2015 COMMUNITY OF CARE
When I think about our community of care, I am reminded of our humble beginnings when a group of concerned citizens came together to form what is now known as Lima Memorial Health System. From our early beginnings in 1899 to becoming a regional healthcare leader today, the imprint of those visionary community members remains. Together, the Lima Memorial family feels privileged to serve our community with exceptional, compassionate care. We are committed to continuing the tradition of caring for our community who has trusted us with their health for more than a century.

Michael D. Swick
CEO & President
Lima Memorial Health System
A LOOK BACK AT 2015
Develop a high reliability organization
RANKED AMONG THE
BEST IN THE COUNTRY
FOR INFECTION CONTROL

TOP RATINGS TWO YEARS IN A ROW

ONLY HOSPITAL IN OHIO

Consumer Reports is an independent nonprofit organization whose mission is to work for a fair, just and safe marketplace for all consumers and to empower consumers to protect themselves. Lima Memorial Hospital has agreed to comply with Consumer Report’s No Commercial Use Policy. Reproduction of these quotes, in whole or in part, or any use of Consumer Reports name, articles or rating of our product(s) for any sales or promotional use is strictly prohibited. The information pertaining to this Consumer Reports information is for internal purposes only.
DONATIONS FUND GERM-ELIMINATING ROBOTS

How do you top being one of the best hospitals in the nation for infection control? That was a question Lima Memorial Health System asked itself after earning one of the best infection control ratings by Consumer Reports. The answer was to find a partner to help bring innovative technology to the hospital that reliably eliminates 99.9% of healthcare-associated infections.

PotashCorp partnered with Lima Memorial for this very purpose. Their $100,000 donation funded the purchase of a Tru-D SmartUVC. This germ-eliminating robot uses powerful UV-C light to kill harmful pathogens. Lima Memorial quickly realized that the Tru-D robot needed a partner in its fight against germs. The community came together at the Foundation’s Journey event. During the Fund a Need portion of the event, guests raised their bid numbers to completely fund a second disinfecting robot.
Our Mission
To improve the quality of life in our communities through comprehensive health services.

Our Vision
To provide quality care in a family atmosphere.

Our Values
Service: I will meet my customers' needs in a timely, professional and caring manner.
Performance: I will always do my best.
Integrity: I will be reliable, trustworthy and honest.
Respect: I will honor the privacy and dignity of others.
Improvement: I will always seek ways to improve.
Teamwork: We will work together to achieve our Mission, Vision and Values with open communication.
LEARN PROJECTS
Due to the increase in projects, the Performance Improvement Department trained four additional Lean Leaders in 2015 to add to the current four Lean Leaders. A Lean project is designed to eliminate waste and improve efficiencies through the application of Lean techniques and tools, a process that takes one to three months to complete. As a result, four additional Lean projects were able to be started, with completion targeted for the first quarter of 2016.

HINO PATIENT FLOW
The rapid growth of the Heart Institute of Northwest Ohio (HINO) practice resulted in increased wait times for patients. A team of front line associates are working to identify improvements to reduce this wait time.

PATIENT HANDBOFF PROJECT
Effective patient handoffs are essential for creating a safe patient environment. A team has started a project to implement the 5P (Patient, Plan, Purpose of the Plan, Problem and Precaution) Handoff Tool throughout all areas.

LIFT TRAINING PROJECT
Employee injuries result in time away from work and an increase cost to the health system. Many injuries are the result of unsafe lifting practices. A cross functional team of associates is working together to identify how to reduce injuries by identifying current lift equipment and training methods within LMHS.

ED ADMIT ORDER TO PATIENT IN BED
This project is studying the time an admission order from the Emergency Department is placed to the actual time the patient is in bed on their assigned unit. Changes will be implemented to decrease the average time this process takes. This team is working to identify causes of delays and put changes in place to decrease the average time it takes from admit order to patient bed placement.
WORK-OUT AND 5S PROJECTS
The Performance Improvement Team trained 12 additional Change Agents in 2015 to assist in the completion of the growing number of Work-Out projects. Change Agents are associates who have completed training in the areas of Change Acceleration and Work-Out facilitation. These associates demonstrate mastery of facilitation skills through the completion of a Work-Out (Rapid Improvement) Project. Seven Work-Outs were completed in 2015.

CRASH CART STANDARDIZATION
Developed a standard crash cart inventory process for all required areas to assure that anyone responding to a code will have all of the essential supplies.

IV ORDER REFILL PROCESS
Improved the process of ordering large volumes of intravenous refills on the inpatient units to avoid the distractions caused by placing multiple phone calls to the pharmacy.

IV TITRATION MEDICATION ORDERING PROCESS
Established standardization when ordering refills of IV titration medications, which improved associate efficiency and increased patient safety.

