



CaroMont Health

2011 COMMUNITY REPORT

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ON THE COVER

The new CaroMont Health "Tree of Life" honors the families of organ and tissue donors. See page 13 for full story.

FROM THE CHAIRMAN OF THE BOARD



We are very pleased to share CaroMont Health's 2011 Community Report with you. It is an exciting time in the world of health care, and we are proud of the tremendous accomplishments made this past year. CaroMont Health, led by our flagship Gaston Memorial Hospital, has spent the last 12 months delivering on the promise of our new vision — to be a nationally recognized leader and valued partner in promoting individual health and vibrant communities. We have embraced a leadership role in the health of our community and in the rapidly evolving national conversation on the future of health care. It is rewarding to see that our efforts are yielding tangible results.

In this Report, we have included a number of items that speak to the work we have done to hone our skills and position ourselves as a national leader in health care. You will also find ample evidence of our efforts to engage the community and promote positive health outcomes even before patients come through our doors. Whether sponsoring a local sporting event, hosting a talk by one of our medical professionals or holding a community health screening, CaroMont Health strives to be a familiar and welcome participant in the lives of those we serve.

We actively seek local and national partners to bolster our strengths and better enable us to carry out the vision of CaroMont Health. Continuous improvement is not a solo performance. It requires an orchestrated effort, and we are eager to team up with organizations that can boost quality, help control costs and provide grassroots opportunities to promote community wellness.

CaroMont Health is in love with life. That dynamic force, which flows from each employee and volunteer out into our community, is growing.

We hope this snapshot of our organization not only reflects our continued growth, but also enlightens you as we strive together to build a healthier community. On behalf of the Board of Directors of CaroMont Health, I invite you to see how far we have come in the past year, and to join us on our continuing journey in 2011 and beyond.

H. Spurgeon Mackie, Jr.
Chairman, CaroMont Health Board of Directors

CAROMONT HEALTH AT A GLANCE

CaroMont Health employs **3,790** health care professionals, including a medical staff membership of **455**

Gaston Memorial Hospital is a full-service, acute-care hospital with **435** beds

Courtland Terrace is a **96**-bed skilled nursing facility

Gaston Hospice includes the **12**-bed inpatient Robin Johnson House

CaroMont Medical Group is an extensive network of **45** physician practices in **5** counties and **2** states with nearly **200** employed providers



CAROMONT HEALTH AT A GLANCE

The Birthplace is a world-class birthing center dedicated to family-focused care in a serene, homelike environment

- 2,604 babies delivered in 2010
- 52 single-room beds devoted to maternity care
- 16-bed Level III neonatal intensive care unit

CaroMont Heart Center provides a full range of life-saving cardiac care, including open heart surgery

- 2,096 diagnostic cardiac catheterizations performed in 2010
- 705 percutaneous coronary interventions performed in 2010
- Strategic partnership with Columbia University Medical Center's HeartSource provides physician training, clinical guidance and access to Columbia research trials
- Cardiac research program brings the latest advances to the bedside
- Support groups and educational programs promote and help with healthy lifestyle changes

CaroMont Cancer Center is the only hospital-based cancer treatment center in Gaston County that provides medical, radiation and surgical oncology

- Accredited by the national organization, American College of Surgeons – Commission on Cancer
- CaroMont Comprehensive Breast Center granted a three-year/full accreditation designation by the National Accreditation Program for Breast Centers
- Participation in clinical trial studies available

- “System of care” approach includes prevention, education, treatment, follow-up and symptom management

CaroMont Center for Mental Wellness has 63 licensed beds providing comprehensive inpatient care for patients needing psychiatric treatment

