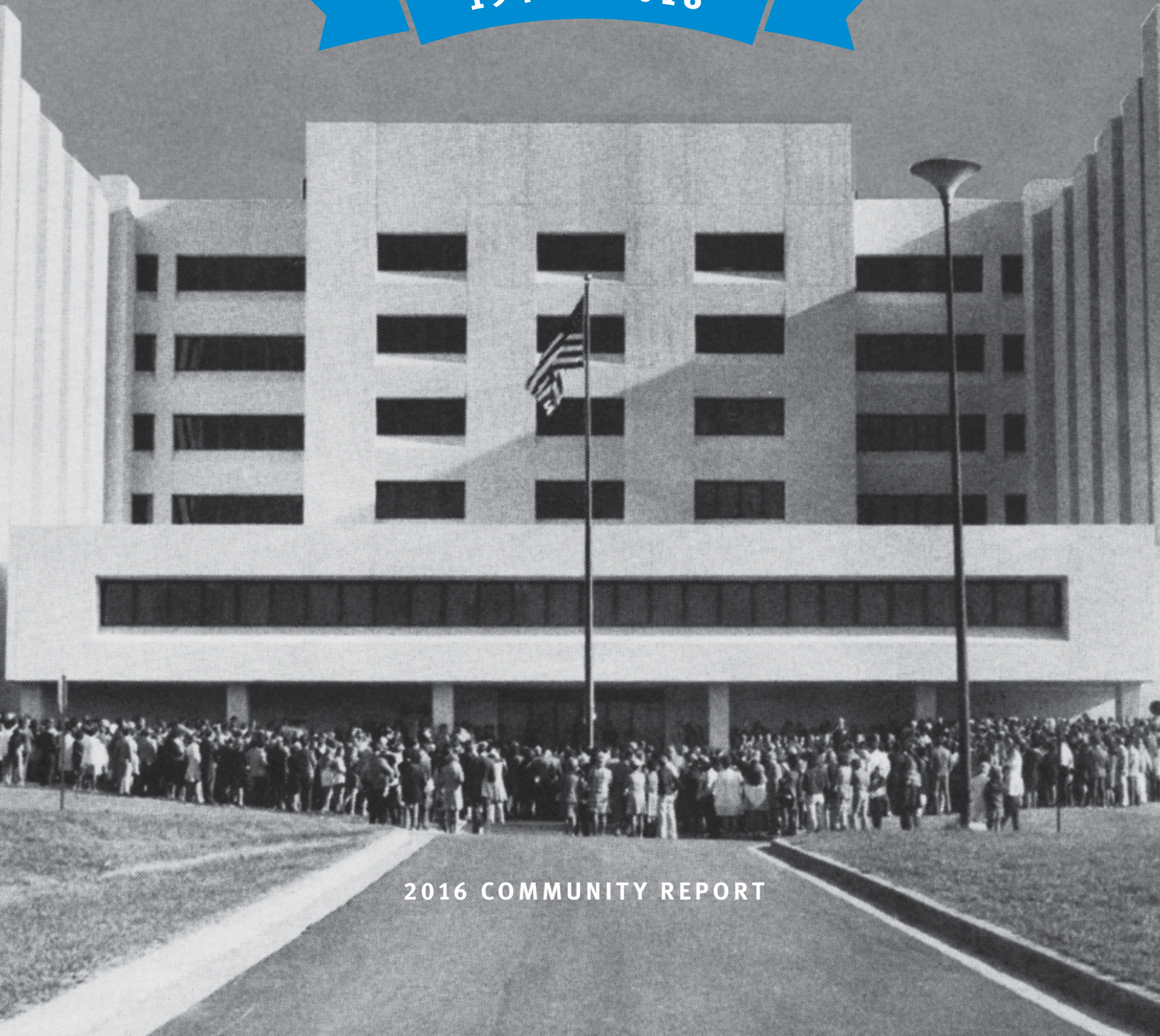




70 YEARS OF CARE

1946 - 2016



2016 COMMUNITY REPORT

“We're incredibly proud of these achievements; but even more so, we're grateful for the immense honor that is delivering world-class, compassionate care to you, our vibrant community—every day.”



K. Christopher Peek
Chairman, CaroMont Health
Board of Directors

Honored, proud, optimistic. Those three words speak volumes for CaroMont Health as we reflect on the milestone that is 70 years of care, and our community is at the heart of it all. You give our mission—and often, our life’s work—great purpose.

It is a privilege to present CaroMont Health’s 2016 Community Report to our friends, neighbors and family. The past year has been remarkable, especially when viewed in the context of seven decades of compassion and innovation. We’ve come far as an organization and as a community. Always dynamic, always growing stronger together.

Guided by our values, we oversaw significant growth. Departments and facilities expanded to meet your needs. Service lines became more robust. Awards and significant acclaim were earned. Strategic investments in education, research and individuals were made. Incredible generosity was witnessed and connections were strengthened.

We're incredibly proud of these achievements; but even more so, we're grateful for the immense honor that is delivering world-class, compassionate care to you, our vibrant community—every day. On behalf of the CaroMont Health Board of Directors, thank you for your support, and please join us in celebrating our shared history, this year’s accomplishments and the powerful vision that is a healthy, thriving future for every citizen in our region.

*COVER: Thousands of
Gaston County citizens
attend dedication
ceremony at new
hospital, Dec. 1974.*



GASTON MEMORIAL HOSPITAL
ERECTED BY THE CITIZENS OF GASTON COUNTY UNDER THE SPONSORSHIP OF THE AMERICAN LEGION 1945

IN MEMORY OF THOSE WHO GAVE THEIR LIVES FOR THEIR COUNTRY IN WORLD WAR II

GASTON POST No. 1
Gastonia, North Carolina

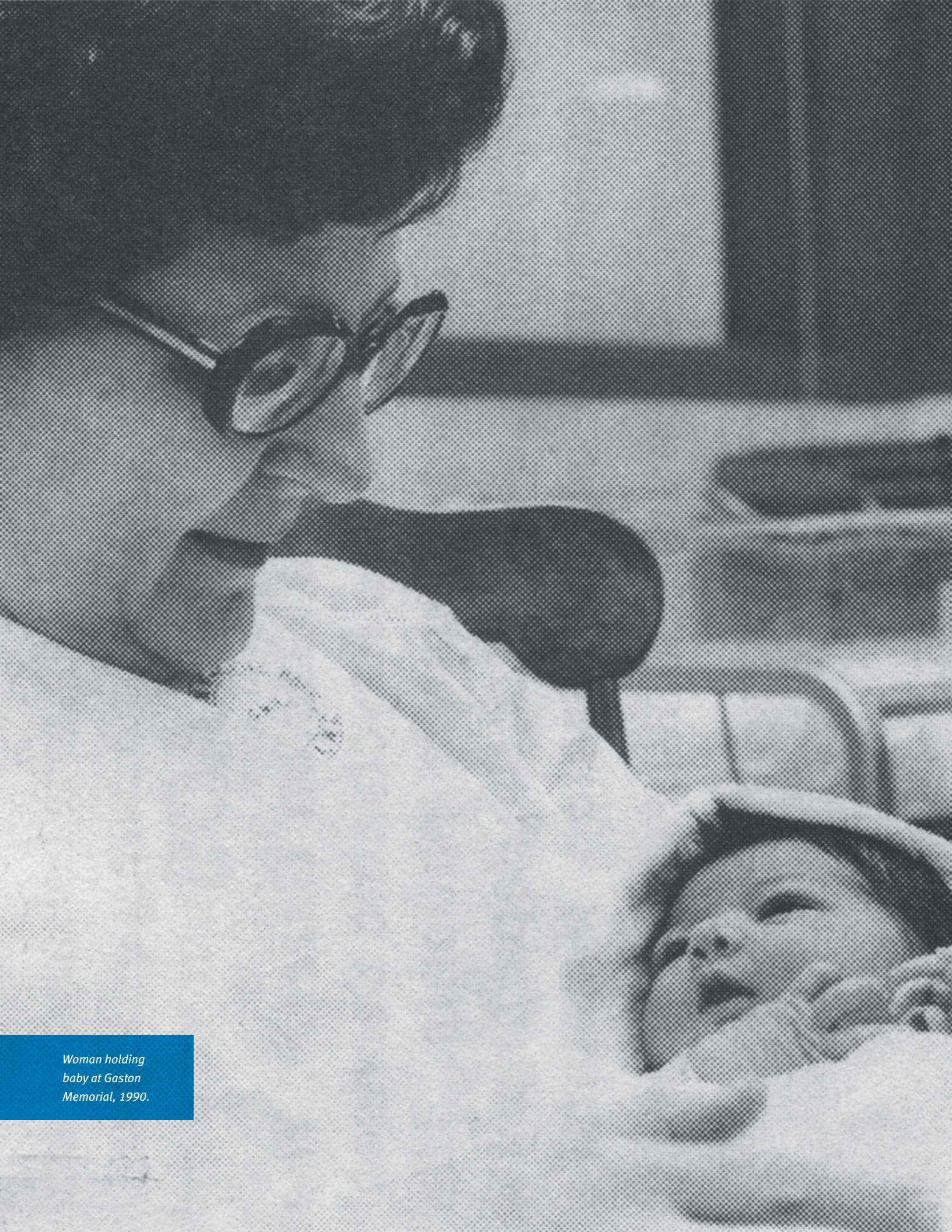
Ribbon cutting at Gaston Memorial Hospital, 1946.



*Nurse checking on
mother and baby at
Gaston Memorial.*

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*Woman holding
baby at Gaston
Memorial, 1990.*

70 YEARS OF CARE

Introduction

Seventy years ago, our organization began with committed citizens who knew our region needed and deserved comprehensive healthcare. Those citizens pooled their resources—many even donated a day’s wage—to transform the then-city hospital into a new regional hospital poised for modern medicine and the healthiest possible future.

In the years that have followed, a great deal has changed. But the vision that drove those pioneering citizens, doctors, nurses and administrators remains the same. CaroMont is still committed to providing exceptional medicine to the communities we serve. We are still devoted, above all else, to delivering compassionate care to all people throughout this region. And we are still investing in the best outcomes and the healthiest future.

This Community Report chronicles those efforts from the last year—in the context of the last seventy. In this anniversary year, we couldn’t be more proud of our team’s hard work and accomplishments, and we couldn’t be more dedicated to the health and well-being of this region.

70 Years of Milestones

1946

Textile workers from across the region pledged a day's wage to fund the Gaston Memorial Hospital.



