YEAR IN REVIEW

2019
Giving your all is giving your best to the people and community you live and care for. It’s fighting right along side them, every step of the way to make them whole again. It’s what we call our fighting spirit. Whether it’s through services and treatments within our buildings or out in our communities, Lima Memorial is here for you. We always have been.

At Lima Memorial, we give it our all so you can, too.
CARING FOR OUR COMMUNITY

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 are proud to share 2019 highlights of how we care for our community.
Recruit and retain a highly skilled and engaged workforce
ASSOCIATES RECOGNIZED AT HIGH FIVE

High Five is our annual associate recognition celebration, honoring associates who have reached service milestones of 5, 10, 15, 20, 25, 30, 35, 40 and 45 years with our LMHS family. An astounding 11 associates were recognized for 40 years of service, and Mary Ann Moore was honored for achieving an impressive milestone of 45 years of service to Lima Memorial Health System. More than 140 associates were recognized for a total of 2,310 years of dedicated service to our health system.
CELEBRATING OUR ASSOCIATES

To celebrate the exceptional associates and volunteers of Lima Memorial during National Hospital Week, a number of activities were held, including serving a delicious meal, blessing of the hands and a Great Care awards ceremony.

GREAT CARE AWARDS CEREMONY HELD

Fourteen extraordinary associates were celebrated at our Great Care Awards Ceremony held during National Hospital Week. These individuals were nominated by their peers for their exceptional care and lasting impact on patients and fellow associates. While the ceremony is only held once a year, we celebrate the dedication, compassion and hard work of our entire team each and every day.
DOCTORS’ DAY CELEBRATED

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

HONORING 2019 DAISY AWARD NOMINEES

A DAISY recognition ceremony was held to celebrate all DAISY award nominees for going over and above with the great care they provide. Twelve nurses were recognized for being nominated by patients and/or family members. Nominations included expressions of immense gratitude for the compassion and kindness these nurses exuded, as well as their honed ability to put patients and families at ease in such a critical time. The DAISY award is a nationwide program that rewards and celebrates the extraordinary care nurses provide every day.
National Volunteer Appreciation Week provided a special opportunity to honor our volunteers who dedicate their time and talents to Lima Memorial Health System throughout the year. A special recognition banquet was held where volunteers were treated to a delicious meal served by members of our Executive Team. Lima Memorial is proud to have more than 300 active volunteers serving in many different areas of the hospital.
WELCOME NEW VOLUNTEENS

Lima Memorial welcomed 23 new teen volunteers to our Lima Memorial family. They joined 17 other teens who returned to volunteer at LMHS for the summer. Volunteers are given hands-on experiences to explore health care as a career option.

VOLUNTEEN OF THE YEAR

Sanjana Rajasekaran was honored as the 2019 Volunteer of the Year. A Shawnee High School student, Sanjana began volunteering in 2016 and has volunteered more than 140 hours.

LOCAL STUDENTS AWARDED SCHOLARSHIPS

The Lima Memorial Auxiliary and Lima Memorial School of Nursing Alumnae awarded $1,500 scholarships to deserving, local students who plan to pursue a career in the medical field. Grace Earl and Zachary Lape received the Lima Memorial Auxiliary Scholarships, and the Lima Memorial School of Nursing Alumnae awarded scholarships to Sanjana Rajasekaran and Autumn Thompson. The Lima Memorial Auxiliary also awarded a $2,000 Lima Memorial Volunteer Scholarship to Madison Wiseman.
CHRIS JOSEPH RECEIVED HONORS

Throughout Lima Memorial and our community, Chris Joseph, RN, Administrator on Site, is well-known for her willingness to embrace any opportunity that will help people live better lives and will turn every moment into a teaching opportunity. For these reasons and more, Chris was nominated for the 2019 Ohio Hospital Association Albert E. Dyckes Health Care Worker of the Year Award.

Lifeline of Ohio presented Chris Joseph with the prestigious Advocacy Award at their annual Lifeline of Ohio “Evening with the Stars” event. The award is given to an individual who exemplifies going above and beyond in supporting and promoting organ, eye and tissue donation.

LARUE HONORED FOR DISTINGUISHED SERVICE

Doug LaRue, EMS Manager, was honored at the 19th Annual EMS Star of Life Awards for his accomplishments as a dynamic educator who has made notable contributions to the EMS system. At the ceremony, LaRue was presented with the Frank Giampetro Distinguished EMS Educator Award.

