



**YEAR IN REVIEW | 2025**



# QUALITY, SAFETY & PATIENT EXPERIENCE



# LMHS REACHES ECHOCARDIOGRAPHY SILVER MILESTONE

Lima Memorial's echocardiography team received the Silver Milestone Recognition from the Intersocietal Accreditation Commission (IAC) after achieving the IAC echocardiography accreditation for more than 25 years. Facilities that achieve IAC accreditation, considered the gold standard in echocardiography, demonstrate a clear commitment to high-quality patient care.



## LEVEL II TRAUMA CENTER VERIFIED

Lima Memorial completed a focused site visit by the American College of Surgeons Committee on Trauma (ACS COT), resulting in full verification as a Level II Trauma Center. This recognition reflects exceptional dedication, teamwork and clinical excellence. The ACS verification process involves a thorough external review by trauma experts who evaluate every aspect of trauma care, from resources and protocols to performance and quality improvement. Verified trauma centers are proven to deliver better outcomes and a higher standard of care.



## LIMA MEMORIAL RECOGNIZED FOR EXCELLENCE IN INFECTION CONTROL

Lima Memorial was named by Becker's Hospital Review to be among 280 hospitals with the lowest MRSA rates in the nation. Only 14 hospitals in Ohio earned this recognition, with Lima Memorial as the only one in the region. This reflects the exceptional commitment of every associate to patient safety and infection prevention.

# LMHS RECOGNIZED FOR OUTSTANDING STROKE CARE

Lima Memorial's stroke team earned the American Heart Association's Get With The Guidelines® - Stroke Gold Plus Quality Achievement Award for its commitment to ensuring patients receive the highest quality of stroke care according to nationally recognized, research-based guidelines, ultimately leading to more lives saved and reduced disability.



## STRENGTHENING QUALITY OVERSIGHT

Using data analytics, Lima Memorial Physicians achieved a 4-star rating on 50% of their scorecards for compliance with payors. This supports quality care for patients and helps with reimbursement.



**Your Commitment Makes a Difference**  
Thank you for continuing to prioritize our patients' well-being and helping us create a culture of Great Care!

## COMMUNICATION ENHANCED WITH AIDET

AIDET (Acknowledge, Introduce, Duration, Explanation, Thank You) was implemented house wide to strengthen trust, reduce anxiety and create a more reassuring patient experience. As a result, our patient experience scores related to communication with nurses improved.



# HONORING EXCEPTIONAL QUALITY

Lima Memorial showcased outstanding quality achievements during Quality Celebration Week. This week included specially recognizing Lima Memorial's Certified Primary Stroke Center, Level II Trauma Center, Chest Pain Center with Primary PCI and Inpatient Rehabilitation Unit CARF accreditation, all accomplishments that highlight Lima Memorial's Great Care and dedication to advancing patient care close to home.





Ohio Cancer Incidence  
Surveillance System

## CANCER DATA EXCELLENCE

The Lima Memorial Cancer Institute earned the Gold Award from the Ohio Cancer Incidence Surveillance System (OCISS). This recognition highlights Lima Memorial's commitment to timely and accurate cancer data submission, which plays a vital role in advancing cancer research and improving outcomes across Ohio.

## EVENING COMFORT ROUNDS PUT IN PRACTICE

LMHS introduced evening comfort rounds to promote rest and healing during nighttime care. Associates adjust lighting, offer soothing background noise and strive to create a peaceful environment that minimizes disruptions while enhancing patient comfort.



## WOMEN'S HEALTH CENTER EARNS PRESTIGIOUS ACR ACCREDITATION

The Women's Health Center team earned another three-year accreditation in breast ultrasound and biopsy by the American College of Radiology® (ACR®). Breast ultrasound is a critical diagnostic tool used to capture real-time images of the internal structures of the breast. The ACR gold seal of accreditation is recognized as the highest level of achievement in medical imaging and reflects the Lima Memorial Women's Health Center's continued commitment to providing only the highest standard in medical imaging and care to patients.

# NATIONALLY RECOGNIZED STEREOTACTIC BREAST BIOPSY

The Lima Memorial Women's Health Center earned another three-year accreditation in stereotactic breast biopsy from the American College of Radiology® (ACR®), a prestigious recognition of imaging excellence and patient safety. The ACR gold seal of accreditation is awarded only to facilities that meet rigorous national standards for quality, care and safety. This reflects the dedication of the Women's Health Center team members who uphold these standards for Lima Memorial patients.



## PATIENT CARE MADE SEAMLESS

Lima Memorial improved patient flow and reduced delays through process changes that keep care moving smoothly. Changes included moving social workers to the 3 North Observation Unit for faster discharge planning, providing Agility platform education to staff to streamline skilled nursing facility precertifications and using a stoplight system to track discharge readiness, reduce bottlenecks and shorten patient length of stay.



## OPTIMIZING INPATIENT RESOURCES

Lima Memorial Health System enhanced inpatient testing processes by shifting routine tests to the outpatient setting, reducing unnecessary inpatient tests and giving staff better visibility into upcoming discharges, ultimately helping patients move through the hospital faster and ensuring care teams plan ahead.



## REDUCING READMISSIONS THROUGH COORDINATED CARE

Lima Memorial strengthened post-hospital care by coordinating follow-up appointments, providing bedside education and supplying home scales for patients recovering from a heart attack or living with heart failure.

