

Caring for the Community



 2020 Annual Report

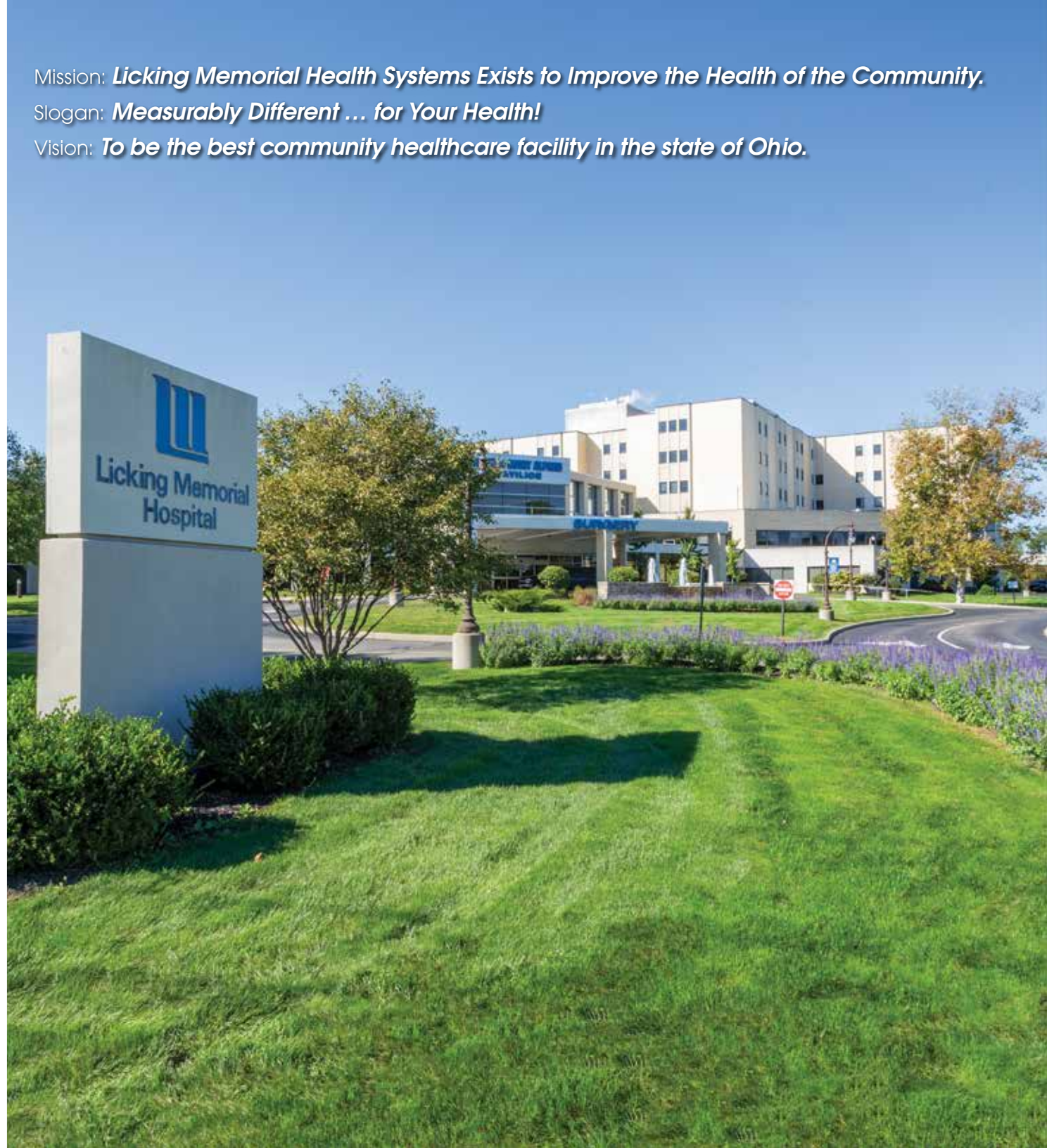
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Mission: ***Licking Memorial Health Systems Exists to Improve the Health of the Community.***

Slogan: ***Measurably Different ... for Your Health!***

Vision: ***To be the best community healthcare facility in the state of Ohio.***



A Message from the President

The challenges of 2020 will be long remembered for disrupting normal routines and lifestyles as the world began to battle the spread of the new disease known as COVID-19. However, the pandemic strengthened Licking Memorial Health Systems' (LMHS) commitment to care for our families, friends and neighbors. During this challenging time, our employees became the frontline response and stood with firm dedication to our mission to improve the health of the community. Every staff member sacrificed for the greater good, and I am proud of our employees' flexibility and the overwhelming community support that allowed us to maintain our high standards of quality care.

As COVID-19 began spreading in Ohio, LMHS leadership and staff members rapidly took action to prepare for patients who contracted the disease. A designated ward within Licking Memorial Hospital's (LMH) Intensive Care Unit was supplied with ventilators and other equipment to care for COVID-19 patients. Within a few days, our staff also established a Drive-through Clinic inside a vacant building. Nurses and other healthcare professionals donned protective gear and tested people with symptoms in order to circumvent potentially contagious patients entering LMHS facilities. In addition, LMH implemented safety measures, such as testing and screening employees, patients and visitors for COVID-19 symptoms, to reduce the risk of spreading the virus.

After Governor Mike DeWine issued stay-at-home orders, we used our high technological capabilities to offer our employees partial or full work-from-home opportunities. While a number of departments were able to stay home, many essential workers were needed in order for the patients to receive care and services. There were concerns that some employees would be furloughed due to the suspension of elective surgeries and decreased inpatient/outpatient volumes. However, LMHS leadership reassigned staff members to perform alternate tasks throughout LMH, including screenings, N95 mask distribution, transporting COVID-19 specimens to the Ohio Department of Health, collecting and transporting N95 masks to Battelle, and various roles at the COVID-19 Testing Clinic.

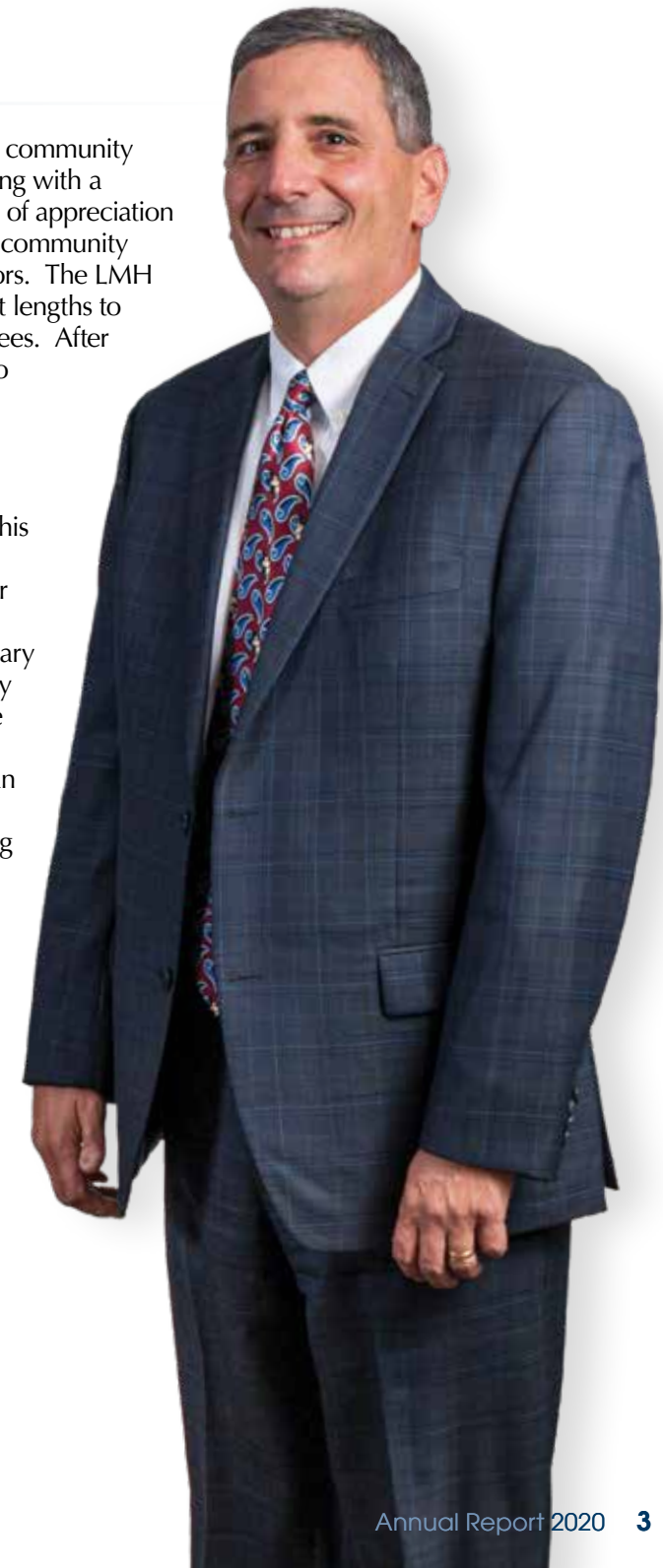
Support for our healthcare heroes surged as the community began to understand the stress involved in dealing with a newly discovered virus. Gifts, meals and letters of appreciation were offered to staff members from businesses, community leaders, churches, schools, families and neighbors. The LMH and LMHS Board of Directors also went to great lengths to communicate their appreciation for our employees. After weeks of apprehension and stress, we wanted to commemorate the hard work and dedication of the true heroes in this pandemic.

