



"Lima Memorial Health System 2022"

Ethan Jordan

YEAR IN REVIEW | 2024



QUALITY, SAFETY &
PATIENT EXPERIENCE



LIMA MEMORIAL EMERGENCY CENTER OPTIMIZES CARE

The Lima Memorial Emergency Center established three Patient Care Stations dedicated to addressing lower acuity patients with greater speed and efficiency. These stations enhance patient flow and reduce wait times, ensuring individuals receive timely, focused attention while optimizing Emergency Center operations and reducing instances of patients leaving before treatment.



3 NORTH OBSERVATION UNIT IMPROVES PATIENT LENGTH OF STAY

The addition of the 3 North Observation Unit enhanced Lima Memorial's capacity to deliver timely and efficient care. Designed to manage patients requiring short-term monitoring, the unit plays a pivotal role in improving patient flow, optimizing length of stay and ensuring Great Care is provided.



REMOVING BARRIERS AT DISCHARGE

The Lima Memorial team reduced patient discharge delays linked to social drivers of health, particularly transportation challenges. Collaboration with the Lima Transportation Advisory Committee, Lima Allen County Paramedics (LACP) and local transportation companies helped reduce transport wait times. Additional partnerships with Uber and Lyft, as well as a new contract with Lima Transit System, improved patient transitions.

ENHANCING EMERGENCY CARE WITH TELEPSYCH SERVICES

Telepsych services were established in Lima Memorial's Emergency Center to facilitate care for the increased number of patients requiring a psychiatric consult.



FOSTERING A CULTURE OF INCLUSIVITY AND COMPASSION

DEI principles and best practices were implemented through leadership training, house-wide education and clinical sessions to promote psychological safety for patients and the Lima Memorial care team. This effort reinforces a culture of inclusivity and compassionate care.



DIVERSITY, EQUITY & INCLUSION
LIMA MEMORIAL HEALTH SYSTEM

LMHS CONTINUES AS HIGH RELIABILITY ORGANIZATION

Lima Memorial has continued its efforts to cultivate an environment of Zero Harm and become a High Reliability Organization (HRO). In 2024, Lima Memorial established associate physical harm evaluations and prevention. Key milestones included launching a reporting system for associate harm, forming a committee to evaluate and trend harm, addressing workplace violence prevention through training, policy updates and a focus on patient-to-staff violence.



SAFETY FIRST.
GREAT CARE ALWAYS.

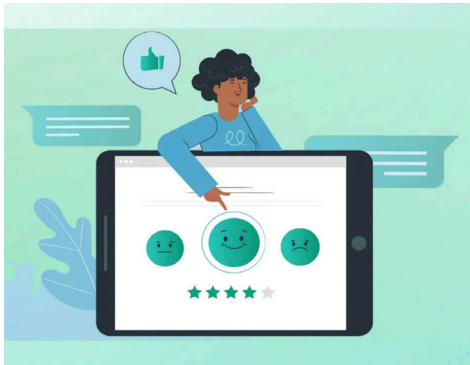
High Reliability Organization

Associate Harm Oversight Committee

“SAFETY FIRST” EMBEDDED INTO LMHS CULTURE

Lima Memorial integrated High Reliability Organizing (HRO) principles into job descriptions, performance expectations and hiring practices. These steps ensured “Safety First” is embedded in every aspect of Lima Memorial culture.





ADVANCING PATIENT EXPERIENCE METRICS

Lima Memorial's patient experience platform successfully transitioned to Press Ganey, a nationally recognized leader in patient experience measurement and improvement. Press Ganey provides advanced insights and tools to better understand and enhance the care experience for patients and their families.

MEDICATION MANAGEMENT TRANSFORMED

LMHS introduced the M in the Box initiative, a patient-centered approach to coordinated medication management. This multidisciplinary initiative helps patients understand their medications and potential side effects, promoting better outcomes.

KNOW YOUR MEDS → OWN YOUR HEALTH

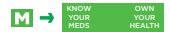
MEDICATION EDUCATION

All inpatient clinical floors will implement M in the Box.

M in the Box process:

PHARMACIST

- Introduce oneself and explain the importance of medications and side effects to new patients admitted to the hospital.
- Place the magnet with white M on green box on the white board.



NURSE

Off-going nurse: Start the following conversation at bedside handoff / shift report:

- "Mr. Jones can you tell (on-coming nurse's name) about the new medication(s) you were prescribed today?" (Point to M in the Box)
- "Can you tell us the name of your new medication(s)?"
- "What are you taking this medication for?"
- "Can you share what side effects you should be aware of with your new medication?"

The patient should be able to articulate a clear answer to each question.
Off-going nurse: Place the M magnet with the green and white box on top of the M already on the white board.