2019 FOUNDATION AMBASSADOR OF THE YEAR

Jan Hawk, member of the Lima Memorial Foundation Board of Trustees and Development Committees, was honored with the esteemed Ambassador of the Year award by the Lima Memorial Foundation. This honor is given to 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.
ASSOCIATE ONBOARDING PROGRAM IMPLEMENTED

In an increased effort to attract and retain talent, a formal onboarding process was implemented for new hires. This new program incorporates five key milestones for a successful onboarding, an onboarding roadmap, buddy system and an executive roundtable.

AMBASSADORS ENGAGED TO PROMOTE LMHS SERVICES

Content and tools were developed to educate our internal team and the public of LMHS services. An expanded new-hire orientation was launched to educate new hires on our programs, services and physicians to position them as ambassadors. In addition, an Associate Ambassador steering committee was formed to develop a housewide ambassador program.

LMHS ONBOARDING ROADMAP FOR SUCCESS

| Milestone 1: Implementation of Onboarding Buddy System | 58 DAYS |
| Milestone 2: 30 Day Check-in with Manager | 90 DAYS |
| Milestone 3: Executive New Hire Group Discussion | 180 DAYS |
| Milestone 4: Six Month Onboarding Survey | 365 DAYS |
| Milestone 5: One Year Onboarding Survey | 730 DAYS |

MILESTONE KEY

- **PM**: Project Manager
- **SM**: Site Manager
- **AD**: Associate Director
- **HD**: Health Director
- **MD**: Medical Director
- **EC**: Executive Committee
- **CO**: Chief Officer
CONNECTING 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 3,900 high school students through career fairs, job shadowing opportunities, volunteering and the Exploring™ Program.

ACBDD YOUTH EXPLORED LIMA MEMORIAL

Lima Memorial opened it’s doors to teens from the Allen County Board of Developmental Disabilities (ACBDD) to give them the opportunity to try new experiences within the hospital. Students were given a behind-the-scenes look at our Material Management and Environmental Services Departments and learned about the important role these team members play in the health and well-being of our patients.
LMHS PARTICIPATED IN SHAWNEE SCHOOL SCIENCE FAIR

Lima Memorial Laboratory associates attended the Shawnee Middle School Science Fair for their Science, Technology, Engineering and Mathematics (S.T.E.M.) Program. With 130 students in attendance, our team showcased the numerous healthcare career opportunities available in the Lab. Students also had the opportunity to participate in several interactive, hands-on activities, including blood bank, microbiology and chemistry processes.
LIMA MEMORIAL HOSTS EXPLORER DAYS

Lima Memorial hosted multiple Exploring™ Programs throughout 2019 to promote health care as a career choice for area youth. This program is designed to provide students with positive and meaningful real-world career experiences and leadership development opportunities in their fields of interest.

MAKERFEST 2019

As a proud sponsor of MakerFest, the Greater Lima Region’s largest career and job fair, Lima Memorial featured an interactive exhibit, providing participants hands-on experiences with our state-of-the-art simulation mannequin. This meaningful interaction allowed Lima Memorial to showcase health care as a career choice and the wealth of career opportunities available in our hospital.
Associate engagement activities are designed to increase associate engagement and retention and improve the patient and family experience. Associate engagement activities can be identified by the above symbol.
Established in 2014, the Associate Relief Fund was created to provide assistance to Lima Memorial associates who experience times of hardship or disaster. In 2019, 58 associates were supported through the Associate Relief Fund with $43,000 distributed.

Lima Memorial associates put a smile on the faces of local seniors by delivering handmade Valentine’s Day cards. More than 350 cards were made by Lima Memorial associates, their family members and our volunteers and delivered to numerous nursing homes throughout the area.

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

The Lima Memorial family came together to adopt 98 senior citizen angels to help brighten their holiday season. Each year, Lima Memorial hosts the Senior Angel Tree in partnership with the Area Agency on Aging.

**ASSOCIATE ANGEL TREE**

During the holiday season, the Lima Memorial family exemplified their generosity by adopting more than 25 associates and their children through the LMHS Associate Angel program.

**GREAT CARE AT THE FAIR PICNIC!**

In the true spirit of great care, associates, volunteers and their families were treated to a day of fun at the Allen County Fair, complete with a picnic-style meal.

**MOVIN’ & GROOOVIN’ & JUMPIN’ OVER THE MOON**

Lima Memorial associates, family, friends and fur babies came out in full force to show their LMHS pride at the Allen County parade, wearing the “No One Knows Our Community Like We Do” t-shirts. Dressed in his dapper green gear, Allen County Fair Mascot, Moorice, joined the LMHS team on the parade route.
Service

Target resources to enhance the patient experience
PFAC PROMOTED PATIENT-CENTERED CARE

The Lima Memorial Patient and Family Advisory Council (PFAC) continues to play a key role in projects that promote patient-centered care. The council is a partnership of patients, family and staff advisors that meets routinely to offer insight and recommendations for improving quality, safety, access, education and patient & family satisfaction. Among a number of projects in 2019, the PFAC provided recommendations for eHealth, Lima Memorial’s electronic hospital records portal.