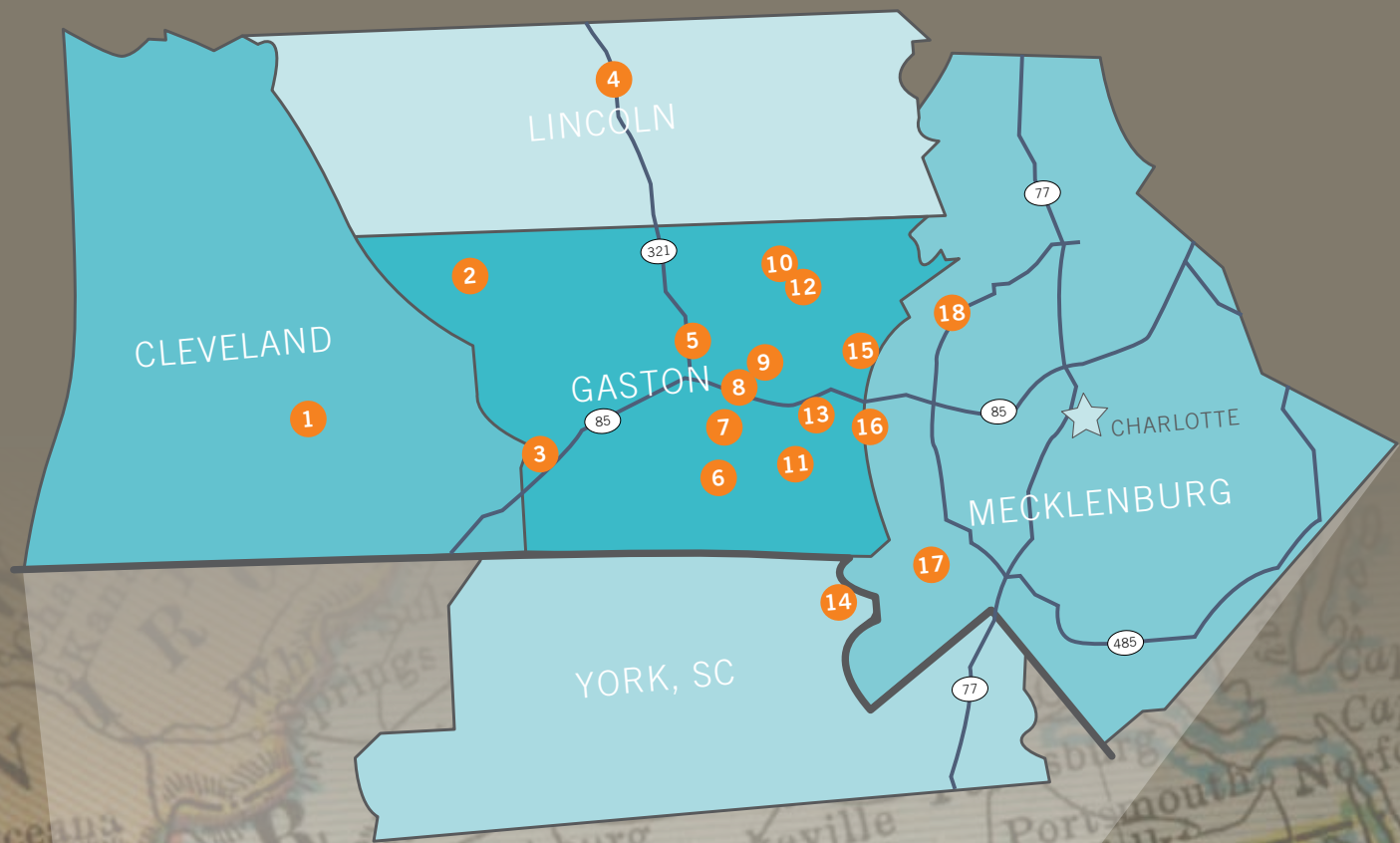
- 165 admissions per month
- 24-hour assessment staff coverage in Emergency Department
- 24-bed adult unit, 13-bed adolescent unit, 9-bed pre-adolescent unit
- Board certified psychiatrists in adult and child/adolescent psychiatry
- Individual and group counseling, family therapy and substance abuse education

Emergency Services cares for more than 100,000 patients each year

- 14,000-square-foot facility
- 45 treatment rooms, 36 Emergency Department exam rooms, 9 fast track express care rooms, 4 trauma rooms, 4 critical care rooms
- 28 board certified emergency medicine physicians and more than 200 emergency services employees
- NC RACE program provides rapid treatment for heart attack patients
- Nationally recognized trauma surgeons
- Chest Pain Center and Stroke Program accreditation