ICU UNIVERSAL BED REIMPLEMENTATION
Established a universal bed protocol allowing patients to remain in a room on the unit to improve satisfaction, standardization of care and decrease length of stay for the patient.

SURGERY SUPPLY TEAM
Provided a process to assure supplies brought into the surgery environment are approved and educated staff in the areas of quality, safety and cost.

FALL PREVENTION PROJECT
Established best practice processes to reduce patient falls within the health system.

CONTINUOUS ENERGY IMPROVEMENT PROJECT
LMHS has been given a unique opportunity to work with AEP Ohio on the Continuous Energy Improvement project. This project is ongoing over several years and will look at decreasing the overall power usage within LMHS.

DEPARTMENTAL IMPROVEMENT PROJECTS
Department level improvement projects are completed by the LMHS managers and directors. Projects utilize the Plan, Do, Check, Act (PDCA) methodology to address areas of quality, safety, efficiency and finance in alignment with the strategic plan. In 2015, the Performance Improvement team trained 43 managers & directors and completed 42 departmental improvement projects.
SAFETY FIRST

Lima Memorial is committed to fostering a culture of safety. The initiation of daily safety huddles has been instrumental to addressing safety concerns in real time. Good safety catches are highlighted in the associate newsletter, Connect, to promote transparency and awareness of safety issues. Error Prevention Tools are featured in Connect to provide continued education. In addition designated associates have stepped up to be safety coaches. They serve as the eyes and ears of safety in their respective areas. They have a formal opportunity to share their observations at monthly safety meetings. In addition all safety events are evaluated and scored so that we can make the necessary improvements to enhance safety at Lima Memorial.
LIMA MEMORIAL HEALTH SYSTEM

LMHS EARNED JOINT COMMISSION REACCCREDITATION

Lima Memorial Health System achieved reaccreditation by The Joint Commission (TJC) following a 2015 survey. TJC visited our inpatient units, procedural areas, ambulatory departments and laboratory. The surveyors provided a thorough and comprehensive assessment of our processes of care, documentation and physical areas, to name a few. The LMHS team did an extraordinary job showcasing our hospital’s commitment to excellence each and every day.

PREVENTING MEDICATION ERRORS WITH RED ZONES

The risk of medication errors increases by 12 percent every time we are distracted or interrupted. Lima Memorial took action to minimize distractions by incorporating red zones into the work areas of every medication Pyxis station. The red zones create a visual reminder to staff of the need to be silent and distraction-free when working within that area.
The Lima Memorial Home Health Care team achieved Medicare rankings well above state and national benchmarks. Congratulations for standing out as the home health care leader among area agencies.
Lima Memorial’s Concussion Management Center is the region’s premier resource for evaluating head injuries and providing reliable testing and appropriate follow-up care. John Oehler, DO, became certified as the region’s first Credentialed ImPACT™ Consultant. He, along with the center’s specially trained team, ensures that accurate return to work, school and play decisions are made for those who experience a concussion.
Improve transition of care from one level to the next
CARE COORDINATION MODEL IMPLEMENTED

Lima Memorial implemented its new care coordination model, which transformed the way care is being delivered. Highlights included:

• Collaboration with extended care facilities and home health agencies to reduce readmissions
• Development of care navigation for all transfer out patients
• Introduction of interdisciplinary rounding on all units to enhance communication among providers
• Initiation of transition of care navigation and chronic disease management programs with Lima Memorial Physicians
• Establishment of a post discharge clinic to decrease readmissions
• Development of chronic disease management clinics, including ones for Congestive Heart Failure, Palliative Care and Diabetes. Enhanced the existing Coumadin Clinic.
CONGESTIVE HEART FAILURE CLINIC LAUNCHED

Lima Memorial Health System opened a Congestive Heart Failure (CHF) Clinic to help patients better understand their condition and how to manage their health through education and monitoring. The CHF clinic is under the medical direction of Pamela Gardner, D.O., Cardiologist. In addition Certified Heart Failure Nurse Jamie Verhoff provides education, support and care coordination.
2 SOUTH REDEFINED

With our patient population becoming sicker and more fragile, 2 South changed the foundation of its unit from a Medical / Surgical base to a Telemetry / Observation base. All beds on the unit have telemetry monitoring capabilities, providing a safe environment for all patients.
UNIVERSAL BED PROTOCOL IMPLEMENTED IN ICU

Lima Memorial’s Intensive Care Unit (ICU) implemented universal beds to improve the patient experience. The universal beds allow patients to advance from critical to intermediate care without leaving their familiar surroundings and care team in the ICU. Patients admitted to ICU remain on the unit until discharged to home or a post discharge facility.
MEDS TO BEDS

A patient’s first stop after leaving the hospital should be their home; that’s why Lima Memorial’s Outpatient Pharmacy initiated a new Meds to Beds program. Physicians can conveniently e-prescribe the prescriptions to the outpatient pharmacy, and the medication will be delivered to the patient’s bedside. Studies show that when patients leave the hospital with prescriptions, 40% never get filled, consequently causing a potential readmission.

