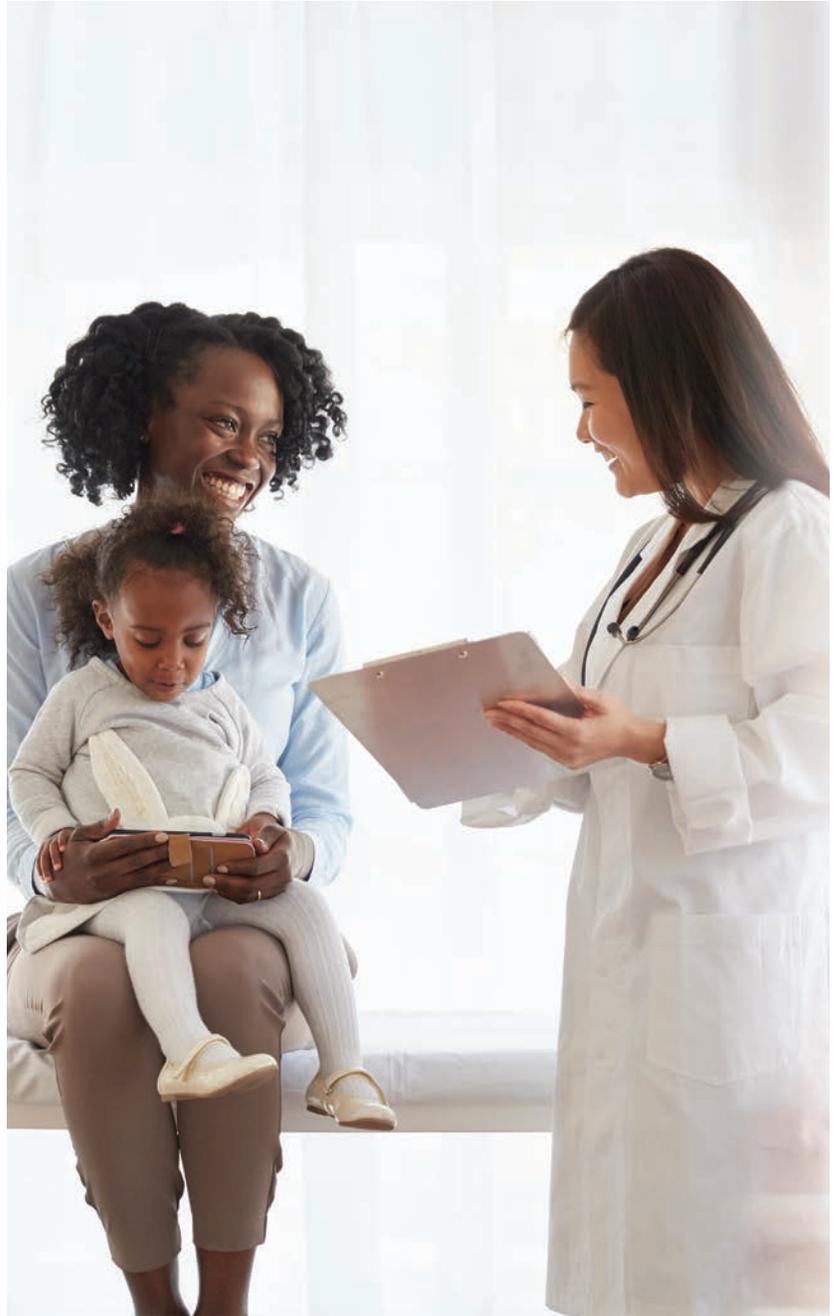
Respect everyone
Be kind
Demonstrate empathy

Accountability

Take ownership
Demonstrate integrity
Honor Just Culture

Reliability

Be reluctant to simplify
Be preoccupied with failure
Be sensitive to operations
Commit to resilience
Trust experts



Excellence

- Be an engaged team member
- Provide exceptional service
- Continually improve and innovate

Safety

- Strive for zero harm
- Anticipate risk
- Identify and correct mistakes
- Create and follow standard work