LIMA MEMORIAL CELEBRATED 100-YEAR PARTNERSHIP WITH AMERICAN HOSPITAL ASSOCIATION

Lima Memorial is one of the first hospitals in the country to celebrate its 100-year membership with the American Hospital Association (AHA). Lima Memorial was presented with a special crystal award to honor this achievement and recognize our leadership in advancing the health of our community.
Lima Memorial performed its first ever zero-contrast percutaneous coronary intervention (PCI). The procedure was performed by Dr. Zane Dean, in collaboration with Dr. Paul Anike and Dr. Nasim Mastouri, using advanced intravascular imaging. This procedure is great news for patients in our region, especially for those with a history of chronic kidney disease and heart disease. It allows an option for treating the heart that won’t further compromise one’s kidney disease.
Lima Memorial introduced a new procedure to the greater Lima region that brings relief to those suffering from emphysema. The FDA-approved Spiration® Valve System (SVS) is a minimally-invasive treatment that provides adult patients suffering from this debilitating disease an opportunity for an improved quality of life. SVS is an umbrella-shaped device that is placed in targeted airways of the lung during a short bronchoscope procedure that redirects air to healthier lung tissue.
Lima Memorial Outpatient Pharmacy celebrated 5 years of providing great care to our patients and our associates.

**TOP 5 OVER-THE-COUNTER ITEMS**
- MOTRIN
- TYLENOL
- CLARITIN
- EXCEDRIN
- HALLS CHERRY COUGH DROPS

**60,000**
PRESCRIPTIONS FILLED FOR ASSOCIATES

**3,500**
SURGERY PATIENTS SERVED BY LMHS PHARMACY

**67%**
ASSOCIATES USING LMHS PHARMACY

**10,700**
PATIENTS UTILIZING MEDS-TO-BEDS

**5,500,000**
TABLETS AND CAPSULES COUNTED

SERVICE
LIMA MEMORIAL FOUNDATION HOSTED ACHIEVE EVENTS

The Lima Memorial Foundation hosted numerous Achieve events throughout the year to reunite previous inpatient rehabilitation patients with their care team and inform them of the upcoming changes in store for Lima Memorial’s new rehab unit. In addition to learning about the project, patients and their family members provided valuable input into the unit’s transformation.

YOUnique Wig Boutique IMPACTS MANY

To date, more than 1,000 wigs and accessories have been donated to women throughout our region who have experienced a cancer diagnosis and the subsequent hair loss from treatment side effects. Wigs, hats, scarves and caps in a variety of styles are available through this community asset and offered at no charge to patients. In 2019, the YOUnique Wig Boutique became solely funded through the support of community donations to the Lima Memorial Foundation.
Enhance coordination of care to improve quality & safety
ROBUST INFECTION PREVENTION PROGRAM EXPANDED

More than 4,500 disinfecting cycles were performed by our Tru-D disinfecting robots, an increase of nearly 800 cycles compared to the prior year. Lima Memorial’s infection prevention protocols include continual education, an ongoing emphasis on hand hygiene and a maintained focus on antibiotic stewardship. In addition, a new C-diff screening protocol on admission was implemented in 2019, all of which led to Lima Memorial remaining well below the industry standard for hospital-acquired C-diff cases.
SAFETY FIRST – ELIMINATING HARM

Lima Memorial is committed to fostering a culture of safety. Daily safety huddles have been instrumental in 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 is also 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.

LANGUAGE OF CARING®

As we continue our journey of safety to reduce emotional harm, Language of Caring® continues to give our team the tools needed to effectively show our care. Language of Caring® training is conducted for each new hire during orientation. Language of Caring® techniques are also being shared each month by each department’s caring coach.
NEW LABELS PROMOTE INCREASED SAFETY

Associates and patients have grown accustomed to the pictorial images on Lima Memorial’s unique tri-sided prescription vial that specifies the medication’s purpose. Our Outpatient Pharmacy has increased the number of labels to include blood thinner, chest pain, inflammation, thyroid health, swelling, muscle relaxer and infection. The innovative look assists in the prevention of medication errors, improves patient safety, gives patients a better understanding of their various medications and promotes patient adherence to their medication regimen.