Despite the challenges, our annual employee recognition events and celebrations continued this year. The events were reformatted in a virtual platform so all employees could observe as their coworkers were recognized for their great work during the year. Our entire staff received the Mary Jane McDonald Building a Healthier Community Award and the Rotary Club of Newark's Service Above Self Award for their response during the pandemic. Additionally, instead of one physician being awarded the Physician of the Year award, we honored the medical staff for the outstanding leadership that was demonstrated throughout the COVID-19 pandemic.

LMHS employees rose to the challenge of protecting our community and continued to perform their duties while providing the best quality of care for patients. It was amazing to witness the adaptability to the ever-changing logistics and policies. I am grateful to have such a devoted team of professionals in every aspect and department throughout our organization.



Robert A. Montagnese
President & CEO



Boards of Directors

Licking Memorial Health Systems Board of Directors

The Licking Memorial Health Systems (LMHS) Board of Directors oversees all aspects of LMHS' three corporations: Licking Memorial Hospital, Licking Memorial Professional Corporation and Licking Memorial Health Foundation. As volunteer community leaders, the Board Members serve to ensure LMHS provides the best care and services available.



Patrick D. Guanciale
Chair



Nancy G. Neely
Vice Chair



Michael J. Massaro
Secretary/Treasurer



Judge Craig R. Baldwin, J.D.



Eschol Curl, Jr.



Linda K. Dalgarn



David E. Doney



Joyce L. Malainy, Ed.D.



Brian J. Mortellaro



Robert A. Montagnese
Ex Officio
Licking Memorial Health Systems
President & CEO

Slogan: ***Measurably Different ... for Your Health!***

Vision: ***To be the best community healthcare facility in the state of Ohio.***

Licking Memorial Hospital Board of Directors

In 1898, a small group of dedicated women opened a nine-bed Hospital with donated furnishings in a converted house at 154 North Third Street in Newark to meet the needs of the community. After many evolutions throughout the past century, Licking Memorial Hospital now stands on West Main Street with 227 beds and state-of-the-art technology ready to serve the community. Today, like their predecessors, our Board of Directors is made up of dedicated individuals who volunteer their time to guide the operations and policies of the Hospital.



David E. Doney
Chair



Jacqueline H. Parrill, Ed.D.
Vice Chair



Sharad Thakkar, Ph.D.
Secretary



Paul M. Thompson
Treasurer



James R. Cooper, Esq.



Marcia W. Downes



C. Daniel Hayes



Scott Hayes



David L. Hile, Ed.D.



Alex R. Miller, Ed.D.



Mark A. Mitchell, M.D.



Andre Sarap



Jack Treinish, Jr.



Philip H. Wagner, Ph.D.



Brent M. Savage, M.D.
Ex Officio
Licking Memorial Hospital
Chief of Staff



Robert A. Montagnese
Ex Officio
Licking Memorial Health Systems
President & CEO

Hospital-Wide Directives

- Promote patient safety
- Incorporate innovation and technology
- Maintain financial strength
- Meet community needs
- Maintain independence
- Deliver quality care
- Adhere to corporate integrity
- Attain service excellence
- Cultivate relationships with patients, customers and employees

Licking Memorial Health Systems Senior Management

The 10 members of the Licking Memorial Health Systems (LMHS) Senior Management have extensive experience that provides strong leadership. With their collective background and vision, LMHS is able to proactively meet the community's needs.



Robert A. Montagnese, C.P.A., M.H.A., B.A.
President & CEO
Making a difference since 1993.



Sallie K. Arnett, M.S., RHIA
Vice President
Information Systems
Making a difference since 2001.



Benjamin J. Broyles, OTR/L
Vice President
Community Health & Wellness
Making a difference since 2014.



Heather M. Burkhart, M.H.A., B.S.N., R.N.
Vice President
Acute Care Services
Making a difference since 2000.



Craig B. Cairns, M.D., M.P.H.
Vice President
Medical Affairs
Making a difference since 1999.



Veronica K. Patton, B.B.A.
Vice President
Development & Public Relations
Making a difference since 1984.



Anne C. Peterson, B.A.
Vice President
Human Resources & Support Services
Making a difference since 2001.



Holly D. Slaughter, M.B.A.
Vice President
Safety & Security and Human Resources
Making a difference since 2007.



Gregory A. Wallis, M.H.A., B.S.N., R.N.
Vice President
Physician Practices
Making a difference since 1997.



Cynthia L. Webster, B.B.A.
Vice President
Financial Services
Making a difference since 1991.

Licking Memorial Hospital Medical Staff Executive Committee

The Licking Memorial Hospital (LMH) Medical Staff Executive Committee is comprised of the Medical Staff officers and the chiefs of each Medical Staff department. Committee members set policies, review new physicians' credentials, analyze cases and help to educate staff members on medical advances.



Brent M. Savage, M.D.
Chief of Staff
Department Chief of Surgery



Andrew C. Seipel, M.D.
Vice Chief of Staff



Gary D. Sutliff, M.D.
Secretary/Treasurer



Richard A. Ballisberger, M.D.
Department Chief of Pediatrics



Lori J. Elwood, M.D.
Department Chief of Pathology
Immediate Past Chief of Staff



Joseph E. Fondriest, M.D.
Department Chief of Radiology



Kevin T. Graham, M.D.
Department Chief of
Family Practice



Bassam Kret, M.D.
Department Chief of
Medicine



Bradley R. Lewis, M.D.
Department Chief of
Anesthesiology &
Pain Management



M. Jane Scott, M.D.
Department Chief of
Emergency Medicine



Elizabeth A. Yoder, D.O.
Department Chief of
Behavioral Health

Licking Memorial Hospital Medical Staff Appointments

Highly qualified and skilled professionals who joined the LMH Active and Consulting Medical Staffs from March 2020 to February 2021 include:

Matthew P. Arrowsmith, M.D.

Frank K. Boateng, M.D.

Christina T. Bui, D.P.M.

Lydia E. Cortes-Betancourt, M.D.

Wondwossen Y. Dererie, M.D.

Brooke L. Donaldson, M.D.

Samantha M. Figas, D.P.M.

Lee W. Gemma, M.D.

Sami T. Getahun, M.D.

DeRen Huang, M.D.

Dustin C. Huntsman, D.P.M.

Bradley R. Lawson, M.D.

Maria Campolo May, D.O.

Elizabeth W. McIntosh, M.D.

Robert M. Murithi, M.D.

Jimisha Patel, M.D.

Sara C. Rochester, M.D.

Garland J.H. Tang, M.D.

Joseph J. Tasch, D.O.

Leah C. Thornton, M.D.

Olugbenga F. Tolani, M.D.

Caring for the Community

As COVID-19 spread through the United States in the early months of 2020, Licking Memorial Health Systems (LMHS) faced numerous challenges to continue providing services and support to improve the health of the community. LMHS employees quickly and effectively developed and executed a pandemic management plan to reduce the spread of the virus, and also secured innovative partnerships and broad community support. The staff was willing to risk their own health and well-being in order to provide the highest quality care for patients with COVID-19 while protecting all other patients and visitors. LMHS immediately implemented a number of safety measures to make sure all facilities, including Licking Memorial Hospital (LMH), remained safe places to receive care.

To reduce the potential for virus transmission from COVID-19 patients to other patients and employees, LMH Infection Prevention leadership researched traffic bundling, a successful precedent set by a hospital in Taiwan, and proactively created a similar plan. Red, yellow and green zones were designated within LMH to restrict and reroute the travel of infected patients and contaminated material. The areas could be easily remapped as COVID-19 case numbers fluctuated. No COVID-positive patients or employees who had direct contact with such patients were permitted in the green zones. In the yellow and red zones, heightened safety protocols were established, including specially-trained staff members in appropriate personal protective equipment (PPE) providing extra sanitization. The plan greatly decreased the spread of the virus within LMH.

In addition to rerouting patients, a triage station was established outside the LMH Emergency Department (ED) to quickly assess patients entering the building. Anyone reporting COVID-19 symptoms was asked to wait in a designated area just outside the ED entrance, then escorted through the rear entrance into the isolation rooms. For patients with less severe symptoms, LMHS quickly transformed a temporarily vacant building into the first drive-through testing clinic in Licking County, which opened on March 16, 2020, and was the first of its kind in Central Ohio. To obtain results as quickly as possible, LMHS invested heavily in testing equipment with the purchase of four BioFire units for the LMH Laboratory to increase the capacity to rapid test four specimens simultaneously, and provide even more timely infection status feedback to employees and the community.

To prepare for the possibility of high hospitalization numbers, LMHS quickly activated a surge plan that increased capacity from 120 patients to 324 patients utilizing the main Hospital building and several community locations, including dorm rooms at The Ohio State University at Newark/Central Ohio Technical College and the former Sts. Peter and Paul Retreat Center. LMHS was able to purchase eight new ventilators and rented several more in anticipation of future use. To support the additional capacity, LMHS hired and oriented a team of nurses to join the labor pool in expectation of the surge. Governor Mike DeWine and the Ohio Board of Nursing released an emergency order allowing nursing graduates to begin working as licensed nurses prior to passing the board exam.