CAROMONT HEALTH AT A GLANCE: OUR WORKFORCE

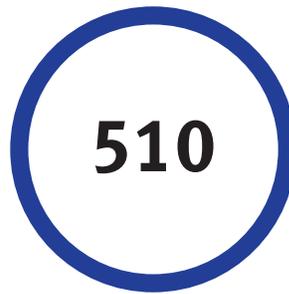
EXCELLENCE AT WORK



TOTAL
EMPLOYEES



REGISTERED
NURSES

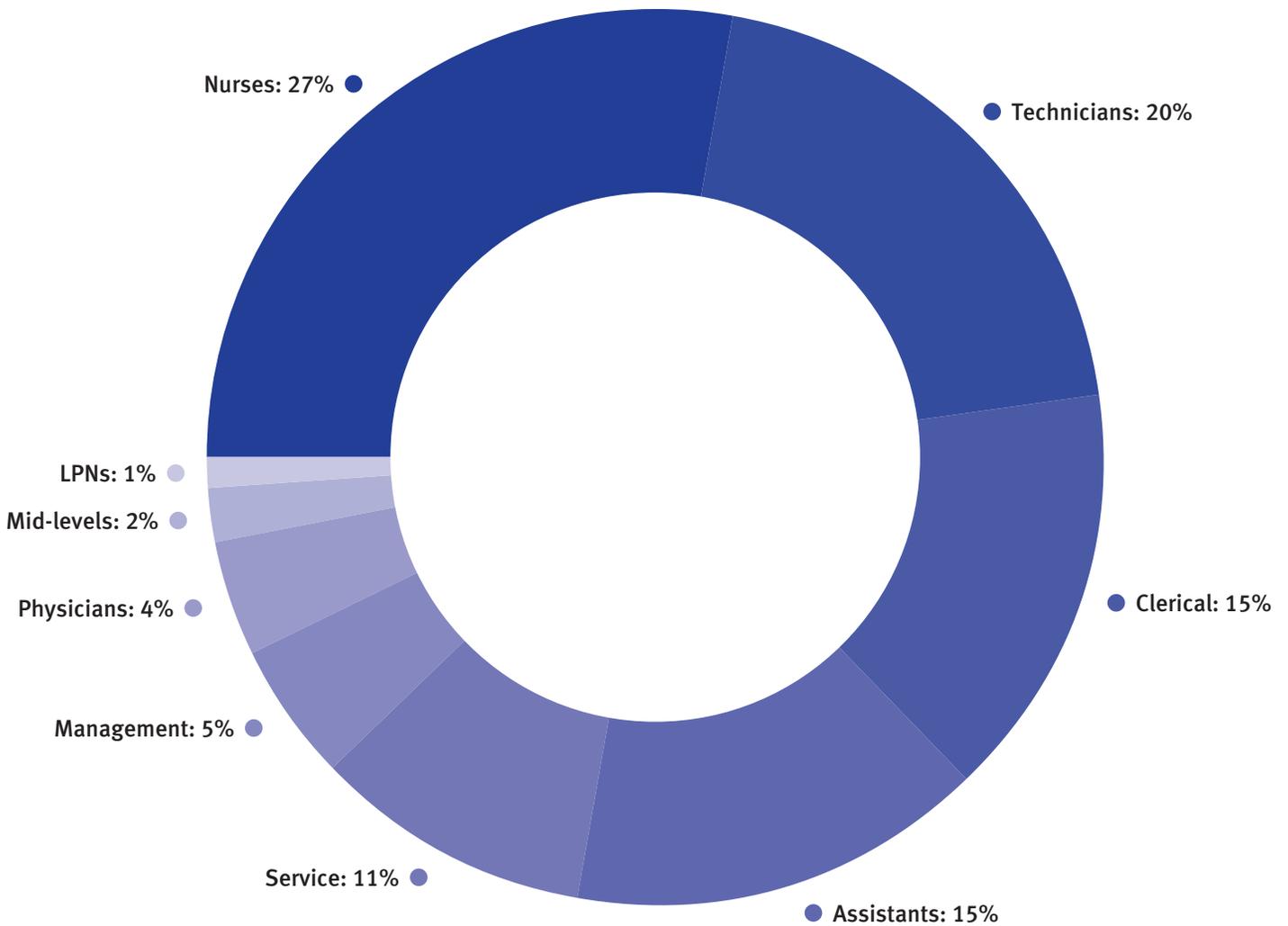


PHYSICIANS & ADVANCED
CARE PRACTITIONERS

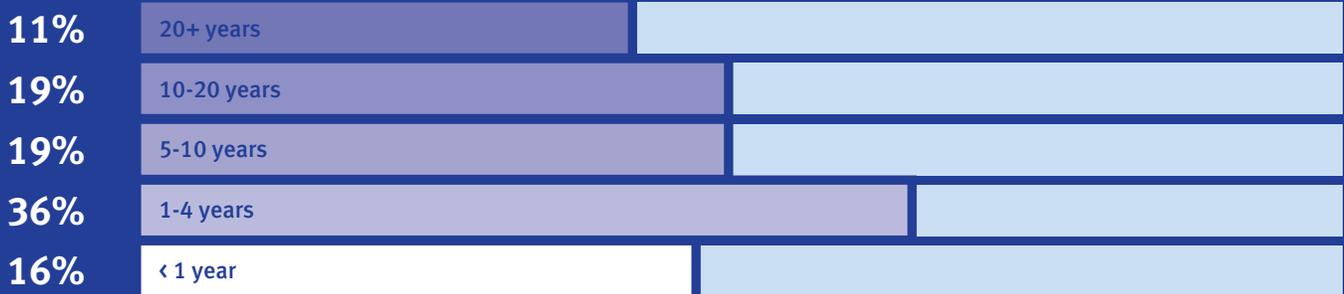


EMPLOYED
PHYSICIANS

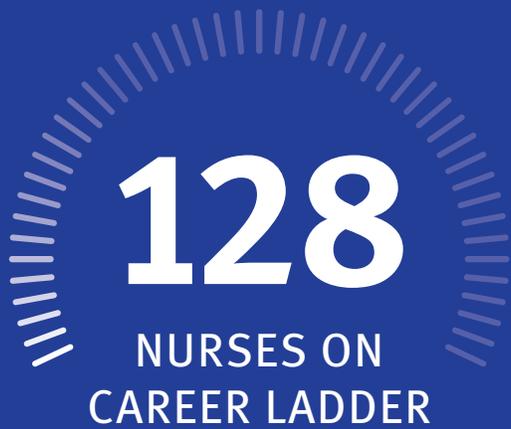
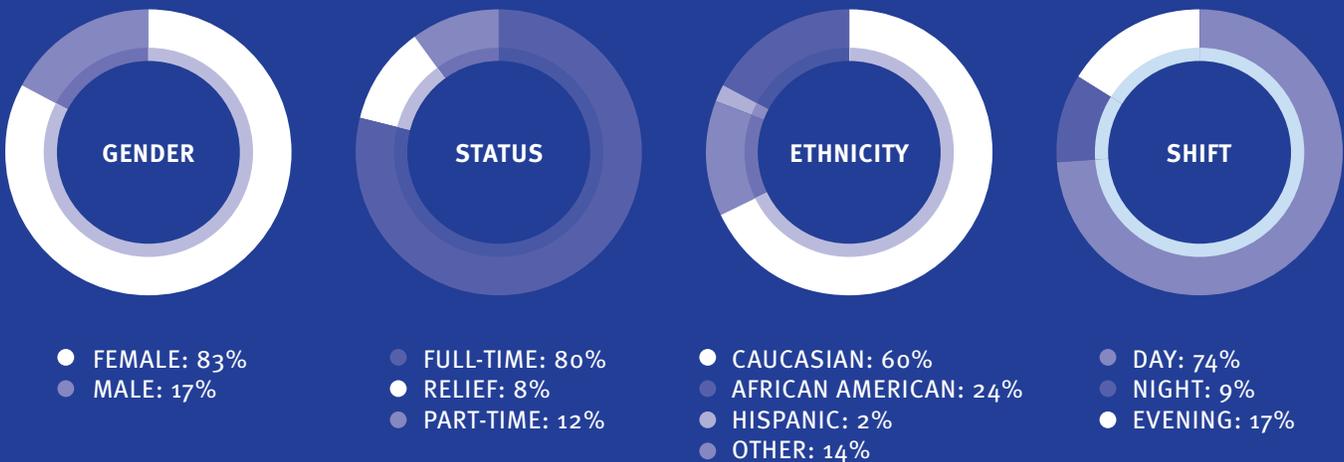
OUR TEAM, BY ROLE



EMPLOYEE TENURE WITH CAROMONT HEALTH



EMPLOYEE SNAPSHOT



CAROMONT HEALTH AT A GLANCE: SERVICES



Access to Exceptional Care, Everywhere

Continuously and intentionally expanding our services and opening new practices where they are needed is just one way we strive to ensure our community always has access to comprehensive, convenient care. From a robust Cancer Center and breast specialists, to state-of-the-art emergency departments and pediatric facilities, to family and urgent care throughout the region, we are committed to caring for each and every patient.

CAROMONT REGIONAL MEDICAL CENTER

435-bed acute care hospital

Cancer Center, Birthplace,
Level III NICU, Emergency Care,
Level III Trauma Center,
CaroMont Heart & Vascular,
Diabetes Center, Neuroscience,
Orthopaedics, Mental Health,
Hyperbarics and Wound Care,
Rehabilitation Services,
Sleep Medicine,
CaroMont Endoscopy Center,
Outpatient Surgery

