



YEAR IN REVIEW | 2022



Champions of
GREAT
CARE

JOURNEY TO ZERO HARM

Lima Memorial built upon the framework established in 2021 to create an environment of Zero Harm and become a High Reliability Organization (HRO). In 2022, the team implemented and identified activities from baseline assessments completed in 2021. This work included the development of HRO Leader Skills Training materials. An HRO Implementation team was established with subcommittees to work on key initiatives.



LIMA MEMORIAL'S LEADERSHIP TEAM COMPLETED HIGH RELIABILITY ORGANIZING TRAINING

Lima Memorial Health System's Leadership team completed High Reliability Organizing Leadership Training. This training was a fundamental part of Lima Memorial's Journey to Zero Harm.

SAFETY FIRST.
GREAT CARE ALWAYS.

High Reliability Organizing

Leadership Training

SAFETY HUDDLES & VISUAL MANAGEMENT BOARDS IMPLEMENTED FOR ZERO HARM INITIATIVE

Lima Memorial departments established safety huddles with visual management boards as a key initiative for the Journey to Zero Harm. The boards are a valuable tool to all Lima Memorial departments in identifying safety issues and providing solutions in real time.



IMPROVING THE PATIENT EXPERIENCE

All departments within Lima Memorial developed and implemented plans to improve the patient and visitor experience. The team identified initiatives to improve the Net Promoter Score for the inpatient and outpatient settings.



Fadi Abbass, MD, FACS

Ear, Nose & Throat

[Lima Memorial Health System Ear, Nose & Throat](#)

 Lima Memorial Physicians

★★★★★ 4.4 out of 5

782 Ratings (98 Comments)

ENHANCING THE VOICE OF PATIENTS

Lima Memorial collaborated with NRC Health to measure all aspects of the patient experience through provider ratings. These ratings are published on the LMHS website as another way for patients to share their voice and for Lima Memorial to share patient experiences with the community.

LMHS EXPERIENCE:
IN-PERSON GREETING AND CLOSING
A FRAMEWORK FOR COMMUNICATION

Use the following to greet customers in person and assure their needs are met when concluding the encounter.

GREETING	CLOSING
Hello, Welcome to Lima Memorial Health System. (Make eye contact and acknowledge patient and / or visitors.) I'm _____ (name) How may I help you today?	Is there anything more I can do for you today _____? (name) Have a great day!

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LMHS EXPERIENCE:
TELEPHONE GREETINGS AND CLOSING
A FRAMEWORK FOR COMMUNICATION

Keep this card near you as a reminder of how you can support the patient and visitor experience by connecting with others in your daily interactions.

IN-HOUSE GREETING	EXTERNAL GREETING	CLOSING
Hello, This is _____ in _____ (name) (department) How may I help you today?	Hello, Thank you for calling Lima Memorial Health System _____ (office/department) This is _____ (name) How may I help you today?	Is there anything more I can do for you today _____? (name) Thank you for _____ (state reason) Have a great day!

You are welcome to tailor parts of the greeting / closing messages to meet the needs of your department as well as your customers, patients and visitors.



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GREETING WITH GREAT CARE

Lima Memorial initiated telephone and in-person greetings to enhance the patient and visitor experience. Associates received scripted examples of these greetings to meet the specific needs of all customers, patients, visitors and fellow associates.



LMHS IMPLEMENTS PROVIDER-BASED CLINICS AT ALL FACILITIES

Lima Memorial implemented provider-based clinics at all LMHS physician offices to improve the quality of care for patients. All hospital outpatient departments are subject to strict quality standards and are monitored by The Joint Commission. The Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards.



DIVERSITY WELCOMED WITH GREAT CARE

Lima Memorial launched its Diversity, Health Equity and Inclusion (DEI) Program and welcomed Tiffany Ward, MSN, RN, as the program manager to expand and develop initiatives that promote a more diverse and inclusive workplace. The DEI Program has launched an internal committee to promote DEI activities, conversation and engagement among all associates. Lima Memorial's Leadership team participated in generational diversity training, a fundamental step in developing strategies to create and maintain a workplace that values diversity and inclusion.

LEVEL OF CARE IMPROVED WITH HERCULES BEDS

Lima Memorial installed Hercules Patient Repositioner™ beds on all inpatient units, providing added quality and safety measures for both patients and associates. With a push of a button, caregivers can safely adjust a patient in his / her bed using a sliding belt system, which avoids any physical lifting and repositioning and helps prevent accidents and injuries.





LMHS LABORATORIES EARNED OUTSTANDING REACCREDITATION

All three of Lima Memorial's Laboratories, Lima Memorial Clinical Laboratory, Lima Memorial Medical Park Laboratory and Lima Memorial POC Laboratory, were awarded reaccréditation from the College of American Pathologists (CAP), based on the results of a rigorous inspection as part of the CAP's Accreditation Programs. This accomplishment demonstrates our laboratory team's dedication to providing the highest standard of care to our patients.