## HRO PROGRAM INCLUDES ASSOCIATE EMOTIONAL HARM

Lima Memorial Health System expanded its High Reliability Organization (HRO) program to address associate emotional harm. This included the addition of an employee emotional harm incident form in MEDITECH, enhancing awareness, reporting and support processes while reinforcing a culture of safety, respect and reliability across the organization.

**SAFETY** FIRST.  
**GREAT CARE** ALWAYS.

**High Reliability Organization**

## USING DATA TO IMPROVE PATIENT CARE

The LMHS Comprehensive Health Center successfully used data to guide and improve patient care. By reviewing cardiac patient reports and 90-day utilization patterns, the team identified trends, focused extra support on high-risk patients and ensured care was safe, effective and continuously improving.





# IT INITIATIVES



## AI POLICY INTRODUCED

Lima Memorial introduced a system-wide AI policy, outlining approved tools for clinical and non-clinical use. From AI-powered diagnostics and patient monitoring to productivity and data analysis tools, the policy balances innovation with safety, privacy and compliance.



## NEW DEVICE INTERFACE SHARED

Lima Memorial refreshed the user interface and lock screen on all system devices. The updates make navigation easier, streamline workflows and enhance security to protect patient data, demonstrating LMHS's commitment to technology that supports Great Care.

## ENHANCING CARE THROUGH SECURE EQUIPMENT SOLUTIONS

Lima Memorial took important steps to enhance patient safety by addressing vulnerabilities in high-risk medical equipment. Through new equipment purchases, upgrades, network solutions and vendor-supported improvements, potential risks were reduced. These efforts ensure our technology remains safe, secure and reliable, supporting the high-quality care our patients rely on every day.





## SYSTEMS CONNECTED FOR BETTER CARE

Building on its commitment to connected care, Lima Memorial strengthened interoperability between MEDITECH and eClinicalWorks (eCW). Users gain easier access to eCW, and revamped documentation from eCW now flows seamlessly into MEDITECH, simplifying review and supporting coordinated care.

## EMR UPGRADES IN ACTION

Lima Memorial upgraded its electronic medical record systems to improve efficiency and support patient care. New tools allow providers to document visits at the bedside, access medication information quickly and use technology to enhance patient interactions. These updates keep systems current and support smooth, high-quality care.



## AUTOMATION MOVES CARE FORWARD

Automation was leveraged to enhance efficiency and support high-quality care at Lima Memorial. Achievements included rolling out new mobile tools and automated systems for documentation, lab work, work orders and patient monitoring. These improvements help staff work more seamlessly and ensure patients receive timely care.





GROWTH INITIATIVES





## LIMA MEMORIAL SAYS, “YES, I CAN HELP!”

The Lima Memorial Family launched the “Yes, I Can Help” initiative to elevate the patient and associate experience. Associates committed to guiding patients, families and visitors with support, compassion and warm handoffs, ensuring every person feels heard and cared for.

## INNOVATIVE TOTAL DISC REPLACEMENT SURGERY INTRODUCED

Lima Memorial expanded access to advanced spinal care through the office of Dr. Jeffrey S. Lobel, Neurosurgeon and Medical Director of Neurosurgery, which began offering prodisc® total disc replacement. This innovative procedure provides an option focused on motion preservation for patients suffering from chronic neck or back pain caused by damaged spinal discs.



## DR. MAKWANA BRINGS HEART CARE TO PUTNAM COUNTY

Dr. Hemraj Makwana from the Lima Memorial Heart & Vascular Institute expanded his care to LMHS Putnam County Medical Center. His expertise in advanced cardiac care ensures high-quality heart services are available close to home for residents in the region.



# EXPANDING INTERNAL MEDICINE SERVICES AT MAIN CAMPUS

Lima Memorial established a new internal medicine team at Lima Memorial's main campus, welcoming Dr. Kemi Azeez and Dr. Olayinka Omitowoju. These additions enhanced patient access to primary and preventive care services.



**THE NEIGHBOR  
YOU TURN TO  
FOR WALK-IN  
CARE.**

**SELF-SCHEDULING  
NOW AVAILABLE**  
CONVENIENT, QUICK AND EASY!



**SELF-SCHEDULE YOUR  
APPOINTMENT TODAY**

## LIMA MEMORIAL EXPANDS ACCESS TO CARE

Lima Memorial demonstrated its commitment to expanding access to care by expanding walk-in care through LMHS Family Care and LMHS Kenton Medical Center. Additionally, Lima Memorial Pulmonary Medicine joined more than 30 providers in providing self-scheduling options to patients, promoting access to convenient care.



## FAMILY PHYSICIANS OF LIMA JOINS LMHS FAMILY

Lima Memorial welcomed Dr. Karri Krendl, along with Certified Nurse Practitioners Elise Clark and Joel Pohlman, as LMHS Family Physicians of Lima. Together, they provide the community with expert care in prevention, chronic disease management and more.



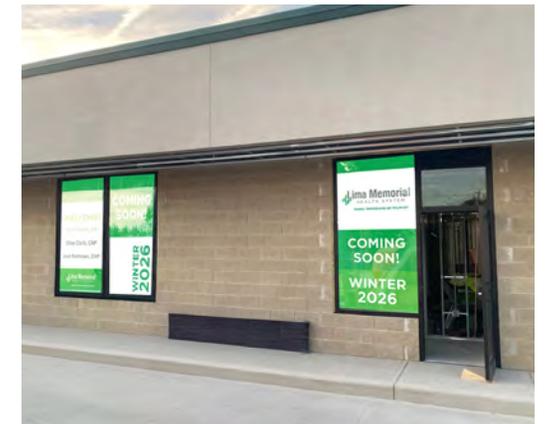
Karri Krendl, MD

Elise Clark, CNP

Joel Pohlman, CNP

## LMHS DELPHOS MEDICAL CENTER BREAKS GROUND

Lima Memorial Health System broke ground on the new LMHS Delphos Medical Center, set to open in 2026. This upcoming facility will bring convenient, compassionate care to the Delphos community, with Dr. Karri Krendl, Joel Pohlman, CNP and Elise Clark, CNP bringing their Great Care to the Delphos area.



