

# Community Report

2019 - 2020



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## An unwavering commitment to our community.

Part of what has always set CaroMont Health apart is the deeply personal purpose that we all bring to our work in medicine and in the community. During an unprecedented time due to the COVID-19 pandemic, our unwavering commitment to responding to the needs of our community gives me hope.

Now more than ever, as we reflect on the successes of the past year and the challenges we faced with COVID-19, we have never been more united or better equipped to handle any obstacle that comes our way. During times like these, we see the strength and hope in our community, our volunteers and our employees.

It is my privilege to present CaroMont Health's 2020 Community Report. I hope you'll join me in celebrating the past year's highlights, awards, accomplishments and shining stars. Even as we faced a difficult and trying year, our resilience and commitment to providing compassionate, exceptional and highly reliable care to our community never wavered.

On behalf of CaroMont Health and our Board of Directors, thank you for your continued commitment and support.

**DAVID PAYSEUR, JR.**

CaroMont Health Board of Directors, Chairman





**7 CAROMONT HEALTH  
AT A GLANCE**

Our Workforce  
Services  
Locations  
Leadership  
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**19 CONTINUOUS  
IMPROVEMENT**

Health System Awards  
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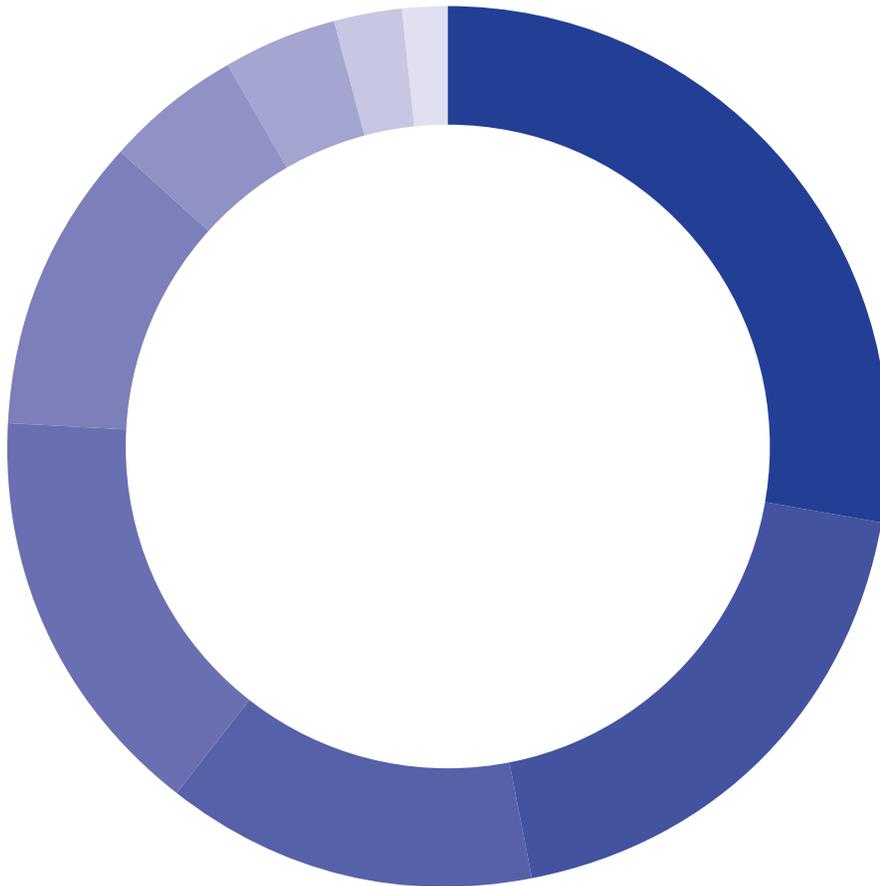
# Committing to Care First

Over the past year, the COVID-19 pandemic created new challenges for our health system. No matter the obstacles, no matter the odds, our physicians, nurses and advanced care practitioners came together to prioritize our community. At CaroMont Health, we are more than the sum of our parts. We are strong because we are united under a shared purpose—we put *care first*.

The past year is a testament to our dedication to Gaston County and the surrounding communities. Our commitment can be seen in the pages of this book, which serve as a glimpse into the previous year. As we look back on our community investments and awards with pride, we look forward to our new chapter with hope. The strength and determination of our community, to triumph over every challenge, inspires us to continue to provide exceptional care for decades to come.

# Striving for Excellence

## EXCELLENCE AT WORK



TOTAL EMPLOYEES



REGISTERED NURSES



PHYSICIANS & ADVANCED CARE PRACTITIONERS

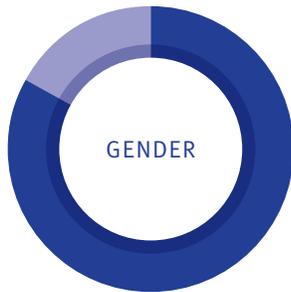
## OUR TEAM, BY ROLE

- Nurses: 28%
- Assistants: 15%
- Physicians: 4%
- Technicians: 19%
- Service: 11%
- Mid-Levels: 2%
- Clerical: 14%
- Management: 5%
- LPNs: 2%

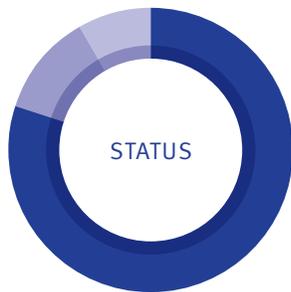


EMPLOYED PHYSICIANS

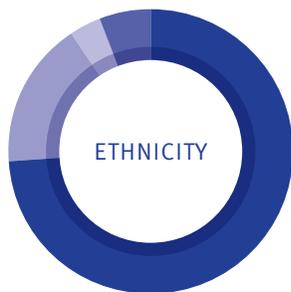
## EMPLOYEE SNAPSHOT



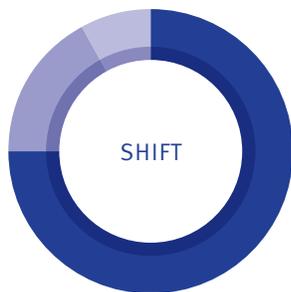
- FEMALE: 83%
- MALE: 17%



- FULL-TIME: 80%
- RELIEF: 12%
- PART-TIME: 8%



- CAUCASIAN: 74%
- AFRICAN AMERICAN: 17%
- HISPANIC: 4%
- OTHER: 5%



- DAY: 75%
- NIGHT: 17%
- EVENING: 8%

## EMPLOYEE TENURE WITH CAROMONT HEALTH



177 AUXILIARY AND MENDED HEARTS VOLUNTEERS



VOLUNTEER HOURS EQUAL APPROXIMATELY

\$327,129

\*Data collected based on snapshot in time

# Serving the Needs of Our Region

Our independent healthcare system is always prepared to meet the changing needs of our community. From a comprehensive cancer program to our Level III Trauma Center pediatric care and an award-winning Birthplace, CaroMont Health works to provide better access and compassionate care to each and every patient we serve.