1947

Gaston Memorial Hospital established a school of nursing. Tuition was free to encourage participation.



1989

The CaroMont Cancer Center was established. Today, the center treats 1,000+ new cancer cases annually.

1993

CaroMont Medical Group, a network of more than 40 primary and specialty care offices, opened its doors.

2011

CaroMont Heart was formed, and the Cancer Center earned a place in the top 2% of all cancer programs in the nation.

2012

The mobile mammography bus hit the road for the first time, providing mammograms to women across the county.





1973

The hospital relocated to its current site. It took 5 hours and 20 ambulances to transfer 130 patients.



2004

CaroMont added a new Birthplace, the largest single-room maternity care unit in the nation.

2013

CaroMont became the first hospital in the nation to be declared a Purple Heart Hospital.

2015

CaroMont's first free-standing Emergency Room opened in Mount Holly.



70 Years of Values

Refined over seven decades, our set of values (CARES) drives our entire philosophy of care. We use CARES as a barometer for how we treat our patients, how we work with one another and how we move CaroMont forward as a sustainable organization for our community.

COMPASSION

- Respect for the individual.
- Anticipate and be attentive to the needs of those we serve.
- Come to work with a positive attitude.
- Make eye contact, smile and greet everyone in all areas of the organization.
- Demonstrate empathy and treat others the way they want to be treated.

ACCOUNTABILITY

- Integrity; apologize when appropriate.
- Find better, faster, less expensive ways to do things while always focusing on our patients' needs.
- Determine who is going to do what, when and how.
- Make decisions wisely; consider all ways to handle the issue.
- Take ownership of actions and decisions; ask myself how I am contributing to the problem.
- Follow the CaroMont Health Code of Conduct.

RESPECT

- Demand open communication.
- Teamwork; support smooth interdepartmental and intradepartmental work flow.
- Identify and push for solutions in which all parties can benefit.
- Effectively share thoughts and ideas, in both verbal and written ways.
- Promote and generate cooperation and teamwork.
- Participate willingly toward accomplishing group goals.

EXCELLENCE

- Honor innovation by generating new ideas, processes, methods, systems, products or services.
- Carefully monitor the details and quality of your work; things are done right, thoroughly and precisely.
- See obstacles as challenges; approach them with a positive 'can-do' attitude.
- Set and meet challenging objectives regularly.

SAFETY

- Continuously focus on Quality Patient Care.
- Commit to creating and maintaining a clean, safe environment for everyone.
- Honor our Just Culture.



CaroMont is one of the best medical facilities around. The staff were very compassionate. When I left the hospital, I knew I had been in good hands.

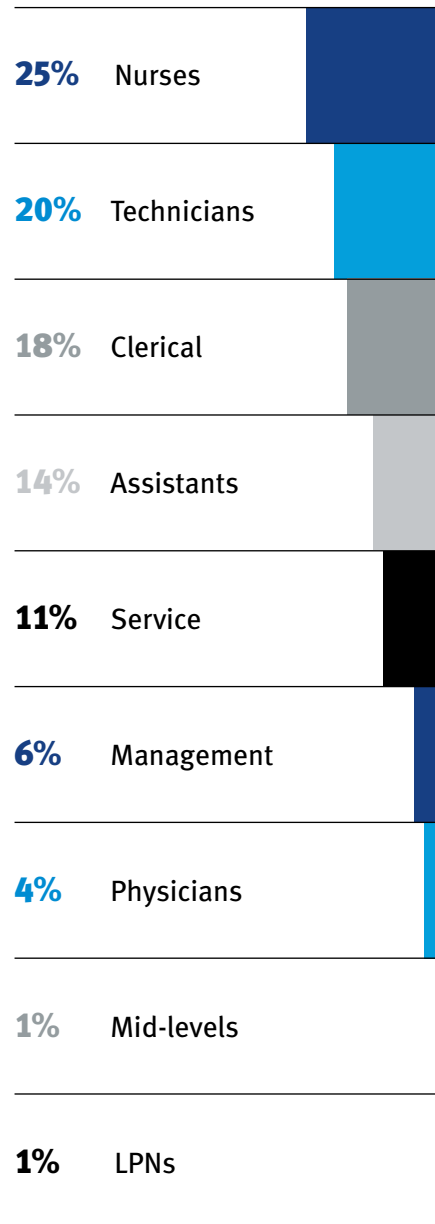
Jim Benfield
CaroMont Heart Patient



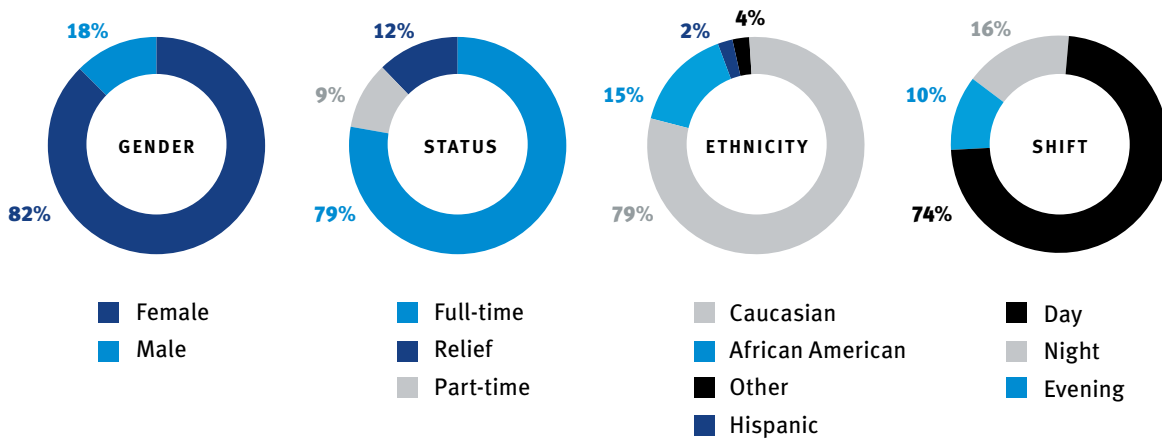
70 Years of Family



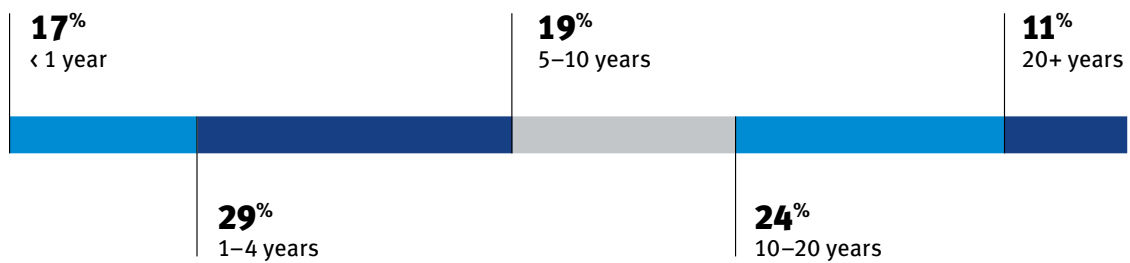
OUR TEAM, BY FUNCTION



EMPLOYEE SNAPSHOT



EMPLOYEE TENURE WITH CAROMONT HEALTH



GIVING EMPLOYEES ROOM TO GROW

112

REGISTERED NURSES
ON CAREER LADDER

THANK YOU!

365

VOLUNTEERS THIS YEAR

70 Years of Service

As a leading healthcare organization in the region, CaroMont’s longstanding commitment to our community is not only offering a broad range of medical services, but ensuring they evolve each year to meet the needs of the community.

Our primary mandate has always been to provide excellent healthcare, whether it is the patient’s first visit or their twenty-first;

and as a healthcare provider with deep local roots, we provide tailored care to every patient and in many convenient locations. Whether a patient’s medical concern requires immediate, emergency attention from award-winning surgeons and specialists, or they’re seeking a new primary care physician for their family, CaroMont provides the full spectrum of state-of-the-art care where—and when—they need it.

<p>CAROMONT REGIONAL MEDICAL CENTER</p> <p>Magnet®-recognized 435-bed acute care hospital.</p>	<p>Cancer Center, Birthplace, Level III NICU, Emergency Care, Level III Trauma Center, CaroMont Heart, Diabetes Center, Neuroscience, Orthopaedics, Hyperbarics and Wound Care, Mental Health, Rehabilitation Services, Sleep Medicine, CaroMont Endoscopy Center</p>	<p>GASTON HOSPICE</p> <p>19-bed inpatient Robin Johnson House.</p> <p>Hospice Palliative Care Bereavement</p>
<p>CAROMONT SPECIALTY SURGERY</p> <p>16 operating rooms for outpatient services.</p>	<p>COURTLAND TERRACE</p> <p>96-bed skilled nursing facility.</p>	<p>CAROMONT MEDICAL GROUP</p> <p>42 physician practices. 5 counties. 243 providers.</p> <p>Primary Care, Urgent Care, Women’s Services, Wellness, Specialty Care, Pediatric Care</p>



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
 CaroMont Hyperbaric and Wound Center
 CaroMont Imaging Services
 CaroMont Integrated Pain Specialists
 CaroMont Internal Medicine (Remount Rd.)
 CaroMont Internal Medicine (X Ray Dr.)
 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 GASTONIA

Gaston Family Medicine

5 BELMONT

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

6 CHARLOTTE–STEELE CREEK

CaroMont Family Medicine
 CaroMont Urgent Care

7 CHERRYVILLE

CaroMont Family Medicine

8 DALLAS

Robin Johnson House

9 KINGS MOUNTAIN

CaroMont Family Medicine

10 LAKE WYLIE

CaroMont Family Medicine
 CaroMont Heart
 Endocrinology Associates

11 LINCOLNTON

CaroMont Heart
 Lincoln Cancer Center

12 MCADENVILLE

CaroMont Family Medicine

13 MOUNT HOLLY

CaroMont Regional Medical Center
 Discover YOU!
 Gaston Women’s Healthcare
 South Point Family Practice

14 SHELBY

CaroMont Family Medicine
 CaroMont Neurology
 Endocrinology Associates

15 STANLEY

CaroMont Family Medicine
 South Point Family Practice

70 Years of Growth

\$518

MILLION

Net Patient Service Revenue

\$529

MILLION

Total Net Operating Revenue

\$513

MILLION

Total Operating Expense

FINANCIAL NUMBERS FOR FISCAL YEAR 2016

Operating Income	\$16.3M
Net Non-Operating Revenue	(\$19.6M)
Excess Revenue Over Expense	(\$3.3M)
Unrestricted Cash and Investments	\$567.8M
Total Debt	\$187.4M
Total Net Assets	\$711.5M
Charity Care	\$43.9M
Bad Debt	\$67.2M