## LMHS CANCER INSTITUTE ADDS RADIATION THERAPY FOR ARTHRITIS

The Lima Memorial Cancer Institute introduced radiation therapy for patients with chronic, refractory arthritis pain. This treatment provides a valuable option for those who are not surgical candidates and have exhausted conventional therapies, helping to reduce inflammation and improve function in affected joints, including hands, knees, shoulders and feet.



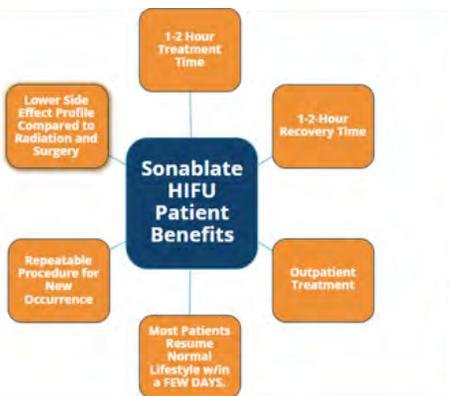
# INTRODUCING A NEW CLASS OF TARGETED IMMUNOTHERAPY

The Lima Memorial Cancer Institute expanded its treatment options with an innovative immunotherapy that engages the body's own T-cells to target and attack tumor cells directly. Administered via IV infusion in a carefully monitored setting, this therapy represents an important advancement in personalized cancer care, offering patients cutting-edge options close to home.



# MINIMALLY INVASIVE AIRWAY INNOVATION

Laser tracheobronchoplasty was introduced as a breakthrough treatment for patients with weakened or collapsible airways that cause breathing difficulties. Using a bronchoscopic approach and a holmium laser, this procedure strengthens the trachea and bronchi, reducing airway collapse and significantly improving shortness of breath and overall quality of life.



# NEW TARGETED PROSTATE CANCER TREATMENT

High-intensity focused ultrasound (HIFU) was introduced as a new, minimally invasive prostate cancer treatment at Lima Memorial Health System. This precision-driven technology uses real-time imaging to target and destroy cancerous tissue while preserving healthy areas, bringing advanced cancer care closer to home.



## DIAGNOSTIC FLUOSCOPY ENHANCED

As part of Lima Memorial's commitment to strengthening diagnostic imaging close to home, Lima Memorial enhanced its fluoroscopy technology. This advanced system provides real-time X-ray imaging, allowing providers to see inside the body during procedures and guide minimally invasive tests involving the digestive system, urinary system, joints, spine and more.



## ELEVATING AND EXPANDING ADVANCED IMAGING

Thanks to the generosity of Lima Memorial Foundation supporters, an investment of \$750,000 was made to enhance Lima Memorial's diagnostic and imaging services with Fujifilm's Oasis Velocity High-Field Open Magnetic Resonance (MR) imaging system. This advanced MRI technology expands access to high-quality imaging close to home while enhancing patient comfort with an open 270-degree design that helps reduce anxiety and allows a loved one to be present during exams. It also combines advanced imaging technology with faster scan times and anatomically specific 1.2 Tesla coils to produce detailed images of blood vessels, bones, joints and women's health studies, while making exams more efficient.

## IMAGING ACCESS STRENGTHENED WITH TELERADIOLOGY



Teleradiology services were implemented through ONRAD, enhancing access to timely, high-quality imaging interpretation. This addition supports around-the-clock radiology coverage, faster turnaround times and ongoing continuity of care for patients.



# HEARTFLOW® FFRCT ANALYSIS AI-POWERED TOOL ADDED

Lima Memorial's cardiac services introduced Heartflow® FFRCT Analysis, a non-invasive, AI-powered tool that helps providers more clearly evaluate suspected coronary artery disease. Using coronary CT images, it creates a personalized 3D model of the heart to show how plaque may be affecting blood flow, allowing physicians to better assess disease severity.

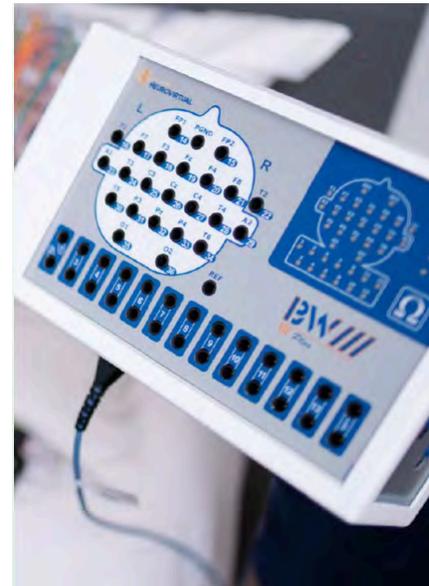


## Heartflow



# STRENGTHENING SLEEP TECHNOLOGY

The Sleep Center upgraded its technology to deliver faster results, more accurate diagnoses, fewer repeat studies and improved medical record integration. These enhancements reduce paperwork and allow providers to spend more time with patients. This investment was made possible by supporters of the Lima Memorial Foundation.