## CAROMONT REGIONAL MEDICAL CENTER

*Magnet® Recognized  
435-bed acute care hospital*

Cancer Center, Birthplace, Level III NICU, Emergency Care, Level III Trauma Center, CaroMont Heart, Diabetes Center, Neuroscience, Orthopedics, 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  
SPECIALTY SURGERY**

*16 operating rooms for  
outpatient services*

**COURTLAND TERRACE**

*96-bed skilled  
nursing facility*

**CAROMONT  
MEDICAL GROUP**

*50+ physician practices,  
5 counties, 275 providers*

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

LOCATIONS

NORTH CAROLINA

CLEVELAND

GASTON

YORK

LINCOLN

MECKLENBURG

SOUTH CAROLINA



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# LOCATIONS

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**1 CaroMont Health - Main Campus**

CaroMont Regional Medical Center  
 Carolinas Plastic Surgery Center  
 CaroMont Cancer Center  
 CaroMont Critical Care Specialists  
 CaroMont Dermatology  
 CaroMont Diabetes Center  
 CaroMont Endoscopy Center  
 CaroMont Gastroenterology & Hepatology  
 CaroMont Heart & Vascular  
 CaroMont Hematology & Oncology  
 CaroMont Hospitalist Program  
 CaroMont Human Motion Institute  
 CaroMont Hyperbaric & Wound Center  
 CaroMont Imaging Services  
 CaroMont Integrated Pain Specialists  
 CaroMont Internal Medicine  
 CaroMont Neurology  
 CaroMont Occupational Medicine  
 CaroMont Outpatient Surgery  
 CaroMont Palliative Care Physicians  
 CaroMont Pathology  
 CaroMont Podiatry  
 CaroMont Psychiatric Associates  
 CaroMont Pulmonary Medicine  
 CaroMont Rehab & Sports Medicine  
 CaroMont Rheumatology  
 CaroMont Specialty Surgery  
 CaroMont Surgical Associates  
 CaroMont Women's Health:  
   *Ashley*  
   *Breast Surgical Specialists*  
   *Maternal-Fetal Medicine*  
   *Summit*  
 Courtland Terrace  
 Endocrinology Associates  
 ID Associates  
 The Hand Center of the Carolinas

**2 Belmont**

CaroMont Endoscopy Center  
 CaroMont Family Medicine  
 CaroMont Gastroenterology & Hepatology  
 CaroMont Imaging Services  
 CaroMont Integrated Pain Specialists  
 CaroMont Neurology  
 CaroMont Pediatric Partners  
 CaroMont Psychiatric Associates  
 CaroMont Rheumatology  
 CaroMont Women's Health  
 Endocrinology Associates  
 South Point Family Practice  
 The Hand Center of the Carolinas

**3 Bessemer City**

CaroMont Family Medicine

**4 Charlotte - Steele Creek**

CaroMont Family Medicine  
 CaroMont Urgent Care

**5 Cherryville**

CaroMont Family Medicine

**6 Dallas**

CaroMont Family Medicine  
 CaroMont Urgent Care  
 Robin Johnson House

**7 Gastonia**

CaroMont Family Medicine - Gaston Day  
 CaroMont Family Medicine - Gastonia  
 CaroMont Pediatric Partners  
 CaroMont Urgent Care - Gaston Day  
 CaroMont Women's Health - Ashley  
 Gaston Hospice

**8 Kings Mountain**

CaroMont Family Medicine

**9 Lake Wylie**

CaroMont Family Medicine  
 CaroMont Heart & Vascular  
 CaroMont Neurology  
 Endocrinology Associates

**10 Lincolnton**

Lincoln Cancer Center

**11 McAdenville**

CaroMont Family Medicine

**12 Mount Holly**

CaroMont Regional Medical  
 Center - Mount Holly

**13 Shelby**

CaroMont Family Medicine  
 CaroMont Neurology

**14 Stanley**

CaroMont Family Medicine  
 South Point Family Practice

# Leading with Purpose

Leadership takes more than diverse expertise and exceptional skill—it requires integrity, compassion and purpose. At CaroMont Health, our team strives to create a better, healthier future for the patients and communities we serve.



**Chris Peek**  
President,  
Chief Executive Officer



**Costa Andreou, MD**  
Executive Vice President,  
CaroMont Medical Group



**Kathleen Besson**  
Executive Vice President,  
Chief Operating Officer



**Todd Davis, MD**  
Executive Vice President,  
Chief Medical Officer



**David O'Connor**  
Executive Vice President,  
Chief Financial Officer



**G. Ward Adcock, III, MD**  
Vice President,  
Medical Affairs



**Richard Blackburn**  
Vice President,  
Diagnostic & Support  
Services



**Ryan Campbell**  
Vice President, Operations  
CaroMont Medical Group



**Leigh Hickman**  
Vice President,  
Chief Legal Officer



**Robin Lang, DNP**  
Vice President,  
Chief Information Officer



**Ashley Long**  
Vice President,  
Chief Nursing Officer



**F. Del Murphy, Jr.**  
Vice President, Strategy &  
Business Development



**Danny Wharton**  
Vice President,  
Clinical Services

**BOARD OF DIRECTORS**



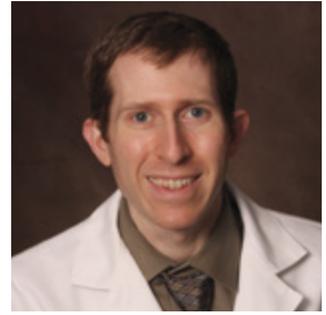
**David Payseur**  
Chairman



**Andrew Light, MD**  
Secretary



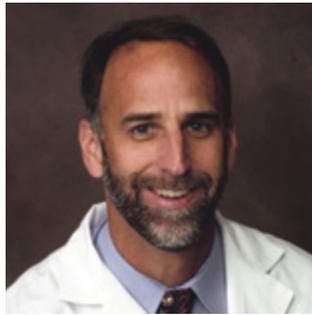
**Barry Pomeroy**  
Treasurer



**Michael Gaslin, MD**  
Chief of Staff



**Jay Hendler, MD**  
Chief of Staff Elect



**Eric Emerson, MD**  
Immediate Past  
Chief of Staff



**William "Gus" Anthony**  
Board Member



**Pearl Burris-Floyd**  
Board Member



**Annette Carter**  
Board Member



**Jeffery Cash**  
Board Member



**Timothy Conner**  
Board Member



**Joseph B. Davis, Jr.**  
Board Member



**Frank Stewart**  
Board Member



**Charles J. Meakin, III, MD**  
Board Member



**Bob Hovis**  
County Commissioner

# Inspiring Steady Growth

## FINANCIAL NUMBERS FOR FISCAL YEAR 2020

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Net Patient Service Revenue	\$642.7M
Total Net Operating Revenue	\$650.6M
Total Operating Expense	\$630.3M
Operating Income	\$20.2M
Net Non-Operating Revenue	\$34.2M
Excess Revenue Over Expense	\$54.5M
Unrestricted Cash and Investments	\$809.1M
Total Debt	\$160.4M
Total Net Assets	\$962.7M
Charity Care	\$69.8M
Bad Debt	\$70.9M

## UNREIMBURSED COST OF CARE FOR FISCAL YEAR 2020

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Total Unreimbursed Healthcare Costs	\$72.7M
Charity Care	\$15.4M
Medicare and Medicaid	\$30.8M
Bad Debt	\$26.5M

## COMMUNITY BENEFITS

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Community Health Improvement Services and Community Benefit Operations	\$1.5M
Health Professions Education	\$2.4M
Cash and In-kind Contributions to Community Groups	\$1.5M
Community Building Activities	\$1.4M
Research	\$0.3M

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**TOTAL COMMUNITY BENEFITS** **\$7.1**  
MILLION





# Growing With Our Community

The past year called for new solutions and fast action. At CaroMont Health, we're always prepared for the unexpected, ready to confront the challenges facing our community and dedicated being the community's most trusted healthcare partner. This is how our independent health system continues to serve this region, even in the midst of hardship.

From our leadership to our volunteers, we work to improve our community and ourselves. Whether that means enhancing our customer service, patient experience or response rate, our purpose is to fulfill the promise for a better, healthier tomorrow.

# Celebrating Our Team

Our purpose drives us at every level. From our nurses and medical staff to our board of directors, we always put patient care first. This year, the medical community acknowledged our commitment with their respect, recognition and several prestigious awards. We are proud of the hard-working men and women who continue to provide compassionate, exceptional and highly reliable care.