In accordance with directives issued by Governor DeWine and the Ohio Department of Health, Hospital visitation rules and regulations were adjusted and closely monitored throughout the pandemic. LMH has allowed no more than two visitors per patient, and possibly none, depending on the prevalence of COVID-19 in the community at a given time. Those entering an LMHS facility received a brief screening for symptoms and possible exposure to the virus. Additionally, all employees are required to take their temperature upon arriving to work, and any employee with a fever is advised to leave the building immediately.



Triage Tent Outside of Emergency Entrance



Serology Test

The pandemic effected a sudden high demand for PPE across the country which resulted in a supply shortage for healthcare workers. Due to diligent foreplanning, LMHS was well prepared to endure the shortage with a ready supply of N95 masks. Any employee who wished to use one was fit tested to ensure a proper seal. With the assistance of employees from a variety of non-essential departments, an N95 distribution desk that operated around the clock was established in an easily-accessible location at LMH. Additionally, LMHS signed an agreement with Battelle, a global research and development organization based in Columbus, which allowed LMHS to send N95 masks for sanitization. The initial N95 respirator supply was sufficient to sustain employees through October when the sterilized reserves were offered. LMHS since has been able to purchase new respirator masks to replenish the supply.

While LMHS always adhered to strict cleaning guidelines, special measures in COVID-19 patient areas and all clinical areas were implemented to further promote a sanitary environment. Environmental Services team members remove and replace everything in a room after a COVID-19 patient has been released, including large items such as room curtains. Additional staff members were hired to allow Environmental Services to more frequently sanitize high-touch areas in general clinical and reception areas.

Due to the significant concern of asymptomatic carriers spreading the virus, in April, LMHS became one of the earliest facilities in Central Ohio to offer antibody testing. Antibody testing allowed for the identification of potential carriers and provided the opportunity to take proactive steps to protect employees and community members. LMHS first offered the tests to any LMHS employee. Laboratory Services then provided testing to Licking County first responders. All pre-operative elective surgery patients also received antibody testing seven days prior to the scheduled procedure date. The testing assured there

was no unnecessary exposure to the virus.

In an effort to quickly react to and limit employee exposures, LMHS Infection Prevention developed a rapid process to test and send home affected employees. For staff protection, those who took vacations in highly infected locations were asked to self-quarantine to avoid potential spread within LMHS facilities. Employees who feel ill must seek guidance on whether or not their symptoms warrant testing for COVID-19.

At the end of 2020, two COVID-19 vaccines received emergency use authorization from the Federal Drug Administration, and LMHS began the vaccination process internally by offering employees the opportunity to receive the vaccine. LMHS continues to serve the community by offering a COVID-19 Call Center that responds to questions from the public and employees and contacts patients with COVID-19 results. The LMH COVID-19 Vaccination Clinic was established at Doctors Park 5 for easy access to the vaccine which is being distributed according to guidelines from the Centers for Disease Control and Prevention.

Despite the challenges of a global pandemic, LMHS continues its commitment to improving the health of the community. With dedication and flexibility, the employees have persevered to deliver quality health care. Despite the threat to personal safety, employees stood firm in their commitment to the organization and the Licking County community.



COVID-19 Vaccines

Changes, Enhancements and Technology

Licking Memorial Health Systems (LMHS) implements the best modern medical advances to improve healthcare experiences and outcomes for patients. Changes may be subtle and take place without public awareness. Enhancements and modifications at LMHS over the past year include:

Epic Electronic Health Record System

LMHS partnered with Epic Systems Corporation to implement a new, unified electronic health record (EHR) system to enable well-informed clinical decision-making for providers and patients. The Epic system stores all patient records within one platform to provide a better continuum of care. The new software enables providers to have access to complete medical information, which will lead to more informed diagnoses and a better quality of care for patients. Individuals have personal and family information at their fingertips through MyChart, a secure online health management tool that allows patients to schedule appointments, view test results, manage medications and pay medical bills. Other features, such as tracking daily health readings, messaging providers and viewing important health information, make it easy for individuals to take a proactive approach in managing their health. The new EHR system went live on February 27, 2021.



Epic



Licking Memorial Vascular Surgery Practice

Licking Memorial Vascular Surgery

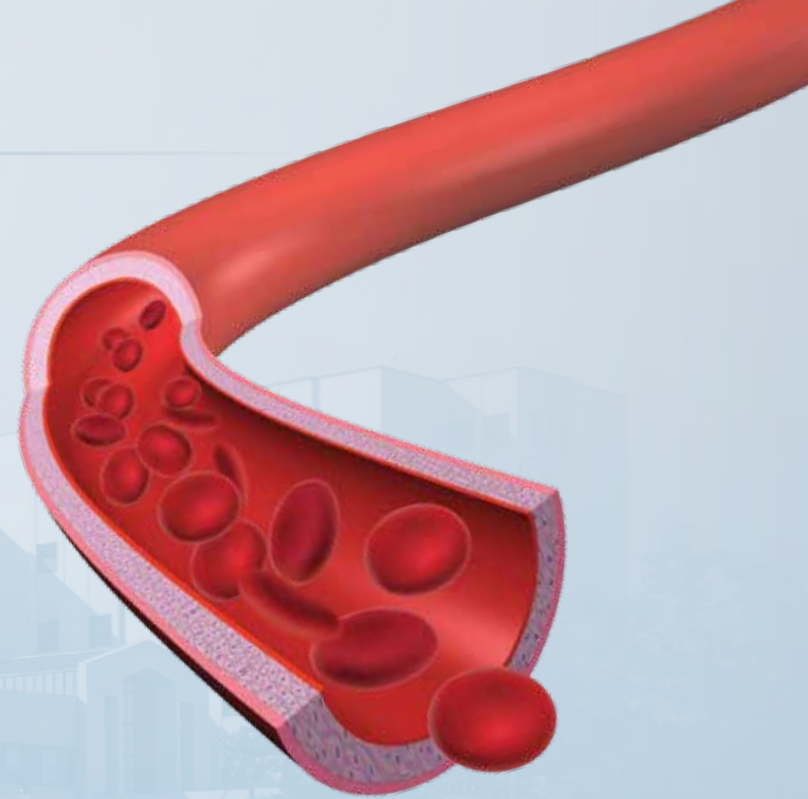
LMHS added a new specialty physician practice to expand access to vascular health services within the community. Vascular surgeons Mark T. DeFrancisco, D.O., and William H. Phillips, D.O., joined Licking Memorial Vascular Surgery in February 2020. They share office space and work collaboratively with Howard J. Reeves, D.O., of Surgical Interventions. The presence of Licking Memorial Vascular Surgery increased awareness for vascular disease and improved community access to vascular health.

MRI Fusion Biopsy

Licking Memorial Hospital (LMH) began using a new procedure to detect and diagnose prostate cancer. The MRI Fusion Prostate Biopsy is an improved method for prostate cancer detection, diagnosis, and monitoring. The semi-robotic 3D magnetic resonance imaging (MRI) and ultrasound fusion targeted biopsy combines advances in prostate imaging with traditional, Transrectal Ultrasound (TRUS) Guided Prostate Biopsy for a targeted, more accurate biopsy of the prostate.



MRI Fusion Biopsy



Transcutaneous Peripheral Oxygen Saturation Monitoring (tcpO2)

LMH Neurovascular Laboratory implemented a new service that provides physicians with a non-invasive method to assess wounds and predict amputation levels in patients with critical ischemia, peripheral arterial disease (PAD) and diabetes. Transcutaneous Peripheral Oxygen Saturation Monitoring (tcpO2) measures the amount of oxygen diffused from the capillaries through the skin and is the only test that provides instant, continuous information about the body's ability to deliver oxygen to the tissue. The test can help physicians determine how severely tissues are deprived of blood flow and decide which treatments are best for the patient, such as revascularization, hyperbaric oxygen therapy or amputation.

2020 Awards and Recognitions

Licking Memorial Health Systems (LMHS) and its dedicated employees, Medical Staff, volunteers, and community members work diligently every day to ensure that the community has access to excellent health care. Over the past year, LMHS received the following awards and recognitions:

- Modern Healthcare Best Places to Work in Healthcare
- “A” Rating by The Leapfrog Group – Spring and Fall (9th consecutive)
- The Food Pantry Network of Licking County Operation Feed Campaign Grand Gourmet Award (2nd overall campaign contributor)
- Fortune and Great Place to Work® Best Workplaces in Health Care
- American Heart Association Mission: Lifeline STEMI Receiving Center Gold Level Recognition Award
- American Heart Association Mission: Lifeline NSTEMI Receiving Center Gold Level Recognition Award
- Chime 2020 Digital Health Most Wired – Certified Acute Level 7
- Lifeline of Ohio Platinum Recognition for National Hospital Organ Donation Campaign

Modern Healthcare Best Places to Work 2020™





Clarissa Ann Howard Nursing Award for Clinical Excellence

LMHS President & CEO Rob Montagnese, Vice President Acute Care Services Heather Burkhart, Dusty Meadows, R.N., Clarissa Ann Howard, Connie Beckley, L.P.N., and Vice President Physician Practices Greg Wallis.