CAROMONT HEALTH LOCATIONS



CAROMONT HEALTH LOCATIONS

- | | | |
|---|--|--|
| 1 Carolina Heart Specialists - Shelby | 9 Carolina's Plastic Surgery Center | 10 CaroMont Family Medicine - Stanley |
| 1 CaroMont Family Medicine - Shelby | 9 CaroMont Cancer Center | 11 Gaston Family Medicine |
| 1 Endocrinology Associates - Shelby | 9 CaroMont Critical Care Specialists | 12 South Point Family Practice - Stanley |
| 2 CaroMont Family Medicine - Cherryville | 9 CaroMont Family Medicine - Gastonia | 13 CaroMont Family Medicine - McAdenville |
| 3 CaroMont Family Medicine - Kings Mountain | 9 CaroMont Inpatient Neurology | 14 CaroMont Family Medicine - Lake Wylie |
| 4 Carolina Heart Specialists - Lincolnton | 9 CaroMont Inpatient Physicians | 15 South Point Family Practice - Mt. Holly |
| 5 Dallas Internal Medicine | 9 CaroMont Integrative Family Medicine | 16 Ashley Women's Center - Belmont |
| 6 CaroMont Family Medicine - South Gaston | 9 CaroMont Pediatric Partners - Gastonia | 16 Carolina Heart Specialists - Belmont |
| 7 Ashley Women's Center - Gastonia | 9 CaroMont Preoperative Consultants | 16 CaroMont Family Medicine - Belmont |
| 7 Gaston Hospice | 9 CaroMont Psychiatric Associates | 16 CaroMont Pediatric Partners - Belmont |
| 8 CaroMont Internal Medicine - Gastonia | 9 CaroMont Psychiatric Hospitalists | 16 Endocrinology Associates - Belmont |
| 9 Adult Primary and Palliative Medicine | 9 CaroMont Rheumatology | 16 South Point Family Practice - Belmont |
| 9 Carolina Cardiovascular & Thoracic Surgery Associates | 9 CaroMont Surgical Associates | 17 CaroMont Family Medicine - Steele Creek |
| 9 Carolina Clinic for Digestive & Liver Diseases | 9 CaroMont Vascular Center | 18 CLiC Immediate Care |
| 9 Carolina Surgery | 9 CaroMont Wound Center | |
| | 9 Courtland Terrace | |
| | 9 Endocrinology Associates - Gastonia | |
| | 9 Gaston Memorial Hospital | |
| | 9 Gaston Neurological | |
| | 9 Gaston Perinatal Center | |
| | 9 Gaston Women's Healthcare | |
| | 9 Gastonia Surgical Associates | |
| | 9 Infectious Disease Associates | |
| | 9 The Hand Center of the Carolinas | |

2011 HIGHLIGHTS

CLiC GRAND OPENING

In February 2011, CaroMont Health opened our first CLiC Immediate Care clinic. CLiC (which stands for convenient, local, immediate care) provides patients with immediate attention to their acute health care needs, as well as information, resources and support to improve their long-term health and well-being. Unlike traditional urgent care clinics, CLiC provides user-friendly, interactive opportunities that connect patients to resources across a continuum of care, including stress management, fitness and nutrition. In addition to the unique offerings of this center, a CLiC & SHOP retail center supplies products for a variety of consumer health needs.



2011 HIGHLIGHTS

100TH DA VINCI SURGERY



Last September, CaroMont Health performed our 100th da Vinci robotic procedure. The da Vinci system is a sophisticated robotic platform that allows CaroMont Health to perform more complicated procedures in a minimally invasive way. That means smaller incisions, less pain for the patient, a faster recovery time and higher patient satisfaction.

ATHENAHEALTH



In 2011, CaroMont Health began using athenahealth's cloud-based medical billing and practice management service to integrate electronic health records and facilitate communication between physicians and patients. Physicians have easier access to patient information and clinical data, enhancing efficiency, coordination of care and use of time in direct patient care. The communicator service expands accessibility for patients after-hours, streamlines patient payments, re-captures staff and physician time and reduces paper-based mailing campaigns. The new athenahealth system helps CaroMont physicians do what they do best — deliver exceptional health care, promote individual wellness and ultimately create a vibrant community.