GASTON HOSPICE

19-bed inpatient Robin Johnson House

Hospice,
Palliative Care,
Bereavement

CAROMONT MEDICAL GROUP

43 physician practices, 5 counties, 249 providers

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

COURTLAND TERRACE

96-bed skilled nursing facility

CAROMONT SPECIALTY SURGERY

6 operating rooms for outpatient services

CAROMONT HEALTH AT A GLANCE: LOCATIONS

NORTH CAROLINA

CLEVELAND

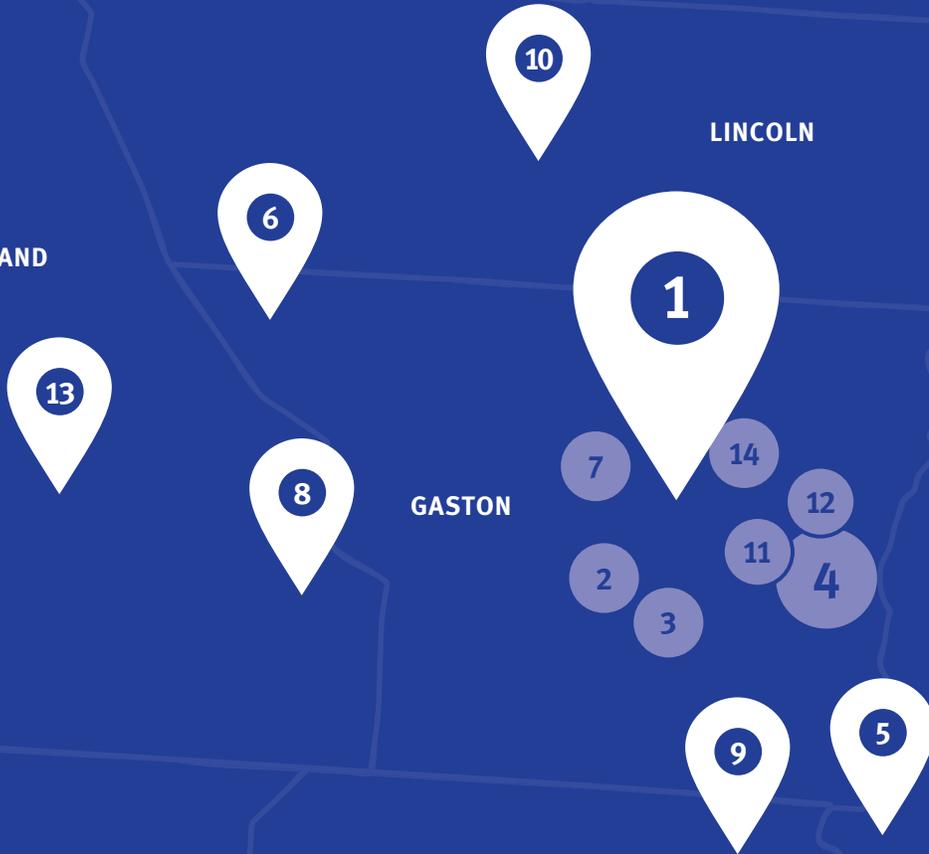
LINCOLN

GASTON

MECKLENBURG

YORK

SOUTH CAROLINA





1 Gastonia

CaroMont Regional Medical Center
Carolinas Plastic Surgery Center
CaroMont Breast Surgical Specialists
CaroMont Cancer Center
CaroMont Critical Care Specialists
CaroMont Dermatology
CaroMont Endoscopy Center
CaroMont Family Medicine
CaroMont Gastroenterology & Hepatology
CaroMont Health & Fitness Center
CaroMont Heart & Vascular
CaroMont Hyperbaric and Wound Center
CaroMont Imaging Services
CaroMont Integrated Pain Specialists
CaroMont Internal Medicine
CaroMont Neurology
CaroMont Pediatric Partners
CaroMont Perinatal
CaroMont Psychiatric Associates
CaroMont Pulmonary Medicine
CaroMont Neurosurgery & Spine
CaroMont Rheumatology
CaroMont Surgical Associates
Courtland Terrace
Endocrinology Associates
Gaston Women's Healthcare
Gastonia Surgical Associates
ID Associates
The Hand Center of the Carolinas

2 Gastonia

Ashley Women's Center
Gaston Hospice

3 Gastonia

CaroMont Family Medicine–Gaston Day
CaroMont Urgent Care–Gaston Day

4 Belmont

Ashley Women's Center
CaroMont Endoscopy Center
CaroMont Family Medicine
CaroMont Heart & Vascular
CaroMont Imaging Services
CaroMont Neurology
CaroMont Pediatric Partners
CaroMont Rheumatology
Endocrinology Associates
South Point Family Practice

5 Charlotte–Steele Creek

CaroMont Family Medicine
CaroMont Urgent Care

6 Cherryville

CaroMont Family Medicine

7 Dallas

Robin Johnson House

8 Kings Mountain

CaroMont Family Medicine

9 Lake Wylie

CaroMont Family Medicine
CaroMont Heart & Vascular
Endocrinology Associates

10 Lincolnton

CaroMont Heart & Vascular
Lincoln Cancer Center

11 McAdenville

CaroMont Family Medicine

12 Mount Holly

CaroMont Regional Medical Center
South Point Family Practice

13 Shelby

CaroMont Family Medicine
CaroMont Neurology
Endocrinology Associates

14 Stanley

CaroMont Family Medicine
South Point Family Practice

CAROMONT HEALTH AT A GLANCE: BOARD OF DIRECTORS



Donnie Loftis
Chairman



David Payseur
Vice Chairman



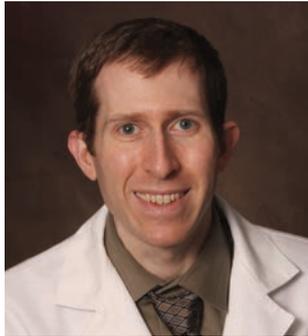
Andrew Light, MD
Secretary



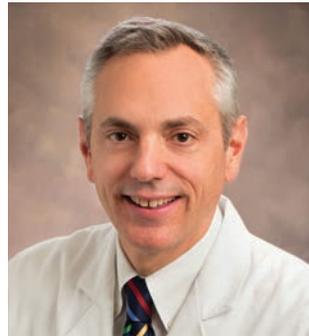
Barry Pomeroy
Treasurer



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



Tracy Philbeck
County Commissioner

Guiding With Purpose

It takes more than a visionary leadership team to make the future of CaroMont Health the absolute best it can be for both our patients and community. It calls for integrity, compassion and tireless dedication at every step of the way.



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

Growing Responsibly

FINANCIAL NUMBERS FOR FISCAL YEAR 2018

Net Patient Service Revenue	\$590M
Total Net Operating Revenue	\$603M
Total Operating Expense	\$578M
Operating Income	\$24.8M
Net Non-Operating Revenue	\$38.5M
Excess Revenue Over Expense	\$63.3M
Unrestricted Cash and Investments	\$677.3M
Total Debt	\$175.8M
Total Net Assets	\$849.6M
Charity Care	\$61.2M
Bad Debt	\$57.5M

UNREIMBURSED COST OF CARE FOR FISCAL YEAR 2018

Total Unreimbursed Healthcare Costs	\$112.4M
Charity Care	\$14.0M
Medicare and Medicaid	\$77.2M
Bad Debt	\$21.2M

COMMUNITY BENEFITS

Community Health Improvement Services and Community Benefit Operations	\$2.0M
Health Professions Education	\$2.4M
Cash and In-kind Contributions to Community Groups	\$1.4M
Community Building Activities	\$1.5M
Research	\$0.5M

TOTAL COMMUNITY BENEFITS



“Two of CaroMont Health’s most important goals are to remain independent and to ensure our patients have access to high-quality care. I believe that requires us to focus on eliminating barriers to care, supporting growth of the system, and developing strategies to help improve the health of our patients and community.”

Chris Peek
President, Chief Executive Officer





Forever perfecting healthcare.

When it comes to our patients and community, we never settle for good enough. Better solutions. Better outcomes. Better technology. We work with our friends, families and neighbors to ask important questions, evolve our approach, introduce innovative new treatments and employ more efficient processes. To our very core, CaroMont Health is a place of continual forward momentum—a reflection of the hardworking spirit of our region and our beginnings, when a handful of committed citizens pooled their resources and sacrificed their time to transform a small hospital into a robust healthcare system.

The past year has been a time of exciting growth and remarkable progress, but improvement is so much more than meeting goals and exceeding benchmarks. It's about growing our compassion, kindness and service to our community. It's about giving our all for each and every patient that comes through our doors.

