THIS IS WHAT GREAT CARE LOOKS LIKE.
At Lima Memorial Health System, we are dedicated to providing great care to our patients and their families. From our early beginnings in 1899 to becoming a regional healthcare leader today, our vision for health care has remained the same. Our greater Lima region deserves a healthcare system that is in their corner - a system that’s not afraid to fight for them.

As the area’s only locally-owned health system, Lima Memorial continues to advance health care in our region through the ongoing introduction of new technology, programs and services. We offer high-quality care and specialty services that can be found at larger hospitals outside our region, but with an outstanding patient and family experience close to home. It is our privilege to serve our community, and we are committed to continuing our tradition of excellence.

Michael D. Swick
President & CEO
Lima Memorial Health System
In 2018, Lima Memorial Health System completed a multitude of performance improvement projects to assist the organization in the areas of quality, efficiency, safety and finance. The projects were linked to the strategic pillars of People, Service, Quality & Safety, Growth, Finance and Community. These improvements were a result of departmental initiatives, CAP & Work-Outs and Lean Six Sigma projects. These projects can be identified throughout this Year in Review by the symbol below.
Recruit and retain a highly skilled and engaged workforce
HIGH FIVE TO OUR ASSOCIATES

At the annual High Five associate recognition banquet, more than 180 associates were celebrated for reaching service milestones of 5-10-15-20-25-30-35-40 and 45 years. Rhonda Hollon, Food and Nutrition Services, was honored for achieving an impressive milestone of 45 years of dedicated service to Lima Memorial Health System.
CELEBRATING HOSPITAL & NURSES WEEK

Lima Memorial celebrated National Hospital and Nurses Week with a variety of activities, including a delicious meal, blessing of the hands and a Great Care awards ceremony. Additionally, we launched our new Great Care campaign internally before our external launch.
DOCTORS’ DAY CELEBRATED

National Doctors’ Day recognizes the contributions of physicians and advanced practice providers all across the country. The day provided Lima Memorial associates an opportunity to thank members of the medical staff and recognize their many contributions to our health system and community.

2018 NEW PROVIDER RECEPTION

Lima Memorial welcomed 45 new providers to our medical staff in 2018. A Provider Meet and Greet was held to provide networking opportunities among the new providers and existing medical staff members.
HONORING OUR VOLUNTEERS

During National Volunteer Week, Lima Memorial recognized the many volunteers who dedicate their time and talents to Lima Memorial Health System. A special recognition banquet was held to thank our active volunteers and present awards to those who achieved service milestones. In excess of 150 awards were presented to 125 volunteers. More than 300 active volunteers provide service to LMHS throughout many areas of the health system.
WELCOME NEW VOLUNTEENS

Lima Memorial welcomed 15 new teen volunteers to our Lima Memorial family. A total of 42 teens provided service in various areas of the hospital, including Family Birth Center, Children’s Developmental Center, EMS, Emergency Center, Gift Shop, Lab, Foundation, Material Management, MIS, Pharmacy, Registration, Security, Volunteer Services, Physical & Occupational Therapy and Radiology.

VOLUNTEEN OF THE YEAR

Madison Wiseman was selected as the 2018 Volunteer of the Year. A Columbus Grove High School student, Madison began volunteering in 2016 and has assisted with the Farmer’s Market and in the Volunteer Department. In 2017, Madison volunteered an astounding 135 hours.
LOCAL STUDENTS AWARDED SCHOLARSHIPS

The Lima Memorial Auxiliary and Lima Memorial School of Nursing Alumnae Association awarded $1500 scholarships to deserving, local students who plan to pursue a career in the medical field. Sarah Miller and Jacob Kahle received the Lima Memorial Auxiliary scholarships, and Meghan Ream and Karis Wilson received the Lima Memorial School of Nursing Alumnae scholarships.

In addition, the Lima Memorial Auxiliary presented its first Volunteen Scholarship to an active volunteer who has completed a minimum of 40 hours of service and volunteered for at least one year. Hannah Roof was the proud recipient of the $2,000 Volunteen Scholarship.

HAPPY RETIREMENT TO BEAR, MOLLY, SKY AND SOPHIE

Associates and volunteers gathered to celebrate our retired K-9 volunteers with lots of love, pats and, of course, puppy chow! Bear, Molly, Sky and Sophie have given a combined 24 years of service to the health system, bringing smiles to our patients and their families.
ABBY CONLEY WINS GOLD!

Abby Conley, Lima Memorial volunteer, competed in the 2018 Special Olympics USA Games in Seattle, Washington over the summer. Abby joined 66 athletes representing Ohio, and together, they competed against more than 4,000 athletes nationwide. Upon Abby’s arrival home, the two-time gold medal winner was greeted by her Lima Memorial family with a welcome-home parade.
CONGRATULATIONS,  
STNA GRADUATES!

Lima Memorial partnered with Apollo Career Center and Ohio Means Jobs to provide an educational pathway for LMHS associates who desire to advance their career by becoming a State Tested Nursing Assistant (STNA). Eight LMHS associates completed the STNA program in 2018 and secured new positions in their field.

PHARMACY RESIDENCY PROGRAM  
SHAPING FUTURE WORK FORCE

Established in 2015, the Lima Memorial Pharmacy Residency Program helps build on the PharmD education and expand one’s clinical skills. 2018 Pharmacy Residency Graduates expressed much gratitude for being able to learn and grow in Lima Memorial’s great care environment. One resident subsequently joined LMHS as a clinical pharmacist.
EMS ASSUMED LEADERSHIP ROLES

Lima Memorial Health System EMS Medical Director Dr. Todd Brookens was appointed as EMS Medical Director for the Apollo Career Center’s EMS Advisory Board and EMS Programs. Additionally, EMS Manager Doug LaRue was reappointed to the Apollo Career Center’s EMS Advisory Board and Rhodes State College EMS Advisory Board. He was newly appointed to Clark State University’s EMS Advisory Board and the State Board of Emergency, Medical, Fire and Transportation Services, Rural EMS Committee.
Dr. Michael Tempel, board-certified general surgeon, was elected to the American Health Council’s (AHC) Board of Physicians. In addition, Dr. Tempel is also an active member of the American College of Surgeons and the American Society of Colon and Rectal Surgeons.