GOLD STAR STANDARD HOSPITAL



The Gold Star Standard Hospitals award from the NC Prevention Partners recognizes CaroMont's high standard of excellence for tobacco cessation programs offered to its employees. CaroMont Health has been tobacco-free since January 2007, and had already implemented many tobacco cessation programs for employees and the community. Employees who complete a Certification of Tobacco-Free Status for at least 12 months can receive an annual deposit to their health insurance incentive account.



2011 HIGHLIGHTS

TREE OF LIFE

On August 9, 2011, CaroMont Health hosted a Tree of Life Ceremony to honor the families of its organ and tissue donors. It was a ceremony to symbolize the gift of life and to celebrate the amazing and generous gift of sharing life with others. Last year, CaroMont Health had 41 organ, tissue and eye donors through its dynamic partnership with LifeShare of the Carolinas, an organ procurement organization that improves the quality of human life by encouraging patients to donate organs and tissue.

The need for organ transplants is great. More than 500,000 organ transplants have been performed in the United States since 1987, and 28,000 men, women, and children receive organ transplants each year. Today, more than 111,000 persons are waiting for life-saving organ transplants in the United States. In the Carolinas, the waiting list is close to 5,000. It's easy to see the importance of these gifts, and CaroMont Health was privileged to celebrate the new life that loved ones gave to others at its Tree of Life Ceremony.

GASTON HOSPICE'S ROBIN JOHNSON HOUSE LAUNCHES EXPANSION



CaroMont Health recently broke ground on a significant expansion for its affiliated health facility, Gaston Hospice. Named after a pioneer of Gaston County Hospice, the Robin Johnson House is designed to deliver short-term care as an alternative to hospitalization for the management of pain and symptoms. Gaston Hospice greatly needed to expand their inpatient facility due to the current waiting period. The Robin Johnson House is often full, and patients have to wait a day or two to receive needed care.

The new addition at the Robin Johnson House in Dallas will add seven rooms, bringing the total from 12 to 19, and will accommodate additional patients with quality care and comfort without a wait. The inpatient facility expansion will bring many opportunities to our CaroMont Health community. The Robin Johnson House will be built and furnished through the generous contributions of individuals, businesses and foundations.

AWARDS & RECOGNITION

U.S. NEWS AND WORLD REPORT



In April 2011, CaroMont Health was rated as a top hospital in the Charlotte metropolitan area by *U.S. News & World Report*. The magazine's "Best Hospitals" rankings examined nearly 5,000 hospitals across the nation, and CaroMont Health's Gaston Memorial Hospital ranked second among the 16 Charlotte-area hospitals in terms of their nationally ranked specialties. Gaston Memorial Hospital had six high-performing specialties, including gynecology, urology, gastroenterology, geriatrics, kidney disorders and pulmonology.

CAROMONT NAMED TOP COMMUNITY HOSPITAL



Becker's Hospital Review published its *65 Great Community Hospitals*, and Gaston Memorial made the list. Honored hospitals are recognized as high-performing leaders in patient care, clinical quality and community outreach. They include hospitals with fewer than 550 patient beds and minimal teaching programs. To compile the list and identify outstanding contenders, the *Becker's Hospital Review* editorial team analyzed and reviewed data from sources including *U.S. News & World Report*, HealthGrades, American Nurses Credentialing Center and Thomson Reuters.

HEALTHGRADES DISTINGUISHED HOSPITAL FOR CLINICAL EXCELLENCE AWARD

CaroMont Health was one of only two hospitals in North Carolina to receive the HealthGrades Distinguished Hospital for Clinical Excellence Award. HealthGrades objectively identifies hospitals across 26 diagnoses and procedures to find the best performers. These institutions are in the top 5% of the nation in measures of overall performance, including patient care, operational efficiency and financial stability.



AWARDS & RECOGNITION

CARECHEX RANKS CAROMONT NO. 1 IN NC



CareChex is a rating service of The Delta Group that measures medical and hospital quality. For 2011, the service ranked CaroMont Health No. 1 in North Carolina for coronary bypass surgery, heart attack treatment, heart failure treatment, and pneumonia care. CaroMont ranked among the top 10% of U.S. hospitals in 11 different categories. This comprehensive evaluation provides feedback on the process of care, outcomes of care and patient experiences.

