

2016 - 2017

Community

Report



Find out how we care.





**We've come far as
an organization and
as a community, always
growing stronger together.**

There's so much to be proud of: hard work, unwavering compassion, driven innovation. Most importantly, the countless lives made better and the positive impact CaroMont Health has made in our community. For those of us honored to serve on the Board of Directors, the accomplishments and progress of the past year are a constant source of inspiration.

That said, it is my privilege to present CaroMont Health's 2017 Community Report. Among key financial information, workforce data and partnerships, you'll see remarkable stories of healing, hope and a tireless optimism for what the future holds.

The opening of a new state-of-the-art Pediatric Care Center and Emergency Department. Recognition in nursing excellence at the highest level. Partnering with the Gaston County Police Department to combat the opioid epidemic. These are just a few of the efforts, accolades and initiatives that give rich meaning and purpose to our work at CaroMont Health.

We've come far as an organization and as a community: always dynamic, always growing stronger together. We strive to deliver the world-class, compassionate care that has earned your trust. On behalf of the CaroMont Health Board of Directors, thank you for your support. Please join us in celebrating this year's accomplishments and the powerful vision that is a healthy, thriving future for our community.

Barry M. Pomeroy
Board of Directors
Chairman, CaroMont Health

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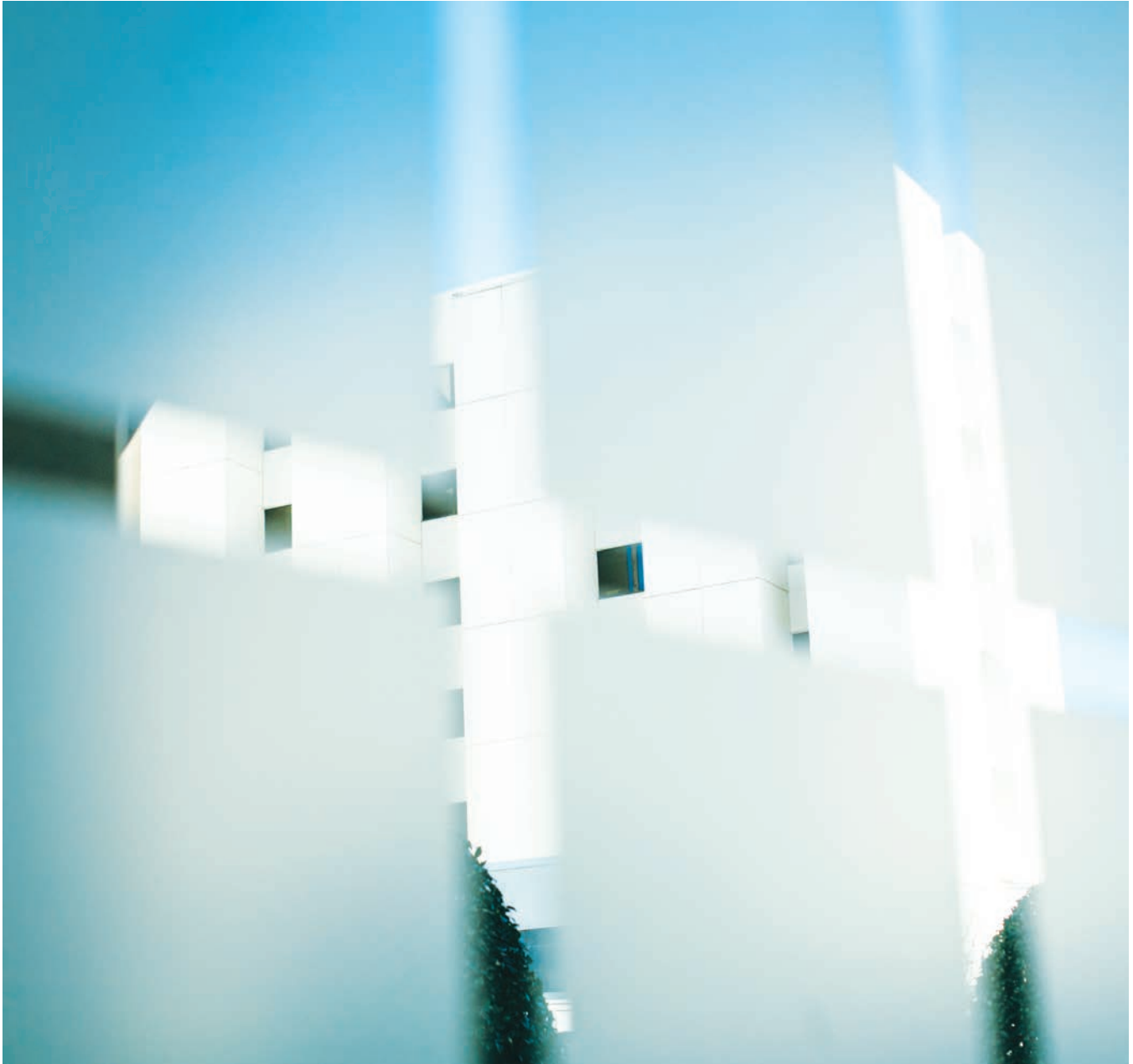
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Albert G. Myers, Jr. Pediatric Care Center
Emergency Department

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A vision for the future of care.

Over the past year, our vision has guided and inspired every effort, achievement and act of compassion at CaroMont Health. More than a commitment to delivering truly exceptional medicine to the community we call home, it's a shared excitement for what's possible. An irrepressible energy that propels our team forward. And when you walk our halls, you don't just feel it, you see it.

Innovative procedures at work. A growing team of highly skilled, internationally-educated providers. The advanced technology that makes groundbreaking treatments possible. It's all to bring the caliber of medicine that people travel the world for to our friends, families and neighbors right where it matters most.

More than awards, accolades or national recognition, what we're most proud of remains the same: the trust our community places in us to deliver medical excellence hand-in-hand with personal, compassionate care, year after year. In the following report, you'll find more than numbers, initiatives, improvements and investments—you'll find stories of hope, healing and extraordinary moments. Those patient experiences are at the very heart of our vision for the region's health and future, and we're proud and honored to share it all with you.

Guiding Values

As we press forward, our set of values (CARES) acts as a compass. We strive never to compromise our standards for how we treat our patients, one another and the community we serve.