DIABETIC CENTER EARNED ACCREDITATION

Lima Memorial’s Diabetic Center was awarded accreditation by the American Association of Diabetes Educators (AADE). The AADE requires a Certified Diabetes Educator® (CDE®) to be involved in the program. The CDE® educates, supports and advocates for patients affected by diabetes and promotes self-management to achieve individualized behavioral and treatment goals that reduce risks and optimize health outcomes.
LIMA MEMORIAL INPATIENT REHAB EARNED CARF ACCREDITATION

The Commission on Accreditation of Rehabilitation Facilities (CARF) awarded Lima Memorial’s Inpatient Rehabilitation Center a three-year accreditation following a rigorous on-site survey. CARF commended our team for our outreach to the ten-county service area and highlighted our family-centered care approach.

EMS CONTINUING EDUCATION PROGRAM RECEIVED REACCREDITATION

Lima Memorial’s EMS Continuing Education Program received reaccreditation from the Ohio Division of EMS to serve as an Ohio Division of EMS Continuing Education Site. This reaccreditation allows Lima Memorial to continue providing an array of continuing education opportunities to EMS professionals throughout the state.

LIMA MEMORIAL AWARDED CHEST PAIN CENTER REACCREDITATION

Lima Memorial was reaccredited as a Chest Pain Center with Primary PCI by the American College of Cardiology. This accreditation recognizes that our dedicated team of providers and associates are trained to rapidly recognize and treat a heart attack.
LMHS HOME HEALTH CARE EARNED 5-STAR RATING

Lima Memorial’s Home Health Care earned a 5-star rating in patient satisfaction from the Center for Medicare and Medicaid Services. This prestigious rating further establishes Lima Memorial as a health system dedicated to quality care for our patients and their families.

QUALITY | SAFETY

MOBILE PHLEBOTOMY PROMOTES SAFETY

Laboratory Services and Information Technology collaborated to enhance patient care by implementing mobile phlebotomy. Phlebotomists are now equipped with mobile workstations, allowing blood to be collected at the patient’s bedside. This new process plays a significant role in preventing labeling errors.

FOLLOW UP APPOINTMENTS A PRIORITY FOR CARE COORDINATION

Lima Memorial Health System and Lima Memorial Physicians collaborated to establish guidelines for scheduling follow up appointments for all discharged patients. This effort enhanced the coordination of care between Lima Memorial Health System and Lima Memorial Physicians, with 82 percent of patients receiving a follow up appointment following a weekday discharge.
**LIMA MEMORIAL CERTIFIED AS A PRIMARY STROKE CENTER**

The Joint Commission identified our facility as a Certified Primary Stroke Center. This special designation includes The Joint Commission’s Gold Seal of Approval® for Advanced Certification for Primary Stroke Centers. This specifically recognizes Lima Memorial’s commitment to providing the greatest level of patient care by adhering to a higher standard of service for stroke patients.

**WORKPLACE VIOLENCE AND ACTIVE SHOOTER TRAINING OFFERED**

Lima Memorial held a number of “Workplace Violence and Active Shooter Training” courses for associates. This training provided associates with strategic response protocols designed to help counter violent actions and increase the chance of survival.

**LIMA MEMORIAL PARTICIPATED IN REGIONAL DISASTER DRILL**

Lima Memorial participated in a regional drill designed to test the facility and staff on preparedness in the event of a disaster. This exercise revolved around a weaponized flu pandemic followed by a concurrent cyberattack. Departments throughout the hospital joined together to work through some of the worst possible scenarios.
GROWTH

Improve access into and throughout the health system.
LMHS ANNOUNCED PLANS FOR $30 MILLION EXPANSION

Lima Memorial Health System proudly announced plans for a $30 million expansion consisting of five projects. This investment into the Greater Lima Region will include a new Outpatient Diagnostic and Imaging Center, Welcome Center, Inpatient Rehabilitation Center and Family Medicine & Walk-In Care Center in Wapakoneta. Part of the project, the new cardiac area on the second floor of Professional Office Building III, has already been completed. This investment into the community will further enhance the patient and family experience as well as provide top-quality care to our region.