PREMIER ALLIANCE QUALITYADVISOR PREMIER

CaroMont Health ranked as a top performer in the Premier Alliance QualityAdvisor database for cost of care, length of stay, and avoidable mortality. Premier Inc. assesses the processes and outcomes in hospital systems to ensure that facilities are achieving their goals. These rankings allow members to measure their outcomes against leading clinical efficiency and quality performance benchmarking applications in the health care industry. The standings are calculated yearly across all Premier QualityAdvisor facilities.

NATIONAL ACCREDITATIONS AND RECOGNITION FOR THE CANCER PROGRAM



The CaroMont Cancer Center is designated as a Community Hospital Comprehensive Cancer Program by the Commission on Cancer. The Cancer Center achieved a full three-year accreditation with commendation status and national recognition as a recipient of the “Outstanding Achievement Award” during its last review. Only 7% of surveyed hospitals receive this award. In addition, the American College of Radiology (ACR) has nationally accredited mammography, breast ultrasound, breast MRI and biopsy within the CaroMont program. In 2011, the ACR nationally accredited the Radiation Oncology program, making it the only nationally accredited program within the region.

AWARDS & RECOGNITION

SOCIETY OF CHEST PAIN CENTERS ACCREDITATION



CaroMont Health is accredited by the Society of Chest Pain Centers (SCPC), an international organization dedicated to eliminating heart disease as the number one cause of death worldwide. The SCPC accreditation process guarantees that health care facilities meet or exceed the quality-of-care measures in acute cardiac medicine. Key areas in which an Accredited Chest Pain Center must demonstrate expertise include integrating the emergency department with the local emergency medical system, continually seeking to improve processes and procedures, ensuring the ongoing training of Accredited Chest Pain Center personnel and supporting community outreach and educational programs.

NATIONAL ACCREDITATION AND RECOGNITION FOR THE MULTIDISCIPLINARY BREAST CENTER



The National Accreditation Program for Breast Centers (NAPBC) granted CaroMont's new Multidisciplinary Breast Center national accreditation in 2011. NAPBC-accreditation is given only to those centers that have voluntarily committed to provide the best in breast cancer diagnosis and treatment. In addition, these centers undergo a rigorous performance evaluation and comply with NAPBC standards for treating the full spectrum of breast disease. According to the NAPBC, the Multidisciplinary Breast Center at CaroMont demonstrates proficiency in the areas of center leadership, patient clinical management, research, community outreach, professional education and quality improvement.

JOINT COMMISSION HIP AND KNEE RECERTIFICATION



The Joint Commission recertified CaroMont Health in 2010 for its hip and knee programs. The recertification demonstrated CaroMont's compliance with consensus-based national standards, effective use of evidence-based clinical practice guidelines to manage and optimize care, and an organized approach to performance measurement and improvement activities. It reflects CaroMont's commitment to high standards of service.

QUALITY OF CARE

PHYSICIAN COUNCILS



The CaroMont medical staff includes Physician Councils – groups of physicians from a range of disciplines focused on a particular patient population, disease condition or care continuum. These councils are used as forums to evaluate and align new services, enhance care coordination, sharpen focus and streamline the health care operating system. CaroMont executives use the information and ideas that come from Physician Councils to make improvements throughout the hospital system to better serve our patients.

NATIONAL COMMITTEE FOR QUALITY ASSURANCE



The National Committee for Quality Assurance is a private, nonprofit organization dedicated to improving health care quality. Recently, seven CaroMont Medical Group primary care practices received NCQA Level 3 recognition from the Physician Practice Connections – Patient-Centered Medical Home program (PCMH). Medical Home programs emphasize care, coordination and communication, which are designed to lead to higher quality and lower costs. CaroMont Health's commitment to quality care is based on a core desire to achieve a healthier community.

MULTIDISCIPLINARY BREAST CENTER



The CaroMont Oncology Council formed the Multidisciplinary Breast Center in 2011 as a new model of integrated oncology care to expedite comprehensive treatment, improve outcomes, and ultimately, save lives. Patients benefit from a comprehensive evaluation and personalized treatment plan recommended by a multidisciplinary team of board certified medical oncologists, radiation oncologists, surgeons and radiologists. The Multidisciplinary Breast Center team recognizes the importance of the referring physicians in ongoing integrated care and provides referring physicians with detailed documentation of the Breast Center's multidisciplinary team's findings and recommendations.