LMHS Managers of the Year

Director of Acute Care Lisa Hayes, Environmental Services Manager Denise Matthews, and LMHS President & CEO Rob Montagnese.

Please note: Social distancing guidelines were observed for all photographs featured in the *LMHS Annual Report*. Group photos were taken prior to the pandemic or compiled into a single image using Photoshop after the individuals were photographed separately.

2020 MVPs



Hanaa Abdelmessih, M.D.



Tricia Allen



Janet Allotey



Tucker Arthurs



Michael Brazil



Austin Brown



J. Scott Brown



Lisa Coulter, B.S.N.



Debi DeLozier



Joe Divan



Emily Gentry



Mallory Grieb, B.S.N.



Carlena Hoffman, R.N.



Lindsay Lachowsky



John Lazar, M.D.



Brad Lewis, M.D.



Erin Neikirk



Ginger Palmer, R.N.



Valerie Patellos, B.S.N.



Jim Pfister, M.S.W.



December Rhymer, R.N.



Jennifer Rice



Chuck Rine



Kenita Robinson-Keck, B.S.N.



Chelsie Russell, B.S.N.



Amy Short



Andrea Tosi



Pattye Whisman, M.D.



Kristin Wilson



Brittney Worstell

Patient Experience Testimonials

Licking Memorial Health Systems (LMHS) maintains its mission to improve the health of the community by providing excellent patient care with the latest technologies and medical procedures, as well as promoting good health through our community initiatives, such as our Tobacco Cessation Programs. Many community members have shared their appreciation for having access to outstanding healthcare resources available locally.



John Cohen – Patient Safety

“A few years ago, I was diagnosed with atrial fibrillation (AFib) and my doctor prescribed a blood thinner for me to take. At first, I was upset and worried about having to take the medication, but the Medication Therapy Clinic staff explained why I needed it. They were very helpful and made sure I understood the information about my medication. I recently was scheduled for a colonoscopy because I am at risk for colon cancer, and I was concerned about how much of my medication I was supposed to take before the procedure. The Clinic staff made sure I was on the right dose. Everyone at LMHS always has been very attentive and caring.”

Laura Lewis – Cancer Care

“Several months after having my routine mammogram at Licking Memorial Hospital (LMH), I discovered a lump in my breast while performing a self-exam. I immediately contacted my primary care physician, Talya Greathouse, M.D., of Licking Memorial Family Practice – West Main. I had battled breast cancer a few years ago, and Dr. Greathouse knew about my past diagnosis. She quickly scheduled me for tests and a biopsy, and I was diagnosed with triple-negative breast cancer. I was referred to Aruna Gowda, M.D., of Licking Memorial Hematology/Oncology, for treatment. Dr. Gowda and the nurses were wonderful. They explained everything to me and made me feel so comfortable. I found the lump early, and my cancer was treatable with radiation and chemotherapy. It was a long process, but I had an incredible support network. My friends and family helped me to laugh and stay positive and my coworkers and leaders were very supportive. My faith kept me going.”



Hannah Pellett – Maternity Care

“The birth of my first son was a very stressful event because I felt I had no control over what was happening to me during labor. When I became pregnant with my second son, I knew that I wanted to have a different birthing experience. I made an appointment to see Loretta Long, APRN-CNM, at Licking Memorial Women’s Health. She was open to doing things differently and giving me the opportunity to kneel when delivering my baby. Loretta was supportive, and I felt so comfortable with her. I was able to have my husband, mother and sister-in-law with me in the birthing suite, and LMH gave me the freedom to experience the birthing process I had planned. Lauren Baker, D.O., the attending physician, encouraged me to deliver in the position I felt most comfortable. She also instructed my husband on how to bring the baby out gently. Dr. Baker was so calm and gentle, and the entire staff was very accommodating to our wishes. It was so nice to be taken care of and have the opportunity to ask questions and receive assistance in breastfeeding. The entire experience, from arrival to discharge, was absolutely incredible and we did not want to leave!”



Cynthia Jenny – Diabetes Care

“When my primary care physician, Garth Bennington, M.D., of Licking Memorial Family Practice – West Main, diagnosed me with type 2 diabetes, he referred me to Licking Memorial Diabetes Self-management Education Services (DSMES). The classes were exactly what I needed to understand my diagnosis and the lifestyle changes I needed to make. It made knowing I had diabetes less frightening. The information I received helped me be more successful in managing my diabetes, and it affirmed what I learned from other people with diabetes who shared their input. The educators also helped me understand the importance of daily blood sugar monitoring, and I learned to recognize how my body reacted to food throughout the day. Dr. Bennington also referred me to the Licking Memorial Wellness Center. The staff members showed me how to use the equipment, and they monitored my workouts to create a personalized exercise plan. Because my job required me to work late hours, I enrolled at a local gym and began to work out on my own after work. By sticking to my nutrition and exercise plans, I have lost 57 pounds and have successfully managed my type 2 diabetes.”

Todd Shroyer – Rehabilitative Care

“In early 2020, I was diagnosed with Guillain-Barre syndrome, a rare neurological disorder in which the body’s immune system attacks the nervous system. After my treatment, I was offered choices of rehabilitation facilities for follow-up care, and I chose LMH Acute Inpatient Rehabilitation. When I arrived, I could do nothing for myself and was unsure what the staff could do to assist me in becoming independent again. I began intensive therapy for three hours a day, five days a week. After just one week, I was able to walk and climb a few stairs. Occupational therapists helped me regain everyday skills, such as dressing and bathing, and a speech therapist assisted me with swallowing. Everyone on the floor spoke to me and encouraged me, including the dietary and environmental staff, point of care technicians, therapists, nurses and attending physicians. David Koontz, D.O., found out I was in need of a haircut, and he arranged for his barber to come to the Rehabilitation unit and give me one. I cannot thank the staff enough for what they did for me. Their knowledge, understanding, and positive encouragement gave me hope and spurred me to action.”



Charles “Zane” Wachtel – Surgery Care

“Last year, I began experiencing severe back pain. My wife took me to the LMH Emergency Department where they determined I had an endoleak in the two-piece stent that had repaired my abdominal aortic aneurysm in 2011. The leak created a bulge in the abdominal aorta which was causing the back pain. Mark DeFrancisco, D.O., of Licking Memorial Vascular Surgery, visited me in the Hospital to discuss the need for another surgery. I was so pleased to see Dr. DeFrancisco because he had performed my original procedure before he was part of Licking Memorial Health Systems. I knew he had performed hundreds of similar repairs, and having someone with such talent and experience is a true benefit for the community. Everyone at LMH provided amazing care and left me with no wants, needs or complaints. It is refreshing to see so many people who enjoy their jobs and are willing to take such good care of others.”

Community Events

Throughout 2020, Licking Memorial Health Systems (LMHS) employees and local residents were invited to events that celebrated LMHS' achievements and areas of growth. These events informed the community about the healthcare environment, communicated our appreciation to community members, and highlighted services. While the COVID-19 pandemic limited the number of in-person community programs that LMHS was able to host, events were presented virtually, when possible. The events in 2020 included:

Corporate Breakfast Events

The Licking Memorial Hospital (LMH) Development Council hosted three Corporate Breakfast events in 2020 to inform community leaders about LMHS' services and medical advances. The topics included a recap of 2019 at LMHS, expanded vascular surgery services, and the development of the COVID-19 vaccine and prospective treatments. Two of the three events were streamed live in accordance with COVID-19 guidelines.

The Heart Truth: A Red Dress Event

LMHS celebrated women's heart health with The Heart Truth: A Red Dress Event on February 6. Guest speaker Karen Smith-Silone, D.O., of Licking Memorial Gynecology, discussed the numerous health benefits that exercise provides for overall health, especially to reduce the risk of cardiovascular disease. Residents of Licking County were invited to this annual event in collaboration with the American Heart Association's "Go Red for Women Day," which was celebrated nationally on February 7. This event encourages women to make heart-healthy lifestyle choices. The red dress has become a national symbol to increase awareness of women's heart health.

Active Programs

In February, LMHS hosted the Junior Chef program as part of the Active•Fit Youth Wellness Program. Participants learned how to make various healthy recipes at several cooking stations while preparing a healthy lunch to enjoy following the program. Also in February, Active•Senior Wellness Program participants enjoyed an afternoon of Bingo. After each four-month goal period, Active•Fit participants who achieved their objectives were entered into a

special drawing to win prizes. Winners received their prizes from LMHS as special recognition for their achievements. To celebrate the Active•Senior participants accomplishments, LMHS awarded gift cards ranging from \$25 to \$300. The amount each participant received was based on the total points earned for achieving goals in four categories – physical, nutritional, mental and social – throughout the year.



The Heart Truth: A Red Dress Event

Camp Med

Camp Med, which provided opportunities for high school seniors to learn about careers in health care, was held in July. Due to the COVID-19 pandemic, the camp was presented virtually over the course of two days. Participants were provided with a virtual tour of LMH, as well as demonstrations and discussion on a variety of health topics.