Dr. Pamela Gardner, cardiologist with Lima Memorial Heart Institute, was named the Sigma Sigma Phi Osteopathic Mentor of the Year by the Heritage College of Osteopathic Medicine at Ohio University. This prestigious honor is given to an Ohio osteopathic physician who has had a significant influence on a Heritage College student’s decision to pursue osteopathic medicine.
Jarvis Became Certified Dialysis LPN

Samantha Jarvis, LPN, Renal Clinic associate, completed the rigorous coursework to become a Certified Dialysis LPN. She is the only LPN in the State of Ohio to earn this certification.

Heiing Received the Star Award

Lifeline of Ohio honored Champions of Donation at their annual “An Evening with the Stars” event in Columbus. The Service, Teamwork, Attitude, Respect (S.T.A.R.) Award was given to Deann Heiing, LMHS Registered Nurse in ICU, and her husband, Larry, for demonstrating these key attributes. They actively promote the importance of organ and tissue donation in the community.
**JOSEPH INDUCTED INTO CIRCLE OF EXCELLENCE**

Christine Joseph, RN, Administrator on Site, was inducted into the 2018 Rhodes State College Alumni Circle of Excellence. This distinguished recognition honors graduates of Rhodes State College and Lima Technical College who have done exceptional work in their community, professional field and for the college.

**GAUG BECAME CERTIFIED BY CHIME**

Mathew Gaug, Executive Director of Information Technology, became certified through the College of Healthcare Information Management Executives (CHIME). To achieve the CHIME Certified Healthcare CIO status, candidates must have at least three years of experience in the position, participate in programs and events that continue their education as an IT leader and pass a rigorous examination. This certification recognizes Mat’s dedication to ongoing advancement in an industry where patients pay the price for becoming stagnant.
FORD NOMINATED FOR HEALTHCARE WORKER OF THE YEAR

Lima Memorial Health System proudly nominated Chris Ford, RN, Quality Resource and Improvement Manager, for the Albert E. Dyckes Healthcare Worker of the Year Award. Chris eagerly embraces the continuous evolution in health care while providing a reassuring and confident presence for our associates. Chris is known for always working through challenges with a positive attitude. Additionally, she is active in the community and serves as a tremendous ambassador for our health system.

FRANTZ COMPLETED SPECIALTY TRAINING

Cassie Frantz, physical therapist, completed the rigorous residency and examination process to become a Geriatric Clinical Specialist. This specialty training benefits our senior population on their path to wellness.

MAKING THE HOLIDAYS SWEETER

After four weeks of preparation and seven hours of assembly, Chef Bob Arnold displayed his gingerbread village creation. The elaborately decorated village became the focal point in the cafeteria, spreading cheer to associates and visitors.
LMHS EXTENDED WELLNESS BENEFIT

Lima Memorial is committed to providing our associates with health and wellness opportunities to promote good health. As such, we collaborated with the Lima Family YMCA to offer our associates a complimentary YMCA membership that can be used at seven area YMCAs.

PACU NATIONALLY FEATURED

Lima Memorial’s Post-Anesthesia Care Unit (PACU) team was featured in Breathline, a national newsletter of the American Society of PeriAnesthesia Nurses. We are proud to have a national spotlight on this amazing team.
CELEBRATING DAISY NOMINEES

A luncheon was held to celebrate all Lima Memorial DAISY Award nominees and the two DAISY Award winners, Jennifer Williams, RN, 2 South, and Sherri Linger, RN, Home Health. The DAISY Award is a nationwide program that recognizes and celebrates the extraordinary care nurses provide patients every day.

DR. GARDNER SELECTED AS FOUNDATION’S AMBASSADOR OF THE YEAR

Dr. Pamela Gardner, cardiologist with Lima Memorial Heart Institute, was named the Ambassador of the Year by the Lima Memorial Foundation. This award honors an individual who exemplifies volunteerism by selflessly and enthusiastically devoting his or her time, energy and resources to further the mission of the Lima Memorial Foundation. Dr. Gardner was the Foundation’s number one cheerleader as they sought to raise funds to bring significant cardiac advancements to our community. She rallied support from all angles and inspired us all to invest in the hearts of our community. With her support, along with the generosity of countless individuals and businesses, these advancements became available in 2018.
CONNECTION WITH AREA YOUTH

Lima Memorial has made it a priority to connect with area youth to encourage a career in health care and local employment in the greater Lima region. Throughout the year, health system representatives connected with more than 2,900 high school students through career fairs, job shadowing opportunities, volunteering and a new Exploring™ program.

LIMA MEMORIAL INTRODUCED EXPLORING™ PROGRAM

Lima Memorial introduced an Exploring™ program to promote health care as a career choice for area youth. The program is designed to provide positive and meaningful real-world experiences and leadership development opportunities for students in their chosen field(s) of interest. Throughout the year, Lima Memorial hosted events for area high school students to participate in interactive, hands-on activities and explore the diverse areas of health care. Students had the opportunity to perform hands-only CPR, learn how to stop bleeds, get a behind-the-scenes look at our Emergency Center, view our air and mobile transportation vehicles and much more.
As a major sponsor of MakerFest, the Greater Lima Region’s largest career and job fair, Lima Memorial designed a booth to give participants hands-on experiences and showcase health care as a career choice. Job seekers and high school and college students learned about the diverse career opportunities available at Lima Memorial Health System.