A Spotlight on Excellence

At CaroMont Health, we choose excellence each and every day. Why? Because we know that the better we work, the better we're able to take care of our community. We don't do it for the recognition, but when the medical community takes notice of our compassion, dedication and innovation, it's exciting. 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 Hospital – March 2018

For yet another year in a row, Business North Carolina magazine recognized CaroMont Regional Medical Center as one of the state's best hospitals.

U.S. NEWS & WORLD REPORT

2017-18 Best Hospitals – July 2017

CaroMont Regional Medical Center was recognized as High Performing in Chronic Obstructive Pulmonary Disease (COPD).

AMERICAN COLLEGE OF SURGEONS

National Outstanding Achievement Award – CaroMont Cancer Center – June 2018

Awarded to only seven percent of cancer centers surveyed by the CoC, this accolade represents programs and facilities that do more than meet nationally-recognized standards for the delivery of quality cancer care: facilities that far exceed them.

Three-Year Accreditation with Commendation – CaroMont Cancer Center – December 2017

In addition to ongoing evaluation and maintaining levels of excellence in the delivery of comprehensive, patient-centered care, the Three-Year CoC Accreditation with Commendation is only awarded to facilities that greatly exceed standard requirements at the time of their triennial survey.

HEALTHCARE FIRST/DEYTA ANALYTICS

Hospice Honors – June 2018

By analyzing performance through the Hospice CAHPS quality measures, this prestigious annual review recognizes hospices that continuously provide the highest level of quality patient care from the caregiver's experience.

HEALTH STREAM

Excellence through Insight – September 2017

Health Stream honored CaroMont Health with three excellence awards in Cardiovascular Short Stay Unit, Sleep Lab and CaroMont Breast Surgical Specialists.

CONTINUOUS IMPROVEMENT: AWARDS



WATSON HEALTH

100 Top Hospitals – March 2018

The Watson Health 100 Top Hospitals® study uses independent and objective research to analyze hospital and health system performance in eleven areas, such as inpatient mortality, complications, average length of stay, the HCAHPS score (patient rating of overall hospital performance), and more.

NORTH CAROLINA DEPARTMENT OF LABOR

Safety Awards Program Recognition – June 2018

This award recognizes hospitals that achieve stellar safety records while taking part in a program focused on accident prevention and safer, healthier workplaces.

THE LEAPFROG GROUP

Grade "A" – October 2017

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

Celebrating Exceptional Nurses

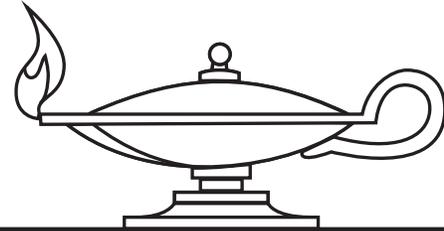
On the evening of Tuesday, November 14, we honored 70 members of our nursing staff who have shown a superior contribution to the nursing profession with Nursing Excellence Awards. Sponsored by the Council for Nursing Excellence, Nurses and Nursing Stars are chosen by their peers based on their patient skills, compassionate behavior, positive relationships, responsiveness to patients, families and others, and their support of the healthcare team.

As part of our Nursing Excellence Awards, we honor one nurse each year who goes above and beyond. Inspired by the ideals set by Florence Nightingale, the founder of nursing as a modern profession, the Nightingale Award is the highest nursing honor at CaroMont Health. This year, we were delighted to present the 25th award to Lynn D. Lahm, BSN, RN, honoring her outstanding commitment to nursing, community service, continuing education and professionalism.



Congratulations to Lynn Lahm, and all the award winners. Thank you for showing our patients and our community just how much we care.

NIGHTINGALE AWARD WINNERS



- | | | | |
|-------------|---|-------------|--|
| 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> |
| 2005 | Jackie Pendleton, MSN, RN, CAPA
<i>Surgical Services</i> | | |

CONTINUOUS IMPROVEMENT: AWARDS

2017 NURSING TEAM STARS

Lisa H. Bradshaw, CNA, Hospice

Nicole L. Brandenburg, PCA/Ucc, HMI Ortho

Sarah C. Bridges, PCA, 3 South

Lashara N. Byrd, PCA/UCC, 5 South

Jennifer A. Carpenter, Psych Tech/UCC, 7 North

Casey C. Carter, PCA/UCC, Operating Room

Angel L. Cozad, PCA/UCC, Progressive Coronary Care Unit

Nathan R. Davis, PCT, Cardiovascular Surgical Unit

Bradley Deal, PCT/UCC, HMI Neuro

Angela F. Dilling, PCT/UCC, Neonatal Intensive Care Unit

Andrea Edwards, PCA/UCC, Post Intensive Care Unit

Angela R. Franklin, PCA/UCC, Occupational Medicine

Brandon Godwin, RTT, Cancer Center

Heather N. Gosselin, ECT/UCC, Emergency Department

Shante D. Hamrick, CNA, Courtland Terrace

Brittany E. Harrelson, PCA/UCC, 6 North

Catrinia L. Herscher, Medical Secretary, Diabetes Center

Cathy H. House, PCT, Birthplace

Sarah J. Jenks, PCT, 6 South

Stephanie B. Jousma, Psych Tech, ED Psych Suite

Tory B. Lattimore, ECT/UCC, Emergency Dept-Mt. Holly

Kathryn R. Mattox, UCC, Robin Johnson House

Diane L. Miller, PCT, Endoscopy

Amanda M. Patterson, PCA/UCC, Cardiovascular Short Stay Unit

Carol R. Peeler, Focused Observer, Focused Observers

Traci D. Silver, UCC, CaroMont Specialty Surgery

Hanah C. Starling, CST, CaroMont Outpatient Surgery



CONTINUOUS IMPROVEMENT: AWARDS

2017 NURSING EXCELLENCE WINNERS

Cathy M. Abernathy , BSN, RN, Medical Rehab	Lynn D. Lahm , BSN, RN, Pre-Anesthesia Screening Services
Paige C. Adams , BSN, RN, Heart Failure Therapy Unit	Geeta Lalla , LPN, Courtland Terrace
Danelle K. Boone , BSN, RN, CBC, Birthplace	Angela W. Lee , RN, CNOR, CaroMont Outpatient Surgery
Tanzza M. Bowman , RN, Pediatrics	Ellen M. Leong , BSN, RN, HMI Ortho
Karen Buchanan , RN, Hemodialysis	Carshena R. McBeth , BSN, RN, CMSRN, 5 South
Karin D. Chambers , RN, Birthplace	Lauren B. McCaslin , BSN, RN, 6, North
LaTayna Craig-Glenn , BSN, RN, TNCC, Surgical Intensive Care Unit	Cindy P. Mitchell , RN, Hospice
Glenda B. Crowell , BSN, RN-BC, CCDS, Discharge Planning Specialists	Deborah A. Napoletano , RN, 7, South
Gayle C. Deas , MSN, RN, Informatics	Jennifer A. Oldham , BSN, RN, Intensive Care Unit
Amber L. Drum , BSN, RN, PCCN, Progressive Coronary Care Unit	Kim H. Peeler , RN, Endoscopy
Melissa L. Dyer , MSN, RN, CEN, Risk Management	Carol V. Pinkard , RN, BS, Imaging Nursing Unit
Holly Eury , RN, BS, ONC, Day of Surgery Unit	Heidi M. Postell , RN, RNC-NIC, Neonatal Intensive Care Unit
Amanda P. Felton , RN, BSPS, Cath Lab	Maria D. Preciado , RN, Robin Johnson House
Stacey Eileen Galvin , BSN, RN, HMI Neuro	Kara Reed , BSN, RN, CEN, Nursing Shift Managers
Dawn W. Graham , RN, WCC, Wound Center	Kandy K. Rhew , RN, CPAN, Post Anesthesia Care Unit
Recinda T. Green , BSN, RN, CHFN, FCN, Transitional Care Nurses	Kathleen V. Rivers , BSN, RN, Clinical Performance Improvement
Adella M. Habel , BSN, RN, PCCN, Progressive Coronary Care Unit	Ashley H. Rowe , RN, CEN, Emergency Department
Cristyn N. Harrison , BSN, RN, Emergency Department	Sherri A. Schroeder , BSN, RN, LPC I, ED Psych Suite
Kate K. Howell , RN, Integrated Pain Specialists	Kristie D. Scott , BSN, RN, Coronary Care Unit
Jessica B. Hubers , BSN, RN, VA-BC, Vascular Access Team	Patricia J. Sigmon , RN, Cardiovascular Surgical Unit
Kimberly R. Hughes , RN, 7 North	Airiel H. Spencer , BSN, RN, CMSRN, 6 South
Lee N. Jackson , BSN, RN, Utilization Review	Amanda N. Weihbrecht , RN, 3 South
Lauren B. Jordan , BSN, RN, Operating Room	Jackie M. Williams , RN, CaroMont Regional Medical Center-Mt. Holly
Michelle J. Karnia , BSN, RN, Post Intensive Care Unit	Ashley P. Woods , RN, Cancer Center