OUTPATIENT DIAGNOSTIC AND IMAGING CENTER

WAPAKONETA FAMILY MEDICINE & WALK-IN CARE CENTER

INPATIENT REHABILITATION CENTER

NEW CARDIAC AREA PROFESSIONAL OFFICE BUILDING III

GROWTH
GREAT CARE CAMPAIGN

Lima Memorial continued to roll out advertising campaigns, featuring the great care messaging through commercials, signage, print ads, social media, videos, billboards and direct mailings. Campaigns in 2019 featured our outstanding cardiac service line and the launch of same-day cardiology appointments as well as our Walk-In Care Centers.
MEDICAL ONCOLOGY, HEMATOLOGY AND INFUSION SERVICES LOCATE TO MAIN CAMPUS

To better serve our patients, medical oncology, hematology and infusion services were relocated to Lima Memorial’s main campus on the newly renovated seventh floor. The space was specially designed to bring the outside in, providing an environment that fosters relaxation and peacefulness for our patients and their families.

NEW CARDIAC AREA OPENED

Lima Memorial opened its new, approximately 16,000 square foot cardiac area on the second floor of Professional Office Building III, an investment of $2.7 million. This move brings together the teams from the Lima Memorial Heart Institute, Ohio Cardiothoracic and Vascular Surgeons and our Cardiac Treatment Center in one location for our patients. With the under one roof approach, members of the cardiac team can easily consult and collaborate with other members of the multidisciplinary care teams to provide the most comprehensive plan of care and services.
SAME-DAY CARDIOLOGY APPOINTMENTS LAUNCHED

Lima Memorial is dedicated to providing the best cardiology care to our community, keeping hearts healthy and minds at ease. In 2019, we were pleased to launch same-day appointments with our world-class cardiology department.

NEW D-SPECT CARDIO CAMERA INTRODUCED AT LIMA MEMORIAL

Evidence of heart disease can now be detected faster than ever before using new 3-D nuclear imaging technology, available exclusively at Lima Memorial. The D-SPECT® cardiac camera has the capability to provide outstanding images at a reduced radiation dose and up to 50% less time. Patients now have an added benefit of comfort with the ability to sit up during the procedure. In addition, the new technology can also accommodate an increased weight capacity of up to 1,000 pounds.
LMHS STRENGTHENS TERTIARY CARE POSITION

Hospitals throughout our region rely on Lima Memorial for specialty care and access to our expert providers. Lima Memorial experienced an 8.5 percent increase in the number of patients being transferred in from external referring facilities in 2019. This translates into a two-year increase of 39.5 percent.

LMHS GROWS SOCIAL NETWORK

Stay connected with Lima Memorial, and join our 7,000+ Facebook followers who receive health information, associate and volunteer stories, news and events. In 2019, Lima Memorial increased its social reach by 20 percent.
NEW MEDICAL STAFF MEMBERS

Corey D. Anderson, MD
Anesthesiology
Lima Memorial Physicians

Kyle W. Anderson, PA-C
Emergency Services
Emergency Physicians of Northwest Ohio

Edwin L. Capulong, MD
Physical Medicine & Rehab
Physical Medicine Associates of Northwest Ohio

N. Corry Clinton, MD
Family Medicine
Lima Memorial Physicians

Staci Clutter, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Marjorie A. DeMund, MD
Obstetrics/Gynecology
Lima Memorial Alliance OB-GYN

Michael T. Edgerton, DO
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Becky L. Frank, CNP
Internal Medicine
Midwest Hospitalist Physicians

Bryan D. Gray, DO
Dermatology
Gray Dermatology LLC

Breanna Hanna, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Christopher D. Hapner, DO
Emergency Services
Emergency Physicians of Northwest Ohio

Lindsay A. Hartman, CNP
Obstetrics/Gynecology
Women’s Health For Life, Inc.
NEW MEDICAL STAFF MEMBERS

William E. Hogan, MD
Pain Management
Blanchard Valley Pain Management

Megan A. Kaufman, PA-C
Cardiothoracic Surgery
Ohio Cardiothoracic & Vascular Surgeons, Inc.

Linda J. Kerr, CNP
Pediatrics
Lima Pediatrics

Ashley R. Lee, CNP
Gastroenterology
Gastro-Intestinal Associates, Inc.

Marcello D. Migliore, DO
Emergency Services
Emergency Physicians of Northwest Ohio

Kevin L. Nguyen, MD
Emergency Services
Emergency Physicians of Northwest Ohio

Zachary C. Niese, CNP
Family Medicine
Lima Memorial Physicians

Brittany D. Norman, PA-C
Emergency Services
Emergency Physicians of Northwest Ohio

Jeffrey E. Otte, MD
Orthopaedic Surgery
Orthopaedic Institute of Ohio

Ramaswamy Ravikumar, MD
Cardiothoracic Surgery
Ohio Cardiothoracic & Vascular Surgeons, Inc.