This process will ensure the patient has optimal medication information during their stay at LMHS.



HELP OUR PATIENTS OWN THEIR HEALTH.

QUIET HEALING → LOUD RECOVERY

Quiet hours are to be observed on all inpatient floors.

At 2 p.m., an overhead chime will signal the start of 2 - 4 p.m. quiet hours.
At 8 p.m., an overhead chime and announcement will signal the start of 8 p.m. - 7 a.m. quiet hours.

PLEASE RESPECT QUIET HOURS BY:

- Dimming lights in the unit.
- Closing blinds in patient rooms and closing doors when appropriate.
- Refraining from loud conversations.
- Limiting non-essential patient interruptions.

Continue to administer patient care but in a quieter and less disruptive manner.

Hospital quietness is a patient experience initiative to support non-disturbance during time of rest. Our goal is to decrease the noise in and around patient rooms during these hours, enhancing patients' recovery and healing.

Thank you for your cooperation.



HELP OUR PATIENTS HEAL BY OBSERVING QUIET HOURS.

QUIET HEALING – LOUD RECOVERY INTRODUCED

The Quiet Healing – Loud Recovery campaign was launched across all Lima Memorial inpatient nursing units. This ongoing effort, part of Lima Memorial's commitment to enhancing the patient experience, focuses on reducing noise in and around patient rooms during the day and evening to create a restful environment that supports recovery and healing.



LMHS COMPREHENSIVE HEALTH CENTER CENTRALIZES CARE AND MAXIMIZES IMPACT

In March 2024, the Comprehensive Health Center opened, bringing together the Diabetic Center, Congestive Heart Failure Clinic and Anticoagulation Clinic to support patients with multiple chronic conditions. This centralized location allowed the health system to introduce new resources, including social work, nutrition support, remote patient monitoring and palliative care, enhancing the care experience for patients experiencing chronic diseases.



- More than 1,835 patients served
- 650 new patients
- 7,800+ encounters

ADDRESSING SOCIAL DRIVERS OF HEALTH

A comprehensive dashboard was implemented at Lima Memorial Health System to assess patients using stratified demographic data. This tool helps identify key social drivers of health, including homelessness, food insecurity, transportation challenges and home safety concerns, allowing the Lima Memorial team to provide more targeted and effective care.



EXPANDING HEALTH EQUITY THROUGH CHRONIC DISEASE MANAGEMENT

Lima Memorial's Comprehensive Health Center established social work services to better support the diverse needs of our patient population. This initiative helps address social drivers of health and remove barriers to care, ensuring more patients receive the support they need to achieve better health outcomes.



LIMA MEMORIAL EARNS NATIONAL RECOGNITION FOR EXCEPTIONAL STROKE CARE

Lima Memorial's stroke team earned the American Heart Association's Get With The Guidelines® - Stroke Gold Plus quality achievement award. This honor reflects the team's commitment to delivering the highest quality stroke care based on research-driven guidelines, resulting in more lives saved and improved patient outcomes.



ENSURING EXCELLENCE IN EMS EDUCATION

Lima Memorial achieved recertification as an EMS Continuing Education site by the Ohio Department of Public Safety - Division of EMS, supporting the health system's mission of delivering exceptional care through the education and preparedness of the EMS community.



LIMA MEMORIAL LABORATORY RECEIVES CONTINUED CAP ACCREDITATION

The College of American Pathologists® (CAP®) reaccredited both Lima Memorial's clinical and point-of-collections laboratories following a rigorous inspection, reflecting the health system's continuous commitment to maintaining the highest standards of laboratory safety, precision and quality for the community.



MAMMOGRAPHY SERVICES RECEIVE GOLD-STANDARD APPROVAL

The Lima Memorial Women's Health Center and the Lima Memorial Wapakoneta Medical Center received the esteemed ACR Gold Seal for mammography from The American College of Radiology® (ACR®). This three-year accreditation, following a review by the ACR, signifies the highest standards of image quality and patient safety.

LIMA MEMORIAL POST-OP COMMUNICATION AND MEDICATION ACCESS RECOGNIZED NATIONWIDE

Lima Memorial Surgical Services was highlighted in a published case study by PerfectServe, showcasing how the PerfectServe patient engagement platform improves communication with family members about their loved one's post-op status, as well as their medication needs before discharge.



LIMA MEMORIAL SETTING THE STANDARD FOR POSTGRADUATE PHARMACY EDUCATION

Lima Memorial's Postgraduate Year One (PGY1) Pharmacy Residency Program received reaccreditation by the American Society of Health-System Pharmacists® (ASHP®) through 2028. This program commits to building upon the education of pharmacy graduates and upholding the highest standards of pharmacy education.