The Outpatient Pharmacy also expanded its hours to better serve its customers. The pharmacy is now open Monday through Friday, 8 a.m. - 8 p.m.
The nursing team adopted standardized clinical attire in an effort to enhance nurse communication by increasing patients’ ability to identify nursing from other care providers. Other professions and departments followed suit to enhance the patient experience.
A LITTLE LUCK GOES A LONG WAY

If you’re in need of a bit of luck, then a quick visit with Patsy Spring, RN in SOPU, is just what you need. Since 2002, Patsy has hunted four-leaf clovers and turns them into tokens of luck that she shares with her patients. To date, Patsy has made nearly 7,000 clovers. Patsy is a shining example of our community of care.
Increase associate and physician engagement
LEADERSHIP DEVELOPMENT

Committed to excellence, Lima Memorial offered ongoing leadership training to its management team. The AchieveGlobal education series provided the team with the opportunity to learn new skills and master others.

CREATIVE EDUCATION OPPORTUNITIES PROVIDED

The Lima Memorial Education Department offered many unique continuing education course experiences throughout 2015, including a CSI-themed event. While designed to be fun, these courses help associates perform every aspect of their job better, resulting in better patient outcomes and safety.
DOCTORS’ DAY

Lima Memorial celebrated its physicians and advanced practice providers during National Doctors’ Day with a luncheon. In addition associates shared their appreciation by sending messages of thanks for the exceptional care they provide to our community.
VOLUNTEER APPRECIATION WEEK

In tribute to Lima Memorial’s 300-plus active volunteers, associates recognized the dedicated and compassionate service volunteers provide during National Volunteer Week. An appreciation banquet was held to honor the hours of service provided by this amazing group of volunteers. From supporting staff members to touching the lives of patients, their time and kindheartedness inspire us all. While a week each year is dedicated to honoring our volunteers, we recognize their contributions each and every day.
HOSPITAL & NURSES WEEK

Lima Memorial celebrated National Hospital and Nurses Week with many activities, including Blessing of the Hands, Party on the Lawn, a celebration meal and awards banquet. This annual celebration recognizes all members of the LMHS family who support the health of our community through their dedication and compassionate care.
During National Hospital and Nurses Week, associates and nurses were nominated by their peers for going above and beyond. Fourteen people were celebrated at an awards ceremony, given a token of appreciation and invited to a meal with the Executive Team.

Carrie Mohler
Erin Leary
Jeremy Rex
Heather Carter
Rebecca Palte
Garry Ricker
Jo Ann Kruger
Barb Schroeder
Kyle Rockhold
Jamie Kohli
Chris Torbet
Elizabeth Montgomery
Karla Shock
Chris Ford
The High Five associate recognition banquet was held at the UNOH Event Center with more than 100 associates recognized for reaching 5 - 10 - 15 - 20 - 25 - 30 - 35 - 40 - 45 and 50 years of service at Lima Memorial.

Notably, Gloria Bratton, Food and Nutrition associate, was recognized for 45 years of service. Connie Callahan, Surgical Services nurse, was celebrated for her 50 years of dedicated service.
Lima Memorial hosted a Meet and Greet Provider Event at Shawnee Country Club to introduce the many new providers who recently joined the Medical Staff. The event provided a great opportunity for networking among the existing medical staff and new providers.

Lima Memorial Accounting, Home Health and Managed Care moved their departments back to the main campus in 2015. Financial Services and Lima Memorial Physicians administrative offices relocated to the campus of the Heart Institute. These moves brought our team closer together, providing greater conveniences and efficiencies.
With nearly 1,300 associates participating in the Associate Opinion Survey, Lima Memorial achieved its highest participation rate! The collective feedback revealed an increase in health system scores in every category, as compared to our previous survey. In addition Lima Memorial exceeded the national benchmark in every category. Our associates help shape our health system with their feedback. We look forward to many positive changes ahead.
MEALS AT YOUR SERVICE

Food and Nutrition Services launched Quick Charge, a program designed to deliver meal service to associates in their unit or department. This has been a great service, especially during times of high census.

EnGAGEMENT ComMIttEE

Comprised of clinical and non-clinical front line staff, the Associate Engagement Committee develops initiatives to increase associate engagement, retention and patient satisfaction. The committee, in partnership with leadership, is the driving force for many internal initiatives.
Established in 2014, the Associate Relief Fund was created by the Associate Engagement Committee to provide assistance to Lima Memorial associates and their families in times of a hardship or disaster. In 2015, more than 300 Associates donated to the Lima Memorial Foundation in support of the Associate Relief Fund. Seventeen associates were supported through this program, with $8,500 distributed. Associates at Lima Memorial truly live the vision of quality of care in a family atmosphere through their generous financial gifts to this program.