Recognizing Greatness

This year, five CaroMont Health nurses were honored for excellence in nursing among the 2017 Great 100 North Carolina Nurses. The program selects 100 nurses throughout the state who demonstrate outstanding service and commitment to the profession of nursing, and who positively affect the image of the industry at large.

We are proud of each of our five distinguished nurses who were officially recognized for their hard work and dedication to our patients and community. While each nurse honored this year has a different story, they all share an unwavering sense of compassion for the patients they serve.



CaroMont Health

AWARD WINNERS

Joanne Faber, MBA, RN, ONC

Carolyn Glover, BSN, RN

Jamette Reneé Nichols, BSN, MSN-Ed

Haley Beam Reep, BSN, RNC-EFM

Meredith Shermer, MSN, RN, CCRN, CMC, CSC







Building a healthier tomorrow for all.

Investing in the future is at the heart of our mission to deliver advanced, community-focused care. By making sustainable choices today, we create invaluable opportunities that help the next generation of families and medical professionals grow and thrive.

Over the past year, CaroMont Health has been proud to continue our tradition of strategic investment in our region: from breakthrough medical research and technologies, to professional education, facilities, workforce development and outreach.

We're dedicated to recruiting and retaining top physicians; inspiring and educating young people in the healthcare field; building and improving the facilities so integral to our patients' needs; and funding the initiatives that bring essential health services to families in need. As one of the largest not-for-profit organizations in the region, we are proud to donate and disperse millions of dollars in and around our community each year.

**INVESTING IN THE FUTURE
OF HEALTHCARE**

When we invest in the education of local healthcare students, we invest in the future of medicine. Throughout the past year, CaroMont Health invested \$2.4 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
\$2,400,000
IN STUDENT EDUCATION

**RESEARCH FOR A
HEALTHIER TOMORROW**

Research programs are the key to innovation and advancement in healthcare, and CaroMont Health is 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 2018, and invested over half a million in these programs for treatments, procedures, medications and staff time.

INVESTED
\$500,000
IN RESEARCH

RECRUITING AND RETAINING TOP PHYSICIANS

CaroMont Regional Medical Center boasts a robust and talented medical staff of more than 250 physicians. Many CaroMont Health physicians, from a number of disciplines and backgrounds, are recognized regionally and nationally for their work and achievements. CaroMont Health consistently seeks to recruit leaders in the field of medicine and invests in the medical staff in a number of ways, including attendance at industry conferences and offering continuing education opportunities. In 2018, CaroMont Health invested \$1.1 million to recruit, train and retain highly-skilled physicians to provide nationally-recognized, high-quality care.

INVESTED
\$1,100,000
IN PHYSICIAN RECRUITMENT







Giving life to life-changing work.

Every dollar donated to the CaroMont Health Foundation goes directly to improving the health our community. From funding the programs, initiatives and equipment essential to meeting our community's needs, to making a vast and positive impact on life in and around Gaston County, each donation is an investment in a vibrant, healthy future.

For the generous donors who partner with the CaroMont Health Foundation, gifts both great and small translate to crucial funding for community support, educational opportunities, student and professional development scholarships, outreach, health screenings and more. Every gift helps drive growth, excellence and the wellbeing of our entire region.

Most of these contributions are received from a variety of sources: outside donors, our employees and volunteers. In addition to the important work of supporting those in need, the Foundation also disperses grants for programs that tackle the toughest healthcare issues in our region.

A Year of Generosity

TOTAL DOLLARS RAISED

\$745,731.89

\$295,539

FOUNDATION

\$450,192

HOSPICE

DONORS

1,820

GIFTS

8,719



100% of donations go directly to

COMMUNITY IMPROVEMENT

17 grant recipients in 2018
were awarded nearly

\$700,000



66 scholarship recipients in
2018 were awarded nearly

\$250,000

DONOR PROGRAMS

GASTON HOSPICE offers comfortable and compassionate care to patients facing serious illnesses. Gaston Hospice has served the community since 1981.

.....

WOMEN OPTIMIZING WELLNESS (WOW) supports community health through philanthropy. The women's group now includes more than 100 members.

.....

THE SOCIETY OF 1946, named for the year a private medical facility became our community hospital, recognizes community members who make annual donations of least \$1,946 to CaroMont Health.

.....

THE CAROMONT HEALTH HEROES PROGRAM allows patients and families to honor employees for their outstanding care and commitment to health.

.....

TEAM CAROMONT provides a way for employees and volunteers to contribute to capital needs of the health system.

2018 Grant Recipients

This year, the CaroMont Health Foundation awarded 17 health and wellness grants totaling nearly \$700,000. The recipients represent various projects and initiatives dedicated to strengthening and improving health and wellness throughout our county, from ensuring no child goes home hungry to providing critical pre-treatment services for cancer patients that otherwise couldn't afford them.

These investments enable important work to continue helping patients, individuals and families, and support invaluable collaborations with the potential to bring positive transformation to the communities that need them most.



2018 Grant Recipients

SIX COMMUNITY PROGRAMS:

BackPack Weekend Food Program, Inc.

Funds provide individually-portioned, nutritionally-balanced food for 1,000 Gaston County school children each weekend during the school year.

Girls on the Run of Gaston County

Funds provide curriculum support for the Girls on the Run Program that teaches elementary and middle school girls the importance of eating healthy, specifically minimizing the consumption of soft drinks.

Heart Society of Gaston County, Inc.

Funds provide heart health education materials for pre-k, kindergarten, fourth and fifth grade students in Gaston County, and cardiac-related medication to clients who are unable to afford their prescriptions.

Boys and Girls Club of Gaston County

Funds provide wellness education and coaching to kids in an effort to reduce and prevent obesity.

Cancer Services of Gaston County

Funds help to ensure that local cancer patients have transportation to and from medical appointments, providing essential supplies for individuals living with cancer.