LIMA SENIOR CAREER EXPLORATION DAY

Lima Memorial Health System hosted Lima Senior High School students for a Career Exploration Day. Students spoke with healthcare professionals, toured the hospital and experienced a hands-on demonstration in our state-of-the-art Simulation and Education Laboratory.
ACBDD YOUTH EXPLORED LIMA MEMORIAL

The Allen County Board of Developmental Disabilities (ACBDD) gave area teens the opportunity to try new experiences through its new week-long career exploration program. The group toured Lima Memorial and spent quality time with our team. The students visited the Material Management Department to see the widespread variety of supplies needed to care for patients. Additionally, they toured the laundry facility and learned about its essential role in caring for patients.

JOB SHADOWING PROMOTES HEALTHCARE CAREERS

Abbygayle Satterfield saw the functioning of a heart first-hand as she spent the day shadowing Dr. Pamela Gardner, cardiologist with Lima Memorial Heart Institute. A senior at Spencerville High School, Abbygayle is considering a career in cardiology upon graduation. Job shadowing experiences like these allow area youth to experience and explore their career field of choice.
Comprised of clinical and non-clinical front-line staff, the Associate Engagement Committee develops initiatives to increase associate engagement and retention and improve the patient and family experience. Programs and activities of the Associate Engagement Committee can be identified by the symbol above.
Established in 2014, the Associate Relief Fund was created by the Associate Engagement Committee to provide assistance to Lima Memorial associates who experience times of hardship or disaster. In 2018, more than 1,200 associates donated to the Lima Memorial Foundation in support of the Associate Relief Fund and healthcare programs, services and advancements. Sixty-four associates were supported through the Associate Relief Fund in 2018 with $45,000 distributed.

Lima Memorial associates put a smile on the faces of local seniors by delivering more than 500 handcrafted Valentine’s Day cards to local nursing homes.

Lima Memorial associates came out in full force to show our LMHS pride at the Allen County Fair parade. In addition, the newly outfitted Allen County Fair Mascot, Moorice, made his grand debut with our team. Lima Memorial proudly took home the Business Novelty Award.
BRINGING SENIORS CHEER

The Lima Memorial family came together in true great care spirit by adopting 100 senior citizen angels and brightening their holiday season with gifts. Each year, Lima Memorial hosts the Senior Angel Tree in partnership with the Area Agency on Aging.

SUPPORTING AREA YOUTH AT THE COUNTY FAIRS

Lima Memorial supported our youth in the much-anticipated livestock auctions at many local county fairs. The health system purchased livestock from LMHS associates’ family members. We are pleased to support our youth.

FAMILY FUN AT THE FAIR

Lima Memorial associates and volunteers and their families were treated to a day at the Allen County Fair, complete with a picnic-style meal.

ASSOCIATE ANGEL TREE

During the holiday season, the Lima Memorial family adopted more than 18 associates and their children through the Associate Angel Tree Program.
Service

Target resources to enhance the patient experience
PFAC SERVES AS A VOICE OF THE CUSTOMER

A Patient and Family Advisory Council (PFAC) was established to promote patient-centered care and enhance the delivery of health care at Lima Memorial. The council consists of former patients and their family members who received inpatient care at Lima Memorial, along with hospital representatives.

Participants provided input on educational brochures; helped establish an automatic social worker referral to qualified inpatient rehabilitation patients; selected new patient gowns; helped expand the inpatient dining experience; provided input on a new online bill pay solution and more.

PFAC SELECTED NEW GOWNS

The PFAC members felt new gowns were needed to protect patients’ dignity and provide an enhanced level of safety. The new gowns not only meet the safety and dignity requirements, they are also designed to more closely align with our health system brand.
PRE-ADMISSION TESTING ENHANCED

Pre-admission testing ensures patients receive proper testing prior to a scheduled surgery. Lima Memorial associates created a new process to proactively evaluate patients prior to surgery and improve communication among the surgeon, anesthesiologist and patient. This project has resulted in a decline in canceled or rescheduled procedures.
Libby McKean and Nick Freistuhler, along with their families, were reunited with Dr. Zane WM Dean, cardiologist with Lima Memorial Heart Institute, and the care team who saved their lives when the odds were stacked against them. This Heart Recovery Reunion was organized to celebrate these local heart attack survivors who benefited from Impella, the world’s smallest heart pump that enables heart recovery.
FIDGET BLANKETS SUPPORT PATIENTS WITH ALZHEIMER’S

Made from various scraps of fabric with tactile elements attached, “fidget” blankets are being used at Lima Memorial to provide sensory feedback for individuals suffering from Alzheimer’s. Yvette Hauenstein, 3-South Clinical Manager, reached out to our Volunteer Services Department with the idea of making these blankets. In no time at all, Volunteer Helen Bibler began using her talents to create these special items for our patients.

RECYCLING PROGRAM THRIVES

Lima Memorial is committed to protecting the environment through its robust recycling program. In just one year, the health system more than doubled its recycling volumes and is now collecting an average of seven tons per month! Our solid waste recycling program is also making an impact environmentally with an astounding decrease of 88 tons of solid waste last year.
PALLIATIVE CARE EXPANDS SERVICES

While Palliative Care started as a service to support our inpatient population, it expanded its reach to our multiple outpatient offices. As such, our Palliative Care team at Lima Memorial has increased its encounters by approximately 120 visits a month.

HANDOFF PROTOCOLS DEVELOPED

New handoff protocols were developed to effectively transition our patients’ care from the inpatient to outpatient setting. As a result of the new process, 100 percent of Lima Memorial Physicians’ high-risk patients were seen within seven days of discharge from Lima Memorial.
Enhance coordination of care to improve quality & safety
SAFETY FIRST - ELIMINATING ALL HARM

Lima Memorial is committed to fostering a culture of safety. Daily safety huddles have been instrumental to addressing safety concerns in real time. Good safety catches are publicized to promote transparency and awareness of potential safety issues. Serious safety events are evaluated, tracked and reported monthly so the necessary improvements can be made timely.

Lima Memorial also began evaluating and scoring incidences of emotional harm impacting patients and their families. The information is used for tracking and trending so appropriate improvements can be made to reduce emotional stressors and further develop a patient-centric experience.