SENDING LOCAL SENIORS LOVE

Lima Memorial associates and volunteers put a smile on the faces of local seniors with more than 450 handcrafted Valentine’s Day cards. The cards were delivered by the LMHS Associate Engagement Committee to several area senior living centers.

WEAR RED FOR HEART DISEASE

Lima Memorial associates celebrated National Wear Red Day to raise awareness for heart disease in women. Heart disease and stroke cause 1 in 3 deaths among women each year. With education and action, we can change these statistics.
MARCH MADNESS FUN

Associates got in on the excitement of the NCAA March Madness bracket. Prizes were awarded to the top three bracket winners.

PARTY ON THE LAWN

Lima Memorial associates enjoyed a break from their daily routine to enjoy a party on the lawn. The event included a cookout and activities on the beautiful grounds of the health system.

EASTER BUNNY VISITS ASSOCIATES

Lima Memorial associates enjoyed a visit from the Easter Bunny and were surprised to find one of the 600 eggs he hid throughout the health system.
FAIR PARADE
Associates came out in force to walk in the Allen County Fair parade and show their LMHS pride.

FAMILY AT THE FAIR
Associates, volunteers and their families were treated to a day at the Allen County Fair, complete with a picnic-style meal.

SPIRIT DAY
Lima Memorial associates and physicians wore team apparel to support their favorite high school, college or professional team during Spirit Day.

PUMPKIN CARVING CONTEST
The Associate Engagement Committee sponsored the Annual Pumpkin Carving Contest. Departments had the opportunity to showcase their creativity and vie for bragging rites.

GIVING THANKS
In the spirit of giving thanks, a special Thanksgiving meal was provided to all associates. A Thanksgiving video was also produced to showcase our associates and the many reasons they give thanks. Visit the Lima Memorial YouTube page to watch the video.

HAMTASTIC
Senior Leadership and the Associate Engagement Team distributed hams to all associates and volunteers. Continuing the spirit of giving, 127 hams were then donated to Our Daily Bread Soup Kitchen, Mizpah Community Center, Lima Rescue Mission, Changing Seasons and the Veterans Food Pantry.
The Lima Memorial family adopted 15 associates and their children through the Associate Angel Tree program. Lima Memorial produced a holiday video to reflect on the dedication and accomplishments of the LMHS family. Visit the Lima Memorial YouTube page to watch the video.

The Lima Memorial Associate Engagement Committee and Santa served up breakfast as they hosted the Annual Breakfast with Santa, sharing smiles with more than 160 children.

Multiple departments participated in an ornament decorating contest. More than 200 votes were cast to determine the winners. The ornaments were displayed in the dining room for associates and visitors to enjoy.

Spirit Grams provide an avenue for associates, volunteers, patients and families to shine a spotlight on the exceptional work performed by a health system associate.

The Associate Engagement Committee sends sympathy cards to associates who experience a loss in their family, reminding them they have an entire LMHS family of support.

All associates are entered into a drawing monthly for an associate recognition gift. Three lucky winners are selected.

In response to feedback from the Associate Opinion Survey, the Associate Engagement Committee reviews policies and suggests improvements.
Invest in technologies and facilities to maintain our tertiary care position in the market.
Get in. Get out. GET BETTER.

ER WAIT TIMES 30 MINUTES OR LESS.

At Lima Memorial, our ER wait times average less than 30 minutes. We also have board-certified emergency medicine physicians on staff 24 hours and one of the only certified traumatologists in the area.

Find the current ER wait time at limamemorial.org.

LIMA MEMORIAL LAUNCHED ER CAMPAIGN

Lima Memorial distinguishes itself in the market with its exceptional ER care with little wait. This message and media plan for the ER campaign was designed to reach Lima Memorial’s core consumer audience and included television, radio, print and digital billboard ads.
Lima Memorial Physicians launched a new marketing campaign for Midwest Surgical Specialists, highlighting the unique collaboration of the area’s best surgeons. The team of physicians at Midwest Surgical Specialists have all received extensive training in their respective disciplines, performing a wide array of advanced surgical services. The advertising was strategically placed on television, radio, billboard and digital platforms.
COMMUNITY OUTREACH & EDUCATION

Lima Memorial physicians and associates participated in dozens of community events to promote health and wellness. Thousands of community members were impacted by a free blood pressure check at the Senior Living Expo, scheduling a first-ever mammogram at the Ladies’ Night Out and learning about a heart healthy diet at the Taste of Home, to name a few.
IN THE NEWS

Lima Memorial was frequently in the news spotlight in 2015. We partnered with Your News Now to have a regular feature on Noon Edition. Weekly, physicians shared health information on WIMA radio. Routinely, Lima Memorial responds to media inquiries to serve as an expert health source. Media has generously participated in covering hospital-sponsored events and highlighting new services and physicians.
DASHING TO THE DOCS