WOMEN'S HEALTH CENTER UPHELD BREAST IMAGING CENTER OF EXCELLENCE DESIGNATION

The LMHS Women's Health Center earned two three-year reaccréditations from the American College of Radiology for breast ultrasound / breast ultrasound biopsy and stereotactic breast biopsy. With these achievements, the Lima Memorial Women's Health Center remains designated as a Breast Imaging Center of Excellence.

INPATIENT REHABILITATION ACHIEVED CARF REACCREDITATION

Lima Memorial Health System's Inpatient Rehabilitation Center earned another three-year accreditation from the Commission on Accreditation of Rehabilitation Facilities (CARF). This achievement truly exemplifies Lima Memorial's commitment to improving the quality of life for patients in our community in need of inpatient rehabilitation care.



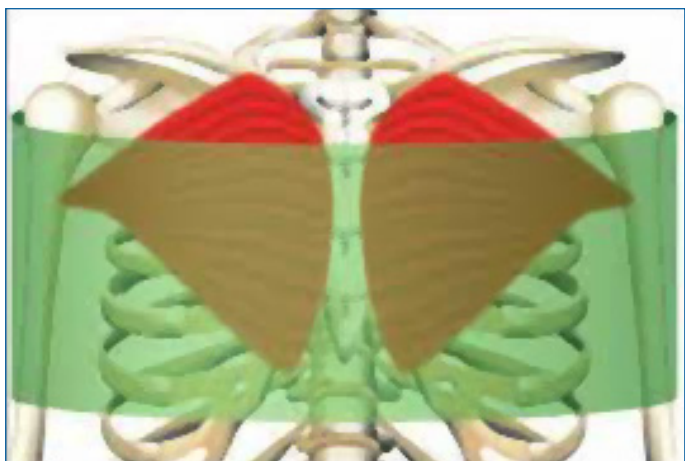


STROKE TEAM RECEIVED GOLD PLUS AWARD

Lima Memorial received the American Heart Association's Gold Plus Get With The Guidelines® - Stroke Quality Achievement Award for its commitment to ensuring stroke patients receive the most appropriate treatment according to nationally recognized, research-based guidelines. Additionally, Lima Memorial earned the American Heart Association's Target: Stroke Elite Honor Roll and Target: Type 2 Diabetes Honor Roll, which ensures patients with type 2 diabetes receive the most up-to-date, evidence-based care when hospitalized with cardiovascular disease or stroke.

CHEST PAIN CENTER OF EXCELLENCE

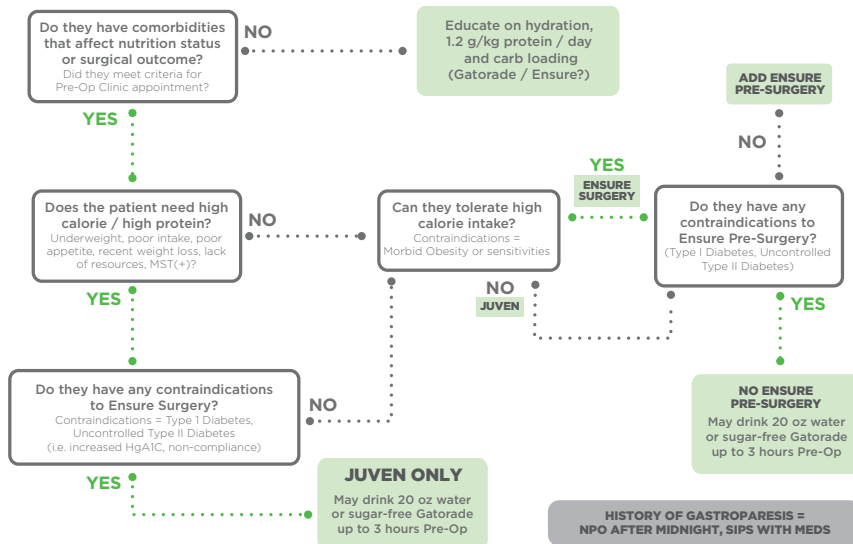
Lima Memorial Health System again earned the Chest Pain Center Accreditation with Primary PCI from the American College of Cardiology after a rigorous onsite evaluation. This reaccreditation attests to Lima Memorial Health System's ability to evaluate, diagnose and treat patients experiencing chest pain, which is indicative of a heart attack. Additionally, the reaccreditation allows Lima Memorial to have primary PCI available 24/7, every day of the year.



NEW STERNAL PRECAUTIONS ENCOURAGED AT LMHS

Lima Memorial updated sternal precautions for patients post open-heart surgery. The new precautions, called "Keep Your Move in a Tube," aim to keep the elbows next to the body during load bearing activities. This new approach allows patients to complete activities that used to be restricted and regain the best possible function of the body after open-heart surgery.