QUALITY OF CARE

CANCER RESOURCE CENTER



CaroMont's Cancer Center and the American Cancer Society have partnered to provide a cancer resource center that provides patients and caregivers timely information and support to help them manage the diagnosis of cancer. The center provides highly trained volunteers who can guide cancer patients through all challenges of the cancer journey such as financial concerns, insurance and transportation.

PARTNERSHIP WITH COLUMBIA HEARTSOURCE



CaroMont Health is entering the second year of our partnership with Columbia University Medical Center's HeartSource, a clinical and management services group from the Division of Cardiothoracic Surgery at New York Presbyterian Hospital/Columbia University Medical Center. The relationship has provided CaroMont Health physicians with exposure to some of the most advanced cardiac procedures, as well as access to a shared quality control database. It also allows for a higher level of focus on quality outcomes and evidence-based care that might not exist in isolated, private practices.

INNOVATIVE HEALTH DELIVERY INITIATIVE

CaroMont Health and North Carolina's largest health insurer, Blue Cross and Blue Shield of North Carolina, announced a collaborative arrangement to offer patients a new health care delivery and reimbursement model for knee replacements. The innovative, value-based initiative is designed to provide quality care with improved care coordination at competitive pricing. Specific quality and patient satisfaction measures are built in to the 'bundled knee' plan to help ensure that patient needs guide the program.

QUALITY OF CARE

CAROMONT MEDICAL GROUP GROWTH

CaroMont Medical Group consists of 45 medical practices that offer quality care in five counties and two states. This allows CaroMont Health to offer the right care in the right place at the right time.

Family Practices.....	15
Internal Medicine Practices.....	3
OB/GYN Groups.....	2
Pediatric Groups.....	2
Specialty Groups.....	14
Surgery Groups.....	7
Urgent Care Clinics.....	2
CaroMont Medical Group Clinics.....	45
Physicians.....	138
Physician Assistants and Nurse Practitioners.....	41



POSITIONED FOR GROWTH

CaroMont Health is the health care provider of choice for Gaston, Lincoln and Cleveland counties. These are rapidly growing communities. For example, Mount Holly's population grew by 42% over the last decade – and we intend to grow with the communities we serve.

CaroMont Health is the only health care system in Gaston County with acute care beds for the foreseeable future. We continue to attract top medical professionals from around the country, while retaining some of the area's best physicians and nurses. We continue to form innovative collaborations to upgrade our technology, creating better outcomes for our patients and better management of time and money. And we will continue to plan new facilities, such as CLiC Immediate Care, as our community continues to grow.

POSITIONED FOR CHANGE

Our growing community brings with it change in terms of demographics, as well as infrastructure needs. At the same time, the nation's health care infrastructure is on the verge of a systemic overhaul with far-reaching implications.

Fortunately, CaroMont is focused on the future and taking steps to prepare for anticipated changes. We believe that we are well-positioned, not only to embrace the coming innovations in our nation's health care system, but to actually affect change that will bring about a healthier, more vibrant community.

IMPACT ON THE COMMUNITY

STEPS TOWARDS ACCOUNTABLE CARE



The Institute for Healthcare Improvement has established a trio of objectives called the Triple Aim:

- Improve the health of the population
- Enhance the patient experience (quality, access, reliability)
- Control costs

These three objectives are all critical components in being what is known in the industry as an Accountable Care Organization (ACO). In taking steps to become an ACO, CaroMont Health is undertaking changes that will lead to better coordinated care with better outcomes at lower costs for patients. We are also embracing the “medical home” concept, which is a national initiative designed to improve health care quality. Medical homes are patient centered, team-based approaches to care that have been shown to reduce hospital admissions and decrease costs.

EMERGENCY VEHICLE DONATED TO CAROLINA THREAD TRAIL



CaroMont Health recently handed over the keys of a Gator Utility Vehicle to the Cramerton Police Department. The all-terrain vehicle, worth \$23,000, has been outfitted with medical equipment that will allow first-responders to help people in distress along the Carolina Thread Trail. Much of the trail is secluded and not wide enough for a car. The Gator will not only make emergency response easier, but it will also allow officers to have a visible presence.