Lima Memorial welcomed its celebrity elf, Dash, back to the health system. The little fella was busy making his rounds during the holiday season, visiting Lima Memorial providers. Dash learned all about the services our medical staff provides and spread holiday cheer along the way.
COMPREHENSIVE CANCER TREATMENT IN ONE LOCATION

Lima Memorial invested $6 million into its Cancer Institute at the Medical Park, resulting in expanded services and technology to better serve the community. The project included the installation of a new 16-slice wide bore CT for diagnostics and treatment planning, the addition of a state-of-the-art Varian TrueBeam linear accelerator and aesthetic enhancements throughout the entire center, including the oncology infusion area. This technology is complimented by Lima Memorial’s expanded patient navigation program. Patient navigators support patients, connect them to resources and serve as the link between patients and their family and the care team.

WELCOME DOCTOR NOLLAH

Dr. Blessing Nollah joined Lima Memorial Physicians and the Cancer Institute as the area’s only female medical oncologist / hematologist. Specializing in the treatment of many different types of cancers and blood disorders, her clinical practice is dedicated to providing personalized care, focusing on the patient’s body, mind and spirit.
NEW PET / CT TECHNOLOGY INTRODUCED

Lima Memorial partnered with Shared Medical Services to provide state-of-the-art PET / CT services. The new technology provides for increased lesion detectability, faster scans and an overall increase in image quality. PET / CT is an important diagnostic component of the oncology staging process.
DIALYSIS AFTER DARK

The Lima Memorial Renal Department extended its services, opening the area’s only night-time dialysis center. In-center nocturnal hemodialysis allows patients to be treated in the clinic at night, while sleeping or resting. This unique service provides many health benefits and allows for a normal, active schedule and improved quality of life.

In addition dialysis patients and their families can enjoy Lima Memorial’s newly remodeled area with comfortable furnishings, fresh new paint colors, peaceful artwork and new flooring.
HEART PROGRAM EXPANDED OFFERINGS

Following a successful launch of Lima Memorial’s radial catheterization program, all of the invasive and interventional cardiologists with the Heart Institute now perform these procedures. Qualifying patients benefit from reduced recovery time and improved patient satisfaction.
ROBOTICS PROGRAM EXPANDED

At the heels of reaching the impressive milestone of 1,000 surgical robotics cases, the Lima Memorial Foundation committed to funding the $1.8 million investment for a second daVinci® robot. This robot, equipped with the latest in technology, arrived in December. The robotics program has been a key recruitment tool for new physicians, like Dr. Alanzi, Urologist, and Dr. Igboeli, General Surgeon. Not to mention, Dr. Heffner, Acute Care and General Surgeon, is among the top in the nation for performing the most hernia repairs robotically.
NEW PHYSICIANS JOINED ROBOTICS TEAM

JABER ALANZI, MD, UROLOGIST

Lima Memorial welcomed Dr. Jaber Alanzi, Urologist. He was trained at the University of Pennsylvania, a university ranked Top 10 in the National Universities Rankings by U.S. News and World Report. He provides a full range of minimally invasive & laser urologic surgeries, including laparoscopy and robotics. Dr. Alanzi specializes in cancer treatment, urinary dysfunctions, care for stone diseases, men’s health issues, reconstructive surgeries and office procedures.

IFEOMA IGBOELI, MD, GENERAL & ROBOTIC SURGEON

Lima Memorial welcomed Dr. Ifeoma Igboeli, who is board-certified in general surgery by the American Board of Surgery. She is a member of the Society of American Gastrointestinal & Endoscopic Surgeons. Her clinical interests include robotic and minimally invasive surgery, general, emergency & trauma surgery and cancer surgeries.
BREASTFEEDING CLINIC SUPPORTS NEW MOMS

Demonstrating its commitment to giving our babies the best possible start in life, the Family Birth Center introduced a Breastfeeding Walk-In Clinic for new moms. The clinic is staffed by certified lactation consultants who offer breastfeeding assistance, baby weight checks and support.
LMHS EXPANDED EMS PARTNERSHIPS

KENTON FIRE DEPARTMENT

The Kenton Fire Department joined the Lima Memorial EMS Team with the guidance and support of LMHS Emergency Center Physician Todd Brookens, DO, who serves as their Medical Director.

BATH TOWNSHIP FIRE DEPARTMENT

Bath Township Fire Department (BTFD), under the direction of Chief Joe Kitchen, joined the Lima Memorial Health System EMS family. LMHS Emergency Center Physician Stephanie Casey, MD, is the new medical director of the BTFD.
LIMA MEMORIAL PHYSICIANS EXPAND ACCESS TO PRIMARY CARE

Lima Memorial Physicians (LMP) increased access to primary care through the addition of four primary care providers in 2015. LMP has ten family practice offices spanning five counties. Unique to the region, LMP offers walk-in care services in eight convenient locations throughout the region. The demand for walk-in care is ever-increasing. Last year, LMP saw more than 35,000 walk-in patients, an increase of 20% over the prior year.