In addition, each department has a safety coach and a caring coach who are the eyes and ears of safety and caring in his / her respective area. Concerns are logged and tracked through resolution.

LANGUAGE OF CARING®

As we continue our journey of safety to reduce emotional harm, Lima Memorial reintroduced Language of Caring® to give our team the tools needed to effectively show our care. Mandatory Language of Caring® education and training sessions were held for all associates, providers and volunteers. Language of Caring® techniques are being introduced each month so focus can be given to each.
Meds to Beds Expanded

Lima Memorial’s Outpatient Pharmacy continued to expand its Meds to Beds program. Utilization increased by 25 percent over prior year. Our data shows that patients who participate in Meds to Beds are a third less likely to be readmitted because they go home with the needed medications to continue their healing.

Safe Patient Handling

A multi-disciplinary process improvement team came together to reduce injuries related to patient handling. Proper education was determined to be a key factor of success. Now, on-demand training is available through the newly created safe patient handling videos. These videos show associates how to safely transfer patients from one surface to another.

Safe Patient Handling Guide

Know Safety: No Injuries
As part of the Vizient collaboration to reduce readmissions, Lima Memorial implemented a process improvement initiative to optimize medication management from the Emergency Center through a patient’s outpatient visit. This multi-faceted project resulted in decreased pharmacy interventions, medication errors and 30-day readmissions.

The Health Information Management Department is responsible for scanning documents into the correct location in each patient’s electronic medical record (EMR). To reduce errors and the amount of time staff is scanning documents, a team identified forms that would be appropriate to have barcodes placed on them. The barcodes on the forms link to the correct location in the patient’s EMR, therefore, reducing documentation placement errors. This new process also resulted in quicker access to patient records and increased productivity.
CARE ROUNDING IMPLEMENTED IN ICU

Dr. Jason Stienecker, Medical Director of Lima Memorial’s Intensive Care Unit (ICU), implemented daily multidisciplinary rounding to improve communication and ultimately patient outcomes. The care rounds allow for real-time and in-person exchanges of information, making the goals and plan of care for each critical care patient clear to everyone.

MOBILE PHONES IMPROVE COMMUNICATION

To improve communication among caregivers, Lima Memorial introduced Bluebird mobile phones. These new phones upgrade our communication ability, provide increased battery life, enable “smartphone” technology and position the organization to take advantage of additional functionality in the future.
The Partnership for Excellence presented Lima Memorial Health System with the Silver - Commitment to Excellence Award. The award recognizes LMHS for performance excellence through innovation, results and visionary leadership using the internationally-recognized Baldrige Excellence Framework.

The College of American Pathologists (CAP) awarded accreditation to Lima Memorial’s four laboratories following a rigorous on-site inspection. The accreditation is designed to ensure the highest standard of care for all laboratory patients. Examiners observed the laboratory’s records and quality control of procedures for the preceding two years.

Lima Memorial Health System was recognized by Health Information and Management Systems Society for achieving Stage 6 on the EMR Adoption Model. This recognition demonstrates Lima Memorial’s commitment to patient safety and its effective implementation of physician documentation to better facilitate the ordering and dispensing of medications.
Lima Memorial Home Health Care was named a Top Agency of the 2018 HomeCare Elite™, a recognition awarded to the top-performing home health agencies in the United States. The Elite™ status recognizes Lima Memorial’s demonstrated commitment to quality care, the patient experience, best practice implementation and sound financial management.

The Lima Memorial Sleep Center received program accreditation from the American Academy of Sleep Medicine (AASM). This accreditation demonstrates our commitment to providing the highest quality of care for patients suffering from sleep disorders.
LUNG CANCER SCREENING CENTER OF EXCELLENCE

The Lima Memorial Radiology Department, in collaboration with Oncology Services, has once again been awarded the designation of a Lung Cancer Screening Center of Excellence. As the only hospital in the region to have earned this distinction, Lima Memorial has demonstrated its commitment to responsible, high-quality lung cancer screening practices.

ZERO MRSA INFECTIONS IN 2018

As a result of Lima Memorial’s outstanding commitment to patient safety and infection prevention, zero hospital-acquired methicillin-resistant Staphylococcus aureus (MRSA) bacteremia was reported in 2018. Notably, more than 3,700 disinfecting cycles were performed by our Tru-D disinfecting robots, an increase of nearly 1,000 cycles compared to prior year.

GOLD SEAL OF APPROVAL

Lima Memorial has earned The Joint Commission’s Gold Seal of Approval® for hospital and home care accreditations by demonstrating continuous compliance with its performance standards. The Gold Seal of Approval® is a symbol of quality that reflects an organization’s commitment to providing safe and effective care.
PROJECT ESTABLISHES APPROPRIATE SETTING FOR TESTING

Hard stop mechanisms were created within our Laboratory and Imaging Departments to ensure tests and procedures are delivered to our patients in the appropriate clinical setting. This process improvement helps to avoid performing tests and procedures during a hospital stay when these can be most efficiently and appropriately performed as an outpatient.

CARE NAVIGATION ENSURING CONTINUITY OF CARE

Lima Memorial established a care navigation process to assist patients in scheduling post-discharge follow-up care and testing. In addition, the program incorporates home health visits into the discharge plan to promote patient compliance with care plans. This new process ensures our patients are receiving the right care at the right time following their inpatient stay, thereby, reducing hospital readmissions.
GROWTH

Improve access into and throughout the health system
GREAT CARE CAMPAIGN

Lima Memorial introduced its new brand by launching the Great Care campaign during Hospital and Nurses Week. The brand highlights the exceptional care we provide and the fighting spirit that defines us. The brand was introduced through a series of advertising campaigns which featured the Family Birth Center, Cancer Institute, Emergency Center and cardiovascular service line. Our brand continues to be conveyed through commercials, signage, print ads, social media, videos, digital ads, billboards and direct mailings. At Lima Memorial, we truly give it our all, so our patients can, too.
IN THE NEWS

Lima Memorial was spotlighted in the news throughout 2018. Our team was regularly featured on Your News Now’s Noon Edition and as guest columnists in The Lima News. Routinely, Lima Memorial responded to media inquiries and served as an expert health source. In addition, local media teams covered hospital-sponsored events and highlighted our new services and physicians. Our share of the voice in the region was an impressive 73 percent.