Brice S. Rolston, MD
Emergency Services
Emergency Physicians of Northwest Ohio

Jessica Schierloh, PA-C
Emergency Services
Emergency Physicians of Northwest Ohio
**NEW MEDICAL STAFF MEMBERS**

**Brian A. Snyder, CNP**  
Emergency Services  
Emergency Physicians of Northwest Ohio

**Emily K. Recker, PA-C**  
Cardiology  
Heart Institute of Northwest Ohio

**Amy L. Smith, CNM**  
Obstetrics/Gynecology  
Lima Memorial Alliance OB-GYN

**Ryan S. Smith, MD**  
Orthopaedic Surgery  
Orthopaedic Institute of Ohio

**Daniela A. Tangeman, CNP**  
Cardiology  
Heart Institute of Northwest Ohio

**Pediatric Cardiology**  
ProMedica Physicians  
Pediatric Cardiology - Toledo  
Jeffrey R. Moore, MD  
Claudeen K. Whitfield, MD

**General Surgery**  
Midwest Surgical Specialists  
Brandon J. Keys, MD

**Diagnostic Radiology**  
Envision Physician Services  
Abbas A. Chamsuddin, MD  
Richard G. Eickler, MD  
Daniel J. Quenneville, MD
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

COLLECTIONS
Decreased number of days in accounts receivable
Increased point-of-service collections
DECREASING INSURANCE DENIALS
Through a number of key initiatives and an effective denial management process, Lima Memorial identified and collected insurance underpayments totaling $1,316,076.

REDUCED INPATIENT DENIALS
Our Managed Care Department and Health Information Management teams collaborated to decrease the number of inpatient denials, resulting in a 10 percent decrease over prior year.

IMPROVED FINANCIAL PERFORMANCE OF RETAIL AND OUTPATIENT PHARMACY
Lima Memorial Retail / Outpatient Pharmacy mandated a just-in-time inventory control process for all brand name medications and some high-cost generic medications. This new process reduced the average monthly inventory to $125,000.
MORE THAN $1.4 MILLION RAISED IN SUPPORT OF LIMA MEMORIAL!
THE LIMA MEMORIAL FOUNDATION
RECOGNIZED PHILANTHROPY

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 Jim “Krack” Unverferth for his remarkable philanthropic spirit that was rooted by a genuine love for people.
SPIRIT LIVES IN THE LMHS FAMILY

More than 1,200 associates joined together to support one another and our community through their participation in the 2019 Living the Spirit campaign. With outstanding participation among associates, coupled with 100% leadership commitment, more than $245,000 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.

“Knowing you have this support from your employer...I was so grateful.”
- Tiffiny Hughes

“At Lima Memorial, we are really privileged to be able to provide advanced medical care to our patients and the community. Equally impressive, we provide care for each other, like a family.”
- Dr. Pamela Gardner

“You have a chance to make an impact. I'm a strong believer in you get what you give.”
- Carrie Huelskamp

2019 LIMA MEMORIAL FOUNDATION GOLF CLASSIC

More than 220 golfers teed off for the Lima Memorial Foundation Golf Classic. Presenting Sponsors, Tuttle Construction & Touchstone CPM, Huntington Bank and ProMedica were joined by more than 80 community and business partners. Event proceeds will benefit the transformation of Lima Memorial’s Inpatient Rehabilitation Center.
LIMA MEMORIAL FOUNDATION DEVELOPED HERITAGE SOCIETY

Individuals who make a planned gift to the Lima Memorial Foundation are now officially recognized with membership in the Heritage Society.
JOURNEY HELPS RECLAIM MOTION

Thanks to the incredible support of our community, more than $700,000 was raised at Journey in Motion. Event proceeds will aid in bringing the most advanced inpatient rehabilitation to our region and help patients take their new first step sooner. More than 100 volunteers came together to support the event.
AUXILIARY PRESENTED $100,000 TO FOUNDATION

At its annual meeting, the Lima Memorial Hospital Auxiliary presented the Lima Memorial Foundation a donation totaling $100,000. The donation is the result of fundraising activities held throughout the year, including sales from the Auxiliary Gift Shop, café and a variety of other activities. A total of $110,000 was donated in 2019.

VOLUNTEERS IN ACTION

In 2019, Lima Memorial volunteers donated more than 70,000 hours of service to the health system. Whether it is a welcoming smile at the visitor information desk, a cheerful hello at our cafés or the assistance given in our individual departments, they each have an important role in helping us provide great care to our patients and their families.
Throughout the year, Lima Memorial received many generous donations from individuals and organizations. These donations all have a specific purpose aimed at helping patients and their families when they need it most. Lima Memorial is most appreciative of these donations and values the impact they have on our community of care.
HEART COLLECTIVE
SUPPORTING FAMILIES

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. Over the years, more than 500 care packages have been donated by Justin’s nonprofit to our hospital.