## AMERICAN HEART ASSOCIATION

*Get with the Guidelines—Stroke Gold Plus Quality Achievement Award—July 2020*

This year, CaroMont Regional Medical Center received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award. CaroMont Regional Medical Center earned the award by meeting specific quality achievement measures and was recognized for a commitment to caring for stroke patients with the most appropriate treatment according to nationally recognized, research-based guidelines.

## HEALTHCARE FIRST

*Hospice Honors Elite—May 2020*

Measured from the caregiver's point of view, this annual review recognizes hospices that continuously provide the highest level of care and, by analyzing performance of Hospice CAHPS measures, acknowledges their high-quality performances. One of only 79 hospices to achieve Honors Elite status, Gaston Hospice earned the top-level achievement by exceeding national, top-box benchmarks in all 24 categories surveyed.

## HEALTH GRADES

*Hospital Quality Achievements—September 2019*

- 2020 America's 100 Best in Spine Surgery.
- 2020 Excellence Award in Orthopedic Surgery and Spine Surgery.
- Five Star Recipient in Spinal Fusion Surgery, Total Knee Replacement and Defibrillator Procedures.

## U.S. NEWS AND WORLD REPORT

*High Performing Hospitals—August 2019*

Ranked as high performing in four procedures/conditions: Chronic Obstructive Pulmonary Disease (COPD), Colon Cancer Surgery, Heart Failure and Knee Replacement.

*Best Hospitals—August 2019*

Ranked #3 in the Charlotte Region / #15 in North Carolina

*Best Nursing Homes—November 2019*

Courtland Terrace ranked High Performing for Short-Term Rehabilitation. #14 in the State.



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### **BUILD HEALTH CHALLENGE**

*BUILD Health Challenge—November 2019*  
BUILD Health Challenge® award.

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### **THE LEAPFROG GROUP**

*Hospital Safety Survey - Grade “B”—*  
*November 2019 & May 2020*

For the second year in a row, the independent and influential Leapfrog Group rated CaroMont Health above the national average with a Grade B for patient safety.

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### **BUSINESS NORTH CAROLINA**

*Best Hospitals North Carolina, #14 State Ranking—*  
*March 2020*

### **BECKER’S HOSPITAL REVIEW**

*ACOs to Know Sponsored by Premier—September 2019*  
Named to 130 ACOs to Know

*100 Best Hospitals, Spine Surgery — October 2019*  
Ranked #72 for 100 Best Hospitals for Spine Surgery

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### **KUNUNU.COM**

*Top U.S. Hospitals for Salary Satisfaction—*  
*September 2020*  
Ranked 6th Nationally for Salary Satisfaction

# Responding to COVID-19

In March 2020, Gaston County confirmed its first positive case of coronavirus (COVID-19), changing the landscape of our community and healthcare organization.

At CaroMont Health, our top priority has always been the health, safety and well-being of our patients, visitors and employees. Weeks prior to our first confirmed case of COVID-19, our team worked around the clock to develop, refine and implement plans and procedures to manage challenges that may come from an outbreak in our community.

To protect our patients, employees and community, we immediately implemented visitor restrictions, rescheduled non-essential surgeries, procedures and appointments, enforced strict personal protective equipment (PPE) policies and communicated latest updates with employees daily.

Our community stepped up by donating food, time, money and critical supplies, as well as offering words of support and encouragement to our employees. As state governments, public health organizations and hospitals worked to prevent and control the spread of COVID-19, our sense of normalcy shifted. Our routines changed, causing challenges in balancing the needs of those who depend on us.





## HUGS FOR HEALTHCARE

As support for healthcare workers was pouring in from around the world, CaroMont Health offered a new way for people to share their appreciation. Through “Hugs for Healthcare,” virtual hugs were sent to doctors, nurses and healthcare workers caring for patients during the COVID-19 pandemic.



# Honoring Our Nursing Heroes

Every year, health systems across the state nominate nurses who have exemplified a commitment to their community and dedication to their patients. Of those nominations, a judging panel selects winners who will join the Great 100 Nurses of North Carolina.

CaroMont Health is thrilled to announce that five exceptional nurses have been inducted into the Great 100 Nurses for 2019. These nurses, whose professional accomplishments and excellence in practice are as admirable as their impact on our region, are so deserving of this great honor. We are incredibly proud of their achievements and fortunate to have such wonderful caregivers in the CaroMont Health family.





**Shannon Branch**  
RN, CNOR



**Arlene Flowers**  
RN, PCCN



**Angela W. Lee**  
RN, CNOR



**Susan Murphy**  
BSN, CCRP



**Sheri Ortiz**  
MSN, ACNS-BC, CCRN

“ Our nurses have worked tirelessly to help our community by going above and beyond, and we are so grateful for their service.”

**ASHLEY LONG**

Vice President, Chief Nursing Officer

# Going Above and Beyond

86 members of the CaroMont Health nursing staff were honored on the evening of Tuesday, November 19 at the Nursing Excellence Awards Gala. Nurses and Nursing Stars (PCAs and UCCs) are chosen by their peers based on their patient care skills, compassionate behavior, positive relationships, responsiveness to patients and families, and support of the healthcare team.

Emily Queen, BSN, RN, CMSRN, was named the 27th recipient of CaroMont Health's prestigious Nightingale Award. The Nightingale Award is inspired by the ideals set by the founder of nursing as a modern profession, Florence Nightingale. Presented annually to an Award for Nursing Excellence recipient who has distinguished themselves through their commitment to education, professionalism, nursing excellence and community service, the Nightingale Award is a great achievement and honor.



Congratulations to  
all award winners.  
Thank you for your  
exemplary skill  
and compassion.

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Emily Queen, BSN, RN, CMSRN  
Respiratory Medical Surge Unit

## NIGHTINGALE AWARD WINNERS

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<b>2019</b>	Emily Queen, BSN, RN, CMSRN Respiratory Medical Surge Unit	<b>2004</b>	Chris VanDyke, MSN, RN, APRN-BC Medical Services
<b>2018</b>	Alison Hayes, BSN, RN, CPN Pediatrics	<b>2003</b>	Laura Wells, BSN, RN, OCN 3 South
<b>2017</b>	Lynn D. Lahm, BSN, RN Pre-Anesthesia Screening Services	<b>2002</b>	Nancy Richard, MSN, RN, GMH Home Health
<b>2016</b>	Ronnie Pittman, BSN, RN, CPAN, CAPA Imaging Nursing Unit	<b>2001</b>	Robin Lang, MSN, RN, MBA, DNP Patient Care Informatics
<b>2015</b>	Susan Murphy, BSN, AACVPR Medical Rehab	<b>2000</b>	Toy Stone, BSN, RN, CPAN Post Anesthesia Care Unit
<b>2014</b>	Elanor Callister, RN, CDE Diabetes Center	<b>1999</b>	Jamie Christopher, BSN, RN, CCRC Perioperative Services
<b>2013</b>	Leslie D. Bolin, MSN, RN, CCRN-CMC Cardiovascular Short-Stay Unit	<b>1998</b>	Debra Adams, RNC 5 South
<b>2012</b>	Holly M. Eury, RN, ONC, HMI Orthopaedics	<b>1997</b>	Mary Subler, RN, CCRN, CPAN, CAPA CaroMont Specialty Surgery
<b>2011</b>	Barbara Williams, BSN, RN, CPAN Post-Anesthesia Care Unit	<b>1996</b>	Susie Stokes, MSN, RN, ACNS-BC Surgical Services
<b>2010</b>	Sarah W. Tate, RN-C Express Care	<b>1995</b>	Beth Canipe, MSN, RN, OCN Women & Children's Health Services
<b>2009</b>	Daphney M. Tench, MSN, RN, CNS, CEN Emergency Services	<b>1994</b>	Karen Willis, BSN, RN Cardiac Health & Fitness Center
<b>2008</b>	Rebecca Waters, RN, CPAN, CAPA Day of Surgery Unit	<b>1993</b>	Deborah Huggins, RN Post-Intensive Care
<b>2007</b>	Kathleen Champion, BSN, RN, CHFNP Post-Acute Services		
<b>2006</b>	Janice Thomas, BSN, RN, CWCN Wound Center		
<b>2005</b>	Jackie Pendleton, MSN, RN, CAPA Surgical Services		