LMHS GROWS SOCIAL NETWORK

Get social with Lima Memorial, and join our nearly 6,000 Facebook followers who receive health information, news and events. Be sure to follow us on Instagram as well.

SEATBELT SAFETY WENT VIRAL

Dr. Jeremy Heffner coordinated a social media awareness campaign emphasizing seatbelt safety. His shock-and-awe video reached more than 1.2 million people.
LIMA MEMORIAL EXPANDED EP PROGRAM

In partnership with The Ohio State University Wexner Medical Center, Lima Memorial expanded its electrophysiology (EP) capabilities. Highly sophisticated heart rhythm management technology was introduced, thanks to generous gifts made to the Lima Memorial Foundation. Dr. Emile Daoud and Dr. Ralph Augustini, EP physicians at The Ohio State University Wexner Medical Center, perform EP procedures at Lima Memorial, in collaboration with our cardiovascular team.

CARDIOLOGY TEAM COMPLETED FIRST PFO CLOSURE AT LMHS

Dr. Zane WM Dean, cardiologist with Lima Memorial’s Heart Institute, performed the hospital’s first patent foramen ovale (PFO) closure. Lima Memorial is pleased to offer state-of-the-art structural heart interventions that play an important role in the prevention of recurrent strokes due to PFO.
PEDIATRIC PULMONARY CLINIC NOW OPEN

Lima Memorial began offering a Pediatric Pulmonary Clinic in collaboration with ProMedica Health System. Board-certified pediatric pulmonologists, Dr. Bruce Barnett and Dr. Meghan Keaton, provide care locally for pediatric patients who have been diagnosed with apnea and/or asthma.

DR. HEFFNER REACHED ROBOTIC SURGERY MILESTONE

Dr. Jeremy Heffner, board-certified acute care and general surgeon, was the first in the region to complete 1,000 da Vinci® robotic surgery cases. A national leader in the industry, Dr. Heffner began performing robotic surgeries at Lima Memorial in 2013. In 2016, Lima Memorial Health System was exclusively selected to be a da Vinci® Robotic Mentor Site. Physicians and administrators from across the country come to Lima Memorial to learn from our expert team.
HOME HEALTH ON THE RISE

Lima Memorial’s Home Health Care has experienced steady, remarkable growth over the past few years. Now, this team provides daily care for an active population of 200 patients in a 50-mile radius of LMHS. The average daily census in 2015 was 40 patients.

LMP INTRODUCED
DERMATOLOGY SERVICE LINE

Lima Memorial Physicians proudly added dermatology to its list of specialties. LMP welcomed Dr. Jennifer Breedlove, board-certified dermatologist, to the team. Her clinical interests are management and treatment of nonmelanoma & melanoma skin cancers, cosmetic procedures and the diagnosis and prevention of psoriasis, acne and eczema.
TELEMEDICINE CLOSES HEALTHCARE GAP FOR RURAL COMMUNITY

Lima Memorial Physicians established telemedicine services to address barriers to care for patients requiring internal medicine and nephrology specialty care. This access is helping to close care gaps in the underserved areas of Indian Lake.

LMHS STRENGTHENS TERTIARY CARE POSITION

Lima Memorial experienced an astounding 31 percent increase in the number of patients being transferred in from external referring facilities. Hospitals throughout our region rely on Lima Memorial for specialty care and access to our expert providers.
NEW MEDICAL STAFF MEMBERS

Bruce A. Barnett, MD
Pediatric - Pulmonology
ProMedica Physician Group

Melissa A. Bianchi, APRN-NPC
Family Practice
Community Health Partners

Karla K. Boroff, CNP
Emergency Medicine
Emergency Physicians of Northwest Ohio

Danielle M. Breece, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Jennifer J. Breedlove, DO, FAAD
Dermatology
Lima Memorial Dermatology
Lima Memorial Physicians

Rachael A. Brennan, CNP
Family Practice
Kenton Medical Center
Lima Memorial Physicians

Chad A. Broering, MD
Orthopaedic Surgery
Orthopaedic Institute of Ohio

William J. Eisenman, CNP
Emergency Medicine
Emergency Physicians of Northwest Ohio

Ifeoma S. Ekeh, MD
Hospitalist
Schumacher
Clinical Partners
Jill L. Elwood, CNP
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Jacob A. Goliver, MD
Emergency Medicine
Emergency Physicians of Northwest Ohio

Jill E. Gross, CNP
Palliative Care
Lima Memorial Physicians

Jill E. Hemmelgarn, DO
Nephrology
Kidney & Hypertension Associates

Jared J. Hill, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Ethan W. Hines, MD
Family Practice
Lincoln Family Practice
Lima Memorial Physicians

Courtney L. Hoover, PA-C
General Surgery
Midwest Surgical Specialists
Lima Memorial Physicians

Meghan O. Keaton, MD
Pediatric - Pulmonology
ProMedica Physician Group

Trisha M. Kleman, CNP
Family Practice
Northland Medical Center
Lima Memorial Physicians
Become a more efficient and cost-effective health system
FINANCIAL HEALTH

BUDGET
Operating margin better than budget

CASH ON HAND
Increased days cash on hand

AGE OF PLANT
Decreased average age of plant
Lima Memorial implemented a clinical quality value analysis process to evaluate new products and services to maximize efficiencies and service outcomes while containing costs. In 2018, two such efforts resulted in a 13 percent reduction in supply costs, as compared to 2017.

Lima Memorial completed a process improvement project to decrease the overall number of denials. The project resulted in on-going education for staff and providers, as well as a new process for providing denial feedback to providers. These efforts resulted in a 3 percent decrease in denials due to insufficient medical necessity and authorizations.