20% INCREASE IN WALK-IN CARE VISITS FROM 2014
ORTHOPAEDIC INSTITUTE OF OHIO OPENED OFFICE AT LIMA MEMORIAL

The Orthopaedic Institute of Ohio (OIO) opened a new office location within the Professional Office Building III at Lima Memorial. The team of physicians has been actively involved in advancing Lima Memorial’s orthopaedic service line.
MEDICAL STAFF ADDITIONS

Jeb Sheidler, PA-C  
Trauma Services  
Midwest Surgical Specialists  
Lima Memorial Physicians

Eric C. Miller, DPM  
Podiatry  
Lima Memorial Foot & Ankle Center  
Midwest Surgical Specialists  
Lima Memorial Physicians

Christine L. Rodriguez, CNP  
Pediatrics  
Lima Pediatrics  
Lima Memorial Physicians

Natalie L. Lammers, PA-C  
Cardiology  
Heart Institute of Northwest Ohio

Obie L. Ramsay, MD  
Internal Medicine / Rheumatology  
Lima Memorial Internal Medicine & Family Healthcare  
Lima Memorial Physicians

Stanley A. Kristiansen, CRNA  
Anesthesiology  
Lima Anesthesia & Pain

Alexander Horstman, CNP  
Cardiology  
Heart Institute of Northwest Ohio

Kyle Anderson, PA-C  
Orthopaedic Surgery  
Orthopaedic Institute of Ohio

George R. Kasarala, MD  
Hospitalist  
Apogee Physicians

Caitlin Logan, PA-C  
Orthopaedic Surgery  
Orthopaedic Institute of Ohio
Transition to operating at Medicare rates
OPERATING MARGIN

54% INCREASE FROM 2014
LENGTH OF STAY
4%
CASE MIX INDEX
4%
READMISSION RATE
7%
Lima Memorial initiated a new Energy Savings Team to engage associates in developing and implementing energy saving measures. The team consists of a variety of hospital associates dedicated to reducing the energy usage at the hospital.
We believe our community deserves access to world-class healthcare and the tools to live a healthy lifestyle. We are committed to providing comprehensive health services & improving the quality of life in our community.

“We make a living by what we get. WE MAKE A LIFE BY WHAT WE GIVE.”

- Winston S. Churchill
Our community rallied together more than a century ago to meet Lima’s healthcare needs, forming what is now known as Lima Memorial Health System. This same wonderful community has supported our family-owned business for generations. We take our responsibility as a family-owned business to heart and feel compelled to invest in advancing healthcare through gifts to the Lima Memorial Foundation.

#givingtuesday
FOUNDATION FUNDS RAISED

12% INCREASE FROM 2014
JAMES MEREDITH HONORED AT ANNUAL GOLF CLASSIC

The Lima Memorial Foundation hosted the Memorial Golf Classic on Monday, May 18 at the Shawnee Country Club. The event raised more than $80,000 and was sponsored by more than 60 community members and organizations.

In 2015, the Foundation honored James Meredith. Mr. Meredith has served on numerous boards throughout the area and, most notably, is one of the founding fathers of the Lima Memorial Foundation.
JOURNEY EVENT SETS FUNDRAISING RECORD

On Thursday, September 10, nearly 500 friends of the Lima Memorial Foundation stepped back in time to the 1940’s as they attended the 14th Annual Journey to Remember event at the Lima Allen County Airport. The hangar was transformed into the World War II era, complete with a B-25 Mitchell and a Fairchild 24.

A record-setting $300,000 was raised at the event to support robotic advancements at Lima Memorial.
In addition to their gift of time and service, the Lima Memorial Hospital Auxiliary members gave of their financial resources. The Auxiliary operates a gift shop and two cafes and hosted more than a dozen ways and means fundraisers throughout the year. As a result, the group presented a $60,000 donation to the Lima Memorial Foundation. This donation brings the Auxiliary one step closer to completing its pledge for the Family Birth Center expansion.
Implement community benefit initiatives
VOLUNTEERS BRING SERVICE WITH A SMILE

With 300-plus active volunteers serving Lima Memorial, patients and visitors can’t help but encounter a smiling, helpful volunteer. With approximately 70,000 hours of service to Lima Memorial last year, the Auxiliary volunteers provide a helping hand in approximately 50 different areas of the hospital. They are the community thread that is woven into our community of care. At the December Auxiliary General Meeting, Marjorie Kiracofe, Robert Thompson, Rex Maurer and Mary Zuppardo were recognized as Life Members.
VOLUNTEERS HOSTED SUPPLY DRIVE FOR THE CHILDREN’S DEVELOPMENTAL CENTER

Lima Memorial associates and volunteers generously donated supplies to the Children’s Developmental Center (CDC) to support their classroom needs for the school year. Items included reward stickers, crayons, animal crackers, paper towels, disinfectant wipes and many other traditional school items. The CDC relies on donations like these for their operations.
The Lima Memorial Auxiliary awarded two $1,500 scholarships to local students who plan to pursue a career in the medical field. Shawnee graduate, Margaret Saine, is pursuing a career in psychology, and Whitney Smart, Crestview graduate, is pursuing nursing. The two recipients were selected from a group of more than 150 applicants by the Auxiliary Scholarship Selection Committee.