Compassion

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

Accountability

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



Respect

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

Excellence

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

Safety

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

CAROMONT HEALTH AT A GLANCE: OUR WORKFORCE

EXCELLENCE AT WORK



TOTAL
EMPLOYEES



REGISTERED
NURSES



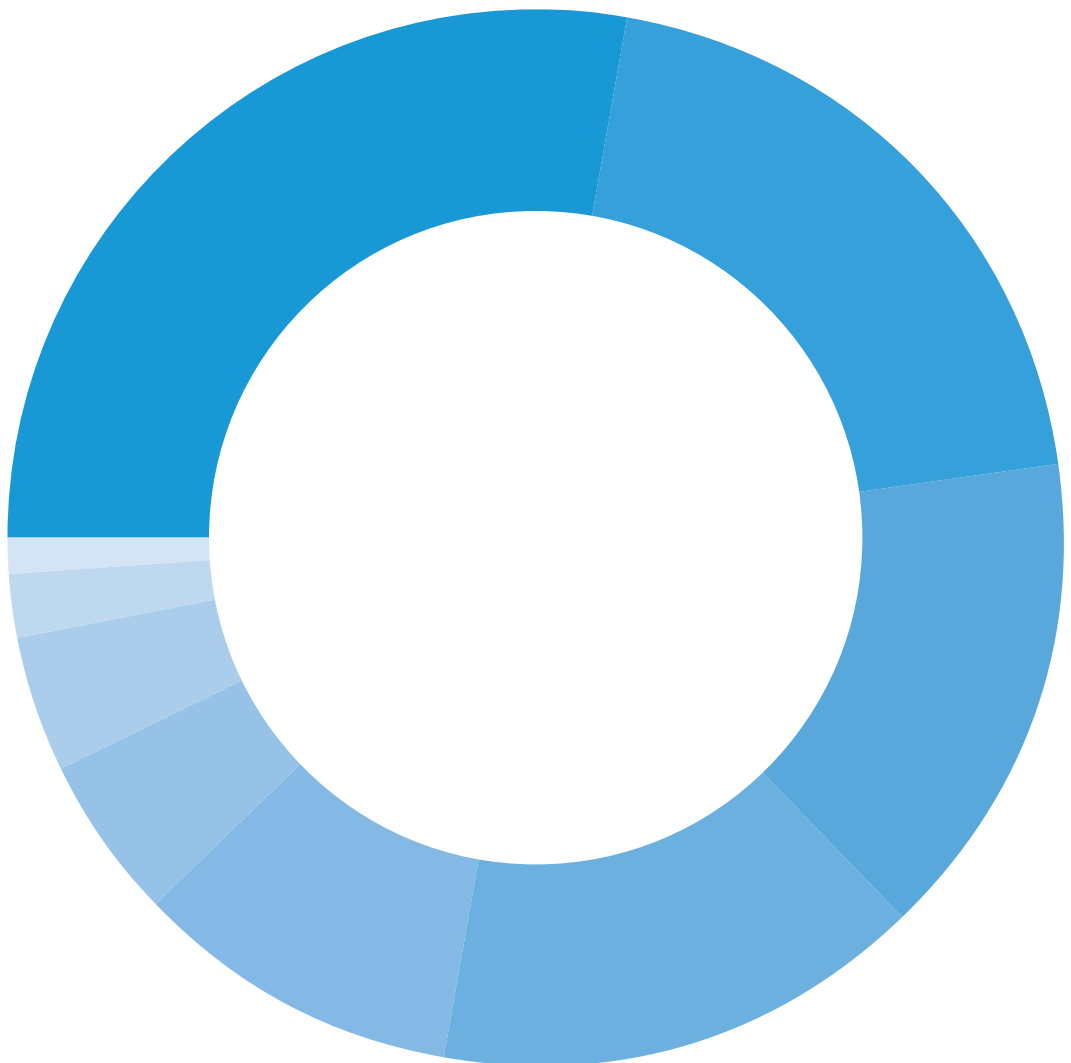
PHYSICIANS & ADVANCED
CARE PRACTITIONERS



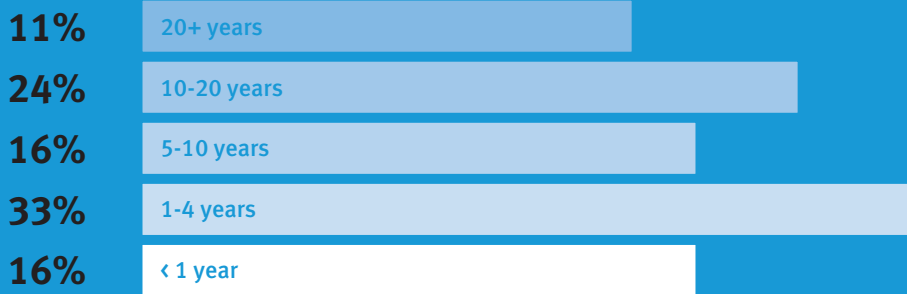
EMPLOYED
PHYSICIANS

OUR TEAM, BY ROLE

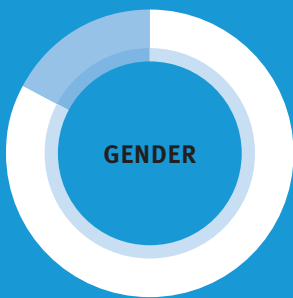
- Nurses: 28%
- Technicians: 20%
- Clerical: 15%
- Assistants: 15%
- Service: 10%
- Management: 5%
- Physicians: 4%
- Mid-levels: 2%
- LPNs: 1%



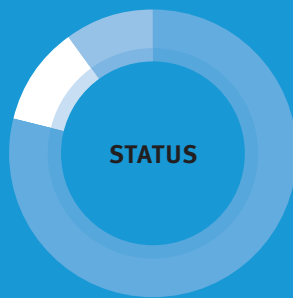
EMPLOYEE TENURE WITH CAROMONT HEALTH



EMPLOYEE SNAPSHOT



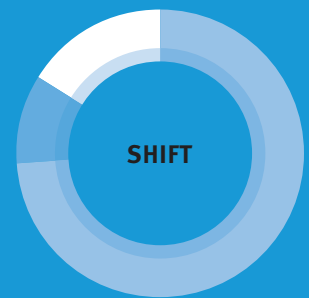
- FEMALE: 83%
- MALE: 17%



- FULL-TIME: 79%
- RELIEF: 11%
- PART-TIME: 10%



- CAUCASIAN: 68%
- AFRICAN AMERICAN: 13%
- HISPANIC: 2%
- OTHER: 17%



- DAY: 74%
- NIGHT: 10%
- EVENING: 16%



209 AUXILIARY AND MENDED
HEARTS VOLUNTEERS







Providing Comprehensive and Convenient Care

We care deeply about our patients' health, so we're always striving to better promote a healthy community through robust services. From dedicated breast cancer care to everyday family check-ups, we are committed to caring for each and every patient. We know that excellent medical care is nothing if it's out of reach. That's why we're intentional about making sure that our community has access to remarkable care right where they need it.

CAROMONT HEALTH REGIONAL MEDICAL CENTER

435-bed acute care hospital

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

GASTON HOSPICE

19-bed inpatient Robin Johnson House

Hospice, Palliative Care, Bereavement

CAROMONT MEDICAL GROUP

43 physician practices, 5 counties, 249 providers

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

COURTLAND TERRACE

96-bed skilled nursing facility

CAROMONT SPECIALTY SURGERY

Operating rooms for outpatient services

CAROMONT HEALTH AT A GLANCE: LOCATIONS

NORTH CAROLINA

CLEVELAND

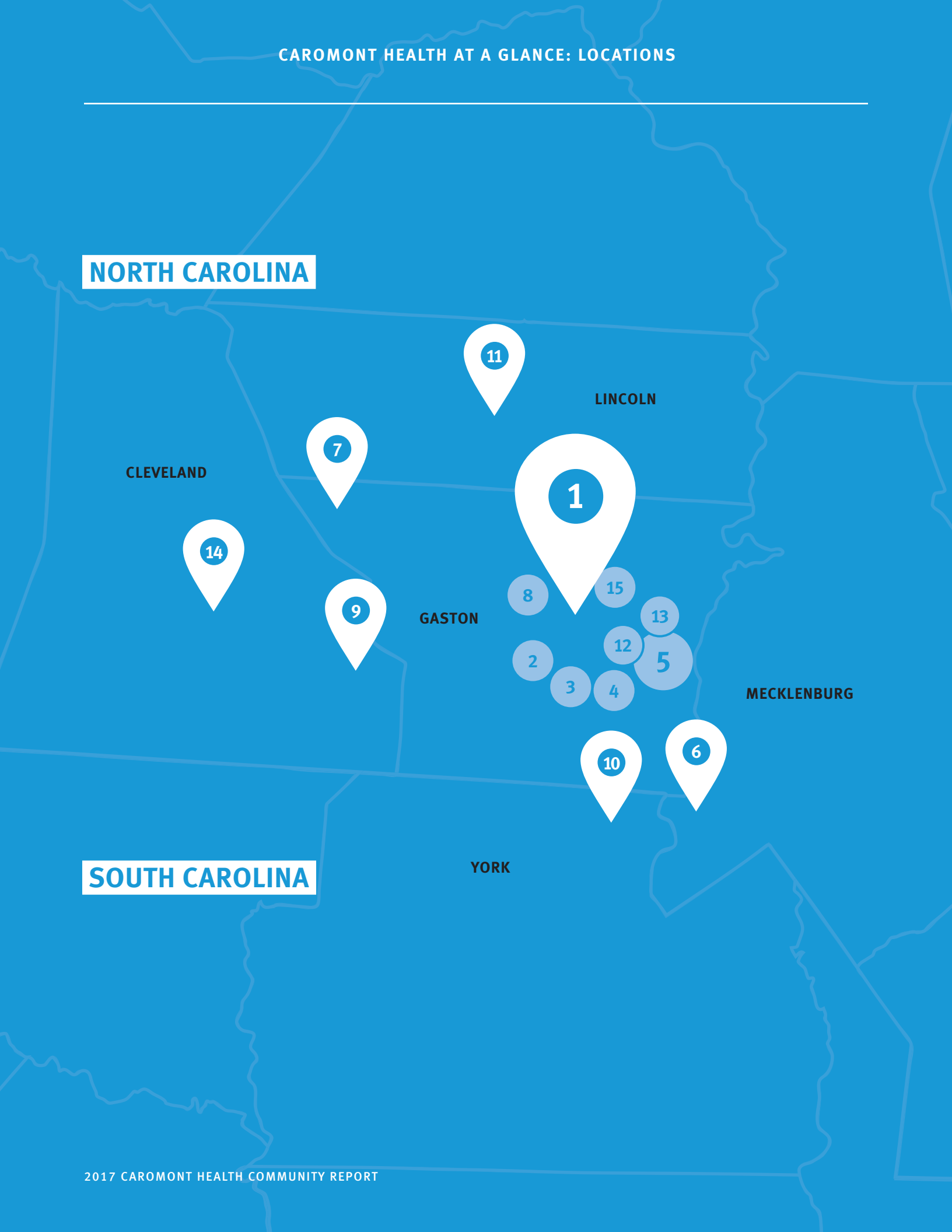
LINCOLN

GASTON

MECKLENBURG

YORK

SOUTH CAROLINA





[1 Gastonia](#)