UNREIMBURSED COST OF CARE FOR FISCAL YEAR 2016

Total Unreimbursed Healthcare Costs	\$89.2M
Charity Care	\$11.3M
Medicare and Medicaid	\$52.1M
Bad Debt	\$25.8M

COMMUNITY BENEFITS

Community Health Improvement Services and Community Benefit Operations	\$1.8M
Health Professions Education	\$1.5M
Cash and In-kind Contributions to Community Groups	\$2.0M
Community Building Activities	\$0.8M
Research	\$1.0M

\$7.1

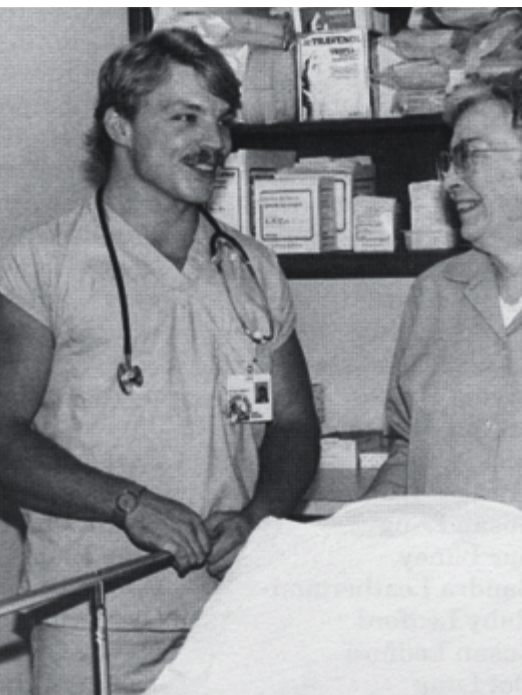
MILLION

Total Community Benefits



Cancer was the beginning of a new life for me, one that has been rich and full of love, heightened by my brush with cancer, but healthy, with your help.

Lyn Anderson
CaroMont Cancer Center Patient



CaroMont Health Board of Directors



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Chairman



Donnie Loftis
Vice Chairman



Barry M. Pomeroy
Secretary



James R. Beam
Treasurer



Patrick Russo, MD
Chief of Staff



G.E. "Ward" Adcock, III, MD
Immediate Past Chief of Staff



Eric Emerson, MD
Chief of Staff Elect



William "Gus" Anthony
Board Member



Annette Carter
Board Member



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Board Member



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Board Member



Pearl Burris-Floyd
Board Member



Timothy E. Gause
Board Member



J. Christopher Howell
Board Member



Charles J. Meakin, III, MD
Board Member



Jason Williams
Commissioner Liaison

Senior Leadership



Douglas Luckett
President and
Chief Executive Officer



Kathleen Besson
Executive Vice President,
Chief Operating Officer



Todd Davis, MD
Executive Vice President,
Chief Medical Officer



Maria Long
Executive Vice President,
Chief Legal Officer



David O'Connor
Executive Vice President,
Chief Financial Officer



**Costa Andreou, MD, FACC,
MBA, CPE,** Vice President,
CMG Chief Medical Officer



Richard Blackburn
Vice President, Diagnostic
and Support Services



Mike Johnson
Vice President,
Chief Information Officer



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



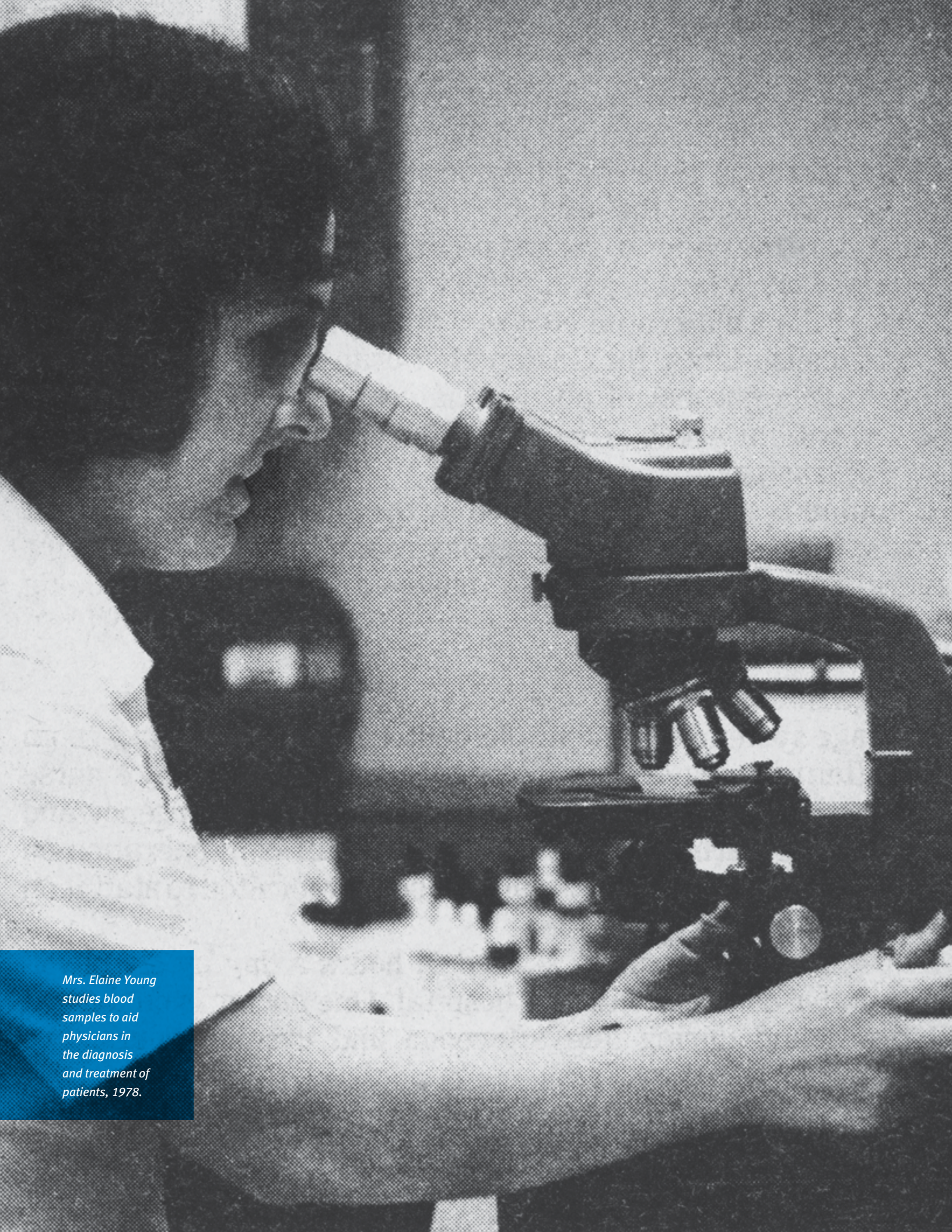
Libby McCraw
Vice President,
Human Resources



Andrea Serra
Vice President,
Community Care Services



Daniel Tuffy
Vice President,
CMG Operations



Mrs. Elaine Young studies blood samples to aid physicians in the diagnosis and treatment of patients, 1978.

Continuous Improvement

Much like the dynamic community we're proud to call home, CaroMont Health is constantly evolving—we're always advancing and moving forward. We fine-tune our processes. We test and adjust our techniques. We constantly improve, year after year. All so we can deliver world-class medicine to the region we've been a part of for generations.

We work with our friends, our families and our neighbors to find better solutions. To deliver better care and discover better outcomes for our patients.

Over the past year, our team's commitment to innovation and progress has reiterated our commitment to this community and earned us acclaim well beyond it. More important than recognition and awards, though, is the confidence we've earned from those we treat and serve right here in this region.

Effectively Integrating Electronic Records

In modern medical settings, moving from handwritten orders to computerized provider order entry (CPOE) offers real-time access to information, better communication and improved patient safety. It's a shift that takes significant commitment from healthcare organizations, but one that delivers significant benefits to patients and medical professionals. Errors can be eliminated, care can be optimized and outcomes can be improved.

With those benefits in mind, CaroMont Health began in August of 2015 a transition to Epic, the leading Electronic Health Record system on the market. More than 3,000 physicians and staff were trained in preparation of going live, and a

temporary Command Center of experts was on hand for help. Within hours, the real-time efficiency of Epic allowed an unprecedented level of flexibility in treating patients as a team.

Although the transition has required patience on the part of both our team and our patients, advantages of the new system are already apparent. Care Everywhere, for example, is an interoperability function that allows our healthcare facilities to access up-to-date patient information regardless of where care was received. This and various other features confirm the value of Epic and its power to improve how we serve our community in the most modern, reliable way possible.

“Epic saved me several hours of work, and it improved patient care because I had the information right away. It's a game-changer in terms of getting medical records for patients.”

Dr. Eric Schuls
Assistant Medical Director
CaroMont Hospitalist Program

207,451 patient records have been exchanged since Epic Care Everywhere Go-Live in 2015. CaroMont has exchanged records with 560 hospitals, 45 states and 14,510 clinics.

560

HOSPITALS

207,451

PATIENT RECORDS

14,510

CLINICS

45

STATES



FIVE PRINCIPLES

IN THE LAST YEAR, OUR EFFORTS TO BECOME HIGHLY RELIABLE HAVE BEEN CHARACTERIZED BY THESE FIVE PRINCIPLES:

1

Preoccupation with Failure

HROs are never satisfied that they have not had an accident for a length of time. They are proactive in preventing accidents or harm.

2

Reluctance to Simplify

Employees of HROs are cognizant of the subtle differences among safety threats, and can respond accordingly.

3

Sensitivity to Operations

HROs recognize that the earliest indicators of a threat typically appear in small operational changes.



4

Commitment to Resilience

An HRO can prevent the harm that results when small errors mushroom into major problems.



5

Deference to Expertise

HROs delegate decision-making to those with the greatest expertise in any new safety situation, regardless of organizational hierarchy, rank or seniority.