REMEMBERING RYLEE

Lacey Hefner, RN, PCM Clinical Informatics, made her third toy donation in honor of her daughter, Rylee, who passed away from Sudden Infant Death Syndrome in 2016. To honor Rylee’s birthday, Lacey’s friends, family, co-workers and other families who have lost a child came together to donate toys to Lima Memorial’s Pediatric Unit.
Twelve years after his death, Toni King has kept the memory of her son, Dan, alive with an annual fundraiser in his name. Part of the proceeds was donated to our Inpatient Pediatric Unit through a large donation of toys, games and arts & crafts for children and teenagers to enjoy during their time spent in the hospital. Toni and her family additionally made a cash donation to benefit the needs of our Pediatric Unit.
Support initiatives to maintain a healthy community
WOMEN IN BUSINESS ENCOURAGED TO LISTEN TO THEIR HEART

Lima Memorial Heart Institute Cardiology Physician Assistant Jennifer Rockhold spoke at the Lima/Allen County Chamber of Commerce Women in Business event about the importance of staying heart healthy during National Heart Month. Heart disease symptoms present themselves in a multitude of ways in women and vary significantly from men. Jennifer took the opportunity to remind the women to simply listen to their hearts and take action when necessary.

LMHS ASSOCIATES JOINED IN LUNAR LANDING FESTIVITIES

Lima Memorial associates had a blast participating in activities surrounding the 50th anniversary of the lunar landing. Lima Memorial sponsored NASA's live broadcast, hosted a first-aid station throughout the week at the Armstrong Air & Space Museum and participated in the Run to the Moon 5K and Moon Festival Parade.
Lima Memorial Cardiology Physician Assistant Natalie Lammers spoke to the Rotary Club of Lima about the importance of knowing their numbers. While heart disease is the number one killer of both men and women, it can be prevented if the correct actions are taken. Knowing your weight, cholesterol, blood glucose and blood pressure will allow you and your provider to be more mindful of your risk for a heart attack or other heart disease.

Dr. Pamela Gardner, Cardiologist, was the featured speaker at the inaugural Lima Goes Red Breakfast. More than 50 women gathered for a healthy breakfast and the opportunity to hear expert advice from Dr. Gardner. Speaking to the attendees about topics unique to women, Dr. Gardner stressed that women are more likely to experience different heart attack symptoms than men.
COMMUNITY

A DRIVE FOR SUPPLIES FOR THE CDC

Lima Memorial volunteers led the Annual Children’s Developmental Center (CDC) supply drive. This drive provides the much-needed classroom items that will greatly benefit the development of children who need it most. Donations included arts and crafts, snacks and essential school supplies, all of which are vital to the day-to-day operations of the Children’s Developmental Center.

BACK TO SCHOOL SUPPLY BAG

At the beginning of each school year, Barb Watkins, Emergency Center Secretary, would buy supplies for her granddaughter. Now that her granddaughter is grown, Barb has turned this tradition into a way to give back to others in the community by creating return-to-school bags for elementary school children who come through our Emergency Center. These supply bags come packed with crayons, markers, glue, folders and more for students to be well-prepared for the school year.
FIRST ALL-INCLUSIVE PLAYGROUND OPENED

Lima Memorial partnered with the City of Lima to bring the first all-inclusive playground to our region, allowing all individuals the opportunity to interact and play in a safe environment. The new playground is designed to serve the physical, social, sensory, cognitive and emotional needs of children of all abilities in the community.
COMMUNITY

WALK WITH A DOC

Lima Memorial, in partnership with the Lima Family YMCA, hosted several Walk with a Doc events for the community. This hour-long walking program gave participants an opportunity to walk alongside a Lima Memorial provider and ask questions in a comfortable setting.

PROM MOCK ACCIDENT

Lima Memorial EMS and Trauma Services partnered with Ottoville High School and Ottoville Fire & EMS Department for their annual Prom Mock Accident to continue raising awareness of the serious consequences of distracted driving. The EMS and trauma team demonstrated the dangers of drinking and driving and texting and driving.
SIMULATION LAB

Lima Memorial Health System is recognized as a model institution for hands-on learning for our Simulation and Education Laboratory, which is equipped with state-of-the-art simulation technology. This training center was made possible through the generosity of Nutrien.