Thirty-One Gift Consultants donated care bags for patients with cancer. The donation was part of a pay it forward initiative and included a gift bag filled with comfort items and inspirational messages.
HEART TO HEART
Dr. Pamela Gardner, board certified cardiologist at Lima Memorial’s Heart Institute of Northwest Ohio, spoke at a heart health open forum at Van Wert Hospital’s Wellness Center. Dr. Gardner discussed a wide range of topics related to heart health. This is one of many community events Dr. Gardner and other Lima Memorial Physicians participate in to deliver health and wellness information to the communities we serve.

LMHS LABORATORY PARTNERED WITH CIVIC ORGANIZATIONS
The Lima Memorial Laboratory Department partnered with civic organizations, such as the Rotary and Kiwanis, to hold a blood clinic, making testing convenient and affordable. The laboratory performed nearly 12,000 tests at these community health fairs. In turn, $88,000 was subsequently donated back to these civic organizations. Community partnerships included Cridersville, Delphos, Lima, Ottawa and Wapakoneta.
COMMUNITY

LMHS HOSTED CANCER EDUCATIONAL EVENTS

Lima Memorial’s Cancer Institute hosted continuing medical education events to address two of the most prevalent cancers - lung and breast. Nearly 100 healthcare professionals attended each event to learn about the advances and treatment of these diseases.
BREAST CANCER SURVIVORS GATHERED FOR CELEBRATION

To increase awareness and celebrate Ohio Mammography Day, Lima Memorial welcomed breast cancer survivors and their families to its annual Hope Garden event at the Medical Park. The event symbolized the renewal of hope to those touched by breast cancer. The celebration included entertainment, a ribbon ceremony, an inspirational speaker and light refreshments.
MAKING STRIDES AGAINST BREAST CANCER

The Lima Memorial Community of Care team came out in full force to support the American Cancer Society’s Making Strides Against Breast Cancer organization. More than 40 LMHS associates participated in the 5K walk. Thanks to their participation, along with a variety of fundraising efforts, led by the Women’s Health Center, Lima Memorial contributed more than $8,000 to the cause. The team was recognized for being a top fundraising organization.

CANCER SURVIVORS CELEBRATED

Lima Memorial shared music and refreshments with cancer survivors and their families at the 2015 National Cancer Survivors Day event, held at the Old Barn Out Back. The nationwide celebration is designed to honor cancer survivors, offer inspiration for those recently diagnosed and provide a gathering of support.
WARRIOR MODE GAVE HOPE FUND A BOOST

The Hope Fund received a $1,000 donation from the Warrior Mode organization, led by Brad Keenan. Warrior Mode’s generosity to the community has led to more than $12,000 being donated to the Lima Memorial Foundation’s Hope Fund. This fund supports patients with cancer and oncology service related needs at Lima Memorial.

TRAUMA KITS DONATED TO ALLEN COUNTY SHERIFF’S OFFICE

Lima Memorial saw an opportunity to optimize pre-hospital care through a collaboration with the Allen County Sheriff’s Office. The health system provided officers with the advanced first aid supplies needed to perform lifesaving procedures before emergency medical services personnel arrive on the scene. The health system donated 35 trauma kits for marked and unmarked Allen County Sheriff’s Office cruisers.
EMS HONORED & SUPPORTED

Lima Memorial celebrated EMS providers throughout the region during National EMS Week. The health system hosted a banquet to recognize the critical role our first responders play in delivering high quality pre-hospital care.

In an effort to support ongoing education for the EMS, Lima Memorial hosted an EMS Fall Symposium. Nearly 60 EMS providers from around the region attended the event.

MOCK CRASH SENT STRONG MESSAGE

The Lima Memorial Emergency Center participated in the Annual Mock Crash / Prom Promise at Upper Scioto Valley High School. This activity is designed to create awareness about the dangers of drinking and driving. Students watched as emergency response teams reacted to the “crash” involving teen drunk drivers. Students then had the opportunity to sign a Prom Promise Pledge vowing not to drink and drive.