Dream Center

Funds provide nutrition education and healthy life behaviors classes to adults and children, as well as strategies for low-income families to find budget-friendly, healthy food options.

**TEN CAROMONT HEALTH
DEPARTMENTS:**

Birthplace and NICU: Safe Beginnings

Funds provide car seats, home health services, pack n' plays, blankets, diapers, bottles and hygiene items for families who have given birth at the Birthplace and are unable to afford these items for their new babies.

CaroMont Cancer Center: Dental Services

Did you know that some radiation therapy requires patients to have any dental issues corrected before treatment can begin? This grant helps provide medically-necessary dental services to patients who are unable to afford them, helping ensure that their cancer treatment is not delayed.

CaroMont Cancer Center: Nutrition Program

Funds help support nutritional guidance through interactive cooking classes, educational programs, materials and nutrition supplements for cancer patients.

**Chronic Disease Prevention and Self Management:
Chronic Obstructive Pulmonary Disease (COPD),
Heart Failure and Diabetes**

Funds help support self-management tools and educational materials for patients identified with high-risk chronic disease, COPD, heart failure, stroke and diabetes.

Infant Burial Program

Funds help support cremation services for families who are unable to afford burial services for their loved ones.

Indigent Medications and Services

For patients who are homeless or living in poverty, this grant helps provide much-needed medications at discharge, home healthcare, medical equipment, hospice care and short-term rehabilitation placement.

FaithHealth-Gaston

Funds help support the program with additional staff and provide scholarships to nurses interested in completing the Faith Community Nurse Program. This specialized program ensures nurses are trained to provide the best practices in promoting health and wellness to members of their respective congregations and to members of the community as an outreach of their faith community.

Human Resources/Nursing Certification

Funds help support financial assistance to pay for Registered Nurse certification exams.

Imaging Services Mobile Mammography

Funds help support screening mammograms, follow-up diagnostic imaging and radiologic professional services for women in our community who are unable to afford these life-saving services.

**Wellness Department: Family Wellness Program,
Quit Smart, PRIDE and Weight Loss Programs**

Funds help support educational programs in the community about healthy cooking and eating, the importance of family exercise, smoking cessation, exercise strategies for cancer patients and weight loss.

2018 Scholarship Recipients

This year, 66 deserving recipients were awarded nearly \$250,000 in scholarships from the CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary. Through eight different scholarships, we are able to support the next generation of healthcare professionals, including students, adults and teen volunteers.

The Wayne F. Shovelin Scholarship

The road to success is not always easy. It can be paved with hardships, challenges, change and loss, but with time and perseverance, these circumstances can lead to unexpected joy, achievement and profound personal growth.

Such is the case for Victor Ohiole Ilevbare, the 2018 winner of the Wayne F. Shovelin Scholarship. During a surprise celebration at Forestview High School in Gastonia, Victor was named the fourth Shovelin Scholar by the CaroMont Health Foundation. This scholarship, which provides the most significant educational contribution of any scholarship in Gaston County, offers up to \$20,000 each academic year toward undergraduate studies in a healthcare-related field.

Born in Nigeria, Victor began his education in a Catholic boarding school where, even at an early age, he mentored and tutored other students—always believing those around him deserved the chance to learn. As he progressed in his studies and observed the struggles of his family and those in his community, he began to understand that his calling was to make a difference in the lives of those around him. While life in a new country was not always easy for Victor, his hard work and dedication has made him a truly exemplary student, and he shows an insatiable dedication to supporting the greater good—something that is not always top-of-mind for most high school seniors.

Victor's goal is to become an infectious-disease doctor and he will attend the University of North Carolina at Chapel Hill for undergraduate studies. He plans to return to this area hopes to eventually create an internship program in Nigeria to help people recognize and care for diseases common to the region.



66 SCHOLARSHIP RECIPIENTS

\$245,250

TOTAL IN SCHOLARSHIPS



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.

2018 RECIPIENTS: *Guadalupe Andrade, Melissa Bowen, Parker Brandon, Erika Crowder, Logan Harley, Janie Hill, Cora Holt, Lauren Jordan, Andrea Moore, Pam Moss, Haley O'Brien, Dillon Rhew, Kristin Smith, Malorie Waldrup and Sharon Zurline.*

Lee Bucci Professional Nursing Scholarship

Established in 2012, the Bucci Scholarship Fund began in honor of 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.

2018 RECIPIENT: *Ashley Brooks*

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).

2018 RECIPIENTS: *Janasia Armstrong, Brennan Benfield, Karen Bolick and Keyannah Glover.*

The H. Spurgeon Mackie, Jr. Scholarship

The Mackie Scholarship was established in 2006 in honor of H. Spurgeon Mackie, Jr., a long-standing Board Member and friend of CaroMont Health. Awards from this scholarship program are given to students majoring or continuing their education in nursing and/or allied health professions.

2018 RECIPIENTS: *Cheryl Aldridge, Maria Araujo-Victoria, Savannah Bartlett, Sydney Brooks, Sarah Burns, Shelden Burrell, Hailey Greene, Marlena Heracklis, Addison McElveen, Jake Quinn, Jordyn Robinson, Logan Runyan, Elizabeth Scronce and Logan Thomas.*

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.

2018 RECIPIENT: *Amber Benfield*

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.

2018 RECIPIENTS: *Amber Benfield, Danelle Boone, Chasiti Brewer, Ashley Brooks, Amy Cody, Marzette Colon, Tammy Cozad, Brittany Eaker, Chloe Herron, Henry Inman, Amanda Johnson, Milika Kasimi, Michelle Langford, Carla Leonhardt, Rikki Love, Carissa McGinnis, Jewell Myers, Jay Nutter, Rici Reid, Scott Rogers, Eddie Squirewell and Andrea Turner.*

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. Mrs. Clinton served as Gaston County Social Services Director, Personnel Director for CaroMont Health, and was a founding member and President of the Auxiliary.

2018 RECIPIENTS: *Cheryl Aldridge, Casey Almond, Guadalupe Andrade, Maria Araujo-Victoria, Janasia Armstrong, Savannah Bartlett, Karen Bolick, Danelle Boone, Parker Brandon, Chasiti Brewer, Sydney Brooks, Lauren Grace Carter, Amy Cody, Marzette Colon, Tammy Cozad, Brittany Eaker, Page East, Logan Harley, Marlena Heracklis, Chloe Herron, Janice Hill, Cora Holt, Amanda Jordan, Lauren Jordan, Carla Leonhardt, Rikki Love, Josie Lucas, Addison McElveen, Carissa McGinnis, Andrea Moore, Pam Moss, Jay Nutter, Haley O'Brien, Sara Peeler, Dillon Rhew, Scott Rogers, Elizabeth Scronce, Logan Thomas, Malorie Waldrup, Katie Wayne, Holly Williams and Sharon Zurline.*

Generous Giving

A true reflection of their deep commitment to the health and wellness of our community, every year, CaroMont Health employees and volunteers give generously—in time spent and funds raised—to our Team CaroMont campaign. This year's campaign raised a total of \$145,573, all of which was designated toward the CaroMont General Fund, Scholarships, Oncology Services Fund and Gaston Hospice. We are so thankful for their enduring and life-changing support.

TEAM CAROMONT RAISED
\$145,574
FOR OUR COMMUNITY

General Fund	\$73,778
Scholarships	\$21,977
Oncology Services Fund	\$15,349
Gaston Hospice	\$34,470



Women Optimizing Wellness

Started in 2014, the WOW group spent two years building their funds before joining a partner project in collaboration with Gaston Family Health Services, Gaston County Schools and CaroMont Health.