Volunteer and TWIGS Recognitions

Volunteer and TWIGS Recognitions

The Volunteer Recognition and TWIGS Recognition dinner events, held annually to show gratitude to the individuals who regularly devote their time to benefit the Hospital, were cancelled to comply with pandemic guidelines. The 2020 Donald Day Volunteer of the year award, traditionally announced at the Volunteer Recognition Dinner, was presented to Carol Yost at her home. President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton complied with social distancing to surprise Carol with flowers and balloons as they presented her award. The event was recorded and posted to the LMHS YouTube page.

In October, TWIGS service awards were presented to Darlene Baker and Sue Henry-Mounts celebrating milestone achievements. Darlene is a 50-year member, currently serves with TWIGS 13, and is a TWIGS Executive Board Member. Sue is a 65-year member and currently serves with TWIGS 6. LMHS President & CEO Rob Montagnese and Vice President Development & Public Relations Veronica Patton delivered the awards to the recipients while complying with social distancing guidelines.

Walk with a Doc

In January, February and March, LMHS Active Medical Staff physicians were joined by community members as they enjoyed a walk at various locations in Licking County, including Licking County YMCA and the Dawes Arboretum. During the walk events, the physicians led discussions on various topics, such as early diagnosis of breast cancer, heart health and rotator cuff tears. In November, a virtual Walk with a Doc was streamed live on Facebook. Participants were encouraged to walk in their neighborhood, at a park, on a walking path or treadmill as they viewed a presentation on seasonal affective disorder by Grant Yoder, D.O., of Licking Memorial Outpatient Psychiatric Services.



Walk with a Doc



Family Drive-in Movie Night

Family Drive-in Movie Night

LMHS began hosting free Family Movie Nights in 2010 as an initiative to promote family-oriented activities. To comply with COVID-19 guidelines, LMHS hosted its first drive-in style event in September. More than 200 community members attended the LMHS Family Drive-in Movie Night at the Pataskala Health Campus to watch Disney's *Frozen 2* on a 30 foot-high inflatable screen. Families also were provided pre-packaged healthy snacks and beverages at no cost to enjoy as they watched the show.

Be Wise...Immunize

In October, LMHS offered free influenza vaccines to Licking County infants and children. More than 450 youth, up to the age of 18, attended the two-day "Be Wise ... Immunize" Youth Vaccination Clinic at Licking Memorial Family Practice – Downtown Newark and Licking Memorial Pediatrics – Pataskala. In accordance with COVID-19 guidelines, an additional date was added and registration was required this year. Staff members from Licking Memorial Pediatrics administered the vaccines after consulting with the children's parents.



Community Outreach

Licking Memorial Health Systems (LMHS) is committed to our mission to improve the health of the community. The best way to protect community health is to prevent injury and disease; therefore, LMHS devotes many resources to educating the public about healthier lifestyles and proper medical care. In addition, LMHS is committed to giving back to the community through support of local groups and events.

The public is informed of all LMHS programs and health trends through press releases, local media, social media, the seasonal *Community Connection* magazine, monthly *Quality Report Cards* and an extensive website.

LMHS partnered with many local organizations, such as the American Red Cross and Career and Technology Education Centers of Licking County (C-TEC), throughout 2020 for various events, including blood drives and Active•Fit and Active•Senior events. Most of LMHS' programs and screenings are offered free of charge. Others are provided at a nominal cost.

2020 events, programs and sponsorships included:

January Events

American Red Cross blood drive at LMH
Licking Memorial Hospital's 122nd Birthday Celebration – winter essentials and monetary donations by LMHS employees to The Center for New Beginnings and The Salvation Army of Licking County
Ongoing monthly programs – Ask the Doc at Shepherd Hill, LMHS Self-management Diabetes Program, Childbirth Education classes, CPR classes, blood pressure screenings at C-TEC
Walk with a Doc program

Community Support

American Heart Association, HeartChase contribution
American Red Cross, Power of the Purse sponsorship
Carol Strawn Center, George Matesich Memorial Euchre Event sponsorship
Center for Disability Services, Capital Campaign contribution
Central Ohio Technical College, Community Intercultural Relations Conference sponsorship
Food Pantry Network, SuperMarket Sweep sponsorship
Granville K-6 PTO, Biennial PTO Auction sponsorship
Heath Sertoma Youth Athletic Association, team and home run fence banner sponsorships
Hebron Youth Softball League, team sponsorship
LCL-MVL All-star Football Game sponsorship
Liberty Christian Academy Athletics, Discover Sponsor
Mental Health America of Licking County, general contribution
Newark Area Soccer Association, sign sponsorship
Newark Rotary Club Foundation, Free Enterprise Academy sponsorship
Par Excellence Academy, A Noble Cause Breakfast sponsorship

St. Francis de Sales School, Ladies Night Out
Purse Bingo sponsorship
United Way of Licking County, donation in lieu of loaned executive
United Way of Licking County, Women United Bold Sponsor



February Events

Active•Fit Junior Chef
Active•Senior Bingo
Community Leader Roundtable with police and fire chiefs
Corporate Breakfast Program – 2019...The Year in Review and a Look Ahead to 2020
The Heart Truth – A Red Dress Event

Ongoing monthly programs – Ask the Doc at Shepherd Hill, LMHS Self-management Diabetes Program, Childbirth Education classes, blood pressure screenings at C-TEC
Walk with a Doc program

Community Support

20th Century Club, Concert for Camp sponsorship
20th Century Club, Gold Sponsor
American Cancer Society, Relay for Life – Denison University
American Red Cross, Licking County Chapter Blood Services Vehicle contribution
Big Brothers Big Sisters of Licking & Perry Counties, Bowl for Kids sponsorship and six teams
Downtown Newark Association, 2020-2021 sponsorship
Excellence in Learning Community Co-op, Auction for Education sponsorship
Fostering Further, Event Sponsor Murder Mystery Dinner Fundraiser
Granville Christian Academy, Annual Benefit Auction sponsorship
Granville High School, Pennies for Patients Silver Sponsor
Granville Recreation District, sports sponsorship
Leukemia & Lymphoma Society, Student of the Year contribution – Meghan Nelson
Licking County Humane Society, Token of Appreciation contribution
Licking Valley Athletic Boosters, sign sponsorship
Licking Valley Youth Sports Association, Corporate Sponsor – varsity baseball team
The Main Place, Glenn Hopkins Memorial St. Patrick's 5K sponsorship
Mound City Little League, team sponsorship
Mound City Little League, three-year banner sponsorship
Newark Catholic Athletic Association, fence sign sponsorship



Active•Fit Junior Chef

Newark-Heath Rotary, Community Partner contribution
Newark Youth Softball, team sponsorship
The Ohio State University at Newark, Girls & Women in Sports Day sponsorship
Pathways of Central Ohio, Token of Appreciation contribution
Rotary Club of Pataskala, Pizza Challenge sponsorship
United Way of Licking County, annual report sponsorship
Welsh Hills School, Bronze Sponsor of auction
The Woodlands, Token of Appreciation contribution

March Events

American Red Cross blood drive at LMH
Community Leader Roundtable with The Advocate's 20 Under 40 for 2019
Doctors' Day Recognition
Ongoing monthly programs – LMHS Self-management Diabetes Program, Childbirth Education classes, CPR classes, blood pressure screenings at C-TEC
Walk with a Doc program
Wear Blue for Colon Cancer Awareness

Community Support

Buckeye Valley Family YMCA, Don Edwards Park sponsorship
Buckeye Valley Family YMCA, Western Branch Capital Campaign
The Center for New Beginnings, Purse with a Purpose sponsorship
Food Pantry Network, Operation Feed Campaign
Hospice of Central Ohio, Bereavement Services sponsorship
Kiwanis Club of Newark, Platinum Sponsor
Licking County Center for 60+ Adults, contribution for health and wellness programming
The Look Up Center, Rizing Dead 5K sponsorship
Northridge Youth Athletic Association, League Sponsor
Zonta Club of Newark, Champagne Luncheon sponsorship

April

Community Support

C-TEC, Outstanding Clinical Care Student of the Year sponsorship
C-TEC, Outstanding Medical Assisting Student of the Year sponsorship
Licking Memorial Health Foundation, John Houser, M.D., memorial contribution

May

Events

American Red Cross blood drive at LMH
Ongoing monthly program – CPR classes
Virtual Project SEARCH Graduation

Community Support

Licking Valley Biddy League Football, Biddy League sponsorship
Rotary Club of Pataskala, Flags Over Pataskala Gold Sponsor

June

Events

Ongoing monthly program – Ask the Doc at Shepherd Hill
Virtual Pataskala Area Chamber of Commerce meeting

Community Support

Boys & Girls Club of Newark, Operating Support pledge
Granville Athletic Boosters, Athletic Complex pledge
Grow Licking County, Grow Licking County CIC sponsorship
Licking County Chamber of Commerce, Silver Sponsor of 17th Annual Gala
Newark Campus Development Fund, Alford Center for Science & Technology sponsorship

July

Events

American Red Cross blood drive at LMH
Ongoing monthly programs – Ask the Doc at Shepherd Hill, LMHS Self-management Diabetes Program, Childbirth Education classes, CPR classes
Pre-participation Sports Screenings for Licking County student athletes
Virtual Camp Med – A two-day camp for high school seniors interested in pursuing a career in the healthcare field