## 2019 AWARD FOR NURSING TEAM STARS

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Rosa E. Ayala, CNA II, Progressive Coronary Care Unit	Jodi E. Hughes, Dietitian, Diabetes Center
Meghan Blake-Southee, EPIC Systems Analyst, Informatics	Brandy Michelle Lingafelt, CNA I, 7 North
Whitney Boyer, CNA II, CaroMont Regional Medical Center-Mount Holly	Erin Scott Lynch, Transporter, Endoscopy
Emily Bradley, RMA II, CaroMont Neurology	Crystal L. Maney, Clerical Team Leader, Wound Center
Anthony Bratton, CNA I, Emergency Department Psych Suite	Stacy Mason, CNA II, CaroMont Cancer Center
Tracy Bratton, CNA I, Gaston Hospice	Brittany Mauney, CNA I, 5 South
Madeline L. M. Burluson, CNA II, Post Intensive Care Unit	Taylor M. McCracken, CNA I, 6 North
Kimberly Thomas Cline, CNA II, Med-Surg Academy	Yasmine Palmer, CNA II, Birthplace
Angel Cozad, CNA I, Emergency Department	Amanda Patterson, CNA I, Cardiovascular Short Stay Unit
Dannielle Eggleston, CNA I, HMI Ortho	Danny Ross, Cardiovascular Invasive Specialist, Cath Lab
Patricia S. Esparza Silva, CNA II, 3 South	Donna P. Stevens, CNA II, HMI Neuro
Samantha Flowers, CNA I, 6 South	Amy Sturgill, RMA, CFM - Stanley
Beth Garris, Clerical Team Leader, Integrated Pain Specialists	Shelia D. Walker, CNA I, Robin Johnson House
Renee B. Griffin, CNA II, Courtland Terrace	Maisa Wardlaw, Supervisor, Focused Observers
Angel H. Hildebrand, CMA, CMG Quality	Hailey Wheaton, CNA II, Heart Failure Therapy Unit
Melissa Hill, Attendant, Operating Room	Gina Wellman, CNA II, Neonatal Intensive Care Unit



## 2019 AWARD FOR NURSING EXCELLENCE

Alicia Sha'nee Alexander, BSN, RN, 6 North	Albert Katzmark, RN, Medical/Surgical Academy
Alice M. Ames, RN, Robin Johnson House	Dawn Lail-Brown, BSN, RN, Palliative Care
Ileana M. Avila, RN, Post Intensive Care Unit	Melody J. Lineberger-Moore, RN, CCRC, Oncology Clinical Research
Lindsay Barr, RN-BC, 7 South	Marisa Marder, BSN, RN, Utilization Review
Racheal Blakney, BSN, RN, Surgical Intensive Care Unit	Carissa H. McGinnis, MSN, RN, Infection Prevention
Chasiti Brewer, BSN, RN-C, Birthplace	Linda McGinnis, RN, Employee Health
Alyson Brooks, MSN, RN, HMI Ortho	Ericka Ricole McKinney, BSN, Critical Care Residency
Desiree Brown, BSN, CCRN, Progressive Coronary Care Unit	Jacqueline McKnight, RN, Cardiovascular Surgical Unit
Susan Burrows, RN, CaroMont Regional Medical Center-Mount Holly	Carol W. Millwood, BSN, RN, CaroMont Outpatient Surgery
Lakisha Cathcart Goodson, BSN, RN, Neonatal Intensive Care Unit	Kelly Montgomery Cloninger, BSN, RNC-MNN, Birthplace
Brandy Davis, BSN, RN-BC, 7 North	Susan Murphy, BSN, RN, CCRP, Cardiac Rehab
Lori del Castillo, RN, CaroMont Women's Health-Ashley	Emily G. Queen, BSN, RN, CMSRN, Case Management
Sandra Dellinger BSN, RN-BC, Cardiovascular Short Stay Unit	Jocelyn Reid, BSN, RN, Hemodialysis
Tomara Dwytres Durham, BSN, Coronary Care Unit	Paula H. Robb, BSN, RN, CHPN, Gaston Hospice
Mekdim Eshete, RN, 5 South	Kris L. Rose, BSN, CHPN, Post Anesthesia Care Unit
Scott A. Faile, MSN, RN, Progressive Coronary Care Unit	Lindsay Sain, BSN, RN, Transitional Care Nurses
Talisha Michele Faircloth, RN, CaroMont Specialty Surgery	Taylor N. Shingler, BSN, 3 South
Donna Frady, RN, Pre-Anesthesia Screening Services	Heather Smart, RN, CNOR, Operating Room
Elicia M. Frye, BSN, CCRN, Intensive Care Unit	Kelly Street, RN, HMI Neuro
Michael E. Gissy, BSN, RN, CCRN-CSC, Cardiovascular Recovery Unit	Priscilla C. Sutton, LPN, Courtland Terrace
Tammy Campbell Glasgow, RN, Vascular Access Team	Tiffany J. Teague, BSN, RN, CPAN, Pediatrics
Justin Grigg, BSN, RN, CMSRN, 6 South	Kimberly M. Van Scoyoc, RN, Infusion Center
Cristyn Harrison, BSN, RN, Emergency Department	Sarah Watkins, BSN, RN, Emergency Department
Amy M. Heavener, RN, Endoscopy	Tonya C. Whitaker, BSN, RN, CEN, Nursing Shift Managers
Kerin M. Hehir, BSN, RN, CAPA, Day of Surgery Unit	Carla S. Williams, BSN, RN, CDE, Population Health
Annette Jenkins, LPN, Carolinas Plastic Surgery	Brandee Wilson, BSN, RN, Heart Failure Therapy Unit
Brent Johnson, RN, Emergency Department Psych Suite	Brooke Wilson, RN, Post Intensive Care Unit



# Investing in the Future of Our Community

Positive change starts with purpose. At CaroMont Health, that purpose is to care for our community—first. With ambitious, considerate investments, we can fund programs that impact the health, well-being and success of our region. Initiatives like medical research, workforce development, physician recruitment and more, are fundamental to a thriving community. Each and every individual in our region is impacted by the tangible, transformative power of strategic investment. We're proud to be a part of that process for those who call Gaston County—and the surrounding communities—home.

## WELCOMING EXCEPTIONAL PHYSICIANS

CaroMont Health boasts a robust and talented medical staff, many of whom are regionally and nationally recognized for their achievements. This roster of exceptional healthcare professionals is made possible through recruiting and retaining initiatives. In 2020, CaroMont Health invested \$1.4 million to train, recruit and retain highly skilled physicians to provide the best quality care.

INVESTED  
**\$1,400,000**  
IN PHYSICIAN RECRUITMENT

## SUPPORTING THE FUTURE OF MEDICINE

This generation of students has the potential to change the face of medicine. Throughout the past year, CaroMont Health invested \$2.4 million to cover the cost of student rotations and education in our community. This includes staff and instructor time, the use of equipment and program development for curricula at both the secondary and higher education levels.

INVESTED  
**\$2,400,000**  
IN STUDENT EDUCATION

## INVESTING IN BREAKTHROUGH RESEARCH

At CaroMont Health, we are committed to supporting our medical professionals in the pursuit of new treatments and visionary procedures. In 2020, CaroMont Health invested nearly \$300,000 in these programs for treatments, procedures and staff time, while also participating in several nationally acclaimed research trials and programs.