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

[2 Gastonia](#)

Ashley Women's Center
 Gaston Hospice

[3 Gastonia](#)

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

[4 Gastonia](#)

Gaston Family Medicine

[5 Belmont](#)

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

[6 Charlotte–Steele Creek](#)

CaroMont Family Medicine
 CaroMont Urgent Care

[7 Cherryville](#)

CaroMont Family Medicine

[8 Dallas](#)

Robin Johnson House

[9 Kings Mountain](#)

CaroMont Family Medicine

[10 Lake Wylie](#)

CaroMont Family Medicine
 CaroMont Heart
 Endocrinology Associates

[11 Lincolnton](#)

CaroMont Heart
 Lincoln Cancer Center

[12 McAdenville](#)

CaroMont Family Medicine

[13 Mount Holly](#)

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

[14 Shelby](#)

CaroMont Family Medicine
 CaroMont Neurology
 Endocrinology Associates

[15 Stanley](#)

CaroMont Family Medicine
 South Point Family Practice

CAROMONT HEALTH AT A GLANCE: BOARD OF DIRECTORS



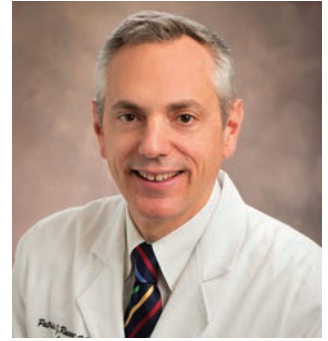
Barry M. Pomeroy
Chairman



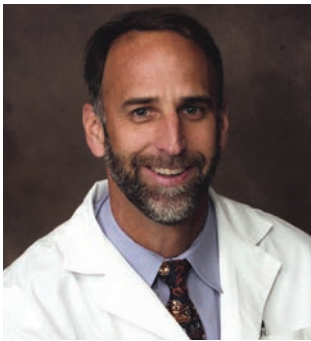
Donnie Loftis
Vice Chairman



James R. Beam
Treasurer



Patrick Russo, MD
Chief of Staff



Eric Emerson, MD
Chief of Staff Elect



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



William "Gus" Anthony
Board Member



Pearl Burris-Floyd
Board Member



Annette Carter
Board Member



Joseph B. Davis, Jr.
Board Member



W. Michael Dickson
Board Member



Timothy E. Gause
Board Member



Tom Keigher
Commissioner



Andrew Light, MD
Board Member



Charles J. Meakin, III, MD
Board Member



David T. Payseur, Jr.
Board Member

Leading the Future

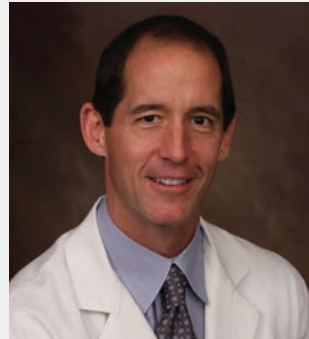
Excellent leadership enables excellent care. With integrity, compassion and dedication, we strive to make the future of CaroMont Health even better for the patients and community we serve.



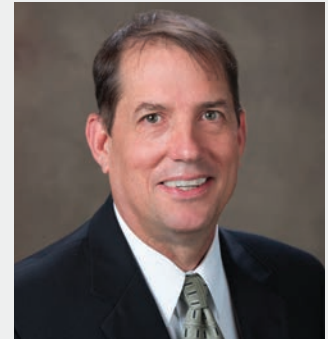
Chris Peek
President, Chief Executive Officer



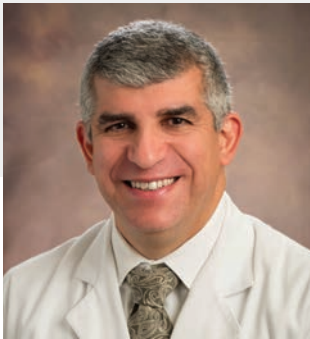
Kathleen Besson
EVP, Chief Operating Officer



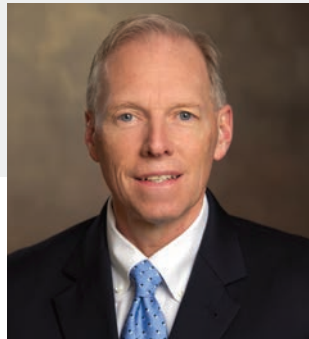
Todd Davis, MD
EVP, Chief Medical Officer



David O'Connor
EVP, Chief Financial Officer



Costa Andreou, MD, FACC, MBA, CPE
EVP, CaroMont Medical Group



Richard Blackburn
VP, Diagnostic and Support Services



Mike Johnson
VP, Chief Information Officer



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



Libby McCraw
VP, Human Resources



Andrea Serra
VP, Community Care Services



Daniel Tuffy
VP, CMG Operations

Growing Responsibly

FINANCIAL NUMBERS FOR FISCAL YEAR 2017

New Patient Service Revenue	\$541M
Total Net Operating Revenue	\$552M
Total Operating Expense	\$535M
Operating Income	\$17.8M
Net Non-Operating Revenue	\$62.7M
Excess Revenue Over Expense	\$80.6M
Unrestricted Cash and Investments	\$636M
Total Debt	\$180.5M
Total Net Assets	\$792M
Charity Care	\$46.2M
Bad Debt	\$63.6M

UNREIMBURSED COST OF CARE FOR FISCAL YEAR 2017

Total Unreimbursed Healthcare Costs	\$93.9M
Charity Care	\$11.1M
Medicare and Medicaid	\$57.5M
Bad Debt	\$25.3M

COMMUNITY BENEFITS

Community Health Improvement Services and Community Benefit Operations	\$2.4M
Health Professions Education	\$2.4M
Cash and In-kind Contributions to Community Groups	\$1.6M
Community Building Activities	\$2.3M
Research	\$0.6M

TOTAL COMMUNITY BENEFITS



“Our patients know that we genuinely care, and we strive to treat them like we would want to be treated. Putting patients first is our number one priority.”

David Locklear, MD
South Point Family Practice in Belmont

“Going through the

given me a new ou

day is a treasure.


precious. With the

was stronger th

**My battle of cancer has
changed my outlook on life. Every
day, I realize that life itself is more
valuable than ever. With their
help, I learned I
can do more than I thought.”**

Beverly Washington
Cancer Survivor and Volunteer





The tireless pursuit of better.

A reflection of the hardworking spirit of our region, it's built into our very DNA as an organization—and has been from the beginning, when a handful of committed citizens pooled their resources and sacrificed their time to transform a small hospital into a robust healthcare system.

When it comes to our patients and our community, we never settle for good enough. Better solutions. Better outcomes. Better care. We work with our friends, our families and our neighbors to ask important questions, evolve our approach, integrate new technology, employ more efficient processes and effective techniques. To our very core, CaroMont Health is a place of continual forward momentum. This year, there is no question—innovation is evident all across our care network.

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

Progressing Toward High Reliability

For us, continuous improvement means not only supporting our strengths, but also identifying and addressing our opportunities for improvement. A driving force behind all of this is our continued journey toward becoming a Highly Reliable Organization (HRO). Achieving this status takes time and focused effort, but already we've seen encouraging progress all across our departments and teams.

Throughout the past year, we have worked hard to meet our goal of zero patient harm, encouraging CaroMont Health employees across the organization to catch problems before they occur and prevent repeat errors. When we noticed shortcomings in our standard procedures, we innovated to make them better and safer. The result is evident: this year, we reduced infections, prevented medication errors and noticed unexpected symptoms in time to address them.

At CaroMont, the path to becoming highly reliable is more than an admirable goal; it's an obvious application of our CARES values. Accountability, a central component of CARES, means we accept responsibility for patient safety. By putting CARES into practice, we are working to gain and retain the trust of our patients.

Caring for our community is not a responsibility we take lightly. In the year ahead, we will continue building and cultivating a foundation of safety and trust. We are proud of the many staff members across all of our departments who are living out our values and making the mission of high reliability their own.