With a significant rise in high-deductible health plans, Lima Memorial identified opportunities to improve its self-pay collection process through point-of-service collections. The new process has been designed to obtain initial payment at first contact with the patient, prior to service. During the initial contact, LMHS associates educate patients on their expected financial obligation. This includes a breakdown of their copay, insurance coverage, out-of-pocket charges and eligibility for patient assistance programs. This process improvement project resulted in an increase in collections of 27 percent, as compared to the prior year.
Students from Ohio Northern University (ONU) visited our inpatient pediatric unit and Lima Pediatrics to donate stuffed polar bears for our patients. The donation stemmed from their active involvement in Mortar Board, a national honor society recognizing college seniors for their exemplary scholarship, leadership and service.
COLUMBUS GROVE NHS DONATED TO PEDIATRICS

Columbus Grove Senior National Honor Society members donated coloring books, crayons, markers, and colored pencils for our pediatric patients. This thoughtful donation will serve as a positive distraction for pediatric patients throughout their stay.

QUILTERS GUILD DONATED PILLOW CASES TO PEDIATRICS

The Lima Memorial Pediatric Unit received a gift of 180 pillowcases from the West Central Ohio Quilters Guild. The group consists of more than 150 women in the area who donate their handmade goods to benefit others.
TOY DONATION HONORED RYLEE

Clinical Application Specialist Lacey Hefner made her second donation of children's toys to our pediatric unit in honor of her daughter, Rylee, who passed away in 2016 due to Sudden Infant Death Syndrome. Each year, Lacey and her husband gather friends and family for a special occasion to honor the memory of Rylee where everyone is asked to bring a toy to donate.

WAPAKONETA SENIOR SPREADING COMFORT

Children undergoing surgery at Lima Memorial received a warm gift to take home, thanks to Wapakoneta Senior MacKenzie Lange. As part of her National Honor Society project, MacKenzie chose to make tie blankets to bring comfort to kids while they are in the hospital. Using donated funds, MacKenzie spent several months making the themed blankets, which she delivered to the Lima Memorial surgical team.
ROCK FOR THE HEART DONATIONS

After being diagnosed with a very rare heart condition at a young age, Justin Davis decided to turn his personal battle into something that would positively impact people in similar situations. Throughout the year, Justin and members of his family visited Lima Memorial and donated 500 care packages to be distributed to families of our cardiac patients. The care packages contained a variety of items, including a blanket, toothbrush and toothpaste, notebooks, crossword puzzles, lip balm, hand lotion and much more.

LIMA MEMORIAL REHAB CENTER HAS HAPPY FEET!

Teenager Emily Fisher brought cheer and comfort to our patients by donating an assortment of slippers to our Inpatient Rehabilitation Center. Emily was diagnosed with a rare genetic disease, autoimmune polyglandular syndrome type I that requires her to spend a lot of time in the hospital, including time in Lima Memorial in the past. She was tired of wearing the “itchy, scratchy hospital socks” and wanted to do something so other patients did not have to wear them. To date, Emily’s Happy Feet has donated 10,900 pairs of slippers to patients throughout the country.
$1.7 MILLION RAISED IN SUPPORT OF LIMA MEMORIAL!
The Lima Memorial Foundation hosted Ovation, an event honoring individuals and businesses who believe in and are committed to advancing the health of our community through philanthropic gifts to the Foundation. During the evening, a special tribute was paid to the late Jeffrey A. Hawk for his remarkable generosity and genuine care for Lima Memorial and the community as a whole.
LIVING THE SPIRIT

Lima Memorial leaders and associates joined together to support the Lima Memorial Foundation’s 2018 Living the Spirit Campaign. With 100 percent leadership participation and more than 1,200 associates joining the effort, in excess of $250,000 was raised. The gifts support fellow associates in their time of need through the Associate Relief Fund and the community by bringing needed technological advancements, programs and services to the health system and region.
2018 LIMA MEMORIAL FOUNDATION GOLF CLASSIC

More than 230 golfers teed off for the Lima Memorial Foundation Golf Classic. Presenting sponsors, Tuttle Construction & Touchstone CPM and ProMedica, were joined by more than 85 community and business partners in support of the event. Proceeds will benefit the transformation of Lima Memorial’s Inpatient Rehabilitation Center.
JOURNEY TO THE RED CARPET

More than 800 community members stepped onto the red carpet at the Journey gala to support the transformation of inpatient rehabilitation. Thanks to tremendous community support and the efforts of 100-plus volunteers, more than $780,000 was raised and will directly support this $2.5 million project.
**GIVING TUESDAY**

The Lima Memorial Foundation participated in #GivingTuesday, a global day dedicated to giving back. This year, the Foundation raised more than $5,000 in the one designated day.

**VOLUNTEERS IN ACTION**

Lima Memorial volunteers donated 68,400 hours of service to the health system in 2018. They provided support in almost every area of the hospital, including visitor information desk, escort, gift shop, cafés, radiology, heart and vascular unit, emergency center and foundation, just to name a few.

**AUXILIARY DONATED $105,000 TO LM FOUNDATION**

At its annual meeting, the Lima Memorial Hospital Auxiliary presented the Lima Memorial Foundation with a donation totaling $105,000. This donation was the result of sales from the Auxiliary Gift Shop, cafés and ways and means activities held throughout the year. The donation is the third installment of the Auxiliary’s $500,000 pledge to support a new welcome center and expanded gift shop.
Support initiatives to maintain a healthy community
LIMA FAMILY YMCA PARTNERSHIP EXPANDED

Lima Memorial is proud of our longstanding partnership with the Lima Family YMCA. Two decades ago, we came together to create a tremendous community asset that would help individuals build a healthy spirit, mind and body and improve the quality of life in our community. Lima Memorial’s investment of nearly $7 million was instrumental in developing the great facility that is a pillar of Downtown Lima and has served as a strong catalyst for downtown development.

Now, as partial owners of the building today, Lima Memorial stands united with the Lima Family YMCA to continue to nurture this community asset.