The Path Toward Highly Reliable

During 2016, our work to become a Highly Reliable Organization (HRO) was evident across our healthcare system. As defined by the Joint Commission, the term HRO describes “the ability of complex, high-risk industries... to go for long periods of time without accidents.” CaroMont is pursuing this status as much more than an organizational milestone. Our team recognizes the critical value of increasing safety and minimizing errors and risk. This important process focuses on the identification of errors and close calls (or as we call them, “Near Misses”) as opportunities to improve systems.

Our goal, of course, is to identify errors before they cause harm, and to use that information to

avoid future problems and incur zero patient harm. It’s all part of a patient-centered culture that inspires every level of our healthcare system.

The journey toward becoming a Highly Reliable Organization takes time, but we have made significant strides forward over the past year. CaroMont Health has performed two Value Stream Analyses (VSAs), a process review focused on increased efficiency. We have executed a series of Rapid Improvement Events (RIEs), where we test new processes gleaned from each VSA for a full week. In each department, the implemented improvements—coupled with a deep commitment to our values—have achieved remarkable results.

“**At CaroMont, we want to have an organization and a brand that people can look at and say, ‘When I go there, I can count on them to do the right thing when I’m in their care. I have trust and high confidence in that organization.’**”

Chris Peek
Chairman
CaroMont Health Board of Directors

Setting the Standard of Care

CaroMont Health has been bringing our community the best care for 70 years. What makes that possible is our people: hardworking, compassionate, dedicated. They persist in excellence day and night, as both experts and neighbors, strengthening our community and the health of our region. The medical community noticed—and we're privileged to share the prestigious honors they've received here.



BECKER'S HOSPITAL REVIEW
130 Nonprofit Hospital & Health System
CEOs to Know 2015 – Doug Lockett
 November 2015

This year, CaroMont Health CEO Doug Lockett was one of 130 healthcare administrators recognized by Becker's Hospital Review. The award is given to outstanding leaders of the largest, most successful and prominent nonprofit healthcare organizations in the country. Doug has been leading the vision for CaroMont's future as CEO since June 2011.



THE LEAPFROG GROUP, INC
Grade "A" for Patient Safety
 Fall 2015 & Spring 2016

CaroMont Regional Medical Center received an "A" grade, the highest rating available, in the Fall 2015 and Spring 2016 Hospital Safety Scores. This score rates how well hospitals protect patients from preventable medical errors, injuries and infections within the hospital. This marks the fourth time CaroMont has been awarded an "A" grade.



MODERN HEALTHCARE
Most Improved Safety Net Hospitals
 2013-2017

CaroMont Health was ranked highly among 161 other organizations that are members of America's Essential Hospitals, or those charged with taking care of everyone, no matter how poor or sick. The award criteria is having the most improved rate of 30-day patient readmissions for major conditions, and is based on a five-year change in readmissions penalties from 2013 to 2017.

ADDITIONAL HONORS FROM THE PAST YEAR

American College of Radiology
Radiation Oncology Program Accreditation
 Award Date: 2014-2017

American College of Surgeons
National Accreditation Program for Breast Centers
National Accreditation
 Award Date: 2013-2016

Commission on Cancer
 Award Date: 2014-2017

American Hospital Association
Grassroots Champion Award—Doug Lockett
 Award Date: March 2016

Becker's Hospital Review
100 Great Community Hospitals
 Award Date: June 2015

Blue Cross Blue Shield of North Carolina
Blue Distinction Center for Maternity Care

Charlotte Business Journal - Top Physician Groups
 Award Date: May 2016

Mended Hearts
Mended Hearts Hospital of the Year
 Award Date: August 2015 & 2016

Premier, Inc. - Quest® Award for High-Value
 Award Date: 2015

Prevention Partners - Excellence Recognition
 Award Date: March 2016

SafeCare Group® - 100 SafeCare Hospitals®
 Award Date: March 2016

U.S. News and World Report
Best Hospitals 2016-2017

Women's Choice Award - America's Best Breast Centers
 Award Date: June 2016

Big Hearts, Big Honor

Together with our local Mended Hearts Chapter of Gastonia, CaroMont Health was proud to be nationally recognized as the 2015 Mended Hearts Hospital of the Year.

With more than 600 hospitals in the organization, this was a major accomplishment for CaroMont and the Gatsonia Mended Hearts chapter, only a handful of years old. Jake Gray, President, along with Susan Murphy, manager of CaroMont Cardiac Rehab, received the award on behalf of Chapter 379, which includes more than 100 volunteers. They visit heart patients daily, and as many of them are heart attack survivors themselves, the shared experience gives perspective and hope to the support network.

Before the chapter existed, physicians recognized the need for additional support for patients, and took the steps to start a Mended Hearts Chapter dedicated to serving the needs of Gaston County. As the impact of their work has spread, the chapter has grown. “When I started out visiting, we had few [volunteers], and I visited every Wednesday,” says Gray. “I would have between 1 to 4 patients to see; we now have as many as 18 to 20 patients in a day to visit... we have expanded our role to include all types of heart patients.”

The members of CaroMont's local Mended Hearts chapter have also contributed to helping nursing students by setting up a scholarship for those in financial need. Recently named the Gary A. Mims Scholarship, the fund has raised more than \$19,000 and will be able to award 15 scholarships this year.

600+

HOSPITALS

are part of
Mended Hearts

100+

VOLUNTEERS

are part of CaroMont
Mended Hearts

18-20

HEART PATIENTS

are visited every
day by volunteers

“**We have found more and more ways to make sure we can help more people.**”

Jake Gray
President
Mended Hearts Chapter 379

Leaping to the Top

In some of the most critical safety factors, CaroMont Health stacks up well against the nation's best hospitals. For the third straight year, CaroMont was awarded an "A" grade for hospital safety by industry watchdog The Leapfrog Group. The ranking takes into account 28 different metrics to gauge how well hospitals protect patients from preventable errors, injuries and infections during their hospital treatment period. CaroMont landed among the top 31 percent of all hospitals scored.

The hospital safety score is the gold standard rating for patient safety, compiled under the guidance of the nation's leading safety experts. The first and only hospital safety rating to be peer-reviewed in the *Journal of Patient Safety*, the score is free to the public and designed to give community members information they can use to protect themselves and their families when facing a hospital stay.

"Our absolute highest priority is providing safe care and our goal is to have zero harm come to our patients... that's our most important measure of success," says Todd Davis, MD, Executive VP and Chief Medical Officer at CaroMont Health.

In the past year, CaroMont Health is extremely proud to have slashed patient mortality rates from sepsis in half. Sepsis is a potentially life-threatening complication of infection, once a widespread worry, and slowly becoming a thing of the past. "We've used evidence-based practices to identify patients early, even out in the field with the help of our Emergency Medical Services," says Davis, "and that's helping save nearly 300 people a year."



CaroMont Health employees gather for a 7 a.m. treatment staff 'huddle' on Wednesday. The huddles are essentially meetings to make sure doctors and nurses are on the same page. They're important in helping keep patients safe.

Straight As in Workplace Wellness

CaroMont Health celebrated another banner year for our commitment to employee health and wellness. For the fourth year in a row, Prevention Partners has awarded CaroMont with the Excellence Recognition distinction for reaching the highest standards in workplace health and prevention.

Making wellness a priority in the workplace not only ultimately helps our patients, but it helps CaroMont attract, and retain, the best and brightest employees. The WorkHealthy America categories of tobacco use, physical activity, nutrition and overall culture around health and wellness all earned straight As.

CaroMont has several programs in place to help cultivate a working environment that encourages employee engagement, including a six-month wellness program comprised of personalized health coaching, physical activity opportunities and interactive group activities related to stress management, nutrition and movement. By creating a healthy workplace for our staff, we are supporting their quest to make healthier choices that can lead to an overall enhanced quality of life.

PROGRAMS TO ENCOURAGE EMPLOYEE ENGAGEMENT

- Personalized Health Coaching
- Physical Activity Opportunities
- Interactive Group Activities
- Educational Grocery Store Tour
- Yoga Classes
- Hiking
- Healthy Cooking Classes

“By providing the right tools and communication and making it enjoyable, we have created a culture of wellness.”

Kathleen Besson
Chief Operating Officer
CaroMont Health



At Gaston Hospice, every staff member involved in Martha's care became an extension of our family. They laughed and wept with us.

Mark Hanna
Son-in-Law of Gaston Hospice Patient



Strengthening Our Service, Together

Part of providing the best possible care to our patients is striving for greater and greater efficiency. That's the strategy behind shifting CaroMont Health's organizational structure from a departmental model to an integrated service line leadership model, and our medical staff has worked hard to accomplish this—with great results.

Service lines are key in that they reflect the entire continuum of care, extending beyond the hospital's walls, departments and specialty practices to encompass the full scope of inpatient and outpatient services that CaroMont offers.

Originally implemented as a dyad model that paired a qualified physician and administrative leader, CaroMont saw room for improvement, embracing a triad leadership model this past year. The new triad model recognizes the importance of nurse management to patient care, operational decisions and clinical improvements, allowing CaroMont to include the expertise of our nursing staff, physician leaders and hospital administration in service line decisions. Physicians and administrators treat problem solving differently, and adding nurse administrators is an effective step toward further hospital operations success.

At CaroMont, the benefits of this dynamic leadership model can be seen throughout the organization, giving physician, nursing and administrative leaders for all seven service lines a stronger voice as they work together to solve problems, improve outcomes and increase safety.

SERVICE LINES

Acute Care

Cardiovascular

Oncology

Musculoskeletal
and Neurosurgery

Primary Care

Surgery

Women's

“There is excellent work happening at all levels of the organization, and I am proud to be part of CaroMont Health.”

Patrick J. Russo, MD, FACC
Chief of Staff
CaroMont Health

Key Service Line Accomplishments

Building on a system-wide culture of continual performance improvement, CaroMont Health's Service Lines have all seen tremendous leaps this past year in strategic, effective growth, patient safety and operational excellence. The progress made is a direct result of a purposeful and integrated effort to become our community's

trusted partner in health and wellness and the preferred provider of comprehensive healthcare in the region. This vision, now 70 years strong, is shared by all CaroMont departments, as well as great pride in our combined effort and success. We've included highlights of some of these key accomplishments below.

ACUTE CARE

- Established new Pulmonary Medicine Practice to provide outpatient services for the treatment of chronic respiratory conditions.
- Improved delivery times of tPA treatment to stroke patients by 50%, resulting in better patient outcomes and increasing their chance of recovery.
- Introduced an Infection Prevention and Control Program to prevent and reduce common hospital-associated infections, provide information and support to staff and foster a safe environment for all.