“Protecting patients from harm is the most important charge for any hospital. By awarding an ‘A’ rating, we recognize and appreciate CaroMont’s vigilance and continued dedication to keeping their patients safe.”

Leah Binder
President and CEO of The Leapfrog Group



Innovating the Patient Experience

In 2015, we began updating our patient record management system with a software known as Epic. One of the primary reasons we chose Epic was for the opportunities it offered for improving the patient experience. As of September 9, 2016, all CaroMont Health clinics have upgraded to Epic, and already we're beginning to see the tremendous benefit the new system holds for our patients and care providers.

Epic is designed to make patient care more seamless. The software effectively eliminates the gap between primary and specialist care by making it easier for providers to share and update records. For the patient, a streamlined record management system can mean more efficient and informed care.

Beyond patient record management, CaroMont Health has begun to utilize several other beneficial tools offered through Epic, including UpToDate Anywhere, a physician-facing medical research database, and MyChart, a secure, online patient portal designed to give patients the tools they need to manage their healthcare. With UpToDate Anywhere, CaroMont Health physicians have access to helpful clinical resources including medical graphics, numerous references, a drug database and extensive patient education information across 24 different specialties—all of which make it easier for patients to understand complex diagnoses and conditions. MyChart allows patients to access test results, communicate with physicians and view personal health records, all in one central location. Many of our patients have already signed up for MyChart, and we will continue to encourage registration throughout the next year.

In addition to the improvements we implemented through Epic, CaroMont Health also launched a new urgent care online reservation tool in April 2017. Clockwise.MD allows patients to view wait times online and save a spot in line at CaroMont Urgent Care practices, saving them time and making care more convenient.

We are excited about the impact these offerings will have on the service we are able to provide to our patients and look forward to future advancements as new healthcare technology continues to become available.



EPIC PROGRESS



4,000

Nearly 4,000 doctors, advanced care practitioners, nurses, clinicians and staff trained on Epic



30+

More than 30 ambulatory offices and CaroMont Medical Group clinics using Epic



Celebrating Remarkable Care

At CaroMont Health, we choose excellence each and every day. Why? Because we know that the better we work, the better we're able to take care of our community. We don't do it for the recognition, but when the medical community takes notice of our compassion, dedication and innovation, it's exciting. This year, we were honored to receive several prestigious awards, and we're immensely proud of our departments and staff for representing CaroMont Health so well.

AMERICAN COLLEGE OF SURGEONS

National Accreditation Program
of Breast Centers
January 2017

AMERICAN HEALTH COUNCIL

Best in Medicine Costa Andreou, MD
"Physicians to Watch"
March 2017

AMERICAN HEART ASSOCIATION

Get With The Guidelines Gold Plus
Achievement for Heart Failure
August 2016

AMERICAN STROKE ASSOCIATION

Get With The Guidelines Gold Plus
Achievement for Stroke
August 2016

BECKER'S HOSPITAL REVIEW

100 Hospitals with Great
Orthopedic Programs 2016
October 2016

135 Nonprofit Hospital and Health
System CEOs to Know 2016
November 2016

BLUE CROSS AND BLUE SHIELD

Cutting Edge Hospitals
December 2016

BUSINESS NORTH CAROLINA

Annual Quality Rankings
"Preferred Provider"
February 2017

CARECHEX®

First in North Carolina for
Overall Medical Care
November 2016

CORPORATE AMERICA MAGAZINE

CEO of the Year
November 2016

ELECTRONIC MEDICAL

RECORD ADOPTION MODEL

Health Information and Management
Systems Society Stage 6
November 2016

HEALTHGRADES

Patient Safety Excellence Award
March 2017

HEALTHSTREAM

Excellence Through Insight® Awards
September 2016

MODERN HEALTHCARE

Most Improved Safety Net Hospitals
2013-2017

SECURITY 500

2016 Security Rankings
November 2016

SMART CEO

Smart CEO's Corporate Culture Award
October 2016

THE SAFECARE GROUP

100 SafeCare Hospitals®
January 2017

U.S. NEWS & WORLD REPORT

Best Hospitals 2016-17
August 2016

2017-18 High Performing Hospital for COPD
July 2017

Top-Performing Tar Heel Hospitals
March 2017



Caring Through Nursing

The nurses at CaroMont Health demonstrate unwavering commitment to the patients, families, individuals and the community we serve by upholding the highest standard of care. Our nurses help cultivate a culture of safety, improvement and quality throughout all our departments, and the medical community has taken notice. Our outstanding nursing staff is fundamental to the comprehensive care we provide our patients and our community, and we are grateful for the work they do each and every day.





Honoring Excellence

This year, we honored 70 members of our nursing staff who showed superior contribution to the nursing profession with Nursing Excellence Awards. Nominated by their peers and sponsored by the Council for Nursing Excellence, nurses must demonstrate compassion, excellent patient care skills, positive relationships, commitment to the healthcare team and responsiveness to patients, families and others in order to be considered for the award.

As part of our nursing excellence awards, we honor one nurse each year who goes above and beyond. The highest nursing honor at CaroMont, the Nightingale Award, honors outstanding commitment to nursing, community service, continuing education and professionalism. This year, we were delighted to present Ronnie Pittman, BSN, RN, CPAN, CAPA with the 24th Nightingale Award. Nurses like Pittman set a remarkably high standard for our nursing staff and all of our employees at CaroMont. His excellent example is a testament to just how much we care.



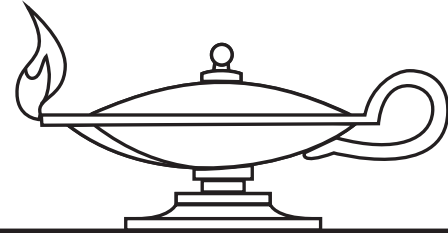
“Receiving this award means a lot to me.

CaroMont has been my home for so many

years. There’s nowhere I’d rather be.”