Pre-Op Clinic Nutrition Decision Tree



PATIENT EXPERIENCE ENHANCED THROUGH ERAS

The Enhanced Recovery After Surgery (ERAS) Program expanded from the preoperative phase to all surgical phases, including intraoperative, postoperative and postdischarge for general and cardiac surgery patients. This program reduces the patient's surgical stress response, optimizes their physiologic function and facilitates recovery.

IMPROVED PATIENT QUALITY OF CARE

The LMHS team developed and implemented key processes to decrease readmissions in CHF and MI patients. Initiatives included standardizing the follow-up process postdischarge, providing standard education for all patients, instituting remote monitoring and establishing standards of care and follow-up pathways.





IT INITIATIVES





REDUNDANT DATA CENTER SECURED

Lima Memorial's IT department implemented a comprehensive redundant data center to quickly recover in the event of a disaster or cyberattack.

MEDITECH WEB ACUTE / ED IMPLEMENTED

Lima Memorial's IT team coordinated and implemented Meditech Web / Acute ED for acute providers to achieve a seamless Meditech Ambulatory EMR launch in 2023.



INCREASED USAGE OF PATIENT PORTAL

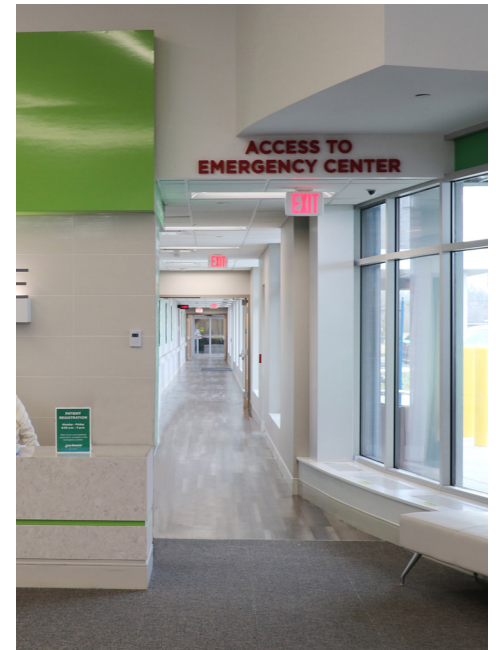
Lima Memorial increased patient engagement among registered patient portal users by more than 25%, ensuring patients have convenient and secure access to their medical data.





WELCOME CENTER OPENED TO THE COMMUNITY

Lima Memorial Health System officially welcomed patients and visitors through its new Welcome Center in August. The addition of the Welcome Center added 11,000 new square feet to Lima Memorial and conveniently connects to the Outpatient Diagnostic & Imaging Center as well as the Emergency Center for easy patient and visitor navigation. Additionally, it provides an enhanced patient and visitor experience with a multi-lane drive and large, protective canopy, Biggby Coffee and an expanded and modernized gift shop.



VOLUME GROWTH



CHRONIC DISEASE MANAGEMENT PROGRAM CREATED

Lima Memorial Health System established a dedicated Chronic Disease Management Program to build a network of care around patients with chronic conditions and improve their quality of life. By coordinating care among providers and removing barriers to health care, the program will support and engage patients in effectively managing their chronic diseases. The program has included expanded access to care through mental health and diabetes services at Lima Memorial Health System.



LIMA MEMORIAL OPENED OUTPATIENT MENTAL HEALTH PRACTICE

Lima Memorial Health System established Next Chapter Mental Health and welcomed Jennifer Truman, PMHNP, to the practice. This new practice provides much-needed mental health and addiction services to the community.

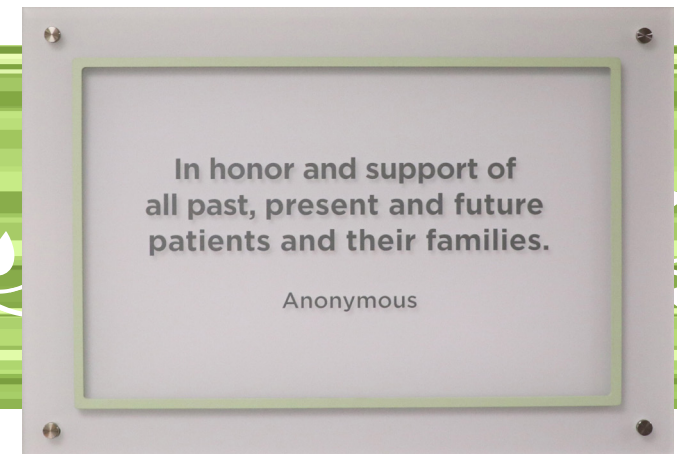
DIABETES SELF-EDUCATION AND SUPPORT PROGRAM EXPANDS REACH

Lima Memorial expanded its Diabetes Self-Education and Support Program to provide patients with the assistance they need to take care of themselves properly when faced with a diabetes diagnosis. The team consists of two dedicated pharmacists and a certified nurse practitioner (CNP) to help guide patients through their diabetes care plan.