INVESTED NEARLY  
**\$300,000**  
IN RESEARCH

# Cultivating Our Region

CaroMont Health is proud to partner with Gaston County Schools to help provide high quality medical knowledge and professional resources to our community. These rewarding partnerships create closer, more meaningful relationships with our health system and the region.

## **CARMONT HEALTH CAREER CLUB**

The CaroMont Health Career Club gives high school students the opportunity to learn more about careers in healthcare and have hands-on experience in the field. Through activities, simulations, community service and presentations led by medical professionals, students can gain invaluable knowledge and real-world skills.

## **GASTON COUNTY SCHOOLS BUSINESS ADVISORY BOARD**

Through the Gaston County School Business Advisory Board, CaroMont Health works with Gaston County Schools and local businesses to help increase student interest in Gaston County's workforce and the many career opportunities available right here in our community.

## **CAROMONT HEALTH SCIENCES ACADEMY AT EAST GASTON HIGH SCHOOL**

The CaroMont Health Sciences Academy at East Gaston High School is a partnership between Gaston County Schools, Gaston College and CaroMont Health. The Health Sciences Academy is designed to provide students with the skills and knowledge they need to develop a solid foundation for success in the health services field. Students enrolled in this program will have access to exclusive programs and opportunities at CaroMont Health.





## Investing in Our Future, Investing in Our Community

In March 2020, CaroMont Health received full approval to build a new hospital, CaroMont Regional Medical Center-Belmont. Slated to open as early as 2023, CaroMont Regional Medical Center-Belmont will be located near the crossing of Highway 273 and Interstate 85 in Gaston County.

While clinical programs and services are still being planned for CaroMont Regional Medical Center-Belmont, the facility will offer an emergency department, a 66-bed inpatient unit for patients requiring admission or observation, operating rooms and surgical capabilities, a labor

and delivery unit, and a full suite of diagnostic testing and imaging services. Medical office buildings for outpatient services and physician offices are also planned for the campus.

The approval of CaroMont Regional Medical Center-Belmont also clears the way for plans to expand critical care services at the main hospital in Gastonia. The addition of a four-floor, 78-room tower will streamline care delivery for patients requiring critical care services. It will also improve patient flow within the hospital and firmly establish CaroMont Regional Medical Center as a central hub for advanced medical and surgical care in the region.



Collaboration has been a central theme in the 10 months since CaroMont Health announced plans to invest more than \$300 million in capital projects in and around Gaston County. The journey to obtaining state approval not only required support from the health system, but also from across the community.

These projects are possible only through the continuous support of the more than 4,000 members of the CaroMont Health team, our Board of Directors, the medical community and the network of business and civic leaders who share our vision for a brighter, healthier future.





# Delivering on a Bold Vision

Through education, scholarships, outreach, health screenings and more, the CaroMont Health Foundation works to improve lives and create positive change. Because of generous donors, our mission to put our community's care first is more possible and more tangible than ever before. Donor contributions fund essential, long term health programs and medical advancements that benefit grateful patients, businesses and the community at large. This year, the Foundation funds were crucial in the fight against the coronavirus pandemic, providing life-saving personal protective equipment for medical staff and supporting COVID-19 relief efforts across our region.

Through compassion and giving, we continue to build CaroMont Health with this goal — to help give hope and healing to others.

TOTAL DOLLARS RAISED

**\$1,077,670**

**1,634**  
DONORS

**\$758,953**

FOUNDATION

**\$301,217**

HOSPICE

**\$17,500**

UNITED WAY

**9,645**

GIFTS

100% OF DONATIONS DIRECTLY FUND COMMUNITY HEALTH



83 scholarship recipients were awarded nearly

**\$250,000**

**\$175,000**

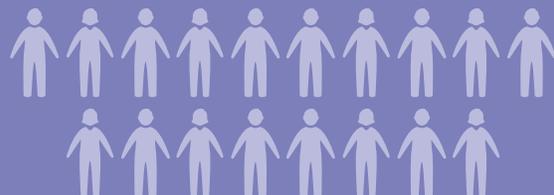
FOUNDATION

**\$74,300**

CAROMONT REGIONAL  
MEDICAL CENTER

18 grant recipients were awarded nearly

**\$595,000**



## FOUNDATION BOARD OF DIRECTORS 2019-2020

Janie Peak, Chair	Jake Gray III	Ashley Long	Ramada Smith, MD
May Barger	William Gross	Reeves McGlohon	Jasmine Sicilia Stone, PA-C
Shelley Frye Collins	William R. Hovis	Ami Parker, PhD	Jennifer Thomas Stultz

## WAYS TO GIVE

Every dollar donated to the CaroMont Health Foundation is funneled into scholarships, grants, programs and initiatives to improve the health and wellbeing of our region.

### THE SOCIETY OF 1946

This leadership giving society, named for the year a private medical facility became our community's hospital, recognizes donors across the region who make contributions of \$1,946 or more, annually.

### TEAM CAROMONT

This annual giving program, created in 2015, enables volunteers and CaroMont Health employees to support co-workers with scholarships and patients with treatments, while providing health resources and initiatives to Gaston County and the surrounding areas.

### THE CAROMONT HEALTH HEROES PROGRAM

Compassionate, exceptional and highly reliable care is how our employees show Gaston County we put care first. The Health Heroes Program offers opportunities for patients and families to show how much they care too. Through this program, individuals can express their gratitude for CaroMont Health employees and thank them for their hard work.

### WOMEN OPTIMIZING WELLNESS (WOW)

Established in 2014 by more than 100 women in the community, WOW supports Gaston County Schools, Kintegra (formerly Gaston Family Health Services) and other organizations across the region. Their philanthropic purpose is to improve the health and wellness of Gaston County through health-related education, programming and grants.

### GASTON HOSPICE

Gaston Hospice has been providing compassionate end-of-life care and support to patients and their families since 1981. Every donation funds the Robin Johnson House, a 24/7 care facility that serves members of the community who face serious illnesses.

### SCHOLARSHIPS

Scholarships ensure each professional in the medical field is prepared to carry out the CaroMont Health purpose. With endowed funds of \$25,000 or more, scholarships can be established to honor and equip an individual with the resources they need to succeed and contribute to our future.



## Rising to the Challenge

Throughout the COVID-19 pandemic, our health system and community continued to put care first. When the CaroMont Health Foundation asked for assistance with COVID-19 relief efforts, our community responded generously. When the community asked for COVID-19 treatments and care, our healthcare system reacted quickly.

Together we were able to protect frontline staff with life-saving personal protective equipment (PPE) and medical UV lights for extreme disinfection and sterilization of equipment and rooms as they carried out critical COVID-19 testing and care. We also

helped relieve furloughed CaroMont Health employees from the worry of losing insurance coverage when non-essential services were suspended.

We are beyond grateful for the people, businesses and organizations who provided support during this time. The hot meals delivered to our response units and the much-needed supply of PPE, among other things, made the greatest difference for our dedicated team of frontline workers. We thank everyone for stepping forward when we needed it the most.



\$550,560

DONATIONS

\$500,000

FOUNDATION GRANTS

18,639

MEALS DONATED TO FRONTLINE  
CLINICAL AND NON-CLINICAL STAFF



# Collaborating for Health and Wellness

This year, the CaroMont Health Foundation partnered with 18 community organizations to promote the health and wellness of our region. By investing \$595,000 into programs and initiatives, we were able to assist individuals from infancy to old age. Providing free meals to children in need, ensuring oncology patients receive nutrition and medication assistance and helping families with burial arrangements are just a few examples of how these important programs impact our community.