# NEW MEDICAL STAFF MEMBERS



**David P. Barnes, MD**  
*Hospice / Palliative Care*  
Bridge Palliative Care at LMHS



**Annie M. Bergman, CNP**  
*Orthopaedic Surgery*  
Orthopaedic Institute of Ohio



**Alexis M. Biskin, PA-C**  
*Hospitalist*  
Midwest Hospitalists



**Heather L. Carone, MD**  
*Emergency Medicine*  
Emergency Physicians of  
Northwest Ohio



**Elise Clark, CNP**  
*Family Medicine*  
Lima Memorial Health System  
Family Physicians of Lima



**Cassandra A. Coulter, CNP**  
*Occupational Health*  
Lima Memorial Health System  
Occupational Health



**Karri L. Krendl, MD**  
*Family Medicine*  
Lima Memorial Health System  
Family Physicians of Lima



**Abbie Lantrip, PA-C**  
*Nephrology*  
Lima Memorial Health System  
Nephrology



**Michael L. Otto, PA-C**  
*Cardiothoracic Surgery*  
Lima Memorial Health System  
Heart & Vascular Institute



**Joel Pohlman, CNP**  
*Family Medicine*  
Lima Memorial Health System  
Family Physicians of Lima



**Austin J. Roebke, MD**  
*Orthopaedic Surgery*  
Orthopaedic Institute of Ohio



**Hector E. Santiago-Belledonne, MD**  
*Intensivist*  
Midwest Hospitalists



# NEW MEDICAL STAFF MEMBERS



**Madeline C. Schroeder, CNP**  
*Hospitalist*  
Midwest Hospitalists



**Tracey A. Selhorst, CNP**  
*Family Medicine*  
Lima Memorial Health System  
Indian Lake Medical Center



**Jamal M. Taha, MD**  
*Neurosurgery*  
Lima Memorial Health System  
Spine, Neurosurgery & Pain  
Management

## Emergency Services

*Emergency Physicians of Northwest Ohio*

**Madelyn R. Aittama, MD**

**Danielle E. App, MD**

**Julian T. Sit, MD**

## Hospitalist

*Midwest Hospitalists*

**Mousa A. Hammoud, MD**

**Mohammed A. Khan, MD**

**Jasminder Singh, MD**

## Orthopaedic Surgery

*Orthopaedic Institute of Ohio*

**Quentin Poling, PA-C**

**Mohammed A. Khan, MD**

## Hospice

*Interim Health Hospice*

**Mary Ann Myers, MD**





**FINANCIAL STRENGTH**





# FINANCIAL STRENGTH



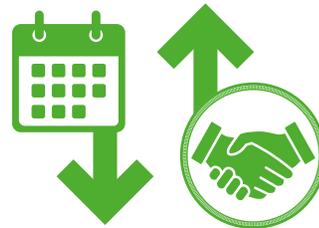
## BUDGET

Achieved budgeted operating margin



## CASH ON HAND

Increased days cash on hand



## COLLECTIONS

Exceeded cash collection goal

## SUPPLY MANAGEMENT STREAMLINED



Lima Memorial's supply chain team implemented the Two-Bin Supply Replenishment System, replacing Pyxis stations with a faster grab-and-go approach and enhancing efficiency and providing cost savings.





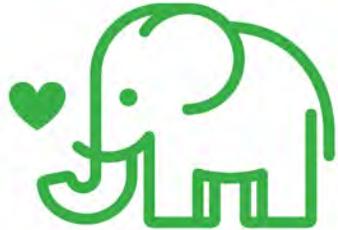
**\$2.2+ MILLION  
RAISED IN SUPPORT  
OF LIMA MEMORIAL**



## RYAN & ROBIN ELEPHANT FUND

Please join us this Infant Loss Awareness Month

*A Time to Remember*



## LIMA MEMORIAL FOUNDATION HOSTS SECOND ANNUAL A TIME TO REMEMBER CAMPAIGN

The Lima Memorial Foundation hosted its second annual A Time to Remember campaign to honor and recognize families who have experienced the heartbreaking loss of a baby, pregnancy or infant. Funds support the Foundation's Ryan & Robin Elephant Fund, providing remembrance items and resources for families experiencing the loss of a baby at any stage of pregnancy.

## FOUNDATION GOLF CLASSIC DRIVES HEALTH CARE FORWARD

200 golfers teed off for the annual Lima Memorial Foundation Golf Classic. Presenting Partners Huntington Bank, S & S Volvo - Todd & Lynn Schaub Family, Dr. Dennis Morris and Mike and Danette Swick supported the event, along with more than 70 community members and business partners. All proceeds from the event helped support the Lima Memorial Foundation in bringing innovative, diagnostic technology to the region.



## LIVING THE SPIRIT

Associates once again embraced the meaningful Living the Spirit campaign. Through an extraordinary 85% participation and 100% leadership support, more than \$279,000 was pledged to strengthen patient care and assist associates during times of need. This generosity is a powerful reflection of Lima Memorial's mission and pride in caring for our community and the Lima Memorial Family.



LIVING THE  
SPIRIT



“Do all the **GOOD** you can,  
By all the **MEANS** you can,  
In all the **WAYS** you can,  
In all the **PLACES** you can,  
At all the **TIMES** you can,  
To all the **PEOPLE** you can,  
**AS LONG AS EVER YOU CAN.**”

*-John Wesley*

## ASSOCIATES HELPING ASSOCIATES

Through the Living the Spirit campaign, Lima Memorial associates continued the heartfelt tradition of coming together to support their fellow team members with the Associate Relief Fund. This fund ensures associates facing unexpected challenges or financial hardships receive the resources and encouragement they need to not face uncertainties alone.