Through their investment, these passionate women leaders have been able to see real change in the students at Woodhill Elementary and in the Highland Community. By investing in simple things like providing transportation for students from after-school activities such as Girls on the Run and Let Me Run, to purchasing equipment for use during recess, they help strengthen meaningful relationships and make an invaluable difference in our community.



Fundraising Events

Gaston Hospice's signature fundraising event, Night of a Thousand Stars, moved to a new venue this year: the Johan Newcombe Event Center at Habitat for Humanity. Thanks to sponsors, special guests and the talented band, "Chairmen of the Board" featuring Ken Knox, this was the most successful event yet. Nearly 200 guests enjoyed the evening, beginning with a social hour before dinner and live auction. This year's auction raised more than \$12,000 and an additional \$10,000 in pledges was added to the sponsorship total, exceeding our fundraising goal of \$75,000.

Night of a Thousand Stars was created by a special friend to Gaston Hospice, Ron Ownbey, to honor his wife, Susan. This year, after his unexpected passing, family and friends celebrated the life of Ron and his many

contributions to Hospice. His longtime friend Ken Knox spoke about his life and legacy. Ann Davis, former development coordinator for Gaston Hospice, shared the story of the event's beginning and how it has evolved to become Gaston Hospice's signature event.

Another much-anticipated annual event that raised essential funds for Gaston Hospice was the Swing into Fall Golf Tournament, held Monday, September 25 at Cramer Mountain Club. Every year, supporters come together for a fun day of golf, food and camaraderie.

Additional fundraising sources for Gaston Hospice are the Patio Paver Program, the Community Foundation Run, United Way, memorials, honorariums, an annual appeal and general donations.





Deep roots and lifelong connections.

At CaroMont Health, we're more than healthcare providers—we're neighbors, friends and family. Since our founding more than 70 years ago, we've remained deeply committed to serving our community, and those connections extend well beyond our hospital campus and medical practices into everyday life.

We embrace an active role in supporting local officials, veterans and civic groups; in hosting wellness events and family activities; in sharing the meaningful stories and powerful moments that happen at CaroMont Health with the world.

Achieving our shared vision for a happy, healthy Gaston County for generations to come means our role doesn't end when our workday does. Through steadfast stewardship, selfless service, whole-hearted participation and the nurturing of personal relationships, we strive to be a vital, vibrant part of local life, working as a partner to make our region a better place to live, work and play.

Relationships That Enrich Lives

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 ORGANIZATIONS

American Cancer Society	Gaston County Sports Hall of Fame	Least of These
Belmont Citizens Police Academy	Gaston County Education Foundation	Lifeline Children's Services
Bessemer City Chamber of Commerce	Gaston Family Health Services	Mount Holly Farmer's Market
Boys and Girls Club of Greater Gaston	Gaston Together: Communities of Excellence	McAdenville Foundation
BackPack Weekend Food Program	Gastonia Jaycees	NC MedAssist
Cancer Services of Gaston County	Girls on the Run Gaton County	Phoenix Counseling and Crisis Centers
Cherryville Shrine Club	Holy Angels	United Way of Gaston County
Community Foundation of Gaston County	House of Mercy	
Gaston County Senior Games	Heart Society of Gaston County	



SUPPORTING THE GASTONIA GRIZZLIES

A founding partner of the Gastonia Grizzlies, CaroMont Health was proud to provide the local team with regular athletic training services this year. CaroMont Health also sponsored and participated in the annual “Strike Out Cancer” night, where cancer survivors and caregivers are recognized, honored and invited onto the field to shake hands with the players.



THE MCADEVILLE FOUNDATION

With deep roots in the McAdenville community, CaroMont Health was proud to be the title sponsor for the annual Tree Lighting, a ceremony held to kick off McAdenville’s Christmas Town festivities. CaroMont Health also sponsored the Yule Log Parade, a traditional event that began in 1950. Each year, children pull the Yule Log on a sled through downtown to Legacy Park as residents and visitors follow. Once the log is positioned in the open fireplace, it is ignited—an enduring signal that the brightest season has begun.

GIRLS ON THE RUN OF GASTON COUNTY

Girls on the Run of 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. GOTR was established in 2003, and began with one team of 13 girls. Now, the program serves 49 community sites in Gaston County and has positively impacted the lives of over 8,900 girls. CaroMont Health is honored to be the Program Sponsor of GOTR.

Embracing an Active Role

From generous spirits and valuable knowledge, to helping hands and encouraging words, employees of CaroMont Health have so much to offer the community—and not just within hospital and clinic walls. Our long history of involvement and partnership with the region extends beyond programs and initiatives to the simplest connection of all: a human one. We show our love and dedication by showing up, sharing big moments and reaching out. No matter what continued growth the future brings, we'll never be too big or self-important to be involved where it matters most—as only a hometown provider can promise.

UNITED WAY CAMPAIGN

The United Way campaign gives CaroMont Health employees the opportunity to support more than 29 local organizations with the ease of a single donation. In the last fiscal year, CaroMont Health employees contributed nearly \$25,000 to the United Way, and through the organization, to causes they are deeply passionate about.

COMMUNITY GROUPS AND INITIATIVES

Volunteer efforts and board appointments are just a couple of ways CaroMont Health employees give where they live. We serve on local boards and work closely with partner groups that have significant impact on the health of the region, like Gaston Together and HealthNet Gaston. Involvement with these groups helps us see residents' needs clearly, which in turn enables us to tailor our own programs and services to the interests of the community at-large.

THE HEART SOCIETY OF GASTON COUNTY

The partnership of this past year marked two very successful annual fundraising events for the Heart Society and CaroMont Health.

The first event, the 56th Annual Heart Ball, raised donations to support medication assistance, blood pressure, cholesterol and diabetes screenings, and cardiovascular health education programs.

In a spectacular show, a turnout of several hundred participants walking across the CaroMont Regional Medical Center campus set the stage for the second event, the 15th annual Heart Walk. As one of the community's largest annual fundraisers, the Heart Walk raises money for cardiac care in Gaston County by encouraging participants to form teams and collect donations. This year's walk raised \$20,600, which will cover the cost of prescription medication for heart patients, community screenings and heart health awareness education targeting adults and youth in our community.







Celebrating life with compassion and grace.

An enduring service that has touched countless lives in our community, Gaston Hospice has provided deeply compassionate care to patients and their loved ones for decades. In addition to hospice and palliative services, our team of physicians, nurses and counselors tend to social, emotional and spiritual needs, helping families navigate the end-of-life journey.

As we've grown and evolved over the past year, Gaston Hospice has expanded its programs and services to meet the community's increased need for hospice, palliative and bereavement care. In service of those who deserve dignity and hope in the face of serious or advanced illness, we provide comfort and compassion, all while strengthening our community through advocacy, education and volunteer efforts.

A Lasting Legacy

Founded in 1979, Gaston Hospice is a non-profit provider of hospice care for patients and their families, serving Gaston County and surrounding areas. Gaston Hospice is licensed by the State of NC, accredited by the Accreditation Commission for Health Care, Inc., and a member of National Hospice and Palliative Care Organization and the Carolinas Center for Hospice and End-of-Life Care.

PROGRAMS

Gaston Hospice provides pain and symptom management for patients with life-threatening illnesses, helps with patient care for the family and provides 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. The Robin Johnson House is a nineteen-bed hospice facility located in Dallas. This facility has the ability to serve many patients and families needing enhanced symptom management.