\$595,000

TOTAL IN GRANTS

18

GRANT RECIPIENTS

## COMMUNITY AND CAROMONT HEALTH DEPARTMENT GRANT PROGRAMS

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### BACKPACK WEEKEND FOOD PROGRAM

Many children in the community rely on school-provided meals, but when they aren't in school, this need is no longer fulfilled. The Backpack Weekend Food Program ensures each child in Gaston County has access to nutritional meals during weekends and holidays.

### BELMONT ROWING—ROW FOR ACTIVE RECOVERY

Physical activity is a great tool for both physical and mental health. This 8-week rowing program helps cancer patients and survivors heal and focus on wellness with the support and empathy of their peers.

### BREAST HEALTH OUTREACH PROGRAM

Kintegra (formerly Gaston Family Health Services) and CaroMont Imaging have partnered to offer free screening and diagnostic mammograms, as well as biopsies to women who are not covered by other programs.

### CANCER SERVICES OF GASTON COUNTY

Alleviating any financial burden on patients living with cancer by assisting with medication and transportation, as well as providing needed supplies.

### CHRONIC DISEASE PROGRAM

Providing education and resources to patients and community members at risk for developing chronic illnesses.

### CNA APPRENTICESHIP PROGRAM

An opportunity for CNAs to gain valuable education experience specific to CaroMont Health, the apprenticeship program collaborates with Gaston College to provide on-the-job training and classroom learning at a reduced price.

## **GASTON COLLEGE MOBILE SIMULATION LABS**

Two mobile simulation labs supported healthcare training for more than 300 participants throughout the community during the 2019-2020 school year. By funding the Gaston College Foundation, donors can help implement another lab, which could serve even more participants.

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## **GASTON TOGETHER HEALTH IN ALL POLICIES TRAINING**

This training program creates well-rounded municipal and county planners through education on the importance of promoting health, equity and sustainability in their practices.

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## **HEART SOCIETY OF GASTON COUNTY MEDICATION ASSISTANCE**

A program that ensures patients who are unable to pay for their heart-related medications get the assistance they need.

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## **BURIAL ASSISTANCE PROGRAM**

Providing families and individuals with cremation services when they cannot afford or arrange burial plans of their own.

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## **MEDICATION ASSISTANCE PROGRAM**

Providing patients with financial hardship with home healthcare, medical equipment, hospice care, short-term rehabilitation placement and much-needed medications.

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## **MOBILE MAMMOGRAPHY**

This program provides free mammogram screenings for women who cannot pay or do not have insurance. Each screening and follow-up diagnostic mammogram is available on the mobile coach and easily accessible to all who need it.

## **NURSING CERTIFICATION ASSISTANCE**

This grant helps CaroMont Health's nursing staff advance their career through certifications and specializations.

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## **OLIVE BRANCH MINISTRY OPIOID OVERDOSE RESPONSE TEAM**

Olive Branch Ministries works in conjunction with the Gaston Controlled Substance Coalition to stop the cycle of recurring overdoses and decrease the rate of opioid-related deaths in Gaston County.

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## **ONCOLOGY DENTAL PROGRAM**

Making dental services readily available to patients with head and neck cancers so they are fully prepared to begin radiation treatment.

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## **ONCOLOGY NUTRITION PROGRAM**

Supporting cancer patients with nutrition education that complements their individual treatment plans and promotes their recovery.

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## **PRIDE HEALTH AND WELLNESS PROGRAM**

Celebrating cancer survivors with 8 weeks of health, wellness and fitness education programs that help improve their quality of life and promote happier, healthier futures.

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## **STUDENT ATHLETIC TRAINING AIDE WORKSHOP**

Sports Medicine Outreach educates high school Athletic Training aides on the skills needed to perform in their field. By the end of the course, all participants receive first-aid and CPR certifications.

# Excelling in Healthcare

The CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary awarded nearly \$240,000 in scholarships in May 2020. Because of generous community and employee contributions to the CaroMont Health Foundation, these hard-working students and professionals can dedicate their time to improving themselves and the community. Through valuable medical training and tuition coverage, donors ensure CaroMont Health will continue to provide the best care to the region we call home.

“ These students have faced unusual challenges this year. While being called upon to serve our community during a global pandemic, they have persevered to achieve their goals”

**SHELLEY F. COLLINS**

Chair of the Scholarship Committee  
for the CaroMont Health Foundation

## SCHOLARSHIP AWARDS

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### **LEE BUCCI PROFESSIONAL NURSING SCHOLARSHIP**

Established in 2012 to honor retiring Director of Gaston Hospice, Lee Bucci, this scholarship is awarded to a student seeking an accredited degree in the field of nursing (LPN, RN or BSN). The Bucci Scholarship Fund takes special consideration of individuals in the palliative care field.

**2020 Recipient:** *Susan Haney*

### **DR. MARTY D'AMORE SCHOLARSHIP**

Established in 2015 in honor of the late Dr. D'Amore and his long battle with ALS (Amyotrophic Lateral Sclerosis), the Dr. Marty D'Amore Scholarship Fund awards scholarships to students accepted in an accredited Radiology Sciences program.

**2020 Recipient:** *Cameron Miller*

## AMANDA GEORGE SELF EMERGENCY MEDICINE SCHOLARSHIP

Established in 2018 in memory of Amanda Self and her legacy with CaroMont Health's Emergency Department, this fund rewards students who pursue an education in emergency medicine. By donating to the Team CaroMont campaign, colleagues and friends continue to support this scholarship annually.

**2020 Recipient:** *Megan Anderson*

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## MR. AND MRS. JOE R. HUDSON NURSING SCHOLARSHIP

Established in 1974 by Mr. and Mrs. Hudson, the Hudson Scholarship supports staff and students based on organizational needs, scholastics and acceptance into nursing professions. Each recipient signs a promissory note that they plan to become or remain an employee of CaroMont Health for a designated period of time.

**2020 Recipients:** *Casey Almond, Ashley Ames, Melissa Bowen, Chasiti Brewer, Jordan Capps, Adrianna Faile, Summer Glisson, Janice Hill, Hallie Hunt, Karen Ingle, Dallas Johnson, Milika Kasimi, Lori Kistler, Sarah Lail, Rikki Love, Karigan Marlow, Bobby Mitchell, Stacey Moore, Andrea Moore, Charlene N'Diaye, Kate Routzsong, Natalie Sneed, Elizabeth Tench, Emily Vera, Keisa West, and Crissie Wilson*

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## TEAM CAROMONT SCHOLARSHIP

Established in 2015, this scholarship was created to allow employees to help their colleagues and friends further their education. Scholarship funds may be used for degree and select non-degree programs.

**2020 Recipients:** *Kristin Bradley, Amy Bryant, Rebecca Clopp, Luke Hartman, Abbey Horne, Donald Howard, Cesar Perez, Jake Quinn, Rici Reid, Sarah Stanford-Crisp, Logan Thomas, Andrea Turner, and Morgan Yandel*

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## THE LONNIE AND RACHEL WAGGONER NURSING EDUCATION SCHOLARSHIP

Established in 2005, this scholarship is a permanent endowment that rewards students seeking an accredited degree in the field of nursing (LPN, RN or BSN).

**2020 Recipient:** *Karen Bolick, Tonya Lane, Kaley Mills, and Cynthia Torres*

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## THE GERTRUDE CLINTON HEALTH CAREER SCHOLARSHIP FUND

Established in 1971 by the Gaston Memorial Hospital Auxiliary in honor of Mrs. Gertrude Clinton, former Social Services Director and Personnel Director for CaroMont Health, as well as a founding member and President of the CaroMont Regional Medical Center Auxiliary.