Ronnie Pittman, BSN, RN, CPAN, CAPA
Imaging Nursing Unit

NIGHTINGALE AWARD WINNERS



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

CONTINUOUS IMPROVEMENT: AWARDS

2016 NURSING TEAM STARS

Julie A. Bailey, PCT/UCC, NICU

Chloe B. Herron, PCT/UCC, PCCU

Kelly M. Boyd, ECT, Emergency Dept

Belle Q. Jackson, PCA/UCC, Critical Care

Ashley J. Brooks, UCC, Robin Johnson House

Theresa James, PCT/UCC, Infusion Center

Amanda L. Broome, PCA/UCC, HMI Ortho

Benita S. Kelbaugh, Certified Surgical Tech, COPS

Kaylyn M. Bryson, PCT/UCC, HFTU

Dana L. Lowery, PCT/UCC, Occupational Medicine

Wanda M. Buchanon, CNA 1, CHPNA, Gaston Hospice

Lisa H. Marlow, PCT/UCC, 5 South

Kimberly A. Camp, UCC II, CVSS

Diane L. Miller, PCT, Endoscopy

Ashley T. Campbell, PCA, 6 South

Heather P. Newton, PCT/UCC, Birthplace

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

Bessie Lynn Owens, UCC, Courtland Terrace

Sarah E. Casciani, PCA/UCC, 6 North

Jo A. Palmer, PCT/UCC, DOSU

Eddie Davis, ECT, ED - Mt. Holly

Pamela J. Pfoutz, Psych Tech/UCC, 7 South

Jonathan Deal, PCT/UCC, HMI Neuro

Christie N. Robertson, PCA/UCC, 3 South

Kim M. Hall, Surgical Liaison Team Leader, Operating Room

Brooke M. Wilson, PCA/UCC, PICU

Betty B. Hanna, Secretary, Integrated Pain

Greta B. Wright, Focused Observer, Focused Observers



CONTINUOUS IMPROVEMENT: AWARDS

2016 NURSING EXCELLENCE WINNERS

Cathy M. Abernathy, BSN, RN, Medical Rehab

Angie S. James, RN, Neonatal Intensive Care Unit

Sarah E. Ayer, BSN, RN, CCRN-CMC, Intensive Care Unit

Sonda H. Johnson, RN, Post Intensive Care Unit

Nancy Baughman, RN, Hemodialysis

Jeannie L. Jones, RN, BS, Courtland Terrace

Nicole Beason, BSN, RN, CNOR, Caromont Specialty Surgery

Emily M. Kincaid, RN, Emergency Department

Ann M. Bodnar, RN, 6 North

Bob Knox, BSN, RN, 7 North

Lorie A. Bryant, BSN, RN, Utilization Review

Meredith Leatherwood, BSN, RN, CCM, Post Acute Services

Kelly N. Carter, RN, Coronary Care Unit

Nicole G. Lineberger, BSN, RN, ACM, Case Management

Melanie I. Conger, RN, ED Psych Suite

Jacqueline M. McKnight, RN, Heart Failure Therapy Unit

Lisa M. Costner, RNC-OB, Birthplace

Caitlin E. Merritt, BSN, RN, Birthplace

Tracy Deitz, RN, 6 South

Julienne D. Nortey, BSN, RN, Diabetes Center

Shelly E. Dellinger, RN, CEN, Nurse Shift Managers

Ronnie Pittman, BSN, RN, CPAN, CAPA, Imaging Nursing Unit

Sandi G. Dobbins, RN, Robin Johnson House

Heather N. Ray, RN, 3 South

Danyell Dreher, RN, HMI Neuro

Kandy K. Rhew, RN, Post Anesthesia Care Unit

Elaine M. Dunn, MSN, RN, Operating Room

Heather H. Rodriguez, BSN, RN, CRNI, Vascular Access Team

Brittany L. Eaker, BSN, RN, Progressive Coronary Care Unit

Amy A. Sarvis, BSN, RN, Patient Safety/Risk Management

Cathy B. Everhart, RN, Progressive Coronary Care Unit

Amanda G. Self, RN, Emergency Department

Amanda P. Felton, RN, BSPS, Cath Lab

Ashley B. Snyder, BSN, RN, Wound Center

Barbara L. Foster, LPN, Endoscopy

Melissa Triplett, RN, Emergency Department-Mt. Holly

Melissa M. Gunter, BSN, RN, Surgical Intensive Care Unit

Claire N. Way, RN, CAPA, Pre-Anesthesia Screening Services

Nancy G. Harless, MPH, BSN, RN, CIC, Infection Prevention

Katy Wilder, RN, Cardiovascular Surgical Unit

Diane M. Haught, RN, Cancer Center

Tarra D. Wilkinson, RN, Gaston Hospice

Crystal A. Hoyle, BSN, RN, ONC, 5 South

April M. Willis, MSN, RN, PCCN, Informatics

Jaime D. Huneycutt, RN, CNOR, CaroMont Outpatient Surgery

Mandy Jo Woodward, BSN, RN, HMI Ortho

Dawn P. Hunt, RN, Pediatrics



Recognizing Greatness

This year, eight CaroMont Health nurses were honored for excellence in nursing among the 2016 Great 100 North Carolina Nurses. The program selects 100 nurses throughout the state who demonstrate outstanding service and commitment to the profession of nursing, and who positively affect the image of the industry at large. This year, the Great 100 organization received more than 600 nominations from across the state.

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



CaroMont Health's

GREAT EIGHT

(Left to Right)

Kathleen W. Champion, BSN, RN, CHFN

Alison Hayes, BSN, RN, CPN

Jennie G. Hogan, RN

Kimberly Jackson, RN, CCRN

April Hullender, BSN, RNC-NIC

Lisa Marisiddaiah, BSN, RN, FCN

Carole Anne Robinson, BSN, RNC

Ann Marie Stuck, BSN, RN, BC



**“We have all met nu
and compassion sta
As leaders in their fie
represent excellence, a
of how we care fo**

**nurses whose wisdom
stand out from the rest.
In the world, these eight nurses
stand out and are a true reflection
of our community.”**

Scott Wells, MSN, RN, NEA-BC
Chief Nursing Officer at CaroMont Health



An enduring commitment to health.

For our region to thrive, we need to invest in the future—to make the sustainable choices today that will ensure a healthy region tomorrow and for generations to come. Over the past year, CaroMont Health has been proud to continue our tradition of strategic investment in our community: from state-of-the-art medical research and technologies, to professional education, facilities, workforce development and outreach.

We're dedicated to recruiting and retaining top physician talent; inspiring and educating the next generation of healthcare professionals; building and improving the facilities so integral to our patients' needs; and funding the initiatives that bring essential health services to families in need. As one of the largest not-for-profit organizations in the region, we are proud to donate and disperse millions of dollars in and around our community each year. It's all to make our vision for the future of care in our region a lasting reality.



Expanding Our Facilities

In October 2016, the Albert G. Myers, Jr. Pediatric Care Center welcomed patients through its doors for the first time. The updated emergency department was expanded to include a new pediatric emergency and urgent care department as well as an inpatient unit.

The center's namesake, the late Albert G. Myers, Jr., was a prominent business leader and community advocate, serving as Chairman of the Board of Directors for CaroMont Health in the 1970s. He was instrumental both in the design of the current hospital building and in positioning CaroMont Health to grow into the regional health system it is today. The newly-named center honors his legacy of innovation, integrity, hard work and altruism.

AT A GLANCE

350 total inpatient admissions

700 emergency department patients per month

REDUCED PATIENT WAIT TIMES

3-minute wait
from triage to room

10-minute wait
to see a provider



Since its grand reopening, the center has already provided enormous benefit, increasing efficiency and more effectively caring for the needs of the community. The new facility offers pediatric patients and their families a safe, child-friendly environment. Because all areas of the center are separate from adult visitors, staff can provide medical attention tailored specifically to this younger patient demographic. Since opening its doors, the unit has had more than 350 inpatient admissions and sees more than 700 emergency department patients each month.

The new specialized unit has also helped to decrease average wait times. Patients are now moved from triage to room within three minutes and are seen by a provider within 10 minutes. The old system, which saw both pediatric and adult patients, averaged noticeably longer wait times. The Albert G. Myers, Jr. Pediatric Care Center marks an exciting new chapter for healthcare in our community. It's just one of the many ways that we are striving to bring the future of care to the place we call home.

“Projects like these s

growth and commi

system, and ultima


better care to c

**signify our continued
commitment as a health
system, to delivering
the best care for
our patients.”**

Kathleen Besson

EVP, Chief Operating Officer of CaroMont Health





Making important work possible.

That's what every dollar given to the CaroMont Health Foundation is used to do. From funding the programs, initiatives and equipment essential to meeting our community's needs, to making a vast and positive impact on life in and around Gaston County, each donation is an investment in a vibrant, healthy future.

For the generous donors who partner with the CaroMont Health Foundation, gifts both small and great translate to crucial funding for community support, education opportunities, scholarships, outreach, health screenings and much more; and in this way, each partner ultimately joins us in the role of provider and driver of growth, excellence and wellbeing for the entire region.

Most of these contributions are gratefully received from a variety of sources: outside donors, our employees, volunteers and local groups. In addition to the important work of supporting our neighbors and families in need, the Foundation also disperses grants for programs that tackle the toughest healthcare issues in our region, tirelessly building a brighter tomorrow for all.

A Year of Generosity

TOTAL DOLLARS RAISED

\$1,288,511

\$740,634

FOUNDATION

\$547,877

HOSPICE

DONORS

1,929

GIFTS

8,038



100% of donations go directly to

COMMUNITY IMPROVEMENT

14 grant recipients in 2017
were awarded more than

\$641,000



54 scholarship recipients in
2017 were awarded more than

\$182,000

DONOR PROGRAMS

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

.....

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

.....

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

.....

THE CAROMONT HEALTH HEROES PROGRAM allows patients and clients of the care network to honor employees for their outstanding care and commitment to health.

.....

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

2017 Grant Recipients

Through our Foundation, we are able to champion the cause of health and wellness with grants to organizations and initiatives within CaroMont Health departments. Our funding enables great work to continue.

This year, we were once again impressed and humbled by the efforts of our staff and neighbors to improve the health of our community. We awarded 33 grants for a total of more than \$630,000.

All of our grant recipients were given the opportunity to participate in our first Grant Showcase which gave community nonprofits a chance to learn about our grants, meet grant recipients and hear about how each used its funding.

**THREE COMMUNITY PROGRAMS
WERE AWARDED MORE THAN
\$36,000 IN GRANTS:**

**BackPack Weekend
Food Program, Inc.**

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

.....

**Girls on the Run
of Gaston County**

Funds provide coach training and curriculum support for this program aimed at engaging young girls in running.

.....

**Heart Society of
Gaston County, Inc.**

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



Carolyn Niemeyer, Backpack Weekend Food Program



Meghan Gregory & Amanda Lee, Wellness Department

**TEN CAROMONT HEALTH
DEPARTMENTS WERE AWARDED
MORE THAN \$605,000 IN GRANTS:**

CaroMont Cancer Center: Dental Services

Funds provide medically-necessary dental services to patients who are unable to afford it before they begin radiation therapy.