LIFE-SAVING CARE ESTABLISHED

In 2021, the Lima Memorial Foundation united the community to raise \$1.2 million to establish an Inpatient Renal Dialysis Treatment Center. On May 25, 2022, the first of many patients began receiving life-saving care in the newly renovated space. Through our community's generous gifts to the Foundation, Lima Memorial's most critically ill patients now have access to a private, family-centered environment with unparalleled quality, safety and comfort.



SAME-DAY APPOINTMENTS. SAME-DAY PEACE OF MIND.

Lima Memorial expanded access to care with same-day appointments for a wide range of health concerns. Same-day appointments are available for primary care and most specialties, including pediatrics, heart and vascular, OB-GYN, urology, foot and ankle, surgical specialists and ear, nose and throat services.



DR. HEFFNER SURPASSED ROBOTIC SURGERY MILESTONE

Dr. Jeremy Heffner surpassed 2,000 robotic surgeries. This achievement puts Dr. Heffner in the top 5% of surgeons performing robotic surgeries nationally. Additionally, the surgical services team celebrated performing more than 5,000 robotic surgeries, confirming LMHS's continued dedication to excellence in surgical robotic care.



PHYSICAL MEDICINE & REHABILITATION SPECIALTY INTRODUCED

The Physical Medicine & Rehabilitation specialty was integrated into Lima Memorial's spine and neurosurgery services with the addition of Dr. Krysten Kasting. This integration officially created the Lima Memorial Health System Spine, Neurosurgery & Physical Medicine practice. With Dr. Kasting's specialty now available at LMHS, patients can receive specialized care related to physical medicine and rehabilitation care.



OUTPATIENT PALLIATIVE CARE AVAILABLE

Lima Memorial established an outpatient palliative care practice to expand access to care for patients in our community. Led by Emily Burns, CNP, this practice supports the patient and family, improves the patient's quality of life and can help reduce unnecessary hospital visits.



RHEUMATOLOGY PRACTICE ESTABLISHED

The Lima Memorial Health System Rheumatology practice was established under the Great Care of Dr. Steven Behrendsen. Dr. Behrendsen and the LMHS Rheumatology team provide care for wide range of inflammatory autoimmune rheumatic diseases.



DR. LOBEL AND TEAM INTRODUCED FLUORESCENCE-GUIDED TUMOR RESECTIONS

Dr. Jeffrey Lobel and the Lima Memorial Health System Spine, Neurosurgery & Physical Medicine team introduced and completed fluorescence-guided brain tumor resections using Gleolan, the first FDA-approved optical imaging agent used in fluorescence-guided surgeries for patients with glioma or malignant tissue that occurs in the brain or spinal cord. With this imaging agent, Lima Memorial has the ability to better distinguish tumors from normal tissue and help in the process of removing more tumor tissue.



INNOVATIVE PROSTATE CANCER IMAGING INTRODUCED

Lima Memorial Health System introduced PYLARIFY prostate cancer imaging technology to help with detecting prostate cancer clearly and accurately. This advanced imaging agent, used with PET/CT scanning technology, allows for doctors to retrieve clearer images and quickly determine a plan of care that is right for patients.

LIFE-SAVING LUNG CANCER BIOPSY PROCEDURE INTRODUCED

Lima Memorial introduced the Ion endoluminal system, a new and minimally invasive lung biopsy procedure, to our patients and community. The Ion endoluminal system is a robotic-assisted bronchoscopy platform that utilizes an ultra-thin, ultra-maneuverable catheter-like tool to navigate into the far corners of the lungs, offering a more precise biopsy and clearer pathway to lung cancer detection and treatment.



NEW MEDICAL STAFF MEMBERS



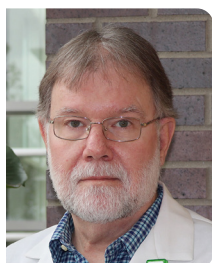
Aderemi B. Alli, MD
Hospitalist
Midwest Hospitalists



Rajbir S. Bajwa, MD
Pediatrics
Lima Memorial Health System
Pediatrics



Patricia Bauza, MD
Psychiatry
Lima Memorial Health System
Next Chapter Mental Health



Steven C. Behrendsen, DO
Internal Medicine
Lima Memorial Health System
Rheumatology



Thomas M. Brady, DO
Anesthesiology
Lima Memorial Anesthesia



Michael J. Butler, CNP
Pulmonology / Critical Care
Allen Intensivist Group



Dawn M. Carter, CNP
Gastroenterology
Gastroenterology of West
Central Ohio



Ajit N. Chary, MD
Pulmonology / Critical Care
Allen Intensivist Group



Erik A. Cooper, DO
Anesthesiology
Lima Memorial Anesthesia



Savannah R. Crish, CNP
Family Medicine
Lima Memorial Health System
Wapakoneta Medical Center