**2020 Recipients:** *Casey Almond, Karen Bolick, Melissa Bowen, Chasiti Brewer, Drew Brightman, Jordan Capps, Lauren Grace Carter, Rebecca Clopp, Alicia Conard, Abbey Horne, Donald Howard, Lori Kistler, Sarah Lail, Sanai Lipscomb, Rikki Love, Kaley Mills, Bobby Mitchell, Andrea Moore, Stacey Moore, Charlene N'Diaye, Alyssa Newton, Prius Patel, Cesar Perez, Jake Quinn, Dillon Rhew, Malorie Rhew, Natalie Sneed, Logan Thomas, Jonathan Williams, and Crissie Wilson*

## 2020 WAYNE F. SHOVELIN SCHOLARSHIP

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The CaroMont Health Foundation Scholarship Committee selected Tom “David” Efird, a senior at Gaston Day School, as the 2020 recipient of the Wayne F. Shovelin Scholarship.

The Shovelin scholarship is made possible by the Duke Kimbrell family in honor of long-time CaroMont Health CEO, Wayne Shovelin. It is the most significant educational contribution of any scholarship award in Gaston County, offering up to \$20,000 each academic year for undergraduate studies in a healthcare-related field.

“In addition to his exceptional academic performance, David’s exemplary leadership, community service and commitment to learning demonstrates great promise for his future plans in medicine,” says Shelley F. Collins, CaroMont Health Foundation Board Member and Chair of the Scholarship Committee.

David joins previous Shovelin scholars Kyra Rhyne (2019), Victor Ilevbare (2018) and Maren East (2017) as current recipients of this award.

“ David is an incredibly well-rounded individual and fully embodies the qualities the Scholarship Committee seeks in a Shovelin Scholar.”

SHELLEY F. COLLINS



# Women Optimizing Wellness (WOW) Fund

This trailblazing group of women started the very first all-female fund in Gaston County. Since its inception more than five years ago, Women Optimizing Wellness has been improving the health and wellness of our community through collective giving and grant-making. Thanks to the dedication of founding investors and CaroMont Health employees and volunteers, WOW awarded multi-year grants in partnership with the Department of Health and Human Services, Gaston County Schools, Gaston Family Health Services and other community agencies to improve the overall health of children across the Gaston region. In 2020, WOW continued its mission to educate children on the importance of making healthy choices and committing to a nutritionally-minded lifestyle.



# Giving Back with Compassion

The Team CaroMont Annual Giving Fund unites CaroMont Health employees and volunteers under a shared commitment to the health and well-being of our community. They meet annually to express this commitment through scholarship awards, grants and other initiatives that directly benefit their coworkers and neighbors. We are so thankful for their generous, selfless support.



\$181,500

RAISED FOR OUR COMMUNITY

548

EMPLOYEE DONORS

General Fund	\$73,775
Scholarships	\$21,621
Oncology Services	\$30,843
Mammography Services	\$22,918
Gaston Hospice	\$27,754
Amanda Self Scholarship	\$4,589
United Way Campaign	\$17,500



# Supporting Every Patient

As care became more complex, Gaston Hospice made considerate adjustments to their services in response to the coronavirus pandemic. When operations ran remotely, the clinical staff continued to care for terminally ill patients in their homes, the hospital, long-term care facilities and in the Robin Johnson House—the only 24/7 inpatient hospice care facility in Gaston County. COVID-19 changed the very nature of how Gaston Hospice fulfilled its special calling. Staff assumed greater roles and became surrogate family members when visitation restrictions kept relatives apart. At the same time, the community stepped up to care for Gaston County. They ensured Gaston Hospice could continue providing compassionate, end-of-life care to patients and their families.

Due to COVID-19 stay-at-home orders, fundraising events like Night of a Thousand Stars were canceled so we could prioritize the health and safety of our patients. Although cancellations can be disappointing, generous donors ensured that Gaston County received the funds to help people live out their last days with dignity.

## THE GASTON HOSPICE FUND

\$301,217 TOTAL RAISED

847 DONORS

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Individual, Corporate giving \$274,641

*Memorials/Donations/Honorariums*

*Community Foundation Run*

*Patio Paver Program at Robin Johnson House*

*Annual Appeal*

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Swing into Fall Golf Tournament \$26,576





# Serving a Sacred Time in Life

The end-of-life journey is something no one should face alone, even as family visits are different, volunteering is more complicated and social distance is the norm. At Gaston Hospice, we've made it our purpose to ensure that every patient knows their care always comes first. Our dedicated team of volunteers and experienced medical staff helps families make the most of their time together, regardless of the circumstances.

Everyone deserves to feel fulfilled in their final chapter, that's why Gaston Hospice tends to the physical, emotional and spiritual needs of our community. Thanks to generous donors, we are able to achieve this purpose, providing compassionate care to patients young and old.

# Caring Every Step of the Way

We believe every person deserves to feel comfortable, secure and content in their final days. That's why Gaston Hospice offers compassionate, considerate care to each person in Gaston County. As the area's only local, non-profit hospice provider, Gaston Hospice strives to help terminally ill patients and their families make the most of their time together.

## PROGRAMS

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### GASTON HOSPICE

This program provides pain and symptom management, as well as financial, legal and emotional support to patients and their families in assisted living and skilled nursing facilities, hospitals and patient homes, and in the Robin Johnson House, an inpatient unit located in the center of Gaston County.

### GASTON PALLIATIVE SERVICES

This consultative care program services nursing and patient homes as well as CaroMont Regional Medical Center and assisted living facilities, providing pain and symptom management to patients who suffer from chronic, life-limiting illnesses, who may not need full hospice care, but can benefit from additional support.

### NEW HOPE COUNSELING CENTER

Grief counseling and bereavement services are provided to community-based clients who have experienced loss, whether or not they were hospice patients. Any Gaston County resident of any age can access counseling services or join support groups.



## HOSPICE BOARD OF DIRECTORS

Walter Gray, Chair	William Anthony	Patti Lineberger	Mel Parent	Mark Skillestad
Jamie Griffith, Vice Chair	Jim Bailey	Chuck Meakin, MD	Ami Parker, PhD	Rev. Dickie Spargo
Richard Farrell, Treasurer	Mike Case, MD	Ruth Neely	Amy Plowden	Jennie Stultz
Sharon Smith, Secretary	Ann Davis			

## HOSPICE FINANCIAL DATA

Patient Care Revenue	\$10,582,531
Unrestricted Public Support	\$163,308
United Way Designations	\$52,080
Non-reimbursed Services	\$721,696
Expenses	\$10,280,658



MISSION STATEMENT:

At Gaston Hospice and Palliative Services, our mission is to provide compassionate, exceptional and highly reliable care.

\*TOTAL HOSPICE PATIENT VISITS

57,264

YEAR FOUNDED

1979

HOSPICE REFERRALS

1,299

TOTAL PATIENTS SERVED

994

CHART AUDIT SCORES

99%

MEDIAN LENGTH OF STAY

10 DAYS

80 GASTON HOSPICE VOLUNTEERS



VOLUNTEER HOURS EQUAL APPROXIMATELY

\$101,720

GASTON PALLIATIVE SERVICES

867 \*PATIENT ADMISSIONS

7,615 \*PALLIATIVE CARE VISITS AND CONSULTS

\*Data points tracked internally.

## PATIENT SATISFACTION SURVEYS

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91.1%	scored overall rating as “excellent” ( <i>benchmark 85.7%</i> )
95.0%	received pain management within 48 hours of admission ( <i>benchmark n/a</i> )
98.3%	team “always” treated the patient with respect ( <i>benchmark 95.4%</i> )
97.8%	received the “right” amount of emotional support ( <i>benchmark 94.8%</i> )
97.3%	received the “right” amount of religious and spiritual support ( <i>benchmark 94.4%</i> )
93.2%	received the “right” amount of bereavement support ( <i>benchmark 89.1%</i> )
89.1%	received help during evenings, weekends or holidays ( <i>benchmark 76.9%</i> )
85.0%	received help as soon as wanted ( <i>benchmark 77.5%</i> )

### WE HONOR VETERANS PROGRAM

Gaston Hospice maintained Level 2 Recognition in our We Honor Veterans program, an initiative that equips staff and community members with the tools they need to support and honor each veteran’s end-of-life journey.