Birthplace and NICU: Safe Beginnings

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

Environmental Services

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

Human Resources/Nursing Certification

Funds provide financial assistance for Registered Nurse certification exams.

Imaging Services Mobile Mammography

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

Burial Program

Funds provide cremation services for families unable to afford burial services for their loved ones.

Indigent Medications and Services

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

Spiritual Care: FaithHealth-Gaston

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

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

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

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

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

2017 Scholarship Recipients

This year, a total of 54 recipients were awarded more than \$180,000 in scholarships from the CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary. Through eight different scholarships, we are able to support the next generation of healthcare professionals including students, as well as adult and teen volunteers.



2017 Scholarship Recipients

54 SCHOLARSHIP RECIPIENTS

\$182,400

TOTAL IN SCHOLARSHIPS

The Wayne F. Shovelin Scholarship

Maren Rose East, a senior at Forestview High School, was selected as the 2017 Wayne F. Shovelin Scholarship winner. Started in 2009 through a generous donation from the Duke Kimbrell family in honor of long-time CaroMont Health CEO Wayne Shovelin's retirement, this competitive award provides up to \$20,000 each academic year toward undergraduate study in a healthcare-related field. East will also have the opportunity to gain exposure to healthcare-related careers through three paid summer internships at CaroMont Health.

"We are very proud of Ms. East and all of the talented scholarship applicants," said Janie Peak, CaroMont Health Foundation Board Member and Chair of the

Scholarship Committee. "Ms. East, as well as past Shovelin scholarship recipients, exemplified the specific qualities of leadership, community involvement and academic excellence that our committee looks for when selecting a recipient each year. The CaroMont Health Foundation and Scholarship Committee look forward to following these young people and their continued success as they pursue their educational dreams and (hopefully) return to this community to serve in health-related careers."

East plans to earn an undergraduate degree from the University of South Carolina that will prepare her for medical school.

CAROMONT HEALTH FOUNDATION: SCHOLARSHIPS

Mr. and Mrs. Joe R. Hudson Nursing Scholarship

Mr. and Mrs. Joe Hudson established the Hudson Scholarship in 1974 to support students and help staff the new Gaston Memorial Hospital. Awards from this scholarship loan program are given based on organizational needs, academic achievement and acceptance into a nursing program. Recipients must sign a promissory note indicating their intention to become or remain an employee of CaroMont Health after completing their studies.

2017 RECIPIENTS: *Shannon Branch, Janice Hill, Brandi Stewart Lee, Holly Williams*

.....

Lee Bucci Professional Nursing Scholarship

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

2017 RECIPIENT: *Charlene Guffey*

.....

The Lonnie and Rachel Waggoner Nursing Education Scholarship

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

2017 RECIPIENTS: *Janasia Armstrong, Lauren Biggers, Catherine Bynum, Kelli Ferguson*

.....

The H. Spurgeon Mackie, Jr. Scholarship

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

2017 RECIPIENTS: *Cheryl Aldridge, Sarah Bolynn, Ashley Brooks, Makayla Hayes, Marlena Heracklis, Amanda Johnson, Addison McElveen, Carissa McGinnis, Magan McMillan, Victoria Price, Jake Quinn, Detra Rice*

Dr. Marty D'Amore Scholarship

The Dr. Marty D'Amore Scholarship Fund was established in 2015 following the death of Dr. D'Amore after a long battle with ALS. The fund was created and supported by donations from physicians and the medical community. This scholarship is given to students accepted or enrolled in an accredited radiology sciences program.

2017 RECIPIENT: *Amber Benfield*

.....

Team CaroMont Scholarship

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

2017 RECIPIENTS: *Lee Beard, Amber Benfield, Char Biamonte, Amanda Broome, Aimee Callahan, Carmen Cloninger, Amy Cody, Marzette Colon, Tammy Cozad, Glenda Crowell, Sandra Denison, Charlene Guffey, Donna Hamill, Chloe Herron, Milika Kasimi, Michelle Langford, Jennifer Mayes, Jay Nutter, William Parson, Misty Partin, Scott Rogers, Ariel Spencer, Andrea Turner, Jamie Wozniak*

.....

The Gertrude Clinton Health Career Scholarship Fund

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

2017 RECIPIENTS: *Janasia Armstrong, Taylor Bailey, Savannah Bartlett, Lauren Biggers, Sarah Bolynn, Shannon Branch, Ashley Brooks, Amanda Broome, Catherine Bynum, Aimee Callahan, Caroline Carpenter, Carmen Cloninger, Amy Cody, Marzette Colon, Abbey Connor, Glenda Crowell, Page East, Andie Ervay, Kelli Ferguson, Charlene Guffey, Marlena Heracklis, Chloe Herron, Janice Hill, Amanda Johnson, Josie Lucas, Jennifer Mayes, James McConnell, Addison McElveen, Carissa McGinnis, Jody Myers, Charlene N'Diaye, Jay Nutter, Misty Partin, Alyssa Pate, Sara Peeler, Victoria Price, Dillon Rhew, Elizabeth Scronce, Ariel Spencer, Brandi Stewart Lee, Andrew Walker, Holly Williams, Jamie Wozniak*

Generous Giving

Once again, CaroMont Health employees and volunteers wowed us with their incredible commitment to the health and wellness of our community. Every year, they participate in a giving campaign called Team CaroMont. This year's campaign raised a total of \$211,073, all of which was designated toward the CaroMont General Fund, Scholarships, Oncology Services Fund and Gaston Hospice. We are so thankful for the generous support.

TEAM CAROMONT RAISED

\$211,073

FOR OUR COMMUNITY

General Fund	\$119,259
Scholarships	\$27,811
Oncology Services Fund	\$23,771
Gaston Hospice	\$40,232



WOW members Rowena Barker, Natalie Tindol, May Barger and Chris Stowe at the Johan Newcombe Habitat event center.

Women Optimizing Wellness

Making history as the first all-female fund in Gaston County, Women Optimizing Wellness is a philanthropic group focused on improving the health of our community. It began in 2014 with more than 100 members. Since then, it has grown its impact by developing a Steering Committee to oversee a partner project with Gaston Family Health Services, Gaston County Schools and CaroMont Health.

Honoring Our Health Heroes

Part of the CaroMont Health Foundation, Health Heroes is a fundraising program that recognizes specific individuals who help CaroMont Health provide truly exceptional care. The program offers patients and their families a way to honor employees and volunteers who exceed expectations and go out of their way to make sure every detail of the patient's care is excellent. Since 2013, CaroMont Health has honored nearly 70 Health Heroes, and each has made a lasting impact in the lives of our patients.

“Dr. Meakin and his team were compassionate, extremely informative and very supportive in caring for my husband, James. Dr. Meakin is our hero!”

Joerine Millen
Wife of Former Oncology Patient

**“We are very proud
scholarship applica
to following their co
they pursue t**

**of all of the talented
nts and look forward
ontinued success as
their dreams.”**

Janie Peak

CaroMont Health Foundation Board Member

Chair of the Scholarship Committee





Partner, friend, neighbor.

At CaroMont Health, we're more than healthcare providers, and the people we care for are more than our patients. We're deeply invested in both their future and that of our region. That's why our commitment to the community we call home extends well beyond our hospital campus and medical practices into everyday life.

We embrace an active role in supporting local officials, veterans and civic groups; in hosting wellness events, 5Ks and family activities; in sharing the meaningful stories and powerful moments that happen at CaroMont Health with the world.

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

Inspiring Healthy Competition

In its fourth year, the 2017 CaroMont Health Community Challenge, was held on Saturday May 13 at Stuart W. Cramer High School. The event featured a 5k run, 1-mile fun walk and interactive activities for the entire family. Created to inspire and challenge our community to better health, the event is geared toward all fitness levels, making it approachable and enjoyable for anyone. All proceeds from the event supported the Gaston County Schools Robotics Program.





Relationships That Enrich Lives

Working with our community to solve problems, improve access to care and make the region a happier, healthier place to live can take many forms. From sponsoring individuals and organizations doing meaningful work, to making new and important initiatives possible through partnership, CaroMont Health is proud to play a role.