Community Support

American Childhood Cancer Organization, Karis' Cause sponsorship
Buckeye Valley Family YMCA Golf Outing, Ace Sponsor
The Energy Cooperative, Bruce Sumner Memorial Golf Outing sponsorship
Granville Area Chamber of Commerce Golf Outing, Eagle Sponsor
Granville Recreation District, Wildwood Park pledge
Habitat for Humanity, house sponsorship
Heath Band Boosters, banner sponsorship
Licking County Chamber of Commerce, 39th Annual Golf Open – Hole Sponsor and team
Licking County Historical Society Golf Outing, Eagle Sponsor
Licking County Thunder, Breast Cancer Awareness Tournament sponsorship
Licking County Trust, Bronze Sponsor of Farm to Fork
Mental Health America of Licking County Lou Mitchell Golf Outing, Tournament Sponsor
Newark Catholic Athletic Association, Corporate Hole Sponsor and two teams
Newark Organization for the Creative Arts, contribution
Southwest Licking Youth Baseball, Capital Improvement Project
St. Vincent Haven, Silver Sponsor
Together We Grow Community Gardens, Honey Bee Sponsor
United Way of Licking County, Week of Caring Event Sponsor

August

Events

Community Leader Roundtable
Hartford Fair, purchased steer for donation to The Salvation Army
Ongoing monthly programs – Ask the Doc at Shepherd Hill, LMHS Self-management Diabetes Program, Childbirth Education classes

Community Support

Boy Scouts of America Simon Kenton Council – Licking District, Mayor's Breakfast sponsorship
Canal Market District, Farmers Market sponsorship
The Midland Theatre, corporate donation
Newark Athletic Booster Club, two-season corporate sponsorship
Newark-Granville Symphony Orchestra, Concert Sponsor
PBJ Connections, 13th Annual Helping Horses Help Kids and Others sponsorship
Pelotonia, LMH team sponsorship
Utica Church of Christ, Pack-a-Sleigh toy drive contribution

September

Events

American Red Cross blood drive at LMH
Golf Gala
LMHS Family Drive-in Movie Night – Pataskala Health Campus
Ongoing monthly programs – LMHS Self-management Diabetes Program, Childbirth Education classes, CPR classes
Virtual Corporate Breakfast Program – Vascular Surgery



Community Support

Granville Kiwanis Foundation, Maple Leaf Virtual 5K/10K Silver Sponsor
Habitat for Humanity MidOhio, HHI pledge
Heartbeats of Licking County, sponsorship
The Midland Theatre, Silver Sponsor – The Show Must Go On event
Newark Catholic High School, Inspire Campaign pledge
The Salvation Army, Red Kettle Campaign sponsorship
Weathervane Playhouse, WYART Director Sponsor

October Events

Be Wise...Immunize Flu Vaccine Clinic
Ongoing monthly programs – LMHS Self-management Diabetes Program, Childbirth Education classes
Virtual Community Leader Roundtable with educators

Community Support

Buckeye Valley Family YMCA, Christmas Family Photo fundraiser sponsorship
Granville Area Chamber of Commerce, Santa and Tree sponsorships
Granville Recreation District, winter sport sponsorship
Learning 4 Life Farm, Alpaca Trot sponsorship
Licking County Courthouse Lighting Committee, courthouse lighting contribution
Licking Valley Middle School, Licking Valley Robotics team sponsorship
Licking Valley Youth Sports Association, Dirtbags team sponsorship
Newark City Schools, Cops and Kids sponsorship
Pataskala Lions Club, Main Street Christmas Mistletoe Sponsor
Ronald McDonald House, Helping Hands Program sponsorship

November Events

American Red Cross blood drive at LMH
HeartChase Kick-off
Ongoing monthly programs – LMHS Self-management Diabetes Program, Childbirth Education classes, CPR classes
Virtual Corporate Breakfast – COVID-19 Vaccine Development & Prospective Treatments
Virtual Walk with a Doc program

Community Support

Buckeye Valley Family YMCA, Run Run Reindeer Jingle Bell Sponsor
Licking County Chamber of Commerce, “20 Under 40” Local Leaders meeting sponsorship
Licking County Jail Ministries, 2021 Vertical 196 contribution
National Child Safety Council, contribution
United Way of Licking County, contribution in lieu of loaned executive
Utica High School Baseball, sponsorship
Water’s Edge Assembly of God, Foster Teen Christmas Outreach contribution

December Events

Gift of Life
Main Street Christmas in Pataskala
Ongoing monthly programs – LMHS Self-management Diabetes Program, Childbirth Education classes

Community Support

Friends of Licking County Library, Dolly Parton Imagination Library
Licking County Chamber of Commerce, Economic Forecast sponsorship
Newark-Heath Rotary, 2021 Friend of Newark-Heath Rotary contribution
Par Excellence Learning Center, Capital Campaign contribution
United Way of Licking County, United Way Campaign contribution

Speakers Bureau, Health Fairs and Screenings

In 2020, LMHS provided speakers and health screenings to the community through the following organizations and events:

Ben Franklin Elementary After School Adventures
Blessed Sacrament School
Brave Enough
Buckeye Valley Family YMCA
Denison University – Employee Health Fair
Destiny Center for Recovery
The Energy Cooperative – Hebron
The Energy Cooperative – Newark
The Energy Cooperative – Utica
Granville Area Chamber of Commerce
Granville Rotary
Heath Middle School
Licking County Aging Program
Licking County Chamber of Commerce – Local Leaders Forum
Licking County Community Center
National Girls and Women in Sports Day
Newark Catholic High School
Newark-Heath Rotary
Newark High School Culinary Class
Newark Kiwanis
Pataskala Chamber of Commerce
State Farm Insurance – Employee Health Fair
Women in Nonprofit Leadership
The Works

Employment

Licking Memorial Health Systems (LMHS) has provided employment opportunities for Licking County residents for more than 122 years. LMHS is the primary healthcare provider in Licking County and has an established reputation as the community's leading healthcare provider. This distinction is largely due to the dedication of LMHS' 2,100-plus employees who serve diligently to improve the health of the community.

LMHS has high standards for its employees and believes in recognizing and rewarding their accomplishments through various celebrations, including monthly Dining with the Stars recognition breakfasts and luncheons, bimonthly employee birthday events, annual recognition events, as well as daily on-the-spot and peer recognition programs. LMHS also offers a comprehensive benefits package that includes a retirement savings plan with a generous employer contribution, tuition assistance, free uniforms and free access to an employee wellness center, as well as excellent health, dental and vision insurance.

Despite the uncertainties caused by the COVID-19 pandemic, LMHS hosted virtual events for employees beginning in March to honor their dedication to the community.

122 Years of Caring at LMHS

In January 2020, employees celebrated 122 years of providing quality health care to the community with a donation-themed celebration. Divided into interdepartmental teams, a friendly competition occurred to determine which groups could donate the largest quantity of cold weather items in pounds, and the most monetary donations. After all items were weighed, contributions equaled 245.6 pounds of cold weather items (outerwear, blankets, etc.), while monetary donations reached \$11,773. The collected goods were donated to The Center for New Beginnings and the Salvation Army of Licking County to help needy individuals and families in Licking County stay warm during the cold winter months.

National Doctors' Day

National Doctors' Day provides the opportunity to honor physicians throughout the U.S. each year who guide and treat patients to positively impact their health. During the month of March, LMHS celebrates the Licking Memorial Hospital (LMH) Active Medical Staff and their dedicated service. Patients from the community also are invited to recognize physicians by giving a donation to LMHS in their physician's honor. The LMH Active Medical Staff includes approximately 176 physicians and 44 consulting physicians who provide their expertise and care to the community.

Virtual Employee Recognition Events

Two Employee Recognition Events with private online live streams were available for employees to view. Award honorees attended socially distanced viewing parties at LMH and were individually escorted to receive their awards on-screen. On May 11, LMHS leadership honored employees who observed anniversaries in five-year increments in 2020. The 279 honored employees represented 3,260 combined years of service. Employees celebrating 35-, 40- and 45-year anniversaries were invited to attend the event and received a framed proclamation for their dedicated service at LMHS. On July 10, the Manager of the Year, Clarissa Ann Howard Nursing Award for Clinical Excellence, and MVP awards were presented to the honorees.



Virtual Medical Staff Recognition

In October, LMH held a virtual Medical Staff Recognition ceremony to show appreciation for the physicians' commitment to improve the health of the community. The event was modified to comply with social distancing guidelines during the COVID-19 pandemic and was streamed live for Medical Staff to view. LMH Chief of Staff Brent Savage, M.D., introduced new physician appointees and recognized those receiving their 5-, 10- and 15-year service awards. LMHS President & CEO Rob Montagnese recognized physicians receiving their 20- 25- 30- 35- 50- and 55-year service awards. To conclude the evening, Rob presented the 2020 Physician of the Year award to the entire LMH Medical Staff. The award traditionally recognizes a physician who has consistently demonstrated care and concern for patients, clinical knowledge, and a good relationship with peers and other Hospital staff members. For that reason, the Committee felt that it was fitting to honor the entire Medical Staff for the leadership shown during the pandemic.