PARTNERSHIP IMPACT

Countless lives have been impacted as a result of our partnership with the Lima Family YMCA. At the Lima Memorial Wellness Center, we are providing physical, occupational and aquatic therapies to help patients regain their function. At the Rhodes State College Daycare, children are developing while college students are gaining critical skills to begin a career in child care. And through the YMCA’s programs, classes and services, healthy families are being shaped.
GROUNDBREAKING CEREMONY FOR UNDERPASS

A groundbreaking ceremony was held to launch construction of the much-anticipated underpass on East Elm Street. A new roundabout, replacing the intersection of Calumet Avenue, Bellefontaine Avenue and Elm Street, will also accompany the underpass project.

This project has been in the works for almost two decades and will allow emergency vehicles and medical personnel to access our health system without interference.

LIMA MEMORIAL PARTNERED WITH THE ALLEN COUNTY FAIR

For the past 21 years, Moorice the cow has been a staple of the Allen County Fair. In addition to serving as the fair mascot, Moorice has been involved in many community activities, promoting the importance of good nutrition and physical activity. With so much activity in the past two decades, Moorice deserved a much-needed makeover. Lima Memorial partnered with the Allen County Fair to suit up Moorice with a new mascot costume. The popular mascot can now be seen throughout the community sporting Lima Memorial’s great care brand.
A DRIVE FOR SUPPLIES FOR THE CDC

Lima Memorial teen volunteers, Ally Carpenter, Shawnee High School, and Meredith Swick, Lima Central Catholic High School, led the annual Children’s Developmental Center (CDC) Supply Drive. They presented Dr. Seuss-inspired boxes full of essential school supplies to the CDC. Ally and Meredith led other teen volunteers in the project and went above and beyond to make this year’s drive the most successful.
LMHS EQUIPPED PARKS WITH AEDS

Lima Memorial donated two AEDs to the City of Lima Parks and Recreation Department. Each year, more than 350,000 out-of-hospital cardiac arrests occur in the United States. At times, park rangers are the first to arrive on the scene. Thanks to this donation, area rangers and park officials will be equipped with the necessary tools to help save lives.

WALK WITH A DOC

Lima Memorial, in partnership with the Lima Family YMCA, brought Walk with a Doc to the region. This hour-long walking program gave participants an opportunity to walk alongside a Lima Memorial provider and ask questions in a comfortable setting.
LMHS PARTICIPATED IN SHAWNEE SCIENCE FAIR

Lima Memorial Laboratory and Human Resources associates attended the Shawnee Middle School’s Science Fair as part of its Science, Technology, Engineering and Mathematics (S.T.E.M.) Program. Members from our Laboratory provided several interactive, hands-on activities for students to learn about blood bank processes, hand hygiene, microbiology and chemistry.

PROM MOCK ACCIDENT

To continue raising awareness of the serious consequences of distracted driving, Lima Memorial EMS and Trauma Services partnered with Perry Local School District and Perry Fire and Rescue Department for their annual Prom Mock Accident. The EMS and trauma team demonstrated the dangers of drinking and driving and texting and driving.
ENCOURAGING YOUTH TO LISTEN TO THEIR HEART

Lima Memorial associates had the privilege of visiting local elementary schools to conduct heart-healthy programs. Students were able to participate in interactive stations, led by our healthcare professionals. Educating children at a young age is important to instilling heart-healthy habits that will promote good health and well-being into adulthood.
TEACHING HANDS-ONLY CPR TO SAVE LIVES

During American Heart Month, Lima Memorial and the American Heart Association demonstrated Hands-Only CPR at the Rotary Club of Lima. Dr. Pamela Gardner spoke to the members about how Hands-Only CPR can save lives.

In addition, EMS Manager Doug LaRue, in collaboration with USV Alger EMS, trained more than 146 Upper Scioto Valley students from grades 9 – 12 in Hands-Only CPR.
Recognized as a model institution for hands-on learning, Lima Memorial Health System was selected by Laerdal Medical USA to host an educational event in our state-of-the-art Simulation and Education Laboratory. Health system representatives throughout Michigan, Indiana and Ohio were invited to learn how to maximize the educational benefits of simulation technology. Our Simulation and Education Laboratory, equipped with Laerdal simulation technology, was made possible through the generosity of Nutrien (PotashCorp).

**SIMULATION & EDUCATION TRAINING CENTER**

IN 2018

**ASSOCIATE INTERACTIONS**

1622

**COMMUNITY INTERACTIONS**

1645
STANFORD UNIVERSITY MBA STUDENTS VISITED THE GREATER LIMA REGION

Lima Memorial hosted 25 Stanford University Master of Business Administration (MBA) students. The students met with community leaders, including Mike Swick, LMHS President & CEO and chair of the newly formed Greater Lima Region (GLR). The students gained a greater understanding of business operations in the Midwest and learned about future workforce development plans set forth by GLR, Inc.

CONGRESSMAN JORDAN VISITED LIMA MEMORIAL

Lima Memorial welcomed Congressman Jim Jordan to discuss legislative updates impacting health care. Key areas of discussion included immigration reform, the rising cost of pharmaceuticals and the uncertainty of the Public Student Loan Assistance program.
PINWHEELS FOR PREVENTION

During National Child Abuse Prevention Month, Lima Memorial hosted Pinwheels for Prevention in conjunction with Partnership for Violence Free Families. Precisely 822 pinwheels, representing a report of alleged child abuse and neglect in 2017, were placed on the lawn outside of the Emergency Center Lobby.

LMHS THERAPY DOGS VISITED OSU LIMA

The Lima Memorial volunteer K-9 team extended its care into the community by visiting The Ohio State University - Lima to help students deal with the stress and anxiety associated with year-end semester exams. In addition, the K-9 team makes regular visits to schools, the library and community events.
HOPE GARDEN CEREMONY

Breast cancer survivors and supporters gathered at Lima Memorial Medical Park for the 22nd Annual Hope Garden Ceremony. This event serves as a celebration of life for survivors, their family and friends and a remembrance of those who have gone on before us.