SAFETY FIRST WITH STUDENT HELMETS

In recognition of Bike Safety Month, Lima Memorial Trauma Services distributed 115 free bike helmets to Bath Elementary third grade students who did not have a properly fitting bike helmet. This initiative was part of the “Put a Lid on It! Protect Before You Pedal” event. This partnership was made possible through a grant from the American Academy of Pediatrics.
EMS MODEMS UPDATED WITH LMHS DONATION

Lima Memorial supported the needs of more than 18 EMS and Fire Departments with a $26,000 donation to update 29 cardiac monitors with the capability to transmit 12-lead EKGs. This diagnostic collaboration between the rescue squads and Lima Memorial speeds up the evaluation process, allowing the patient to bypass the Emergency Department and go straight to the Cath Lab in the Chest Pain Center. This capability could ultimately be the difference between a patient living or dying.
OSBORNE HONORED FOR COMMUNITY SERVICE

Jeff Osborne, Trauma Registrar, was recognized by the Allen County Bike and Pedestrian Task Force of Activate Allen County for his involvement with area bike rodeos. Jeff received the Rodeoteer of the Year Award.

LIFE SAVING DONATION

Lima Memorial hosted four blood drives last year for the American Red Cross. Associates, physicians, volunteers and visitors stepped forward to provide a life saving donation. Nearly five million people need blood transfusions each year, and one blood donation can help save up to three lives.
For the thousands of people diagnosed every year with life-threatening blood cancers like leukemia and lymphoma, a cure exists. Over the past 25 years, Be The Match®, operated by the National Marrow Donor Program®, has managed the largest and most diverse marrow registry in the world. More than 40 LMHS associates took time to become a part of the bone marrow registry, helping make the next bone marrow transplant possible.
Lima Memorial celebrated National Donate Life Month to help encourage the community to register as organ, eye and tissue donors and celebrate those who have saved lives through the gift of a donation.

Lima Memorial honored two transplant patients. One honoree is a young lady who was the recipient of a bilateral lung transplant and currently participates in Lima Memorial’s Pulmonary Rehabilitation Program. The other honoree is currently on the lung transplant list and participates in the Pulmonary Rehabilitation Program to prepare for his transplant.
DEWINE NEWS CONFERENCE HELD AT LIMA MEMORIAL

Lima Memorial welcomed Attorney General Mike DeWine and his guests for a news conference where DeWine spoke out against State Issue 3. The issue, proposing to legalize marijuana, was ultimately defeated in the November election.
PINWHEELS FOR PREVENTION

During National Child Abuse Prevention Month, Lima Memorial Health System partnered with the Partnership for Violence Free Families (PVFF) to host Pinwheels for Prevention. Community agencies came together to place more than 950 pinwheels outside of the Emergency Center. Each pinwheel represented a report of alleged child abuse and neglect in Allen County in 2014.
JUNIOR FAIR LIVESTOCK AUCTIONS

Lima Memorial purchased more than 40 market projects at the Junior Fair Livestock Auctions at the Allen, Auglaize, Putnam and Hardin County Fairs. The auction was the culmination of a year’s hard work for local youth. Projects included goats, steers, hogs, rabbits and chickens from the following students:

Cody Meyer
Kyle Verhoff
Taylor Tucker
Jonathan Grote
Grant Weihrauch
Kelsey Skinner
Emily Skinner
Lee Dues
Cameron Fetter
Jordan Kennedy
Morgan Smedley
Allie Burke
Bernt Buettner
Lexi Skym
Chandler Skym
Audrey Rex
Kylie Acheson
Caley Mason
Kendal Moyer
Alyssa Skinner
Bailey Croft
Wyatt Stahl
Savannah Stahl
Noah Kindig
Gabriella Croft
Griffin Croft
Colten Abbey
Emma Holden
Aidrien Goble
Donovan Kennedy
Houston Tackett
Austin Decker
Jarrett White
Abraham Decker
Lucy Spender
Maggie McDermitt
Madison Carter
Victoria Carter

Myah Carter
Caitlin Schaub
Hubertine Fetter
Gracie Casebolt
Alexandria O’Dell
Lauren Schaub
Libby Yoakam
Layla Yoakam
Peyton Spencer
Colton Eustler
COMMUNITY OF CARE AT THE FAIR

Lima Memorial hosted the First Aid Station and Breastfeeding Center at the Allen County Fair. Fairgoers were treated at the station this year for various ailments and injuries, and many new moms were able to beat the heat and enjoy a private setting to breastfeed.
BRINGING HOLIDAY CHEER TO THE TROOPS

The Health Information Management Team spread Lima Memorial’s community of care to our U.S. troops. They collected Christmas cards to send to the recovering, wounded soldiers at Walter Reed Army Medical Center.
The Lima Memorial family came together to adopt 100 senior citizens in hopes of brightening their holiday season. Each year, Lima Memorial hosts a Senior Angel Tree in partnership with the Area Agency on Aging. This partnership allows Lima Memorial to extend its Community of Care to seniors who live on limited means and are often without family support.