Virtual Birthdays with Rob Celebrations

LMHS President & CEO Rob Montagnese hosted socially distant birthday celebrations for employees in July and September. Both events were held outdoors and employees were able to sit in chairs 6 feet

apart. Employees had the opportunity to win prizes, enjoy refreshments and ice cream, receive a gift for attending, and join in open discussions regarding any LMHS matter or issue. In December, Rob also hosted a virtual birthday celebration and employees were able to join in open discussions and had an opportunity to win prizes.

Dining with the Stars

The Dining with the Stars program is designed to thank individuals and departments when positive feedback about their customer service is submitted to LMHS. Each honoree received a letter of appreciation and was able to order two gourmet meals from the LMH Café.

LMHS Named One of the Nation's Best Places to Work in Healthcare

LMHS has been named one of the nation's Best Places to Work in Health Care and Biopharma by Fortune and Great Place to Work®. The list recognizes hospitals, health systems, healthcare companies, and biopharmaceutical companies that promote diversity within the workforce, employee engagement and professional growth, while also fulfilling their mission statements, creating outstanding cultures and offering competitive benefits to their employees. Great Place to Work, a consulting and

research firm, evaluated more than 50 elements of team members' experience on the job including employee pride in the organization's community impact, belief that their work makes a difference, and a feeling that their work has special meaning. The top companies get the highest marks for work/life balance, and whose employees enjoy coming to work. LMHS was recognized for its commitment to employees and facilitating close relationships among coworkers. LMHS also was recognized for the wide range of offered services, including emergency medicine and home health care. Great Place to Work based its ranking on a data-driven methodology applied to anonymous Trust Index™ survey responses from more than 95,000 employees at Great Place to Work-Certified organizations in Health Care and Biopharma.

LMHS Recognized as a Best Place to Work

For a seventh year, LMHS was named to Modern Healthcare's Best Places to Work in Healthcare, a listing of the nation's top 100 healthcare-related employers. The recognition honors workplaces throughout the healthcare industry that empower employees to provide patients and customers with the best possible care, products and services.



Fundraising

Charitable donations help Licking Memorial Health Systems (LMHS) proactively respond to the growing healthcare needs of the community through the incorporation of the latest technological advances. To generate funds for equipment purchases, capital expenses and facility improvements, the Licking Memorial Hospital (LMH) Development Department works diligently to raise contributions to Licking Memorial Health Foundation (LMHF). The contributions provide capital for projects and programs that may otherwise go unfunded and are not used for salaries or general operating expenses.

In 2020, LMHF supported LMHS COVID Relief ... Restoring Resources for Your Health. Each gift helped replenish funds used for the unexpected purchase of additional vital equipment and supplies needed to treat COVID-19 patients at LMH and implement heightened safety procedures during the pandemic.

Community Cornerstone Club

The Community Cornerstone Club is comprised of individuals and businesses who contribute \$100 or more to LMHF. In 2020, the Cornerstone Club had 126 members who raised \$29,755 toward LMHS COVID Relief. Donors receive a Main Street Collection recognition piece at each \$500 milestone of giving.

The Caduceus Society

Physicians have a special opportunity to lend financial support through The Caduceus Society, which is a prestigious giving level for physicians who pledge a gift of \$10,000 or more over a period of 10 years. New members in 2020 included: Dr. & Mrs. Mark DeFrancisco & Family; Dr. Brooke and Mr. Trevor Donaldson; DeRen Huang, M.D.; Ariane S. Neyou, M.D.; William Phillips, D.O. and Theresa March,

D.O.; Dr. and Mrs. Andrew Reaven; Dr. Howard and Sara Reeves; and Drs. Leah and Jesse Thornton. The Caduceus Society has a total of 91 members.

The William Schaffner Society

The William Schaffner Society gained six new members in 2020 – Jeanna M. Alban; Vivian Bruce; Cory & Farah Campbell; Andrea Pickrell; Keith Simpson, R.N.; and Lynda and Joe White. The William Schaffner Society, which was created in memory of William Schaffner – the first chairman of the Licking County Hospital Commission, now has 126 members who have pledged a minimum of \$10,000 over 10 years.

Golden Corporate Honor Roll

The Golden Corporate Honor Roll distinguishes companies that have made a total commitment of \$10,000 or more to LMH. Participation in this program signifies the company's alliance with the Hospital to ensure the continuation of excellent healthcare services. The Golden Corporate Honor Roll has a total of 13 members.

The John Alford Fellowship

In 2020, John and Elaine Gard; May and Val Mbah; and Janine and Brian Mortellaro joined the The John Alford Fellowship, which now has a total of 43 members. The John Alford Fellowship was created to memorialize the extraordinary commitment of LMH's

long-time supporter, John W. Alford. Members pledge a minimum of \$25,000 over 10 years.

Platinum Circle


The Platinum Circle is reserved for LMHF's business and corporate donors who have contributed a minimum of \$25,000. These gifts enable LMH to purchase new equipment and provide additional services to meet the healthcare needs of the residents of Licking County. The Platinum Circle has a total of 12 members.

Benefactor Level

Benefactors are special friends of LMH, both individuals and businesses, who support the LMHS mission to improve the health of the community by donating \$50,000 or more. LMHF has 13 Benefactors,



The Caduceus Society
Dr. & Mrs. Mark DeFrancisco & Family



The Caduceus Society
Dr. Brooke and Mr. Trevor Donaldson

including 9 individuals and 4 corporations, after a commitment from Melissa Warner Bow in 2020.

Founder Level

Founders are altruistic individuals who have made outstanding contributions to LMHF by providing gifts of \$100,000 or more. LMHF is fortunate to have 22 Founder memberships after the Willard E. Smucker Foundation joined this prestigious group in 2020.

LMH Golf Gala

The annual LMH Golf Gala took place at the Denison Golf Club on September 21, with Matt, Alison, Tripp and Bennett Miller serving as honorary chairs. The Monte Christopher Holdings team of Brady Burt, Chris Eckels, Todd Londot and Matt Miller secured first place. This year's **Club Sponsor (\$7,500 and above)** was Denison University. The **Condor Sponsor (\$7,500 and above)** was Park National Bank. **Ace Sponsors (\$5,000)** included John Hinderer Honda; Matesich Distributing Co.; MedBen; Monte Christopher Holdings; Piper Sandler & Co.; and Stedman Floor Co., Inc. **Eagle Sponsors (\$2,500)** included Ariel Corporation; Arista Networks; AssuredPartners; Claypool Electric, Inc.; Coconis Furniture; Corna Kokosing Construction; Courtesy Ambulance, Inc.; Delta Dental; The Energy Cooperative; Flint Ridge Nursing and Rehabilitation; The Granville Investment

Group, LLC; Gutridge Plumbing, Inc.; The Jerry McClain Companies; Kessler Sign Company; Limbach Company, LLC; Mill Tech, LLC; Northpoint Ohio Architecture; Scott Peterson of General Graphics; PNC Bank; PowerHome Solar, LLC; Robertson Construction Services, Inc.; United Collection Bureau, Inc.; Vocera Communications, Inc.; and Waste Away Systems, LLC. The **Driver Sponsor (\$1,500)** was Coughlin Chevrolet in Pastaskala, the **Fairway Sponsor (\$1,500)** was Henderson~Van Atta~Stickle Funeral & Cremation Services, the **Games Sponsor (\$1,500)** was OhioHealth, the **Links Sponsor (\$1,500)** was Ultimate Kronos Group (formerly Ultimate Software), the **Sandbagger Sponsor (\$1,500)** was Griffin's Floral Design & Wine Shop, and the **Wedge Sponsor (\$1,500)** was Columbus Springs Hospitals. The **Hole-in-One Sponsor** was John Hinderer Chrysler Dodge Jeep Ram. **Birdie Sponsors (\$1,000)** included 89.3 The River; Anomatic Corporation; Brett Lowe Mechanical, Inc.; Bricker & Eckler LLP; Craig Cairns, M.D., M.P.H.; Central Ohio Technical College & The Ohio State University at Newark; The Dentist, Jeffrey C. Kirian, D.D.S.; Frontier Remodeling Company; Heckman's Lawn Service; Hospice of Central Ohio, Inc.; Interim Healthcare of Newark; Mrs. Donald G. Jones; Matt and Alison Miller; NBC4; Newark Veterinary Hospital; Reese Pyle Meyer PLL; Rotary Club of Newark; Sunny 95; TAD Sports; and TechR2. A total of 137 golfers played in the 2020 Golf Gala, which raised more than \$190,000.

PRIDE

Employees have a special opportunity to support LMHS with charitable contributions through payroll deductions to PRIDE (Providing Resources in Dedicated Employees). As of December 2020, PRIDE had 839 members. Since 1987, PRIDE contributions have raised more than \$3.2 million.

Paving Our Future Commemorative Bricks

The LMH Development Council offers a distinctive way to recognize family members,

friends or organizations with commemorative bricks. Personalized bricks are available in two sizes and are placed in one of LMH's exterior walkways. A total of 11 commemorative bricks were purchased and placed on the grounds in 2020.

Honorary and Memorial Giving Program

Many community members appreciate the opportunity to pay tribute to a loved one, commemorate a special event or celebrate a recovery through monetary contributions that benefit LMH. In 2020, LMHF received 28 honorary and 62 memorial donations.

Doctors' Day Donations

In recognition of Doctors' Day on March 30, community members are invited to express appreciation for a favorite physician by making a donation to LMHF in his or her name. A total of 41 physicians were honored through donations in 2020.