PRIMARY CARE

- Built on our community work and education in opioid management, helping to address the use of opioid prescriptions across Gaston County.
- Increased the scope of care to patients by resourcing clinics with support for behavioral health through LCSW's embedded in Primary Care, and support for dietary needs with a Nutritionist available for referrals.
- Recognized as only Medicare Accountable Care Organization (ACO) in North Carolina to have shared savings two years in a row, delivering high-quality care while simultaneously reducing spending.

MUSCULOSKELETAL AND NEUROSURGERY

- Developed a team of hospitalists for dedicated MSK-NS patient care, ensuring each individual receive highly personalized care and attention.
- Developed a communication plan that provides consistent and comprehensive communication to all providers throughout the care continuum, from PCP to post-acute care.
- Relocated all surgical services to one hospital floor, allowing for better cross training of nursing between orthopaedic and neuroscience practices as well as hospitalist rounding for all surgical services.

ONCOLOGY

- Developed and expanded the Oncology Navigation program, including the addition of three new Nurse Navigators.
- Held a Prostate Cancer screening program for more than 150 men in September of 2015.
- Increased enrollment of patients into Oncology Clinical Trials, exceeding the Commission on Cancer national target level of 6%.

CARDIOVASCULAR

- Opened new Lincolnton office to ensure continued and convenient access to comprehensive heart care all across the region.
- Achieved highest patient satisfaction rating of any cardiac step-down unit in the country in 2016.
- Implemented new physician-managed scheduling and appointment calendar that ensures all new patients are seen within one week.

SURGERY

- Developed a schedule that maximizes efficiency of time, staff and resources for the benefit of our patients.
- Established meaningful measures for physicians to better evaluate and report on quality and safety.
- Began developing a preoperative screening program to appropriately prepare patients for surgery with helpful materials.

WOMEN'S

- Developed and implemented the Winning Weighs for Women, an eight-week healthy lifestyle program.
- Joined the Alliance for Innovation on Maternal Health (AIM) Project as a participating birth hospital.
- Partnered with the Health Department for the STAR (substance, treatment, and rehabilitation) Program to help expectant mothers struggling with substance addiction.





*Gaston Memorial School
of Nursing, Class of
1955.*

Nurses: CaroMont's Beating Heart

For 70 years, through moments of calm and moments of crisis, new treatments to administer and new technology to embrace, night shifts and day shifts, the nursing team at CaroMont has held thousands of hands—and held us all together at times. They're our beating heart, and you won't find a harder working, more caring or more highly acclaimed bunch of smiling faces in the region.

WELCOME CAROMONT HEALTH'S NEW CHIEF OF NURSING

CaroMont Health was pleased to welcome Scott Wells, MSN, RN, NEA-BC as Vice President and Chief Nursing Officer. Scott brings a wealth of experience to his new role with 30+ dedicated years as staff nurse, nursing leader and excellence-driven executive, experience that will help him serve CaroMont with all areas of patient care in mind.



“My wife and I had a desire to move to the Carolinas to be closer to our son, his wife and our two grandchildren. While researching CNO positions, God smiled on us and CaroMont in Gastonia appeared with a vacancy. After researching the city and the organization and having the pleasure of interviewing with so many kind, talented and professional CaroMont leaders, I could not have asked for a better healthcare system to have the honor of joining its leadership team.”

Scott Wells
Chief Nursing Officer
CaroMont Health

A Well-Deserved Honor

CaroMont Health was proud to announce nurses Penny Stepp, BSN, RN, CCRN, CAPA and Kathleen Kern-Wells, RN, BA, CAPA as recipients of the 2016 Great 100 North Carolina award.

Each year, only 100 nurses are chosen in North Carolina for this award—the very best in their field—which recognizes nurses who exemplify the qualities of excellence in their profession and have positively affected the industry’s image. Since 1992, CaroMont has had 81 nurses selected as Great 100 recipients. Stepp and Kern-Wells were recognized with other honorees at the 17th annual Great 100 Gala in Raleigh in October.

“Penny and Kathleen were selected because of their outstanding professional abilities and for their commitment to improving healthcare in their community,” praised Kathleen Besson, Chief Operating Officer at CaroMont Health.



AMERICAN NURSES CREDENTIALING CENTER

Magnet® Designation

Since 2007

Developed by the American Nurses Credentialing Center (ANCC), Magnet® is the leading source of successful nursing practices and strategies worldwide. The Magnet Recognition Program® recognizes healthcare organizations for quality patient care, nursing excellence and innovations in professional nursing practice. Magnet® designation is the highest level of recognition that an organization can receive for quality nursing care, awarded to hospitals that satisfy a set of criteria designed to measure the strength and quality of their nursing program. CaroMont Regional Medical Center is proud to be one of few hospitals to receive two Magnet® designations.

Award recipients Kathleen Kern-Wells (left) and Penny Stepp.



*Student Government at
Gaston Memorial School
of Nursing, 1955.*

A True Inspiration

This year also saw Susan Murphy, BSN, AACVPR, Team Lead for Medical Rehab, become the 23rd recipient of CaroMont Health's Nightingale Award, which is an honor based on the ideals of Florence Nightingale, the founder of nursing as a modern profession. It is bestowed upon those who have distinguished themselves through their nursing excellence, professionalism, community service and commitment to continuing education.

Murphy's passion for working with patients in the rehabilitation environment has led her to the Cardiac and Pulmonary Department. It is in this current role that she is able to work with patients recovering from heart attacks and heart surgeries.

"I am proud to work at CaroMont Health, and consider it a great privilege to work with some of the greatest people I know," said Murphy. "Receiving the Nightingale award came as a surprise. To be recognized in such a way is truly an honor, especially knowing I was nominated by my peers."



“We are here to make a difference in people’s lives, not only through our clinical expertise, but more importantly, with a compassionate heart.”

Susan Murphy, BSN, AACVPR
Team Lead for Medical Rehab
CaroMont Health



PAST NIGHTINGALE AWARD WINNERS

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



*Emergency room,
patient exam, 1955.*

70 YEARS OF Strategic Investment DEDICATION

Seventy years ago, CaroMont Health embarked on a mission: to set the standard of care. Then, and now, maintaining that high standard takes dedication, passion and smart planning.

Preparing for a healthy future, for our organization and our patients, means putting those plans into action: through strategic investments in medical research and technologies, professional education, facilities, workforce development and outreach.

We're dedicated to recruiting and retaining top physician talent; inspiring and educating the next generation of healthcare professionals; building and improving the facilities so integral to our patients' needs; and funding the initiatives that bring essential health services to low-income residents.

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 Gaston County each year. It's one of the most important ways we show how we care: by honoring our local roots and cultivating a healthy region for generations to come.

Research for a Healthier Tomorrow

INVESTED
\$1,000,000
In Research Programs

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 new treatments. CaroMont Health participated in a number of national research trials and programs in 2015. CaroMont invested \$1 million in these programs for treatments, procedures, medications and staff time.

Recruiting and Retaining Top Physicians

INVESTED
\$1,400,000
To Recruit, Train and Retain Highly-Skilled Physicians

CaroMont Regional Medical Center boasts a robust and talented medical staff of more than 450 physicians. Many CaroMont Health physicians, from a number of disciplines, 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 2015, CaroMont invested \$1.4 million to recruit, train and retain highly-skilled physicians to provide nationally-recognized, high-quality care.

Investing in the Future of Healthcare

INVESTED
\$2,500,000
 In Student Education

When we invest in the education of local healthcare students, we invest in the future of healthcare. In the past year, CaroMont Health invested \$2.5 million to cover the costs of student rotations and education in our community. This includes the use of equipment, staff and instructor time and program development for curricula at both the secondary and higher education level.

OUR PARTNER SCHOOLS AND PROGRAMS

American Public University
 Appalachian State University
 Bellevue University
 Belmont Abbey College
 Cabarrus College of Health Science
 Caldwell Community College
 Capella University
 Carolina College of Health Science
 Catawba Valley Community College
 Central Piedmont Community College
 Chamberlain College of Nursing
 Cleveland Community College
 Colorado State University
 Duke University
 East Carolina University
 ECPI University
 Edinboro University
 Edward Via College of
 Osteopathic Medicine
 Fayetteville State University

Fort Hays State University
 Frontier Nursing University
 Gardner Webb University
 Gaston College
 Indiana State University
 Indiana Wesleyan University
 Jacksonville University
 Kaplan University
 KMO Educational Institute
 Lees-McRae College
 Lenoir-Rhyne University
 Liberty University
 Montreat College
 Pfeiffer University
 Piedmont International University
 Pitt Community College
 Purdue University
 Queens University
 South University
 Saint Joseph's College of Maine

Saint Joseph's University
 Strayer University
 Temple University
 University of Illinois at Chicago
 University of Massachusetts Amherst
 University of North Carolina
 University of Notre Dame
 University of Texas
 University of South Alabama
 University of South Carolina
 University of Southern Indiana
 University of Texas at Arlington
 Walden University
 Western Carolina University
 Western Governors University
 Wingate University
 Winston-Salem State University
 Winthrop University
 York Technical College



*Gaston Memorial
Hospital School
of Nursing alumni
gathering, 1993.*

CaroMont Health Foundation

A dollar in 1946 was very different from a dollar today, but when given to a great cause, the difference it can make in a person's life remains the same: priceless.

Donations made to the CaroMont Health Foundation don't just fund programs, initiatives and equipment essential to meeting our community's needs—they make a vast and positive impact on life here. For every generous donor, every dollar is an investment in a healthy future for Gaston County and a vital ingredient in supporting families, outreach, education opportunities, scholarships, free health screenings and so much more. Most of these contributions are gratefully received from a variety of sources: outside donors, our employees, volunteers and local groups.

Tackling the tough healthcare issues our region faces is, and has always been, a key element of our mission. There are special funds to support such important work, and we're proud to invest in projects fundamental to bettering the health of our region, both today and into the future.

Generations of Inspired Giving

DONOR PROGRAMS

Gaston Hospice has served Gaston County since 1981. In service of those who deserve dignity and hope in the face of serious illness, Gaston Hospice provides comfort and compassion to our patients and their families, while strengthening our community through advocacy, education and volunteer efforts.

1,513
Gaston Hospice Donors

Women Optimizing Wellness (WOW) is a women's health-focused philanthropy group, established to enhance the health and wellness of Gaston County through collective giving, education, mentorship and a competitive grant process.