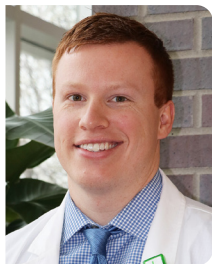
Elizabeth R. Dachenhaus, CNP
Orthopaedic Surgery
Orthopaedic Institute of Ohio



Rupesh Dave, MD
Pulmonology / Critical Care
Allen Intensivist Group



NEW MEDICAL STAFF MEMBERS



Austin A. Dumbaugh, CNP
Family Medicine
Lima Memorial Health System
Kenton Medical Center



Taylor M. Eaton, CNP
Otolaryngology
Lima Memorial Health System
Ear, Nose & Throat



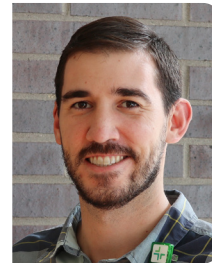
Anna F. Etzler, CNP
Family Medicine
Lima Memorial Health System
Family Care



Andrew T. Fischbach, PA-C
General Surgery
Lima Memorial Health System
Surgical Specialists



Benjamin D. Goldstein, MD
Pediatric Pulmonology
ProMedica Pediatric Pulmonary
& Cystic Fibrosis Center



Mason S. Hoying, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio



Krysten E. Kasting, MD
*Physical Medicine
& Rehabilitation*
Lima Memorial Health System
Spine, Neurosurgery &
Physical Medicine



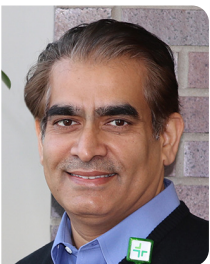
Matthew Kaufman, PA-C
Emergency Services
Emergency Physicians of
Northwest Ohio



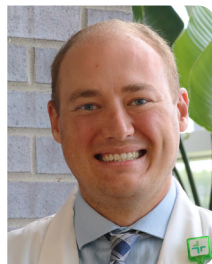
Mathias A. Klausing, CNP
Internal Medicine
Midwest Hospitalists



Benjamin A. Maas, CNP
Pulmonology / Critical Care
Allen Intensivist Group



Asif Mahmood, MD
Hospitalist
Midwest Hospitalists



Kyle L. Maus, DO
Pediatrics
Lima Memorial Health System
Pediatrics



NEW MEDICAL STAFF MEMBERS



Danae D. Owens, CNP
Pulmonology / Critical Care
Allen Intensivist Group



Jesse A. Park, DO
Emergency Services
Emergency Physicians of
Northwest Ohio



Nicholas A. Poponea, MD
Pulmonology / Critical Care
Allen Intensivist Group



Bradley K. Potts, PhD
Psychology
Lima Memorial Health System
Next Chapter Mental Health



Michelle L. Prowant, CNP
Nephrology
Lima Memorial Health System
Kidney Services



Mitchell A. Romito, MD
Ophthalmology
Pajka Eye Center



Taylor L. Roof, PA-C
Cardiology
Lima Memorial Health System
Heart & Vascular Institute



Tanner J. Stippich, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio



Kara L. Swanson, CNP
Family Medicine
Lima Memorial Health System
Wapkaoneta Medical Center



Sara L. Taylor, PA-C
Orthopaedic Surgery
Orthopaedic Institute of Ohio



Emily E. Thieroff, CNM
Obstetrics / Gynecology
Lima Memorial Health System
OB/GYN



Maria M. Truscinski, MD
Emergency Services
Emergency Physicians of
Northwest Ohio



NEW MEDICAL STAFF MEMBERS



Inyang Udo-Inyang, MD
Orthopaedic Surgery
Orthopaedic Institute of Ohio



Teresa Walters, CNP
General Surgery - Wound Care
Lima Memorial Health System
Surgical Specialists



Matthew J. White, MD
Emergency Services
Emergency Physicians of
Northwest Ohio

Anesthesiology

Lima Memorial Anesthesiology

Marcus R. Burhanna, CRNA
David C. Furlong, CRNA
Kevin R. Hamilton, CRNA
Keepon A. Kamau, CRNA
Charles J. Lowry, MD
Katrina M. Niba, CRNA
Samir M. Patel, MD
Jed A. Rivers, CRNA

Emergency Services

Emergency Physicians of Northwest Ohio

Daniel R. LaForest, DO
Christopher M. Lehman, MD
Marissa L. Matthews, MD
Brian S. Obrycki, DO
Christy L. Robinson, MD
Shayne A. Rodgers, DO
John A. Rotondo, MD

Hospitalist

Midwest Hospitalists

Chizoba E. Ugwummadu, MD


Pulmonology / Critical Care

Allen Intensivist Group

Patricia Albano-Seitz, CNP
Lisa L. Austin, CNP
Ajit N. Chary, MD
Syed T. Hussain, CNP
Jordan Kazakov, MD
Marci L. Melnick-Butler, CNP
Heather A. Neal, PA-C
Jack I. Obeid, MD
Mohammad Taleb, MD



FINANCIAL STRENGTH





FINANCIAL STRENGTH



BUDGET

Achieved budgeted operating margin



COLLECTIONS

Increased point-of-service collections



PHILANTHROPY

\$1.9 MILLION RAISED



REIMAGINING HEALTH CARE AT JOURNEY REPACKAGED

More than 500 friends of the Lima Memorial Foundation attended the Journey Repackaged | Health Care Reimagined gala at Innovative Packaging. Thanks to tremendous support from our community, including our Lima Memorial Family, more than \$800,000 has been raised to support the development of a comprehensive Chronic Disease Management Program. This program will build a network of care around patients with chronic conditions, allowing them to live a fuller life.