ASSOCIATE  
**RELIEF**  
FUND



# MILES OF IMPACT FOR SAMARITAN FUND

The Lima Memorial Foundation hosted the second annual Milestones in Motion 5K Run and Walk. The event brought together associates and community members for a morning of fitness and celebration, all while supporting the Samaritan Fund, which helps cover essential patient needs like transportation, medication and clothing.



# LIFE-SAVING ECHOCARDIOGRAPHY MACHINES PURCHASED

Thanks to a \$750,000 investment from donors to the Lima Memorial Foundation's Area of Greatest Need, Lima Memorial Health System purchased six new echocardiography machines to enhance heart care for patients close to home.



# LOCAL PHILANTHROPY RECEIVES AN OVATION

Local individuals and businesses gathered in the Lima Memorial Welcome Center for Ovation, a celebration of the remarkable generosity and philanthropic leadership that uplifts our health system and our community. Each year, this event highlights milestone levels of giving and specially recognizes individuals who have gone above and beyond in their support of the Lima Memorial Foundation and its mission to advance the health of the greater Lima region. In addition to community members and businesses, the Foundation was proud to recognize Lima Memorial associates who chose to make the Leadership and Spirit pledge, a donation that is the equivalent of 40 hours of pay, all to support their fellow associates and our community.



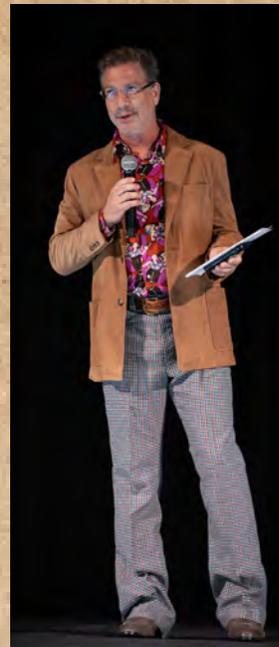
*Ovation*  
— RECOGNIZING PHILANTHROPY —



# JOURNEY TO THE MAX TAKES DIAGNOSTICS TO THE NEXT LEVEL

400-plus guests joined the Lima Memorial Foundation for its Journey to the Max celebration, raising more than \$900,000 to bring advanced diagnostic technology to Lima Memorial. This innovative technology keeps world-class care close to home, delivering faster diagnoses and quicker treatment for Lima Memorial patients.

## \$900,000+ RAISED



## PRESENTING PARTNERS



**TODD & LYNN  
SCHAUB FAMILY**

**DR. DENNIS  
MORRIS**

**MIKE & DANETTE  
SWICK**

# JOURNEY TO THE MAX

FINANCIAL STRENGTH





# WORKFORCE



## ENGAGE COMMITTEE LAUNCHED

Lima Memorial proudly established the ENGAGE Committee, a dedicated group of associates committed to creating a positive, connected LMHS culture through meaningful activities that boost morale, support well-being, strengthen team bonds and elevate the associate experience at Lima Memorial.



## LMHS GOES RED FOR HEART HEALTH

Associates proudly joined in the National Wear Red Day movement, spreading awareness of heart disease and stroke prevention. By wearing red, the Lima Memorial team encouraged the community to start important conversations with loved ones about their heart health.

## GREAT CARE GOES TO THE FAIR

Associates and their families enjoyed a day at the Allen County Fair with the Lima Memorial team. From a delicious picnic meal to fun performances and activities, the day was filled with engagement, community and the spirit of Great Care.



# MILESTONES CELEBRATED AT HIGH FIVE

Lima Memorial honored 152 associates at the High Five associate recognition event. The 2025 celebration at the UNOH Event Center honored associates reaching 5, 10, 15, 20, 25, 30, 35, 40 and 45-year milestones. 2025 honorees celebrated an outstanding 2,140 combined years of service, highlighting Lima Memorial's unwavering commitment to providing Great Care to the community.



## GREAT CARING MOMENTS GET A SPOTLIGHT

Lima Memorial hosted a Great Care Celebration luncheon during Patient Safety Awareness Week to honor associates recognized with Great Caring Moments from patients, visitors and the Lima Memorial Family. This celebration spotlighted the continued commitment to uplifting caregivers, fostering a culture of compassion and supporting the workforce that makes Great Care possible every day.



## EXPLORER PROGRAM ENCOURAGES HEALTHCARE CAREER INTERESTS

The Lima Memorial Explorer Program hosted several healthcare career exploring sessions for local youth, encouraging them to consider a wide variety of specialties in medicine. This program nurtures interests and fosters leadership development and meaningful, real-world healthcare career experiences.



## PETAL AWARD INTRODUCED

Lima Memorial introduced the PETAL Award to honor non-nursing members of the patient care team who demonstrate professionalism, excellence, teamwork, advocacy and leadership in serving patients and families. The 2025 recipients included patient care technicians Annika Beachy and Stacey Park, Food & Nutrition associate Kylee Joyner and phlebotomist Josi Payne.



## DAISY AWARDS FOR LMHS NURSES

Taryn Niese, Abbie Ostrowski, Kyla Griffith and Melanie Dickson were honored with the prestigious DAISY Award® in 2025. The DAISY Award is a nationwide program that recognizes and celebrates nurses who go above and beyond to provide extraordinary care.