SPONSORED ORGANIZATIONS

Alzheimer's Association	Downtown Belmont Development Association	House of Mercy
American Cancer Society	Daniel Stowe Botanical Garden	Jack and Jill, Inc.
Belmont Rotary	Family Christian Center	Junior League of Gaston County
Bessemer City Chamber of Commerce	Gaston County Family YMCA	Mt. Holly Community Development Foundation
Bit of Hope Ranch	Gaston County Senior Games	Mt. Holly Farmer's Market
Boys and Girls Club	Gaston County Sports Hall of Fame	NC MedAssist
Backpack Weekend Food Program	Gaston Day School	Off the Streets Program, Inc.
Crisis Assistance Ministry	Gaston Residential Services	Pharr Yarns, Inc.
Cancer Services of Gaston County	Gaston Together	Shelter of Gaston County
Cherryville Shrine Club	Gastonia Jaycees	Victory Farm
Clover Area Assistance Center	Girls on the Run	
Community Foundation of Gaston County	Holy Angels	



Gaston County Government Wellness Program

Together with the Gaston County Government, CaroMont Health implemented a "Fitness in a Flash" exercise program to demonstrate the impact that small changes in your fitness routine can make. All 1,600 participants were provided with a set of flashcards and a resistance band. Each week, they were encouraged to pick 10 exercises from the deck.

Through a survey conducted early in the program, we learned that more than 70% of employees said they were ready to make a change and found that time was the greatest barrier to participation. As a result, senior management at Gaston County worked to remove that barrier by allowing employees free time for wellness programming during the work day.

As participation continues to grow, more and more participants share personal success stories. One person lost more than 40 pounds with the help of the program sharing: "I went from a couch potato to averaging 11,000 to 15,000 steps a day. I have been able to come off of some of my medications."

More than the physical benefits of weight loss and increased energy, many have enjoyed the positive cultural impact on their work environment as well.

The program also provides employees the tools they need to continue exercising on their own and at home at no cost. Data has even revealed significant decreases in sick time—a sure sign of increased health and wellness.

"This weight loss program has been a tremendous motivator for my entire family. My daughter is my biggest supporter and often walks with me. This program has also helped me promote the importance of drinking water and eating more fruits and vegetables to my family. A healthy body is a happy body!"

Program Participant
Team "Weapons of Mass Reduction"



Over the Counter Medicine Giveaway Day with NC MedAssist

All too often, our neighbors in need throughout North Carolina are without access to critical over-the-counter (OTC) medications, including such medicine cabinet standards as NSAIDs and pain relievers.

Through a partnership with CaroMont Health, the Over the Counter Medicine Program from NC MedAssist was able to bring more than \$75,000 in OTC medicines to the Gaston County OTC Give Away Day event on December 3, 2016. The event successfully served all of the 577 individuals who attended. All medicine was free of charge, and no money was raised at the event.

An added benefit of the program was the ability to identify, and help, uninsured community members that are eligible for CaroMont's Free Pharmacy Program, which distributes free prescription medications to those in need.

The CaroMont Health Criterium

Taking place in downtown Belmont on April 23, 2017, this exciting, high-speed professional bicycle race attracted quite a crowd on a beautiful spring afternoon. Held each year by the City of Belmont and the Downtown Belmont Development Association, this was the fifth year for the Criterium event.

As the title sponsor of the race this year, the event was heralded as the CaroMont Health Criterium. The 23rd stop in the weeklong bicycle racing series called USA CRITS Speed Week, the CaroMont Health Criterium brought the energy of hundreds of cyclists and thousands of spectators to charming downtown Belmont for fun and fitness on a perfect Sunday.



Supporting the Gastonia Grizzlies

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

Back-to-School Bash at the Family Christian Center

The ultimate goal of the Back-to-School Bash and Health Fair is to provide key health screenings and basic school supplies to underprivileged grade-school-aged children, helping to ensure they have the best possible start to the school year.

At the 2016 event, more than 400 patients were registered and seen by volunteer professionals from CaroMont Health. The check-ups included essentials like kindergarten and sports physicals, eye exams, hearing screenings and blood pressure checks. Out of the 400, 115 children with abnormal blood pressure readings and 77 children with elevated A1Cs were identified. Their parents were given counseling regarding the findings, and future appointments were made to address these issues and improve each child's health.

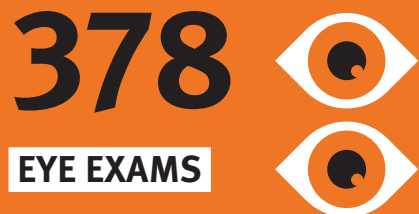
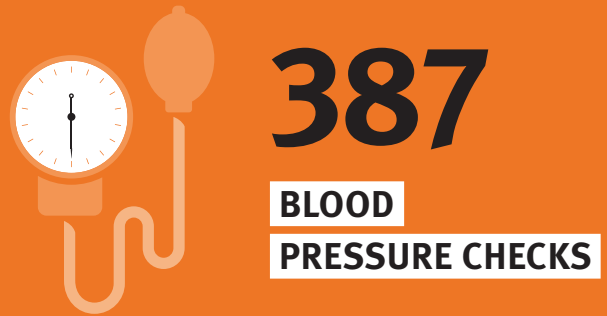
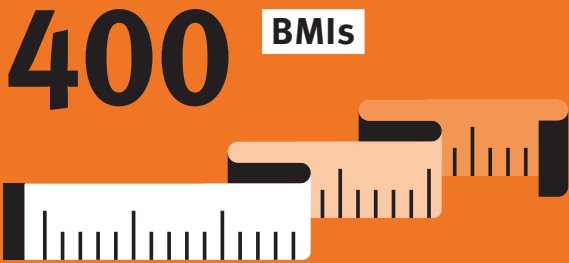


\$7,600

**FINANCIAL DONATIONS +
FOOD & SCHOOL SUPPLIES**

1,500

**TOTAL
ATTENDANCE**





Celebrating the World's Tiniest Graduates

Becoming the parent of a new child comes with great anticipation. When babies are born early and have to stay in the NICU, it can be very difficult for parents to return home without their newborn. Often, premature babies have to stay in the NICU for what can be a tumultuous one to two months, so the moment the babies are finally discharged is often an emotional one—for both the parents and the NICU nurses.

This past year, CaroMont NICU nurse Melissa Jordan wanted to make NICU discharge moments even more special, so she began a “graduation day” tradition. She wanted to make sure that the day a baby goes home for the first time is always one of celebration.

COMMUNITY ENGAGEMENT: NICU GRADUATION

“At CaroMont Health we believe in family-centered care, which is why it was important that the families in our NICU felt the same sense of excitement as families leaving a day or two after baby is born,” Jordan said. Jordan researched how to make a mini graduation hat and made her first one for a NICU baby who had been delivered at 28 weeks. When the baby’s mom and dad arrived to take him home, Jordan and a group of other NICU nurses danced and sang to a graduation song while carefully placing the cap on the baby’s head.

“The parents smiled ear-to-ear and that brought me an immense amount of joy! I was so happy and I knew I wanted to keep making parents smile just like that,” Jordan said.

Now, Jordan crafts and decorates tiny foam graduation caps for all the babies born at 34 weeks or less. A local newborn photographer also volunteers her time to capture each graduation day and donates photos of NICU graduations to the babies’ parents.



A MEANINGFUL TRADITION

Thus far, parents have responded with great enthusiasm to the graduation tradition. Many have expressed deep gratitude for the care and thoughtfulness of the NICU nursing staff.

“It’s a very nice memento from the nursing staff showing how much they really care and to make the day so special for the families.”

Casey and Jason Christopher



Embracing an Active Role

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

UNITED WAY CAMPAIGN

The United Way campaign gives CaroMont Health employees the opportunity to support more than 23 local organizations with the ease of a single donation. In the last fiscal year, CaroMont Health employees contributed \$38,000 to the United Way.

COMMUNITY GROUPS AND INITIATIVES

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

THE 14TH ANNUAL HEART WALK

As one of the community's largest events to raise money for cardiac care, the Heart Society of Gaston County's annual fundraiser brought several hundred participants to the CaroMont Regional Medical Center campus for an inspired and active afternoon.

Held Wednesday, May 10, the 14th annual Heart Walk encourages participants to form teams and collect donations. This year's walk raised \$20,800—which will cover the full cost of prescription medication for heart patients, community screenings, and heart health awareness education targeting adults and youth in Gaston County.

“We are proud partners of the Gaston County Heart Society, and have been for many years,” said Mark Thompson, MD, Cardiologist at CaroMont Heart & Vascular. “The Heart Walk is a great way to call attention to heart disease, the leading cause of death in both men and women, and come together to encourage the health of our employees and the community through heart-healthy exercise.”