MAKING STRIDES

The Flagship Sponsor of Making Strides Against Breast Cancer, Lima Memorial was also recognized as the number one fundraising team for this event. Together, we are raising awareness and funds to win the fight against breast cancer.

LMHS TEAM LED RELAY FOR LIFE

The LMHS Relay for Life team collectively raised more than $20,000 for the American Cancer Society, an all-time high for the LMHS team and the most money raised by any team in the region. As the Presenting Sponsor of the Relay for Life, Lima Memorial proudly partnered the organization to help create a world with less cancer and more birthdays.

HOPE GARDEN CEREMONY
EMS EDUCATION AND OUTREACH

Lima Memorial hosted two EMS symposiums in 2018. The events offered a wide breadth of learning opportunities for the EMS community and equipped them with ongoing education to enhance their knowledge and skills.

In addition, Lima Memorial EMS sponsored an open forum luncheon with the Ohio Department of Public Safety Division (ODPS) of EMS. The luncheon included a special presentation by Melvin House, the Executive Director of ODPS of EMS. The EMS community was updated on EMS strategic planning in Ohio.

Lima Memorial provides medical direction for 27 EMS departments throughout the region.

NEW LEASH ON LIFE MOVIE PREMIERED

Lima Memorial’s Auxiliary Conference Center was transformed into a theater as a crowd gathered for a private viewing of the four-time Emmy-winning documentary, “A New Leash on Life: The K9s for Warriors Story.” The film was created to raise awareness of and destigmatize mental health issues. It featured Captain Louis Belluomini and his K-9 service dog. Captain Belluomini is a paramedic with the Putnam County and Hanco EMS departments. His wife, Jessica Belluomini, Supervisor of Care Coordination at Lima Memorial, also made a debut in the film.

LIMA MEMORIAL HOSTED EMS BANQUET

Lima Memorial Health System honored more than 280 emergency medical service (EMS) professionals at its 23rd Annual EMS Banquet. The event recognized area EMS personnel for the lifesaving work and pre-hospital care they provide in the field prior to patients arriving to our emergency center.
HEART SUMMIT 2018

Lima Memorial partnered with The Ohio State University Wexner Medical Center to present Heart Summit 2018. Renowned faculty came together to present cutting-edge cardiovascular findings relating to the management of heart disease and related disorders.

KNOW YOUR NUMBERS

Lima Memorial participated in numerous health events throughout the region, providing education and screenings. The LMHS laboratory tested 2,935 patients at these events throughout the year.

COMMUNITY BENEFITED FROM HERNIA EVENT

Community members joined Drs. Jeremy Heffner and Noorul Khan for an educational seminar on hernia detection and treatment. Attendees learned about the importance of early hernia detection and the least minimally-invasive procedures for repair. Seminar participants also received a free hernia screening following the presentation.

COMMUNITY
LMHS HOSTED LUNG CANCER SYMPOSIUM

During National Lung Cancer Awareness Month, Lima Memorial presented a CME accredited event for healthcare professionals. Numerous Lima Memorial physicians came together to discuss a variety of topics, including lung cancer pathology, surgical interventions, radiation, chemotherapy and more.

WELLNESS CENTER HOSTED PRI EVENT

The Wellness Center hosted a Postural Restoration Institute (PRI) continuing education event. Therapists from around the country attended to learn more about this revolutionary therapy. Lima Memorial has been a pioneer in offering postural restoration in our region. In fact, Physical Therapist Alex Maag was the first certified PRI therapist in Ohio.
BRIDGING THE GAP HEALTH AND WELLNESS EXPO

Lima Memorial had a strong presence at the Bridging the Gap Health and Wellness Expo. The team provided education, hands-on learning and an opportunity to speak directly with Lima Memorial providers and healthcare professionals.

LIFELONG LEARNING INSTITUTE

Lima Memorial physicians and healthcare professionals were invited to moderate discussions on 21st century health care at the Lifelong Learning Institute at The Ohio State University - Lima campus. Our experts spoke on a plethora of topics throughout the month, ranging from robotic hernia repair to telemedicine.
PT PRESENTED TO SENIOR RESOURCE GROUP

Members of our physical therapy (PT) team spoke at the Senior Resource Group meeting at Primrose Retirement Community. They highlighted therapy services offered at the Wellness Center, including our Parkinson’s Program, Postural Restoration Therapy and Vestibular & Balance Clinic.

HEALTHY KIDS DAY

Lima Memorial joined in the Lima Family YMCA’s Annual Healthy Kids Day where kids of all ages enjoyed games and activities focused on making healthy choices. Richard Garber, Athletic Trainer, was on hand to provide participants with information about Lima Memorial’s Concussion Management Program and services available at the Wellness Center. Additionally, members of our pet therapy team shared unique volunteer opportunities available at Lima Memorial.
LITTLE RED HATS CREATED AWARENESS OF HEART DISEASE

Lima Memorial participated in the American Heart Association’s Little Hats, Big Hearts™ program. During American Heart Month, newborns were given a red hat to raise awareness of congenital heart defects, the most common type of birth defect in the country. The red hats were handcrafted by our volunteers.
INVESTING IN THE GROWTH OF OUR REGION

The establishment of Greater Lima Region, Inc. (GLR) created the strategic framework needed to align key community, economic and workforce development goals and provide for a unified marketing and branding strategy. As an anchor institution for our region, Lima Memorial Health System is an invested member of the GLR with Lima Memorial President and CEO Mike Swick currently serving as its Board Chair. The GLR has had influence over lowering burdensome water and sewer tap fees, creating a regional communication strategy, pushing legislative policies to spur housing investment and much more. GLR’s three main priorities include:

• Grow employment by 22,000 jobs by 2024 and provide the qualified regional work force to fill those jobs;

• Be recognized and viewed as an ideal location for new businesses to locate and existing businesses to expand; and

• Be recognized nationally as one of the most livable communities in the Midwest.