JOURNEY



REPACKAGED

HEALTH CARE REIMAGINED

WE ARE



THINKING



Dr. Dennis Morris

Mike & Danette Swick



**Todd & Lynn
Shaub**

OUTSIDE THE BOX.

\$800,000 RAISED

FINANCIAL STRENGTH



LIVING THE SPIRIT 2022

Each year, associates join together for Living the Spirit in support of fellow associates and the advancement of health care in our community. With a remarkable 100% leadership commitment, along with 75% participation among associates, more than \$335,000 was pledged for one another and the health of our community.



ASSOCIATE RELIEF FUND

SUPPORTING ONE ANOTHER

As a part of Living the Spirit, Lima Memorial associates also come together in support of Lima Memorial family members experiencing financial hardship or an unforeseen emergency. In 2022, \$96,500 was provided to 97 associates when they needed it the most.

FINANCIAL STRENGTH

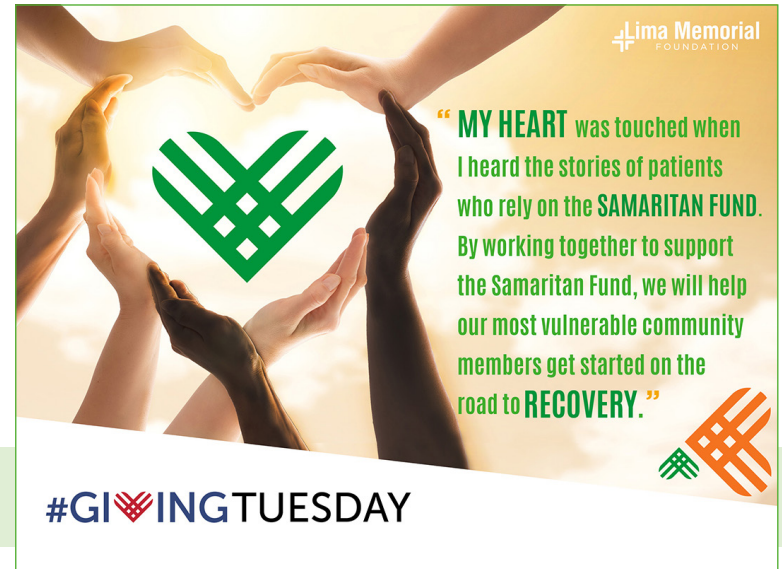
Lima Memorial
FOUNDATION



KINDNESS AND GENEROSITY WITNESSED ON #GIVINGTUESDAY!

Thanks to an anonymous donor who supported the Foundation's efforts with a \$5,000 matching gift, Lima Memorial associates and the community helped to raise more than \$10,000 to support our Samaritan Fund during Giving Tuesday. The Samaritan Fund helps fill critical gaps for our most vulnerable patients at the end of their hospital stay, whether they need assistance with affording medication, transportation home or receiving basic clothing and care needs.

\$10,000 Raised!



LIMA MEMORIAL AUXILIARY ANNOUNCES FULFILLMENT OF \$500,000 PLEDGE

The Lima Memorial Hospital Auxiliary held its annual meeting and announced its fulfillment of a \$500,000 pledge made to the health system for the new Welcome Center. The Welcome Center has played a critical role in enhancing the patient and visitor experience by offering easy access to services provided in the outpatient laboratory and the Emergency Center.



PEOPLE





VOLUNTEERS REUNITED AT “SWEET REUNION”

The Lima Memorial Auxiliary held a “Sweet Reunion” at Senior Citizens Services, Inc. in honor of National Volunteer Appreciation Week. The reunion allowed volunteers to celebrate their week while enjoying dessert, coffee and each other’s company.



VOLUNTEERS HOSTED CDC SUPPLY DRIVE

Lima Memorial Auxiliary volunteers presented several boxes full of essential school supplies to the Children’s Developmental Center (CDC). The generous donations came as a result of an annual supply drive led by the Lima Memorial Auxiliary. The donation of classroom materials and much-needed items, like paper towels, cleaning supplies and snack items, ensure children attending the CDC are prepared for a successful year.