SIMULATION LAB IN 2019

2180 Associate Interactions

Community Interactions 1675
LIMA MEMORIAL HOSTS 24TH ANNUAL EMS BANQUET

In honor of National EMS Week, Lima Memorial Health System honored more than 300 EMS professionals at its 24th Annual EMS Banquet. The event recognized area emergency medical service personnel for the lifesaving work they provide in the field prior to patients arriving to our Emergency Center.
LMHS THERAPY DOGS PROVIDE GREAT CARE

The Lima Memorial volunteer K-9 team and their handlers bring comfort and delight to all at Lima Memorial. The volunteer K-9s also extended their great care into the community by visiting local schools to help students deal with stress and anxiety as well as making regular visits to the library and other community events.

MAKING STRIDES 2019

As a proud sponsor of Making Strides Against Breast Cancer, Lima Memorial associates and their families joined together to raise awareness and funds for this important cause. With hundreds of walkers in participation, including 76 breast cancer survivors, the event raised critical funds in the fight to save lives.

LMHS TEAM RAISED $20,000 FOR RELAY FOR LIFE

As the Presenting Sponsor for the 25th Annual Relay for Life, Lima Memorial led the fight against cancer. The Lima Memorial Relay for Life Team raised nearly $20,000, which was the most money raised by any team at the event. Lima Memorial proudly partners with the American Cancer Society to help create a world with less cancer and more birthdays.
HOPE GARDEN CEREMONY
Breast cancer survivors, their friends and their families gathered at the Women’s Health Center at the Lima Memorial Medical Park for the 23rd Annual Hope Garden Celebration. This annual event serves as a celebration of survivorship for all who have faced breast cancer in their lifetime and a remembrance of those who have gone on before us.

EMS TEAM CONTINUES OUTREACH AND EDUCATION
Lima Memorial EMS hosted educational symposiums in 2019 which offered a wide breadth of learning opportunities for the EMS community and equipped them with ongoing education to enhance their knowledge and skills.

COMMUNITY HEALTH EVENTS PROMOTE WELLNESS
Lima Memorial participated in numerous health events throughout the region, providing education and screenings. In addition, the LMHS Laboratory partnered with service organizations to offer blood clinics. More than 2,700 individuals were tested at these events in 2019.
HEART SUMMIT 2019
Lima Memorial was pleased to partner with The Ohio State University Wexner Medical Center to present Heart Summit 2019. Renowned faculty came together to present cutting-edge cardiovascular findings, address new medications and discuss technology that is being utilized in electrophysiology.

PRI EDUCATION EVENT HELD
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 continues to lead the way in offering postural restoration in our region.

BRIDGING THE GAP HEALTH AND WELLNESS EXPO
Lima Memorial had a strong presence at the Bridging the Gap Health and Wellness Expo. The teams provided education, hands-on learning and an opportunity to speak directly with Lima Memorial providers and healthcare professionals.

HEALTHY KIDS AND FAMILIES
Lima Memorial Pediatrics and our Trauma Services Department represented our hospital with great enthusiasm at the 2019 Healthy Families Expo, presented by Activate Allen County. 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. Jeff Osborne, Trauma Registrar, spoke to the children about lawnmower safety. In addition, various members of our pet therapy team were on hand to provide kids and their families with information about volunteer opportunities at Lima Memorial.
COMMUNITY

GIVING IS MORE GRATIFYING THAN RECEIVING

Instead of their traditional Secret Santa gift exchange, associates on 3 South launched a Holiday and Hygiene Drive to support community members in need. Beneficiaries of their tremendous generosity included Our Daily Bread Soup Kitchen and the Samaritan House.

5 SOUTH TEAM HONORED COWORKER’S SON

Leslie Kitchen, RN on 5 South, has witnessed firsthand how difficult it is for parents and children to be in the hospital during the holidays. She reached out to her coworkers and, in a very short amount of time, an abundance of toys were donated as a part of Rosies Red Wagon Campaign. This generous act was done in memory of their colleague’s son, Wade, whose life ended at a very young age.
BRAINMATTERS SUPPORT GROUP LAUNCHED
Lima Memorial launched the BrainMatters Support group to provide an educational environment and social setting for individuals affected by a neurological condition. This quarterly event allowed participants to gain valuable information about specific neurological conditions and challenges and share stories and ideas with others who attend.

GET YOUR MOTOR RUNNING – PEDIATRIC SUMMER CAMP
Lima Memorial Rehabilitation Department hosted a Get Your Motor Running summer program for area youth. This five-week program focused on helping children develop fine and gross motor skills through functional and purposeful play in a social setting.
Lima Memorial
HEALTH SYSTEM

Affiliate of ProMedica

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