The Carolina Thread Trail is a network of greenways and conserved corridors that link 15 counties in North and South Carolina and is a collaborative project of unprecedented scale. The Thread Trail connects our region and places of interest, and conserves our most significant natural areas.





IMPACT ON THE COMMUNITY

GIRLS ON THE RUN OF GASTON COUNTY



CaroMont Health is the proud program sponsor of Girls on the Run of Gaston County, a character development program for girls in the 3rd through 8th grade. The mission of Girls on the Run is to inspire girls to be joyful, healthy and confident using a fun, experience-based curriculum that creatively integrates running. This program serves girls in public, private, charter and home schools. During the 2010-11 school year, Girls on the Run fielded teams from 37 of the 40 Gaston County elementary, intermediate and middle schools, including 17 of the 19 current Title 1 school teams. In all, 1,630 girls participated in Girls on the Run of Gaston County.

CAROMONT HEALTH FOUNDATION



CaroMont Health Foundation, established in 1985 as a subsidiary of CaroMont Health, is a 501(c)(3) organization that serves as the fundraising arm for CaroMont Health. The Foundation partners with donors, corporations and community organizations to support CaroMont Health's mission to promote individual health and vibrant communities. The Foundation provides grants to community organizations that sponsor programs that directly support CaroMont Health's mission.

During fiscal year 2010, the Foundation distributed \$686,686 to charitable causes throughout Gaston County, including Gaston Family Health Services, Gaston Together, United Way, Gaston County Schools, HealthNet Gaston and Indigent Medication and Services.

The Wayne F. Shovelin Scholarship Fund, a \$2.25 million endowment pledged by Duke Kimbrell, promotes higher education and engages learning for CaroMont Health employees, volunteers and families. Recipients are selected based on individual financial needs, future career aspirations in health care, and current scholastic standing. Wayne Shovelin retired in September 2009, concluding 23 years as President and Chief Executive Officer of CaroMont Health.

IMPACT ON THE COMMUNITY

CAROMONT HEALTH HOSTS ALI VINCENT

On November 20th, CaroMont Health welcomed Ali Vincent, the first female winner of the popular reality TV show, “The Biggest Loser,” to share her inspirational weight loss story. Ali Vincent’s mother, and “Biggest Loser” teammate, also spoke to the crowd about her lifelong battle with obesity. The Vincents’ visit kicked off CaroMont’s “Healthy Through the Holidays: Maintain Don’t Gain” program, designed to help CaroMont employees stay fit and healthy throughout the holiday season.

8TH ANNUAL HEART WALK

CaroMont Health hosted The Heart Society of Gaston County’s eighth annual Heart Walk in May 2011. CaroMont had 26 teams participating in the one-mile fundraising walk, in which over \$11,000 was raised. All proceeds were given to heart-healthy programs, including programs providing cholesterol and blood pressure screenings, educational programs regarding heart-healthy behaviors, and medication assistance for cardiac patients.

TOBACCO CESSATION PROGRAM

In order to provide a healthy environment for our patients, families and staff, CaroMont Health and its affiliate campuses have been tobacco-free since January 2007. In February 2011, CaroMont received the “Gold Star Standard Hospitals” designation from North Carolina Prevention Partners for excellence in employee tobacco cessation programs. All employees who use tobacco may participate in a “quit program,” which provides them with incentives if they quit using tobacco and remain tobacco-free for at least six months. CaroMont also offers an intranet site, “Your Health Connection,” with details and resources regarding how to become tobacco free.

PUPPIES FOR PATIENTS

As part of the Sixth Annual Puppies for Patients Program, donors who gave blood at the Community Blood Center of the Carolinas (CBCC) during the 2010 holiday season were asked to sign gift tags attached to stuffed puppies. These tags were then attached to stuffed animals and handed out to pediatric patients at CaroMont Health.



IMPACT ON THE COMMUNITY

GASTON COUNTY HEALTH SUMMIT



The Gaston County Health Coalition's goal is to improve the health status of its community, particularly in terms of chronic disease management. Initiatives are focused primarily on disease prevention and better management of chronic illnesses. This includes working with local employers on innovative programs and collaborating with health care neighbors.