LIMA MEMORIAL AUXILIARY HONORED LIFETIME MEMBERS

The Lima Memorial Auxiliary honored lifetime members at its annual meeting. Volunteers who received the prestigious lifetime award have served at Lima Memorial for 20 years, with a minimum of 10 years as active, in-service volunteers. This year, the Lima Memorial Auxiliary recognized Dalene Bales, Doug Hurley, Wilmer Kirkendall, Judy Maloney, Rebecca Martz, Ann Purdy, Jeffrey Reinhart and Grace Woolley with this distinct lifetime award. The eight honorees have collectively volunteered more than 29,900 hours of service at Lima Memorial.

LOCAL STUDENTS AWARDED LIMA MEMORIAL AUXILIARY SCHOLARSHIPS

The Lima Memorial Auxiliary awarded \$1,500 scholarships to deserving, local students who plan to pursue a career in the medical field. Carlie Van Meter and Emilee Horstman were the 2022 recipients of these scholarships. Additionally, Addalyn Allen was awarded the \$2,000 Volunteer Scholarship.



KAYLA HOUTS AND SHELLY GAYHEART HONORED WITH DAISY AWARD®

Kayla Houts, RN, in surgical services, and Shelly Gayheart, RN, in inpatient rehabilitation, were honored with The DAISY Award® in 2022. The DAISY Award® is a nationwide program that recognizes and celebrates nurses who go above and beyond to provide extraordinary care.





PHARMACY RESIDENTS JOINED OUR GREAT CARE

The Lima Memorial Pharmacy Residency Program welcomed new residents, Isabel Bonarrigo-Burton and Sara Schimmoeller, to the program. The residency program is accredited by the American Society of Health-System Pharmacists and builds upon doctorate of pharmacy education to expand clinical skills. The LMHS pharmacy department has ten program graduates currently employed with LMHS.

HEALTHCARE INTERNSHIPS OFFERED TO LOCAL STUDENTS

Lima Memorial Health System partnered with Bath and Wapakoneta high schools to offer high school healthcare internships to local seniors. Lima Memorial hosted interns in nursing, physician offices, surgery, case management, radiology and laboratory. The opportunity allowed students to learn the skill sets necessary for a successful career in health care.



EXPLORING™ PROGRAM PROVIDES REAL-WORLD HEALTHCARE CAREER EXPERIENCE

High school students from local schools attended multiple sessions of Lima Memorial's Exploring™ Program. Students participated in a variety of hands-on presentations alongside Lima Memorial clinical staff, including the Emergency Center team, laboratory services, radiology and physical therapy teams. This program provides high school students with positive and meaningful real-world career experiences and leadership development opportunities in their chosen healthcare field of interest. Students networked with healthcare professionals, practiced leadership skills, learned about the latest technology in healthcare and educational requirements needed for healthcare careers.



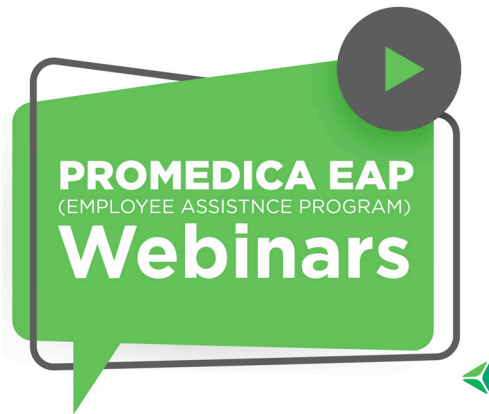
LAB TEAM SHARED EXPERTISE FOR STEM

The Lima Memorial laboratory team spent time with local students at Shawnee Middle School for its fourth annual STEM Day. With health care being a large part of STEM careers, the LMHS lab team demonstrated how the laboratory field helps doctors with important medical diagnoses.



MINDFULNESS IN MOTION COMPLETED

Lima Memorial partnered with The Ohio State University Center of Integrative Health to offer Mindfulness in Motion virtual sessions to associates. This program was designed to build skills in mindfulness and resiliency, giving associates the resources needed to better manage stress, anxiety and depression.



EMPLOYEE ASSISTANCE PROGRAM OFFERS ADDITIONAL MENTAL HEALTH AND WELLNESS RESOURCES

Lima Memorial partnered with the ProMedica Employee Assistance Program (EAP) to offer additional resources through webinars featuring associate mental health and wellness topics. In addition to these webinars, the EAP continues to provide services needed for associates to manage challenging situations during challenging times. Associates can receive solution-focused counseling, referral assistance and 24/7 crisis support. Associates can also benefit from onsite services available through this partnership.



LIMA MEMORIAL HOSTED ASSOCIATE HEALTH FAIR

The Lima Memorial team hosted a health fair to provide Great Care to associates and volunteers through a variety of preventive care screenings and valuable health and wellness information.

Associate
HealthFair



Building a Safe Workplace and Community

HEALING HAPPENS HERE

Lima Memorial is committed to creating a safe environment for patients, families and staff.

PLEASE:

- Be respectful of others.
- Do not threaten or argue with patients, staff, family members or visitors.
- Use kind language. Do not curse or use crude or disrespectful words.
- Do not visit while under the influence of drugs or alcohol.