## NATIONAL HOSPITAL WEEK CELEBRATION

Lima Memorial joined healthcare systems nationwide to celebrate associates during National Hospital Week. A highlight of the week was the Great Care Celebration, where 14 outstanding associates were honored as Champions of Great Care. Leadership also served meals to associates and volunteers across all shifts, recognizing their exceptional commitment to caring for our community.





# PARTNERING FOR THE FUTURE OF HEALTH CARE

Lima Memorial, in partnership with the Rhodes State College Rhodesology youth program, welcomed students for an immersive tour designed to spark interest in healthcare careers. During their visit, students explored several clinical departments, gaining insight into the many meaningful career paths available in health care. Through this collaboration, Lima Memorial is proud to help inspire and cultivate the next generation of compassionate caregivers in our community.

## LMHS SCHOLARSHIP PROGRAM INVESTS IN FUTURE CAREGIVERS

The LMHS Scholarship Program awarded 16 scholarships to dedicated local students pursuing careers in nursing, cultivating local talent, retaining skilled caregivers in the region and ensuring a strong pipeline of future providers at Lima Memorial Health System.



*Congratulations!*



# CELEBRATING 41,000 HOURS OF VOLUNTEER SERVICE

National Volunteer Appreciation Week offered a meaningful opportunity to recognize the dedication of Lima Memorial Volunteers who generously give their time and talents. A special celebration allowed volunteers to connect and enjoy a meal together. More than 88 awards honored service milestones, including achievements of up to 28,000 hours of service. Lima Memorial is proud to have more than 130 active volunteers who contributed more than 41,000 hours in 2025, creating a lasting impact for patients, families and our community.



## VOLUNTEEN PROGRAM THRIVES

More than 40 enthusiastic volunteers joined Lima Memorial for the summer in 38 areas of the hospital, learning valuable skills while giving back to the community. Their energy, compassion and curiosity made for a meaningful start to a summer of growth and culminated in an outstanding 1,350 total hours of service.





## SCHOLARSHIPS AWARDED

The Lima Memorial Hospital Auxiliary and Lima Memorial School of Nursing Alumnae presented scholarships to support the next generation of healthcare professionals. Olivia Meyer, Laney Hedrick and Miley Russell each received a \$2,000 scholarship from the Lima Memorial Auxiliary. The Auxiliary also awarded Gabriel Hile with the \$2,000 Volunteer Scholarship in memory of longtime Scholarship Committee Chair Bonnie Shook. Kennedy Fuka, Morgan Hoersten and Grace Meyer were honored with \$4,000 scholarships from the Lima Memorial School of Nursing Alumnae Association.

## STRENGTHENING SERVICE THROUGH VOLUNTEER DEVELOPMENT

Lima Memorial's active volunteers completed their annual safety and education training, reinforcing the same values and standards that guide our entire organization. The session covered HIPAA & compliance, de-escalation techniques, Language of Caring, patient & visitor transport safety and the patient & family experience, all topics that ensure our dedicated volunteers continue to play a key role in delivering exceptional care and ensuring a safe, respectful environment for everyone who walks through Lima Memorial's doors.



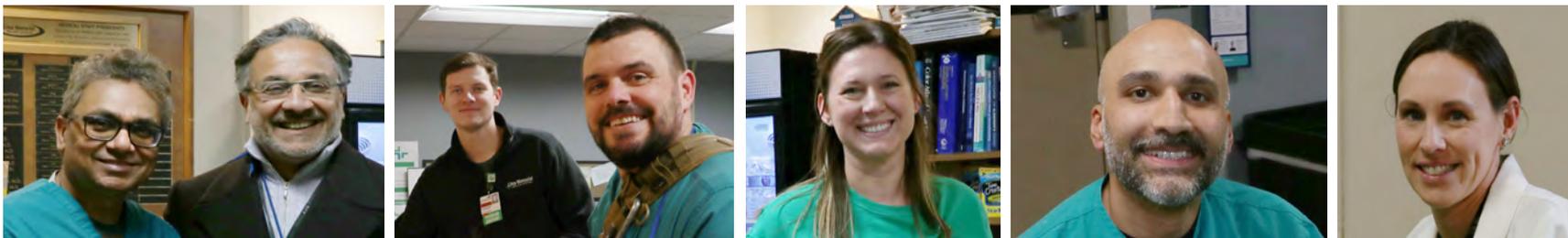
## NEW EAP RESOURCES AVAILABLE

The ProMedica Employee Assistance Program (EAP) expanded its services to include legal and financial assistance resources for Lima Memorial associates. These confidential services help associates navigate challenges, providing guidance and support when they need it most.



# A GREAT DOCTORS' DAY

Lima Memorial celebrated Doctors' Day by honoring our providers for their expertise, compassion and dedication to patient care. Their unwavering commitment positively impacts countless lives in our community.



# ADVANCING LEADERSHIP DEVELOPMENT

In September 2025, the inaugural LMHS Leadership Training Series launched, focusing on LMHS operations and High Reliability Organization (HRO) leader skills and reinforcing our commitment to developing strong, prepared leaders across the organization.



# BRIGHTENING THE SEASON FOR SENIORS

The Lima Memorial Family adopted 59 seniors during the holiday season. Through an ongoing partnership with the Area Agency on Aging 3, the Senior Angel Tree brings joy, comfort and connection to local seniors each year.