**“I hope we can inspire
world to keep going
to simply have courage
babies do. I hope it reminds
the strength they have
but also the strength**

**re people around the
and never give up, or
ge, just like these little
minds them of not only
ve within themselves,
h within their child.”**

Melissa Jordan

CaroMont Health NICU Nurse





A tradition of compassion.

It has defined the immeasurable kindness and deep expertise that Gaston Hospice has provided patients and their loved ones for decades. In addition to hospice and palliative care, our award-winning team of physicians, nurses, aides and counselors tend to social, emotional and spiritual needs, helping families find lasting meaning and healing in the end-of-life journey.

In looking to the future, Gaston Hospice has continued to grow its programs and services to meet the community's increased need for hospice, palliative and bereavement care. In service of those who deserve dignity and hope in the face of serious illness, we provide comfort and compassion to our patients and their families, while strengthening our community through advocacy, education and volunteer efforts.

Compassionate Care Every Day

TOTAL PATIENT DAYS

47,267

DAYS

AVERAGE LENGTH OF STAY

43.7

DAYS

AVERAGE PATIENTS PER DAY

130

TOTAL PATIENTS SERVED

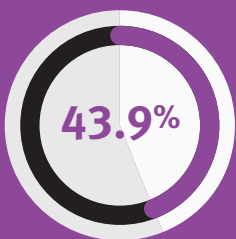
1,158

MEDIAN LENGTH OF STAY

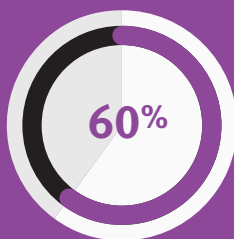
11

DAYS

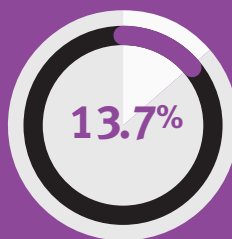
TIME UNDER HOSPICE CARE



< 7 DAYS



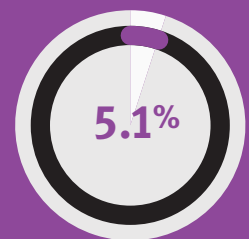
1-14 DAYS



15-30 DAYS



31-60 DAYS



61-90 DAYS

GASTON HOSPICE: 2017 HIGHLIGHTS

GASTON PALLIATIVE SERVICE

>200 PALLIATIVE CARE PATIENTS

3,170

TOTAL REFERRALS TO INPATIENT & OUTPATIENT PALLIATIVE CARE

QUALITY RATINGS

In 2017, Gaston Hospice was recognized by Health Care First and DEYTA as one of the highest quality hospice providers in the US and in NC.

Of 1,700 hospice organizations, Gaston Hospice was recognized as 1/74 across the country and 1/10 in NC as “Hospice Honors Elite” winners

This year, Gaston Hospice exceeded national benchmarks in 24/24 categories of inpatient and family satisfaction surveys.

89.2%

scored overall rating “excellent” (benchmark: 84.8%.)

82%

of those receiving help during evenings, weekends or holidays, reported we “always” met their needs (benchmark: 76.6%)

82.8%

received help “as soon as wanted” (benchmark: 77.3%)

91.4%

received as much help with pain as needed (benchmark: 84.7%)

93.3%

received excellent religious and emotional support (benchmark: 92.4%)

HOSPICE FINANCIAL DATA

GASTON HOSPICE FISCAL YEAR FINANCIALS

PATIENT CARE REVENUE	\$10,141,140
UNRESTRICTED PUBLIC SUPPORT	-\$481,841
UNITED WAY DESIGNATIONS	\$92,552
NON-REIMBURSED SERVICES	\$793,366
EXPENSES	\$10,229,636

HOSPICE BOARD OF DIRECTORS

Ms. Candi Lethcoe
Chair

Mr. Louis C. Mitchell, Jr.
Vice Chair

Mr. Richard L Farrell
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Ms. Amy Plowden

Dr. Gary Schenk

Mr. Mark Skillestad

Rev. Dickie Spargo

A Portrait of Generosity

Our volunteers made over 1,000 visits with our patients this year and volunteered several thousand hours of their time in a variety of roles: direct patient visits, administrative help with medical records, bereavement, telephone calls and working at special events. Thanks to our amazing volunteers, our organization saved \$96,050.

1,386

PATIENT VISITS

4,368

HOURS

\$96,959

SAVED



Swing into Fall Golf Tournament

The annual Swing into Fall Golf Tournament was held on September 12, 2016, raising \$18,000 in support of the Robin Johnson House. This year, 18 teams participated in the event, held at Cramer Mountain Club.



Night of a Thousand Stars

Each year, Gaston Hospice puts on a beautiful fundraising event to support the Robin Johnson House. This year, the Night of a Thousand Stars was held on May 6, 2017 and featured a live auction with Larry Sprinkle as the auctioneer. Stars were available for purchase prior to the event in honor or memory of a loved one. On the night of the event, hundreds of stars hung from lights strung across the dance floor in a breathtaking display of life and love.



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

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

Programs for Healing and Hope

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

Thoughts in Passing

Gaston Hospice brought a presentation by artist Claudia Bicen to the community November 8, 2016 at First Presbyterian Church. thoughtsinpassing.com

When Grief is Complicated

On April 28, 2017, Gaston Hospice sponsored and offered an annual Hospice Foundation Living with Grief program for our community, staff and volunteers.

Being Mortal Project

The Being Mortal national campaign engages audiences through film and discussion of critical end-of-life issues with the hope of motivating people to action early. Gaston Hospice, in conjunction with the Hospice Foundation of America, sponsored this national project. The event took place March 23, 2017 and was one of 771 events that took place across the United States between February 2016 and March 2017. On April 25, 2017, the Being Mortal documentary was presented for members of Friendship Club at First Presbyterian Church, Cherryville.

Grief and Loss in the Elderly Population

We offer this continuing education in-service to nursing home staff. Terri Ray, Director of Counseling Services, led the program twice this year, first to the Bayada Home Health Care Staff on March 21, then at Terrace Ridge on June 14, 2017.

Light a Path to Remember

Our annual luminary walk saw record-breaking attendance this year with promotional help via Facebook. On the evening of Friday, March 10, a group of 125 people walked the Schiele Museum Nature Trail.

Camp Phoenix Family Retreat

Our annual family retreat took place May 19–20 at Camp Dogwood. Again, camp was a success with 5 families and 21 campers attending.



Suicide Awareness for Teens

Terri Ray, Director of Clinical Services, led an educational in-service and discussion for teachers, parents and students at Warlick Academy.

Grief Support Groups in the Schools

Gaston Hospice bereavement counselors facilitated three school support groups during the 2016-2017 school years.

The Summertime Friday Bereavement Series

Our five-event series involved even more opportunities of creative expression than last year's series. Designed to help attendees explore and transform the understanding of their grief, the events included a movie, two writing classes, a yoga class and a memory bear workshop. The July, August and September sessions were well-attended, and feedback was positive.

Blessing of the Hands

Carl Synan, Anita Harvin and Greg Qualls, chaplains for Gaston Hospice, held a Blessing of Hands ceremony for three nursing home facilities in the area. This ceremony honors and acknowledges the special gift of caring inherent in the hands of professional caregivers.

**“When the end came,
embracing. And not just
but her Gaston Hosp
was just as peaceful a
It was special and**

**, there was crying and
st by Martha's family,
oice family as well. It
s it was laid out to be.
d it was beautiful.”**

Mark Hanna

Son-in-Law of Gaston Hospice Patient Martha Burrell



**High reliability,
independence and
exceptional patient care.
Those values call for
unwavering commitment.**

Having lived in Gaston County for more than 30 years, I know well how dynamic our community is, constantly changing and adapting to meet the future and exceed expectations and I've personally watched a once-regional hospital grow into a robust, world-class health system. Today, I'm honored to be President and CEO of CaroMont Health, working with a truly exceptional team to continue advancing the care you hold to the highest of standards.

I have been consistently impressed—both from the past few months and the achievements within these pages—by the tremendous talent of the physicians, advanced care practitioners, nurses, employees and volunteers that all share my dedication to service. Remaining an independent, community-focused health system allows us to continue advancing and adapting, ultimately tailoring our healthcare excellence to that of you, our neighbors.

The citizens of Gaston County are among the kindest, most talented and hardworking people in the region; and I'm immensely proud to share both this year's community report, and my vision for CaroMont Health, with you. While new to the role of CEO, I plan to be here well into the future, unwavering in my commitment to a strong, vibrant health system for generations to come.

Chris Peek

President, Chief Executive Officer