CaroMont Health hosted a high profile, public conversation about the health of its community during the 2011 Gaston County Health Summit. The event brought together leaders from organizations and businesses, such as CaroMont Health, Community Health Partners, Gaston Community Healthcare Commission, Gaston County Department of Social Services, Gaston County Health Department, Gaston Family Health Services, Pathways, Pharr Yarns and the YMCA. Attendees discussed ways to improve health and the relationship between businesses and health care providers.

LEVEL III TRAUMA CENTER

CaroMont Health has begun a 12-month process towards state designation as a Level III Trauma Center. Level III Trauma Center designation verifies that CaroMont Health has the specialized resources and patient care processes necessary to provide care to trauma patients. The North Carolina Office of Emergency Medical Services grants trauma level designations which are based on stringent procedures and guidelines. When CaroMont Health receives its official Level III Trauma Center designation at the end of the 12-month period, it will be only the fourth hospital in North Carolina to earn that distinction.

OZONE IN LAUNDRY ROOM

CaroMont Health installed ozone generating equipment in the laundry room at Gaston Memorial Hospital last year and the impact has been notably positive. The new system cuts down on wash times and energy use while also making the laundry cleaner and brighter. The ozone equipment has resulted in significant utility cost savings, lower wastewater discharge fees and has reduced water consumption by more than 1 million gallons per year.



CAROMONT HEALTH BY THE NUMBERS

WORK FORCE NUMBERS

Employees	3,790
Female	83%
Male	17%
Full-Time	77%
Part-Time	13%
Relief/PRN	10%
Employed Physicians	146
Registered Nurses	1,047
Adult Volunteers	191
Teen Volunteers	32
Average Age of Staff	43 years
Average Tenure of Executives	12 years
Average Tenure of Managers/Directors	11 years
RNs on Career Ladder	271
Allied Health Employees on Career Ladder	71

EMPLOYEE TENURE

< 1 year	11%
1-4 years	32%
5-10 years	25%
10-20 years	21%
20+ years	11%

EMPLOYEE COMPOSITION

Management	5%
Physicians	4%
Mid-levels	2%
Technicians	16%
Nurses	26%
LPNs	2%
Assistants	14%
Clerical	20%
Service	11%

SHIFT DIVISIONS

Day	73%
Evening	12%
Night	15%

CAROMONT HEALTH BY THE NUMBERS

EMPLOYEE ETHNICITY

Caucasian	81%
African-American	15%
Hispanic	2%
Other	2%

TOTAL EMPLOYEE TURNOVER

2009	12%
2010	12%

FINANCIAL NUMBERS FOR FISCAL YEAR 2011

(\$ IN MILLIONS)

Net Patient Service Revenue	\$464.2
Total Net Operating Revenue	\$471.7
Total Operating Expense	\$445.7
Operating Income	\$26.0
Operating EBIDA	\$64.2
Net Non-Operating Revenue	\$67.4
Excess Revenue Over Expense	\$93.4

Unrestricted Cash and Investments	\$502.8
Total Debt	\$213.3
Total Net Assets	\$547.0

Charity Care	\$46.8
Bad Debt	\$43.7
Uninsured Discounts	\$10.9

COMMUNITY BENEFITS

(\$ IN MILLIONS)

Community Health Improvement Services & Community Benefit Operations	\$2.3
Health Professions Education	\$3.3
Cash and In-kind Contributions to Community Groups	\$1.3
Community Building Activities	\$2.3
Total	\$9.2



CAROMONT HEALTH LEADERSHIP

Douglas Lockett

*Executive Vice President,
Operational Integration,
Chief Operating Officer*

Jerome Levine, MD

*Executive Vice President,
Clinical Integration and
Chief Medical Officer*

Maria Long

*Executive Vice President,
Chief Legal Officer*

David O'Connor

*Executive Vice President,
Chief Financial Officer*

Kathleen Besson

*Vice President,
Clinical Operations*

Rowena Buffett Timms

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Chief Information Officer*

Monique Larrieu

*Assistant Vice President,
Planning, Business Intelligence,
and Value Analytics*

Jan Mathews

*Assistant Vice President,
Quality Management*