## DELIVERING HOLIDAY CHEER TO FELLOW ASSOCIATES

Through the Associate Angel Tree program, the Lima Memorial Family made the holidays brighter for 86 children of fellow associates. This program ensures every associate's family experiences the joy and warmth of the season by having their children's Christmas wishes fulfilled.

## ENGAGED IN HOLIDAY TRADITIONS

Lima Memorial celebrated the holiday season with heartfelt greetings from associates and a festive holiday meal served by the Executive and Leadership teams.



# 12 DAYS OF HOLIDAY FUN

The LMHS ENGAGE Committee launched Lima Memorial's first 12 Days of Holiday Fun, bringing daily festive activities to the health system, including a "Snowman Showdown" snowman building competition, carolers, a traveling holiday selfie cart, hot cocoa station and more. Associates also had the opportunity to give back during the initiative by donating an item to the Lima Memorial Emergency Food Pantry each day.





COMMUNITY  
INITIATIVES





## CONTINUING THE FIGHT AGAINST CANCER AT RELAY FOR LIFE

As Presenting Sponsor, Lima Memorial played a leading role in the 2025 Relay for Life. Thanks to the dedication of Lima Memorial associates, \$128,348 was raised through luminary and T-shirt sales, along with other fundraising activities throughout the year. Additional efforts included a '90s trivia night and bundt cake sale, all in support of the American Cancer Society.

## INSPIRING FUTURE TALENT AT MAKERFEST

A variety of Lima Memorial service lines engaged with local students at MakerFest 2025, an annual career fair for local high school students. Associates from OB, Cardiology, Respiratory Care, Laboratory, Nursing, Rehabilitation and Surgery offered hands-on demonstrations and shared insights with 1,500 local students from 22 different schools.





## SUPPORTING GLOBAL HEALTH THROUGH MESA

Lima Memorial proudly supported MESA - Rotary District 6600 by donating gently used medical equipment to communities in need. This initiative helps ensure vital healthcare supplies reach developing nations, and Lima Memorial is grateful to be part of work that reaches beyond our borders.

## HOPE GARDEN CELEBRATION HONORS SURVIVORS

The 29th annual Hope Garden Celebration brought together survivors, their families and supporters to honor the strength and resilience of those impacted by breast cancer. Hosted by the Women's Health Center team, the event featured an opening prayer by devotional volunteer David Kah and keynote remarks from Jennifer Truman, PMHNP, of LMHS Next Chapter Mental Health. Guests also enjoyed lunch, refreshments, raffles and meaningful moments of reflection.



## SILENT WITNESS DISPLAY RAISES AWARENESS OF DOMESTIC VIOLENCE

Lima Memorial Health System, in partnership with Crossroads Crisis Center, hosted a Silent Witness display in October to honor individuals in Allen County whose lives were lost to domestic violence. The Silent Witness Initiative features life-sized silhouettes representing men, women and children, each with a plaque sharing their story. The display memorialized 36 individuals in Allen County lost to domestic violence with a conviction since 1990 and also offered educational resources.



## SHARING KNOWLEDGE ON PEDIATRIC TRAUMA

Dr. Brandon Colvin, Trauma Program Medical Director, shared his expertise with the community at the BKP Ambulance District EMS Spring Seminar held at the Hardin County Sheriff's Office. Dr. Colvin focused on speaking about pediatric trauma emergencies, an opportunity for first responders to gain insight on how to better care for our community's youngest patients in emergency situations.



## LMHS MAKES A DIFFERENCE WITH UNITED WAY DAY OF CARING

Lima Memorial associates demonstrated the spirit of Great Care during the United Way's annual Day of Caring. Volunteering their time, members of the Lima Memorial team helped the Habitat for Humanity ReStore complete various projects, including painting, stocking hardware and preparing holiday displays.



## RAISING HOPE AND HONORING THE GIFT OF LIFE

Lima Memorial honored organ, eye and tissue donors by raising the Donate Life flag with every donation made at our hospital, paying tribute to donors and their families, celebrating recipients and bringing awareness to all who continue to wait for the gift of life.

## CONNECTING COMMUNITY AND FIRST RESPONDERS AT NATIONAL NIGHT OUT

Lima Memorial was honored to cohost Lima's 2025 National Night Out Celebration with the City of Lima, Lima Police Department and a variety of local organizations. Families and neighbors enjoyed free health screenings, activities, food and opportunities to engage with first responders, healthcare teams and community members. The event highlighted the strength of community partnerships in promoting health, safety and unity.





## AUXILIARY HELPS CDC START STRONG

The annual CDC supply drive continued to be one of Lima Memorial's most meaningful moments of giving during the year. Thanks to generous donations from associates and volunteers, the Lima Memorial Auxiliary delivered boxes full of essential items to the Children's Developmental Center, helping children ages 18 months to five years old with developmental disabilities start the school year strong.

## LMHS AND CITY OF LIMA SPARK STEM CAREER EXPLORATION

Lima Memorial partnered with the City of Lima to welcome students ages 10 - 13 for a hands-on introduction to STEM careers through its GenNext Makers Camp. Students learned CPR, viewed pathology samples, practiced simulated blood draws and discovered the importance of proper hand hygiene. GenNext Makers Camp offers young learners the opportunity to explore potential STEM careers and imagine themselves pursuing these paths in the future.





## LMHS CONTINUES TO BRIDGE THE GAP

Lima Memorial was proud to attend the 2025 Bridging the Gap Health & Wellness Expo, which welcomed 170 community members and 47 agencies. This important event raises awareness of health disparities affecting racial and ethnic minorities and connects residents with key health resources, education and screenings.