Cradle Roll

The births of 84 babies were commemorated through gifts to the Cradle Roll program in 2020. Community members offering gifts of \$150 to \$249 receive a handcrafted step-up stool, while those with gifts of \$250 or more receive a handcrafted child-size rocker. The name of the baby and donor are placed in the Cradle Roll Log in the LMH Main Lobby for any gift of \$25 or more.



The Caduceus Society
Ariane S. Neyou, M.D.



The Caduceus Society
Dr. William Phillips and Dr. Theresa March

Development Council

The Licking Memorial Hospital (LMH) Development Council is comprised of approximately 75 community members, who bring diverse backgrounds and expertise to the committees they serve. Established in 1987, the LMH Development Council endeavors to increase charitable giving to LMH and to enhance and promote meaningful community relations resulting in the Hospital's ability to meet community needs and better serve its publics.

The LMH Development Council operates under the guidance of Licking Memorial Health Foundation (LMHF), a not-for-profit corporation that conducts fundraising activities to benefit and support the Hospital. LMH is financially sound, but remains subject to financial difficulties, including government cutbacks in Medicare and Medicaid reimbursements, revenue shortfalls, and the continuing cost of charity care. In 2020, LMH navigated additional financial challenges related to the COVID-19 pandemic. Donations to LMHF provide for capital needs, services and programs at LMH that may otherwise go unfunded.

Executive Committee

Robert McGaughy, Chair	John Gard	Patrick Jeffries	David Doney, Ex Officio
P. David Shull, Vice Chair	Thomas Hall, M.D.	Chris Meyer	Robert Montagnese, LMHS
Glenn Abel	Sally Heckman	James Mitchell	President & CEO, Ex Officio
Thomas Cummiskey	Cheri Hottinger	Stuart Parsons	

Annual Support Committee

Thomas Cummiskey, Chair	Mary Jane Carrier	Andrew Guanciale	Nicole Judd	Russell Suskind
James Mitchell, Vice Chair	Seth Conley	Thomas Hall, M.D.	Jerry McClain	Andrea Taylor
James Atkinson	David Doney	Donald Hill	Mike McFarland	Charles Walker
Tom Barnhill	Seth Ellington	Sue Hopper	Steve Schlicher	Jay Young
Michael Buskirk	Stacy Geller	Jeff James	Jack Stickle, II	

Community Relations Committee

Sally Heckman, Chair	Marcia Downes	Melissa Johnston	Robert O'Neill	Gordon Wilken
Chris Meyer, Vice Chair	Brad Feightner, Jr.	Willard (Bill) Kuhlwein	Diane Paetz	James Young
Tony Adams	Kurt Harden	Michele Layman	Jennifer Utrevis	
Ryan Bernath	Brandon Hess	Matthew Miller	Jim Ward	
Ed Bohren	C. Ann Howard	Konrod Morris	Linda Wiegand	
Karen Burger	Patrick Jeffries	Thomas Mullady		

Education and Membership Committee

John Gard, Chair	Gene Branstool	Todd Hartshorn	David Morrison	Julio Valladares
Cheri Hottinger, Vice Chair	David Brillhart	Judge Michael Higgins (Retired)	Richard Reed	Charles Walker
Nate Adams	Jack Crockford	Joe Kurzawa	Andre Sarap	
Mary Albright	Terry Frame	Diane LeMay, M.D.	Thomas Slater	
Alex Athan	Nasie Gallagher	Dale Lewellen	Ben Streby	
Julie Barrett	Shari Gallup	Bonnie Manning		

TWIGS

Since 1950, local TWIGS (Togetherness, Willingness, Imagination, Giving and Sharing) committees have donated more than \$5.7 million toward equipment and capital purchases at LMH. They raise funds year-round through sales and special events. In 2020, TWIGS contributed more than \$35,000 to the Hospital. Service hours were limited for TWIGS Committees in 2020 due to the pandemic.

There are four active TWIGS Committees that continue to support LMH. The current Chairs of the individual TWIGS Committees are: Lynne Rotruck – TWIGS 6, Peg Dunlap – TWIGS 8, Sharon Wills – TWIGS 13, and Janet Wells – TWIGS 24. The members of the TWIGS Executive Board are: Marilyn Weber, Chair (middle right); Eudora Newhouse, Vice Chair and Assistant Treasurer (left); Darlene Baker, Treasurer (right); and Tina Tracy, Recording/Corresponding Secretary. For information about becoming a TWIGS member, please call (220) 564-4084 (middle left).



Volunteers

At the beginning of the COVID-19 pandemic in late March, all volunteer services were placed on hold for safety concerns. New and continuing volunteers were not able to perform their usual services to help LMH throughout the remainder of the year.

Due to the circumstances, the annual Volunteer Recognition Dinner was cancelled. The 2020 Donald Day Volunteer of the Year award recipient was longtime member Carol Yost, who has served over 3,700 hours at LMH since 2008. The members of the 2020 Volunteer Executive Board were: Sue Hopper – President (right), Julie Krouse – Vice President (left), Pam Sturm – Corresponding Secretary (middle right), and Karen Hamilton – Recording Secretary (middle left).

Janet Anderson	Karen Dellner	Hope Hindel	Polly Mitchen	Mary Tebben	Kim Vohs	Naomi Wilder	Myla Yang
Janice Banks	Dave Douglas	Sue Hopper	Gary Morton	Emanuel Tewolde	Morgan Walsh	Sue Wiseman	Marilyn Yost
Michael Barker	Jared Ellis	Diana Hufford	Emily Muckle	Brenda Tompkins	Joann Walton	Sue Wolfe	Carol Yost
Esther Beauchemin	Lynzi Feaster	Liesha Hurwitz	Helen Norris	Tina Tracy	Sue Weiland		Lorin Wiseman
Olivia Beckett	Bill Fielding	Katherine Ji	Joan Omlor				
Janice Bennett	Matthew Franz	Maxine Keith	Ann Marie Orlando				
Sheryl Bindley	Laurel Frasure	Cindy Kikeli	Ralph Ottensmeier				
Bob Brooker	Robert Gabe	Erin Kistler	Patty Palmer				
Lori Brown	Connie Gelfer	Zaina Kret	Bob Pisano				
Bill Butler	Elinore Giles	Julie Krouse	Taylor Saling				
Marie Carman	Mary Gutridge	Dolly Landrum	Joanne Schmoll				
Philip Cassone	Rene Halblaub	Patricia Law	Susan Shaffer				
Diann Caudill	Gary Hamilton	Thomas LeBlanc	Patricia Shipp				
Joyce Clemings	Karen Jo Hamilton	Melissa Loomis	Alan Smith				
Ruth Coen	Harry Harper	Terry Lyons	Jan Smith				
Mary Craig	Jon Harper	Megan Mathers	Denny Stewart				
Ben Crane	Karen Hedrick	Alexandra Mazik	Frank Stewart				
Nancy Criswell	Kolbe Heeralal	Thelma McCurdy	Mary Stewart				
Anna Crumrine	Connie Helms	Payton McElfresh	Robin Stukey				
Donna Daniels	David L. Hiatt	Ryan Miller	Pam Sturm				



Facts at a Glance

2020 Statistics

Auxiliaries

TWIGS (dollars):	\$35,527
Development (dollars):	\$865,766

Charity and Uncompensated Care

In 2020, Licking Memorial Health Systems (LMHS) provided \$42.3* million in uncompensated care at standard charges, of which \$10.7* million was charity care.

LMHS has provided more than \$683* million in uncompensated care at standard charges since 1995, the year that Licking Memorial Health Professionals was formed.

The total cost of uncompensated care to LMHS in 2020 was \$15.6* million. The total cost of uncompensated care since 1995 has been \$302* million.

Licking Memorial Hospital Statistics

Total registered beds:	227
Coronary:	25
Intensive Care:	13
Medical/Surgical:	121
Obstetric:	18
Psychiatric:	9
Nursery:	28
Acute Inpatient Rehab:	8
Chemical Dependency:	5
Admissions:	8,401
Average daily census (includes observation):	94
Average stay (days):	3.62
Emergency Department visits:	44,198

Patient days:	30,089
Patient meals served:	88,824
Babies delivered:	884
Laboratory tests:	787,601
Pharmacy units:	3,196,964
Pounds of laundry:	1,017,363
Urgent Care visits:	34,236
Radiology procedures:	113,337
Radiology, ultrasound:	13,516
Radiology, CT scans:	28,689
Radiology, MRI scans:	4,503
Rehabilitation, Occupational Therapy procedures:	8,337
Rehabilitation, Physical Therapy procedures:	48,441
Surgical procedures:	6,935
Inpatient:	2,361
Outpatient:	4,574
Medical Staff (Active):	176
Medical Staff (Consultants):	44
Full-time equivalent employees:	1,566
Salaries/benefits:	\$118,514,657*
Operating expenses:	\$212,493,769*

Licking Memorial Health Professionals Statistics

Number of physician practices:	50
Number of physicians:	119
Physician practice patient encounters:	375,636
Average companies served per month by Occupational Health:	73
Full-time equivalent employees:	456
Salaries/benefits:	\$74,389,459*
Operating expenses:	\$89,877,532*

*Unaudited

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