74
WOW Donors

The Society of 1946 is a donor recognition society created to celebrate the year in which a privately-owned medical facility became our community's hospital. Members of this group make an annual commitment that totals at least \$1,946 to one or more designations within CaroMont Health.

73
Run for the Money Donors

The CaroMont Health Hero Program provides a giving opportunity for patients or clients of CaroMont Health to honor outstanding employees.

12
Health Hero Program Donors

Team CaroMont is a way for employees and volunteers to provide financial support for the programs and capital needs of CaroMont Health.

319
Team Caromont Donors

100%

OF DONATIONS GO DIRECTLY
TO IMPROVE OUR COMMUNITY

13 GRANTS IN 2016
AWARDED MORE THAN

\$600,000

For Community Health Projects

7 SCHOLARSHIP PROGRAMS IN
2016 AWARDED NEARLY

\$200,000

From CaroMont Health Foundation and
CaroMont Regional Medical Center Auxiliary

2,000+

GENEROUS DONORS
HELP US PROVIDE

MILLIONS

IN COMMUNITY SUPPORT

2016 Grant Recipients

The Foundation is proud to partner with departments within CaroMont and local nonprofit organizations to provide funding that can make a significant and measurable difference in the health of our community. These initiatives help move the needle forward in efforts to promote health and wellness and improve quality of life for Gaston County residents.

This year, funds totaling more than \$600,000 were awarded to 13 community organizations and

CaroMont programs, all for their role in improving community health. Each initiative selected by the CaroMont Health Foundation supports our mission: improving and enhancing the health and wellness of Gaston County. These grants were funded from earnings on investment holdings, established primarily from contributions from CaroMont Health operating profits prior to 2012.

A reception was held on July 11th at CaroMont Regional Medical Center to honor all recipients.

“Great progress is being realized and lives are being transformed through the financial resources of the Foundation, along with the expertise, enthusiasm and dedication of the CaroMont team and community volunteers.”

Tim Paschall
Grants Committee Chair
CaroMont Health Foundation

GRANTS FOR COMMUNITY NONPROFITS

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 coach training and curriculum support through this program aimed at engaging young girls in running.

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.

GRANTS FOR CAROMONT HEALTH PROGRAMS

CaroMont Cancer Center: Dental Services

Funds provide medically-necessary dental services for patients with financial barriers before they begin radiation therapy.

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 CaroMont Health's Birthplace and are unable to provide these items for their new babies.

Environmental Services

Funds provide education training opportunities for employees in CaroMont Health's Environmental Services Department so they can continue to grow and develop in their career.

Human Resources/Nursing Certification

Funds provide financial assistance to help pay for Registered Nurse certification exams for CaroMont employees.

Imaging Services: Mobile Mammography

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

Indigent Burial Program

Funds help provide 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, funds provide much-needed medications at discharge, home healthcare, medical equipment, hospice care and short-term rehabilitation placement.

Spiritual Care: FaithHealth Gaston

Funds provide assistance to patients ages 65 and over who have recently received medical and surgical care at CaroMont Regional Medical Center. Volunteers from participating congregations will conduct regular check-ins at home and by phone, deliver prepared meals and provide transportation to medical appointments and for errands needed.

Wellness Department: Discover You!, Family Wellness Program, Quit Smart, PRIDE and Weight Loss Programs

Funds provide educational programs on topics that include healthy cooking and eating, family exercise, smoking cessation, exercise strategies for cancer patients and weight loss.

Chronic Disease Prevention and Self-Management: COPD, Heart Failure and Diabetes

Funds are used to purchase self-management tools and educational materials for patients with high risk chronic disease, COPD, heart failure, stroke and diabetes diagnoses.

2016 Scholarship Recipients

This year saw a record number of scholarships awarded by the CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary. Deserving recipients of 55 scholarships were awarded tuition support totaling more than \$191,100 to pursue their healthcare education and careers.



SCHOLARSHIP RECIPIENTS

Wayne F. Shovelin Scholarship

CaroMont Health and the CaroMont Health Foundation are pleased to announce the 2016 recipient of the Wayne F. Shovelin Scholarship: Linnea Susanne Jurs. A senior at Forestview High School, Jurs will receive up to \$20,000 each academic year to pursue her undergraduate studies in a healthcare-related field.

This highly competitive scholarship is made possible by a generous donation from the Duke Kimbrell family in honor of longtime CaroMont Health CEO, Wayne Shovelin. In addition to the tuition support, the scholarship will provide Jurs with

three paid summer internships at CaroMont Health to gain experience in the healthcare environment.

“We are very proud of the caliber of applicants, many of whom demonstrate outstanding academic excellence and possess the leadership qualities we look for when choosing a winner,” says Janie Peak, CaroMont Health Foundation Board member and Chair of the Scholarship Committee. “We are excited to recognize Linnea as the 2016 Wayne F. Shovelin Scholarship recipient and look forward to following her as she continues her successful journey.”

Lee Bucci Professional Nursing Scholarship

The Bucci Scholarship Fund was established in 2012, in honor of Lee Bucci, when she retired as 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.

2016 recipient: Charlene Guffey

CaroMont Health Foundation Scholarship

To meet this year's need for additional scholarship funding, the CaroMont Health Foundation voted to approve the use of funding from the Team CaroMont employee campaign's Where the Need is Greatest designation.

2016 recipients: Stephanie Barker, Lee Beard, Christy Beaver, Donna Bolin, Amanda Broome, Kelly Carter, Haley Cline, Carmen Cloninger, Marzette Colon, Tammy Cozad, Buffy Dover, Charlene Guffey, Cristyn Harrison, Hannah Merritt, Charity Moore, Pam Moss, Misty Partin, Sara Peeler, Amanda Pritchett, Ashley Rhyne, Char Biamonte Stockd, Jessica Weathers

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, upon his retirement from Wachovia Bank. Awards from this scholarship program are given to students majoring or continuing their education in nursing and/or allied health professions.

2016 recipients: Olivia Anderson, Marlana Heracklis, Victoria Price

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).

2016 recipients: Lauren Biggers, Catherine Bynum, Haley O'Brien

Team CaroMont Scholarship

The Team CaroMont Scholarship was established in 2015 and 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 must be used for degree and select non-degree programs.

2016 recipients: Tammy Cozad, Christine Fogarty, Kim Gullstrand, Rebecca Jordan, Jay Nutter, Sonni Sly, Jamie Wozniak

The Gertrude Clinton Health Career Scholarship

The CaroMont Regional Medical Center Auxiliary established this scholarship in 1971 as a revolving loan fund. Following Mrs. Gertrude Clinton's death, the fund was changed to a scholarship in her memory. Mrs. Clinton served as Gaston County Social Services Director, Personnel Director for CaroMont Health and was a founding member and President of the Gaston Memorial Hospital Auxiliary.

2016 recipients: Olivia Anderson, Taylor Bailey, Stephanie Barker, Savannah Bartlett, McKenzie Bess, Lauren Biggers, Amanda Broome, Hannah Broome, Tania Brown, Catherine Bynum, Kelly Carter, Tammy Cozad, Buffy Dover, Christine Fogarty, Kim Gullstrand, Cristyn Harrison, Marlana Heracklis, Shelby Hooper, Payton Humphrey, Lindsay Lee, Kristin Lewis, Josie Lucas, James McConnell, Addison McElveen, Macey McSwain, Hannah Merritt, Charity Moore, Pam Moss, Haley O'Brien, Sara Peeler, Amanda Pritchett, Dillon Rhew, Logan Runyon, Elizabeth Scronce, Sonni Sly, Austin Toney, Andrew Walker, Jessica Weathers, Jamie Wozniak, Makayla Wykle

CaroMont's Season of Giving

This year, CaroMont Health employees and volunteers demonstrated anew just what our CARES values look like in action during our annual employee giving campaign. The month-long campaign for Team CaroMont and United Way kicked off with a tailgate event in October and raised more than \$218,000 to benefit our community.

The second annual Team CaroMont campaign raised more than \$165,000, 100 percent of

which will be used to fund important programs and initiatives, including the Employee Scholarship Fund, Gaston Hospice, Oncology Fund, FaithHealth-Gaston, Where the Need is Greatest and WOW (Women Optimizing Wellness).

A generous amount of money was also pledged to United Way, which received more than \$53,000 to help fund more than 50 local agencies in their efforts to improve lives in the Gaston County community.

TEAM CAROMONT RAISED
\$218,000
FOR OUR COMMUNITY



I've never seen such compassion and kindness, from everyone we had contact with. The RNs, physicians, even housekeeping... that's not something you can be taught. That comes from within.

Linda Hoyle
Wife of CaroMont Patient



Celebrating Our Health Heroes

Health Heroes, a recognition and fundraising program through the CaroMont Health Foundation, seeks to find and recognize those employees and volunteers who have touched the lives of their patients, going above and beyond to leave a lasting impression. The program gives patients and their family members the opportunity to nominate the CaroMont Health employee or volunteer who provided excellent care.

These Health Heroes were honored at two receptions, with 17 recipients in December and 12 in April. At both receptions, the nominees, joined by their families, supervisors and division Vice Presidents, were presented with a pin by their nominator.

“Health Heroes seeks to find and recognize those employees and volunteers who have touched the lives of their patients, going above and beyond to leave a lasting impression.”