### EDUCATIONAL OUTREACH

Provided hands-on hospice and palliative care experience to over 25 students in partnership with colleges/universities and high schools around the community.

### HOSPICE HONORS ELITE DESIGNATION

Achieved Hospice Honors Elite again in 2020, as one of only 79 hospice agencies in the country to exceed the national benchmarks in patient and family satisfaction surveys.

# Bereavement and Spiritual Care Highlights

Our chaplains, bereavement counselors and social workers extend the hospice expertise in many ways. We have routine monthly offerings like loss and grief seminars, spiritual care for terminally ill patients and their caregivers or emotional support groups for families.

## A SERVICE OF REMEMBRANCE

The fourth annual memorial service for hospice employees who recently lost a loved one was held on November 4. A team of employees planned this meaningful event during Hospice Month and around the time of All Saints Day.

## SILVER AND GOLD HOLIDAY GRIEF SEMINAR

From connection and sharing memories with others, to holiday grief education and creative expression, this annual event prepared families for their first holidays without loved ones.

## SPIRITUAL CARE OF THE TERMINALLY ILL

This continuing education in-service program is offered to the staff of assisted living facilities and skilled nursing facilities in our community.

## BLESSING OF THE HANDS

Gaston Hospice chaplains honor staff and other groups/facilities in the community with a Blessing of the Hands ceremony, an event that acknowledges the hard work and care in the hands of every caregiver.

## FAITHHEALTH-GASTON

This Education Day for the employees of FaithHealth-Gaston is focused on death and dying in-service. Our team delivered the Grief and Loss section of our volunteer training in two sessions.

## CHILDREN'S ADVOCACY NETWORK

Two of our bereavement counselors helped bereaved clients of this agency by offering Parent and Children support groups.

## OTHER PROGRAMS:

- After Suicide Support Group
- Death of a Spouse Support Group
- Death of a Loved One Support Group
- Understanding Grief After Loss Class
- Widowed Person's Lunch Bunch

# Social Work Highlights

This year, two of our social workers have attained full clinical licensure, an undertaking that involves 3,000 hours of supervised clinical social work practice and passing a national exam. The following is an overview of the social work department's additional successes this year:

## CAREGIVER SUPPORT GROUP FOR ALZHEIMER'S AND DEMENTIA RELATED CONCERNS

This Gaston Hospice-led group provides support for caregivers of people with Alzheimer's disease, dementia and other cognitive conditions each month.

## ADVANCE DIRECTIVE CLINICS

Each month, two open-door clinics offer free services like completion and notarization of documents and advance care planning education to the public.

## ALZHEIMER'S AND DEMENTIA COMMUNITY EDUCATION

Gaston Hospice social workers and Trinity United Methodist Church collaborated to provide resources for caregivers and persons living with cognitive conditions. Support groups and initiatives like a Memory Café offer safe spaces for patients, caretakers and families to enjoy their time together without the stress and stigma that can occur in public.

## NTUC (NOT TAKEN UNDER CARE) PROGRAM

This group of social workers ensures patients who are referred, but not taken under care, continue to receive regular phone call check-ins and support as they come to terms with their health diagnosis, journey or outcome.

## ROBIN JOHNSON HOUSE RESIDENTIAL PROGRAM

Patients and caregivers may receive care at our inpatient unit and pay separately to cover its costs. Social workers facilitate this process, navigating case identification and information regarding the program.

## HOME AWAY FROM HOME PROGRAM

This program provides a quick transition to the Robin Johnson House, reducing stress and anxiety for patients with a short life expectancy. Social workers accommodate the placement needs of patients, families and caregivers to ensure everyone is comfortable as they acclimate to a 24-hour hospice inpatient care setting.



# Engaging in a Beautiful Partnership

Even when we hang up our coats, switch out our uniforms and remove our name tags, we return to our friends, families and neighbors with the same purpose that drives our work every day. Our commitment to put care first extends beyond the hospital or practice walls—it informs everything we do. Whether it's hosting wellness events and family activities, sharing stories of health and healing or supporting local officials, veterans and civic groups, CaroMont Health is there for our community through good times and bad. Despite all the challenges of the past year, our region has remained resilient, proving just how much we can care, together.

# Nurturing Relationships

CaroMont Health is proud to work alongside dedicated individuals and organizations who create helpful solutions for our region. We continue to support these partners as they deliver on a promise to make a meaningful impact in our community.

## SPONSORED PROGRAMS

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BackPack Weekend Food Program, Inc.

Gaston County Education Foundation

Bessemer City Chamber of Commerce

Gaston Family Health Services (Kintegra Health)

Cancer Services of Gaston County

Gaston Regional Chamber

Carolinas Freedom Foundation

Girls on the Run of the Foothills

City of Bessemer City

Heart Society of Gaston County

City of Cherryville

Highland Neighborhood Association

City of Gastonia

Holy Angels

City of Lowell

McAdenville Foundation

City of Mount Holly

Montcross Chamber

Daniel Stowe Botanical Gardens

United Way of Gaston County

Downtown Belmont Development Association



## PROGRAM HIGHLIGHTS

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### KINTEGRA HEALTH BACK TO SCHOOL SPLASH INTO WELLNESS

Kintegra Health, formerly Gaston Family Health Services, hosted their annual Back to School Splash into Wellness health fair, a program that provides free sports physicals, assessments, book bags, haircuts, dental checks and vaccines to elementary and middle-school children returning to school.

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### DOWNTOWN BELMONT DEVELOPMENT ASSOCIATION'S CHRISTMAS VILLAGE

The Downtown Belmont Development Association's event brought over 1,000 people to the streets of Belmont to enjoy the Festival of Trees, hot chocolate, carriage rides and ice skating during the last week in December.

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### ANNUAL CITY OF BESSEMER SENIOR HEALTH FAIR

At the 2019 Bessemer City Senior Health Fair, vendors provided screenings, health information and nutritious snacks to dozens of senior citizens.

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### CITY OF CHERRYVILLE'S INDEPENDENCE DAY CELEBRATION

The City of Cherryville celebrated Independence Day with entertainers, fireworks and a festival at the mini-park on Main Street.

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### SALUTE TO SERVICE—VETERANS DAY AT CRAMER MOUNTAIN

On November 7, 2019, CaroMont Health, the CaroMont Health Foundation and the Doctor Family Foundation organized a free day of golf for Gaston County Veterans. The event brought 100 registered golfers to the Cramer Mountain Club.





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## To be our community's most trusted healthcare partner.

When our vision was developed, I'm not sure anyone could have imagined how the intention of that phrase would shift from thousands of individual interactions shared between caregivers and patients, to a moment when every member of our community is looking to us for guidance, security, support and reassurance. In times of celebration and times of uncertainty, we never lose sight of what matters most.

Since COVID-19 began to spread across our state, every member of the CaroMont Health team has worked to embody that thought, because it is who we are. We are the courageous, the compassionate, the selfless.

There is hope everywhere. It is in the eyes that show smiles and hopeful expressions under layered masks. It is in the voices of those who get to take their loved ones

home, and in the tireless effort of every person who chooses to make a difference at CaroMont Health.

While the COVID-19 pandemic and the challenges created are certainly not over, there are hopeful signs that efforts to contain and control the virus are working. As our community continues to be affected by this virus, we promise to do everything possible to protect and support our patients and community.

Even as we continue to evolve to best serve the changing needs of our region, what remains true is our commitment to our neighbors. Our commitment to care first, before anything else.

**CHRIS PEEK**

President, Chief Executive Officer



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