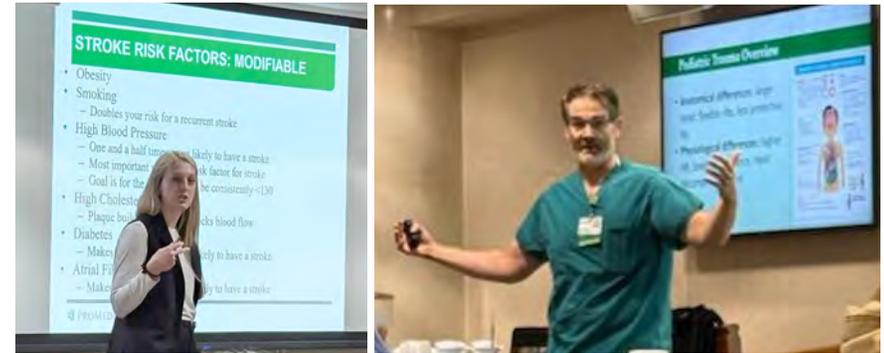
## GROWING OUR COMMUNITY'S EARLY HEART ATTACK CARE KNOWLEDGE

Lima Memorial team members brought Early Heart Attack Care education to the community with a hands-only CPR and AED demonstration at Buckeye East Coffee Shop in Ada. A new AED was also installed next door at One More Gym, giving residents the tools and confidence to act quickly in a cardiac emergency.



# SUPPORTING LIFE-SAVING EDUCATION FOR EMS

Lima Memorial continued to advance the skills and knowledge of our regional EMS community through spring and fall symposiums. These events provide first responders with valuable continuing education, fostering professional growth and strengthening the collaboration that ensures exceptional pre-hospital care across our region.



# LOW-COST COMMUNITY HEALTH SCREENINGS PROMOTE WELLNESS

Lima Memorial participated in numerous health and wellness events throughout the region, providing education and screenings. Additionally, the LMHS Laboratory partnered with service organizations to offer low-cost blood clinics. More than 800 individuals were tested at these events in 2025.

# EMS BANQUET HONORS FIRST RESPONDERS

Lima Memorial recognized the life-saving dedication of our region's EMS community at the 28th Annual Lima Memorial EMS Banquet, held at the Veterans Memorial Civic & Convention Center. This year's theme, "Partners for Life - With Our Communities," celebrated the vital collaboration between first responders and healthcare professionals.



LIMA MEMORIAL 2025 EMS BANQUET



## EMERGENCY FOOD PANTRY MAKES IMMEDIATE IMPACT

In March, Lima Memorial established its Emergency Food Pantry, which quickly became a vital resource for patients facing food insecurity. In its first year, the pantry supported 54 families and 122 individuals, helping meet essential needs in challenging circumstances.

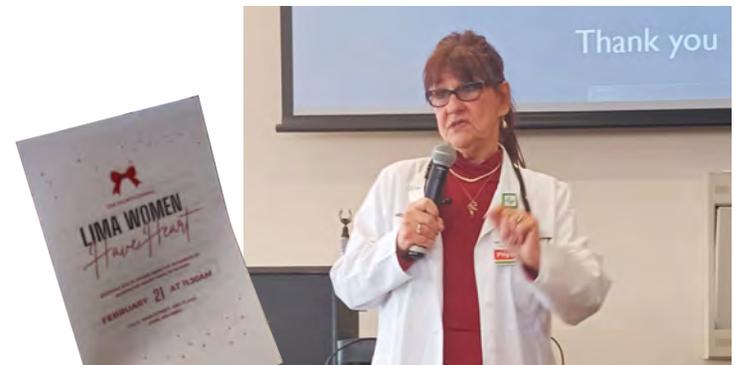


## TRUNK OR TREAT CELEBRATES COMMUNITY SPIRIT

Lima Memorial's Trunk or Treat brought together community members for a day of fun and Halloween excitement. The Lima Police and Fire Departments, as well as iHeart / T102 Radio and Lima Memorial associates, donated their time to make the event a memorable celebration of community spirit.

## EMPOWERING WOMEN THROUGH HEART HEALTH EDUCATION

Dr. Pamela Gardner, Lima Memorial Cardiologist, provided her expertise with an engaging Q&A presentation at the 2025 Women Have Heart event. The gathering brought local women together for a meaningful discussion on women's heart health, a catered lunch and a heart-focused art activity promoting cardiovascular wellness.



## SAFETY CITY PRESENCE BOOSTED

The Lima Memorial Safety City building received an enhancement with a fresh coat of paint and new graphics, keeping the space welcoming and visible as a symbol of Great Care in the community. Safety City welcomed more than 6,000 guests, including 1,714 students in April and May alone, and hosted 52 school field trips, continuing its mission to teach safety and empower the next generation.



## TRAUMA TEAM SUPPORTS BIKE SAFETY

The LMHS Trauma team donated 75 helmets to the Delphos Safety City program, helping to keep local children safe as they learn bike safety, traffic awareness and the rules of the road.

## LIGHTS OF CHEER WITH LIMA POLICE

Lima Memorial proudly partnered with the Lima Police Department for the Lights of Cheer, an event that included Santa and a festive convoy of police officers visiting local hospitals to spread holiday joy. At Lima Memorial, campus officers engaged with attendees, answered questions and discussed community safety topics, helping to foster safety, communication and trust within our community.