Tim Paschall
Grants Committee Chair
CaroMont Health Foundation

THIS YEAR'S HEALTH HEROES

Olivia Anderson, RN
Dana Beamer, RN
Debbie Bellenger, Director of Wellness
Lisa Bradshaw, CNA
Julie Easterberg, Physical Therapy Assistant
Ashley Edwards, RN
Darlene Garant, RN
Tammy Glasgow, RN
Tammy Hall-Smith, RN
Anita Harvin, Chaplain
Ebony Jackson, Catering Associate
Linda Jarrett, RN
Ebony Johnson, CNA
Elizabeth LaFrancis, Medical Wellness Coordinator
Amanda Lee, Wellness Program Coordinator
Donna Matherly, RN
Michele McMahan, RN
Peggy Mullen, AS, RT
Bill Powers, Volunteer
Anthony Raspanti, MD
Gerald Simpson, RN
Lisa Sisk, UCC
Eddie Squirewell, Phlebotomist
Avis Taylor, Volunteer
Gwen Waddle, EVS Technician
Mary West, RN
Charmel Williams, Phlebotomist
Matthew Williams, LPN
Victor Wilson, Public Safety Officer



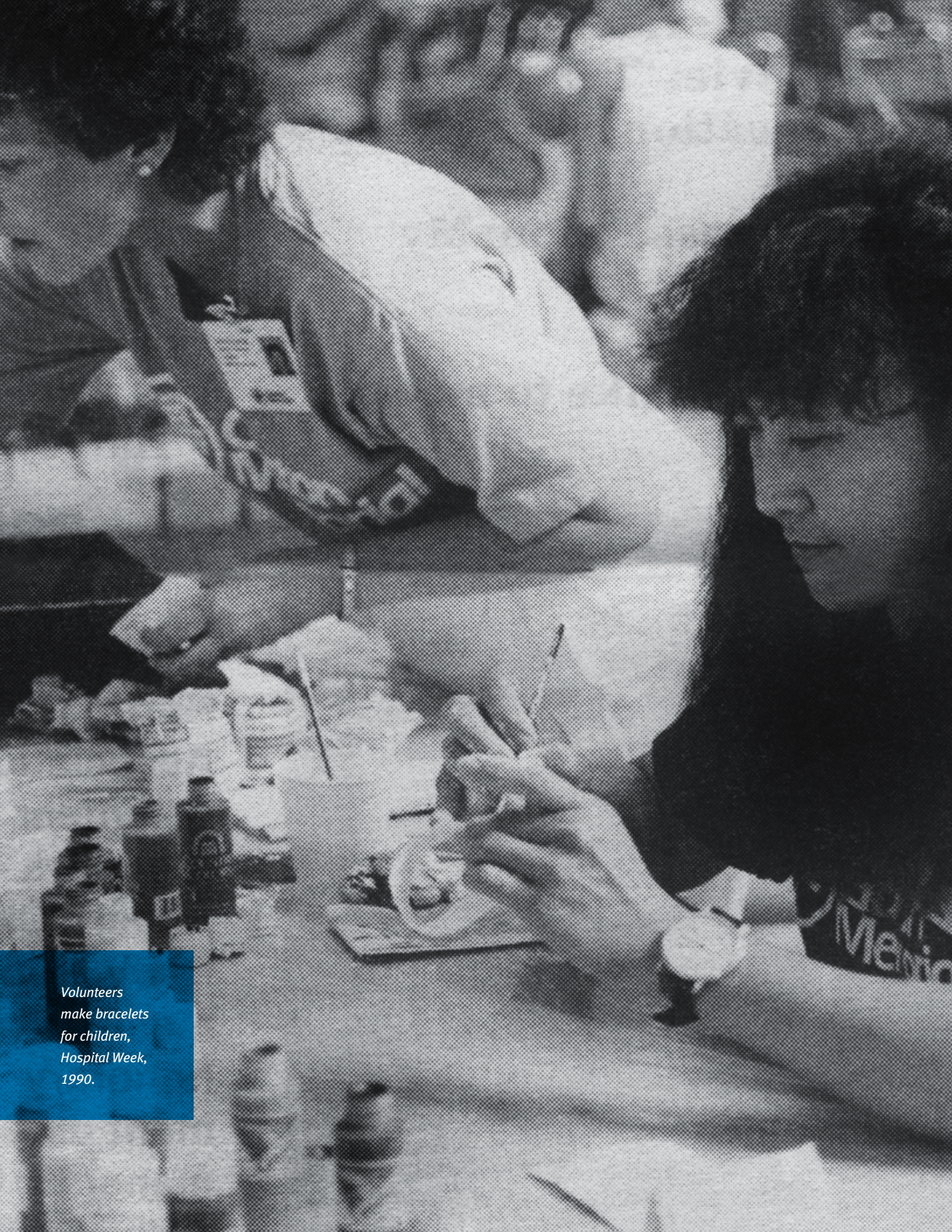
Women Optimizing Wellness

Founded under the mission banner of maximizing women's leadership in philanthropy, and making history as the first all-female fund in Gaston County, Women Optimizing Wellness (WOW) uses its influence to lead positive change by engaging, educating and mentoring its members, increasing charitable investments for health-related initiatives and working with the CaroMont Health Foundation and community partners to improve the health of Gaston County.

In the past year, WOW has grown from a concept to a well-developed fund of the CaroMont Health Foundation with more than 108 members, operating guidelines and an elected committee of officers. The group holds quarterly meetings with a health-related focus and action points, and assembles internal committees to further impact change in the community. To date, WOW has raised more than \$160,000 through membership and donations.

WOW EXECUTIVE COMMITTEE

Jennie Stultz, Chair
Jennifer Newcombe, Vice Chair
Nan Kirlin, Membership
Nancy Paschall, Program
Ann Davis, Grants
Brenda Craig, Nominating
Ann Hoscheit, At-large
May Barger, At-large
Cheryl Loggins, Special Events
Daphne Friday, Communications



*Volunteers
make bracelets
for children,
Hospital Week,
1990.*

70 YEARS OF Community Engagement COMMITMENT

A great health system is just one part of a healthy community. For 70 years, we have worked well beyond our hospital campus and medical practices to fully integrate ourselves in Gaston County, boosting the health and wellness of those around us. The trust such an enduring relationship has given us isn't something we take for granted.

The people of Gaston County aren't just our patients. They're our partners, our neighbors and our friends. They're the people we've cared about for three, four, even five generations. We're invested in their future. This relationship gives meaningful context to how we work with local officials, veterans and civic groups. It's why we spend more time with our patients, around campus, at home or in a 5K. It's in every decision we make, from sponsoring programs with educational groups and athletic teams to supporting those who help our community thrive.

CaroMont's commitment to the health of Gaston County means our role doesn't end when our workday does. We embrace community stewardship whole-heartedly and participate as a family. We do this not only to strengthen the personal connection to those we serve, but to make our region a healthy, happy place to live, work and play.

Sponsorships and Partnerships

HIGHLIGHTS OF THIS YEAR'S PARTNERSHIPS

Life-Saving Narcan® Partnership

This year, CaroMont Health, Gaston County Sheriff's Department and Gaston Emergency Medical Services (GEMS) worked together to help address a rise in opioid overdose in Gaston County. As police officers and firefighters are often the first to arrive on the scene after a 911 call, it is important they are equipped with the tools and training needed to begin overdose treatment. To do that, CaroMont provided 500 doses of the overdose-reversing drug Narcan® (naxalone) to law enforcement vehicles, and GEMS provided the education for all Gaston County Police Departments.

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 also sponsored the 'Strike-Out Cancer' night, where cancer survivors and caregivers in the community are recognized, honored and even invited onto the field to shake hands with the players.



OTHER SPONSORSHIPS OVER THE PAST YEAR

Boys and Girls Club of Greater Gaston
Dancing for Future Stars

City of Belmont
CaroMont Criterium

Gaston County Education Foundation
Are You Smarter Than a 5th Grader?

Holy Angels
Angel Bowl and
Grazie Mille Weekend

The McAdenville Foundation
Christmas Town USA Celebration

Mount Holly Farmers Market
May – October Farmer's Market

We are also proud of our work with Chamber of Commerce groups across the region:

Bessemer City Chamber of Commerce

Gaston Regional Chamber

Montcross Area Chamber of Commerce

70 Years of Community Outreach

The journey to health and wellness goes well beyond the medical campus, and for decades, CaroMont Health employees have brought their passion for well-being into the community in ways that strengthen and support us all. More than just volunteering and fundraising, they contribute great amounts of time, energy, expertise and compassion—and that deep, caring spirit has made a positive impact on health in the community we call home, for years past and many yet to come.

ANNUAL HEART WALK

Almost 700 CaroMont Health employees, volunteers and community members laced up their sneakers in support of the 13th annual Heart Walk, raising \$14,350 to benefit the Heart Society of Gaston County. The proceeds from the Heart Walk will provide much-needed prescription medication for heart patients, community screenings and heart health awareness education. “The Heart Walk is a fun event that brings together employees and our community,” says David Selby, Director of Cardiovascular Service Line at CaroMont Health. The walk is one of the largest fundraising events for cardiac care in Gaston County.

BACKPACK WEEKEND FOOD PROGRAM

Each week, Food and Nutrition Services, along with volunteers from CaroMont Health, pack more than 100 meals for students at Sadler Elementary. The reason why is an important one: to make sure those students, who depend on school lunches as some of their only meals, have food to take home over each weekend.

Since the program began, CaroMont has never missed a week, packing hundreds of thousands of lunches so that no child goes hungry.





Fun at the Third Annual Community Challenge

MORE THAN
1,000
PARTICIPANTS

In partnership with the Gastonia East Rotary and Gaston County Schools, CaroMont Health held our third annual Community Challenge in May, a family-friendly event that includes a 5K run, a 1-mile fun walk, health and fitness demonstrations, challenges, prizes and a variety of other interactive activities. The race may be the big event, but the festival is more than that—it's a health and wellness experience for the whole community.

Proceeds from the challenge go directly towards Gaston County Schools' Robotics Program, which combines science, technology, engineering and math (STEM) subjects with hands-on fun to teach

students critical thinking and creative skills. The Rotary International Foundation matches the funds up to \$15,000. The robotics program is one of many giving Gaston County students a robust and diverse educational experience.

Also for the second year in a row, the CaroMont Community Challenge played host to the Stuart W. Cramer High School Athletic Combine. Student athletes in grades 9–12 showcased their skills and gained helpful tips from CaroMont Athletic Directors through a combination of sport-specific conditioning drills to determine speed, strength and skill level.

“We want the CaroMont Community Challenge to bring our community together to walk, run and support one another, regardless of where they are in their health journey.”

Doug Lockett
President and CEO
CaroMont Health



*Chapel at the
Robin Johnson House*

Gaston Hospice

For more than 30 years, with deep kindness and expertise, Gaston Hospice's award-winning team of physicians, nurses, aides and counselors have supported patients with life-limiting illnesses, guiding families through the end-of-life process with respect and dignity. From providing palliative care for physical pain, or the comfort of staying at home for as long as possible, Gaston Hospice tends to the social, emotional and spiritual needs of patients and their loved ones, helping them find lasting meaning in the journey. You'll see one such way in this section, the very special "Night of a Thousand Stars."

As our community's need for hospice, palliative and bereavement care grows, programs and services at Gaston Hospice change and adapt, while the comfort we provide to the seriously ill never will. From serving patients and their families with dignity and sincerity, to strengthening our community through advocacy, education and volunteer efforts, the past year has been one of unwavering compassion.