New Hope Counseling Center provides bereavement and grief counseling services to community-based clients who have experienced loss, but were not hospice patients. Counseling and support groups are available to any person (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 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	\$9,959,615
UNRESTRICTED PUBLIC SUPPORT	\$410,540
UNITED WAY DESIGNATIONS	\$71,805
NON-REIMBURSED SERVICES	\$812,097
EXPENSES	\$9,718,832

HOSPICE BOARD OF DIRECTORS

Gary Schenk, MD
Chair

Mark Skillestad
Vice Chair

Richard L Farrell
Treasurer

Candi Lethcoe
Secretary

Louis Mitchell
Past Chair

William "Gus" Anthony

Steve Bowen

Jennifer Davis

Zerina Francum

Walter Gray

Jamie Hester

Charles Meakin, MD

Ruth Neely

Amy Plowden

Sharon Smith

Dickie Spargo

Jennie Stultz



Compassionate Care Every Day

In 2018, Gaston Hospice completed a lot of great work in 2018 and provided excellent patient care, evidenced by the Hospice Honors award and positive patient satisfaction results. We maintained sufficient scale and capacity to serve our community and continues to respond to changes in the market.

TOTAL PATIENT DAYS

51,612
DAYS

AVERAGE LENGTH OF STAY

49
DAYS

HOSPICE REFERRALS

1,403

TOTAL PATIENTS SERVED

1,059

MEDIAN LENGTH OF STAY

12
DAYS

80 GASTON HOSPICE VOLUNTEERS

HOURS SERVED

04,609

VOLUNTEER HOURS EQUAL APPROXIMATELY
\$100,000 SAVED

GASTON PALLIATIVE SERVICES

>900 PALLIATIVE CARE ADMISSIONS

7,752 PALLIATIVE CARE VISITS AND CONSULTS

GASTON HOSPICE: 2018 HIGHLIGHTS

HOSPICE HONORS

In 2018, Gaston Hospice achieved “Hospice Honors” recognition for a third consecutive year by Health Care First and DEYTA Analytics. This award recognizes Gaston Hospice among Health Care First’s 1,700 clients as one of the highest-quality hospice providers in the country.

PATIENT SATISFACTION SURVEYS

In 2018, we met or exceeded performance targets across the spectrum of our pillars of excellence. Highlights include:

91.4%

scored overall rating “excellent”
(benchmark: 84.6%)

85.3%

consistently received help during evenings, weekends or holidays (benchmark: 76.5%)

92.7%

consistently received help “as soon as wanted”
(benchmark: 77.0%)

91.4%

received pain meeting within 48 hours of admission
(benchmark: n/a)

96.3%

received as much religious and spiritual support as needed
(benchmark: 94.1%)

SERIOUS ILLNESS CONVERSATION TRAINING

In collaboration with CaroMont Medical Group, Gaston Hospice partnered with the primary care service line to develop and provide “Serious Illness Conversation” training. Part of a national body of work spearheaded by Ariadne Labs and Dr. Atul Gawande, this program educated nearly 50 nurse navigators, social workers and transitional care nurses, as well as the service line lead physicians in primary care, cardiology, acute services and intensive care at CaroMont Health.

NIGHT OF A THOUSAND STARS

Each year, Gaston Hospice hosts a fundraising event to support the Robin Johnson House. This year, the Night of a Thousand Stars was held in May 2018 and featured music, dancing and a live auction. Stars were available for purchase prior to the event in honor or memory of a loved one. This year’s event raised more than \$81,000, making it the most successful event Gaston Hospice has held to date—and bringing the total funds raised in the fiscal year to more than \$482,000.

Additional fundraising sources for Gaston Hospice include the Patio Paver Program, the Community Foundation Run and United Way, as well as memorials, honorariums, the annual appeal and general donations.



Chairmen of the Board featuring Ken Knox, performed at the after-dinner dance.

Programs for Healing and Hope

Losing a loved one can be a very difficult experience for a family. Throughout the year, Gaston Hospice supports families and individuals throughout the grieving process by hosting a number of events and special programs. Often, these events help provide a valuable support network for families and a language for loss.

Light a Path to Remember

87 people participated in this luminary walk through the Schiele Museum Nature Trail to remember their loved ones.

Camp Phoenix Family Retreat

Held May 11-12 at Camp Dogwood, this year's camp program was a success with 5 families and 21 campers attending.

National Healthcare Decisions Day

Gaston Hospice social workers held two day-long events at the Gaston County Health and Human Services to assist members of the public with advance directives knowledge and preparation. The event collaborated with a local elder law attorney to provide counsel and document completion. A documentary was presented for members of Friendship Club at First Presbyterian Church in Cherryville.

Silver and Gold Holiday Grief Seminar

On Saturday, November 4, this 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 activities to encourage creative expression.

The Summertime Friday Bereavement Series

This five-event series offered creative outlets designed to help attendees explore and transform the understanding of their grief. Events included creative writing workshops, a funny movie, making a memory bear and a yoga workout. All sessions were well-attended and received positive feedback.

Blessing of the Hands

Gaston Hospice chaplains held a Blessing of the Hands ceremony honoring and acknowledging the special gift of caring inherent in the hands of professional caregivers.



Social Work

Gaston Hospice social workers demonstrated a strong commitment to our community and supported program growth in 2018. The following are just a few highlights from the tremendous work that was done by this team.

Advance Care Planning Community Education Events

Gaston Hospice social workers provided free clinics in the community to educate the public about the importance of Advance Care Planning. In collaboration with Gaston County Department of Health and Human Services, clinics were offered at three meal sites and various nursing home facilities in the area.

Legacy Project Retreat

Social workers hosted a retreat for Gaston Hospice employees to share the significance of Legacy Projects and create simple mementos for patients. Projects included things like writing, voice recordings, family photographs and fingerprints left in clay.

NTUC (Not Taken Under Care) Program

Social workers developed this program to provide patients referred and not taken under care with regular phone call check-ins and personal assistance while they come to terms with their health or undergo aggressive therapies.

Robin Johnson House Residential Program

Social workers helped develop this program whereby patients may choose residence at the hospice inpatient unit and possess the funds to cover the costs. All case identification and information regarding the program moves through social workers only.



To be our community's most trusted healthcare partner. That vision guides every day at CaroMont Health.

Over the past year, the exceptional patient care and impressive achievements I've witnessed are testament to both that tireless promise and the talented, compassionate people of CaroMont Health.

No matter how we grow and evolve as an organization, our first priority will never change: caring for our patients before anything else. That shared perspective—and deeply personal purpose—is why we exist. Having lived in Gaston County for more than 30 years, I know how hardworking, vibrant and welcoming our community is, and I'm both honored and privileged to belong to a team that holds your care to the highest possible standard.

Remaining an independent health system dedicated to service allows CaroMont Health to continue advancing and adapting, ultimately tailoring our healthcare excellence to that of you, our neighbors. You'll see that unique spirit of innovation and human empathy woven throughout these pages, and I couldn't be more proud to share the stories, accomplishments and remarkable individuals that have defined the past year with you in this annual report.

Every day, I see a chance for CaroMont Health to demonstrate our commitment to a strong, vibrant health system for generations to come—and every day, every single one of us does just that. No matter how many medical treatments and technologies we invest in, relationships will always come first.

Chris Peek
President, Chief Executive Officer