There is ZERO tolerance for all forms of aggression. Incidents may result in removal from this facility and prosecution.
Please care for us while we care for you.

The content on this sign was made possible with input from the Patient and Family Advisory Council.

Lima Memorial
HEALTH SYSTEM
A Division of ProMedica

WORKPLACE VIOLENCE TRAINING DEVELOPED

Lima Memorial developed a workplace violence training program to teach associates how to identify workplace violence and how to respond and recover in these difficult situations.

PEOPLE





MILESTONE YEARS CELEBRATED AT HIGH FIVE

Lima Memorial honored more than 350 associates at the annual High Five recognition event held at the Veterans Memorial Civic & Convention Center. The celebration recognized Lima Memorial Family members who have achieved impressive milestone years of service in the last two years, with Rhonda Beckett celebrating an astounding 45 years. Associates received recognition for their years of service, ranging from 5 to 45 years. Collectively, these associates have provided more than 445 years of Great Care at Lima Memorial and to our community.

HOSPITAL WEEK 2022

Lima Memorial team members were recognized during Hospital Week 2022 for their commitment to providing Great Care to our community. As a part of the week's celebrations, seven outstanding associates and seven nurses were recognized at a Great Care ceremony for their dedication to going above and beyond for patient care.



GREAT CARE RETURNED TO THE ALLEN COUNTY FAIR

Associates, volunteers and their families were treated to a day of fun at the Allen County Fair, complete with a picnic-style meal to celebrate Great Care.



LIMA MEMORIAL ANGELS

Lima Memorial associates adopted 48 children through our Associate Angel Program. The program provides a means of assistance to associates in need to help fulfill the Christmas wishes of their children.



HOLIDAYS CELEBRATED WITH LMHS FAMILY

Lima Memorial celebrated the holiday season with warm greetings from fellow associates and the annual Holiday Meal served by Lima Memorial's Leadership team.





COMMUNITY



LIMA MEMORIAL HOSTED COMMUNITY HEALTH & WELLNESS FAIR

Lima Memorial hosted a health and wellness fair in its newly renovated Welcome Center. The event helped members of the community kick-start preventive health habits through access to free screenings, education and healthcare resources.



LMHS SUPPORTS BRIDGING THE GAP

Lima Memorial associates joined the community for the Bridging the Gap Health and Wellness Expo at Lima Senior High School. The event allowed the LMHS team to provide health and wellness education and screenings to community members. The goal of the health expo was to raise awareness of the health disparities that affect racial and ethnic minorities and provide information about the variety of healthcare access options available within our area.

LMHS HONORED FIRST RESPONDERS AT EMS BANQUET

Lima Memorial Health System recognized our community's first responders at the Lima Memorial EMS Banquet in May. The event featured a variety of speakers and guests as well as an awards presentation. The presentation recognized the Lifetime Achievement Award, LMHS Educator of the Year, Medical Run of the Year, the Stroke Alert Award, Trauma Run of the Year and Departments of the Year.





26TH ANNUAL HOPE GARDEN CELEBRATION

Breast cancer survivors, their friends and families gathered at the Women's Health Center at the Lima Memorial Medical Park for the 26th Annual Hope Garden Celebration. Guests enjoyed refreshments, shoe bedazzling, a garden ceremony and the good company of fellow survivors and supporters. This annual Hope Garden 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.

\$14,000 RAISED FOR RELAY FOR LIFE

As the presenting sponsor of the Lima Relay for Life "May the Cure Be with You" relay event, the LMHS Relay for Life team was thrilled to raise a total of \$14,500 as a result of luminary sales, T-shirt sales and general fundraising. Proceeds will support the American Cancer Society in its mission to fight cancer and improve the lives of those facing the disease.



LIMA MEMORIAL LAB TEAM JOINS ADOPT-A-ROADWAY

Lima Memorial's laboratory team dedicated their time to picking up litter on Eastown Road as a part of the Adopt-a-Roadway Program in Allen County. The lab team collected a total of 55 pounds of trash and properly disposed of it, keeping the roadway clear, clean and safe for our community.



MORE THAN \$45,000 RAISED FOR UNITED WAY

Thanks to the generosity of Lima Memorial associates, the LMHS team raised more than \$45,000 for the annual United Way Giving Campaign. This donation marked a five-year high in associate contributions and truly showed that Great Care extends beyond the walls of our health system.



A DAY OF CARING WITH LMHS ASSOCIATES AND UNITED WAY

LMHS associates extended a helping hand to the community for the United Way's annual Day of Caring. Associates volunteered their time on multiple projects, including a clothing drive, book giveaway and landscaping at the Salvation Army.

SENIOR ANGELS ACCOMPLISHED

The Lima Memorial Family came together to adopt and brighten the holidays of 76 senior angels. Hundreds of gifts were loaded into vehicles to deliver to these local seniors, many of whom are without family support and on limited means. The gifts included a variety of basic needs for daily care and living.