Year-Round Service with Kindness

44,309

TOTAL PATIENT DAYS

375

Patients cared for at Robin Johnson House

130

Patients cared for in hospital

212

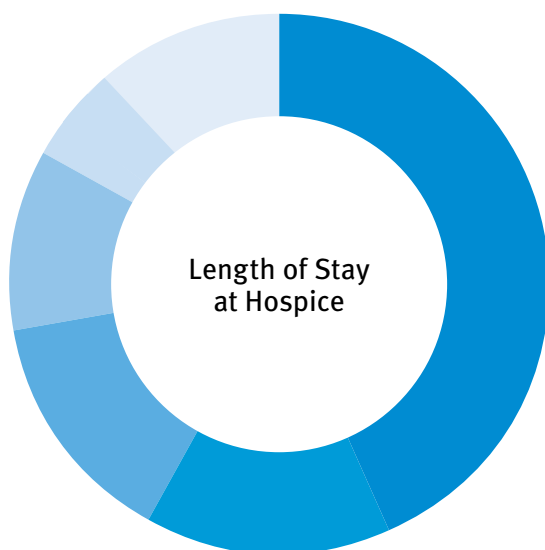
Patients cared for in long term care facilities

121

AVERAGE NUMBER OF PATIENTS PER DAY

Average length of stay: **47 days**

Median length of stay: **11 days**



- 42.5% patients** under hospice care fewer than 7 days
- 16.2% patients** under hospice care 8–14 days
- 14.1% patients** under hospice care 15–30 days
- 9.8% patients** under hospice care 31–60 days
- 5.6% patients** under hospice care 61–90 days
- 11.8% patients** under hospice care more than 90 days

GASTON HOSPICE FINANCIAL NUMBERS FOR FISCAL YEAR

\$9,478,831

Net Patient Service Revenue

\$448,607

Unrestricted Public Support

\$99,863

United Way Designations

\$798,708

Non-Reimbursed Services

\$9,329,447

Operating Expenses

EXECUTIVE DIRECTOR

Richard Lahm

BOARD OF DIRECTORS

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PATIENT SATISFACTION RESULTS

In 2016, we met or exceeded performance targets across the spectrum of our pillars of excellence. Some highlights from our patient satisfaction surveys:

91% scored overall rating of "Excellent"

86% received help "as soon as wanted"

86% received as much help with pain as needed

94% received support for religious and spiritual beliefs

77% of those receiving help during evenings, weekends or holidays reported that we "Always" met their needs

2016 Program Highlights

Gaston Palliative Services

Our palliative care program continued to grow in 2016. Over the past year, we hired a new palliative care physician, Dr. Rebecca Brown and consolidated all of CaroMont Health's palliative services under the hospice and outpatient palliative care umbrella. This program remains focused on treating patients suffering from congestive heart failure, chronic obstructive pulmonary disease and cancer.

Gaston Hospice Volunteers

This year, Hospice volunteers made 1,983 patient visits and volunteered 4,091 hours in a variety of roles, including direct patient visits, administrative help with medical records, bereavement, telephone calls and working at special events. Volunteer efforts saved a total of \$83,639 in operational costs for Gaston Hospice.

CaroMont Health Partnership

Gaston Hospice provided a four-hour educational series for RN navigators at CaroMont Medical Group practices to help develop a better system-wide understanding of the differences between palliative care and hospice care, as well as which resources are best suited for specific patient needs to ensure consistent, quality care.



A NIGHT OF A THOUSAND STARS

On May 1, the City of Mount Holly Municipal Complex shone brightly as the new location of Gaston Hospice's Night of a Thousand Stars, the annual gala held each year to celebrate our Hospice and the lives it has touched across Gaston County.

"An event like this helps us raise awareness about the resources we provide patients and families, while raising funds to support our mission. It also offers opportunities to celebrate those we have cared for along the way," says Richard Lahm, Executive Director of Gaston Hospice. As families smiled upon the remembrance stars hung from the ceiling, dinner, dancing, a live auction and entertainment performed by Duet Lane made for a remarkable evening.

This year's event raised nearly \$60,000 to support Gaston Hospice and the Robin Johnson House.

LEADING LIFE INTO LEGACY

Everyone has a story to tell. Helping to give those stories lasting meaning in a tangible way is the heart of Gaston Hospice's newly launched Legacy Project.

Through the program, staff and volunteers tailor legacy projects to the individual's life, assisting each patient in creating gifts and memories for their loved ones, such as a collection of favorite recipes, a CD of special songs, thumbprint jewelry, video and audio recordings or letters postmarked for future milestones—things that become cherished treasures.

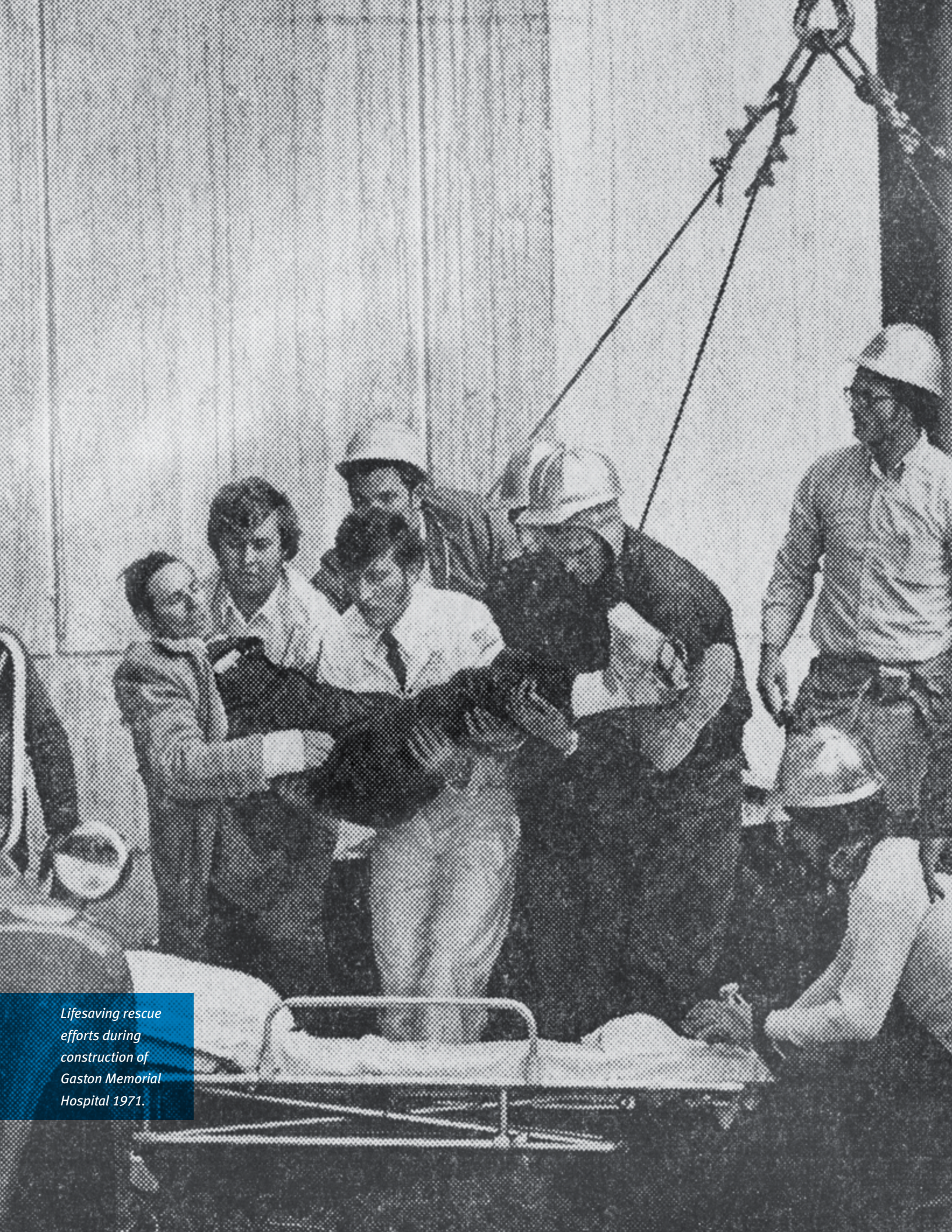
Legacy projects make an impact on the patient creating the memory, the loved ones receiving them and the staff and volunteers who aid in the creation of each one, a healing experience that Gaston Hospice hopes can continue to give lasting meaning to the lives each project touches.



ADVANCE DIRECTIVES CLINICS

In the event that we are not able to make medical decisions for ourselves, it's imperative that we have an Advance Directive. This year, Gaston Hospice is offering our community free clinics twice a month to discuss living wills, healthcare powers of attorney and the new MOST form (Medical Orders for Scope of Treatment). A medical social worker will be happy to answer any questions you have and assist you with completing and notarizing the forms.

Clinics are open to the public on the first Thursday of every month from 11:30 am until 1:00 pm and the third Thursday of every month from 4:00 pm until 5:30 pm at the Gaston Hospice Water Tower office on 358 East Garrison Boulevard.



Lifesaving rescue efforts during construction of Gaston Memorial Hospital 1971.

“It’s all made possible by the generosity of our donors, the smart planning of our leaders, the big hearts of our volunteers, the passion of our staff and the trust you place in CaroMont Health.”



Doug Lockett
President and CEO
CaroMont Health

Seventy years ago, through the simple act of helping neighbors in need, CaroMont Health’s mission began. Our community sacrificed both their time and a day’s wage for the greater good; that vision for health and wellness in our community may be unchanged, but seven decades of dedication and compassion have now found us at the very forefront of medicine.

Reflecting on twelve months of incredible progress, service and stories, I can’t help but be immensely proud and grateful. In my eyes, the people of Gaston County and surrounding communities are among the kindest, most talented and hardworking in the region. The level of care we all strive for, and benefit from, is as exceptional today as it was in 1946.

Remaining an independent, community-focused health system is pivotal to that. It has kept us nimble, able to advance and adapt, and ultimately tailor our world-class care to that of you, our neighbors. It’s all made possible by the generosity of our donors, the smart planning of our leaders, the big hearts of our volunteers, the passion of our staff and the trust you place in CaroMont Health.

Looking back, it’s easy for me to see the leaps in innovation, the accolades, the growth of services and the widespread impact of our care. What I’m most excited about, however, is looking forward to what never changes: deep and enduring compassion for our community.

I hope, with anticipation and optimism, you’ll join us as we move into another great year. The best is yet to come.



CaroMont Health

Find out how we care.

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caromonthealth.org