NATIONAL CANCER CARE ACCREDITATION EARNED

Lima Memorial proudly received accreditation under the American College of Surgeons® (ACS®) Commission on Cancer (CoC) Accreditation Program. This recognition confirms LMHS's dedication to improving cancer care for the community, ensuring every patient receives the highest quality treatment.





IT INITIATIVES





LIMA MEMORIAL UPGRADES TO MICROSOFT OFFICE 365

The Lima Memorial IT team migrated all mailboxes to the Microsoft cloud as part of an organizational upgrade to Microsoft Office 365. This enhancement brought together essential tools like Word, Excel, PowerPoint and more into one powerful, unified platform, allowing Lima Memorial to collaborate more efficiently, access files securely from anywhere and leverage the latest technology to enhance productivity.

BOOSTING MOBILITY AND ACCESS

Lima Memorial deployed new mobile applications, improving accessibility for providers, nurses and patients. These apps streamline healthcare delivery, making it easier to access important information on the go and enhance communication across teams.



ADVANCING MEDICATION ADMINISTRATION WITH MEDITECH POC

The integration of the MEDITECH Point of Care (POC) mobile solution is helping to enhance the accuracy and efficiency of medication administration. This mobile system allows for better scanning of medications, and further improvements to tracking and record visibility are in progress to ensure safety and accountability.



CYBERSECURITY AND RISK MANAGEMENT STRENGTHENED

The Lima Memorial IT team made significant enhancements to its cybersecurity efforts. A comprehensive risk assessment program was successfully launched, which included thorough vendor evaluations and a strong focus on employee education. Phishing awareness campaigns and ongoing training initiatives were implemented to empower staff in recognizing and preventing potential cyber threats.



ROBUST BUSINESS CONTINUITY PLAN DEVELOPED

Lima Memorial finalized its Business Continuity Plan to ensure preparedness in case of emergencies. The plan identifies critical systems and outlines disaster response strategies, helping to safeguard operations during unexpected events. This strategic approach ensures the health system is ready to respond effectively to any disruption.

DISASTER RECOVERY AND INCIDENT RESPONSE PLANS IMPLEMENTED

Lima Memorial developed and implemented comprehensive Disaster Recovery and Incident Response Plans. These plans establish clear recovery objectives and focus on maintaining 99.99% uptime while preventing data breaches. The ongoing updates ensure Lima Memorial is well-equipped to recover quickly and maintain the highest standards of service and security.





GROWTH INITIATIVES





LIMA MEMORIAL STRENGTHENS PARTNERSHIPS WITH REGIONAL HOSPITALS

Lima Memorial strengthened collaboration with outlying hospitals through biannual visits, resulting in a 39% increase in patient transfers to Lima Memorial in 2024. These partnerships ensure high-quality care is accessible to patients across the region.

CARDIAC CALCIUM SCORING SAVES LIVES AT LIMA MEMORIAL

Lima Memorial expanded its cardiovascular services by promoting CT calcium scoring as a key point of entry into cardiovascular care. Cardiac calcium scoring is a non-invasive imaging procedure used to detect the smallest amount of plaque in the coronary arteries, helping to determine the next steps in preventing a heart attack or stroke. In 2024, cardiac calcium scoring tests increased by 181% compared to 2023.



CELEBRATING TAVR SUCCESS AT LIMA MEMORIAL'S HEART & VASCULAR INSTITUTE

The Heart & Vascular Institute celebrated improving the lives of more than 100 patients suffering from severe aortic stenosis through the TAVR (transcatheter aortic valve replacement) procedure. This celebration brought together patients, their families and LMHS cardiovascular physicians and providers to reflect on the life-changing impact of TAVR.



DR. HEFFNER ACHIEVES 100 LINX® PROCEDURE MILESTONE

Dr. Heffner celebrated performing 100 LINX® procedures, placing Lima Memorial among the top five facilities in the Midwest to offer this advanced surgery. The LINX® Reflux Management System is a minimally invasive procedure that helps combat gastroesophageal reflux disease (GERD). The procedure places a small, quarter-sized band of magnetic beads around the lower esophagus to prevent acid from traveling upward and typically lasts less than an hour. Patients are expected to go home within 24 hours of their procedure – often heartburn and medication-free.



IMPROVED OUTCOMES • ENHANCED PATIENT EXPERIENCE



ERAS PROGRAM SERVES MORE THAN 1,000 PATIENTS

The Pre-Operative Clinic achieved an impressive milestone of caring for more than 1,000 patients through the Enhanced Recovery After Surgery (ERAS) Program. This program optimizes patients' health before surgery, supporting faster recoveries and reducing complications. Thanks to the dedication of the Pre-Op Clinic team, patients are experiencing improved outcomes and better overall care before, during and after surgery.



PAIN MANAGEMENT SERVICES GROW AT LIMA MEMORIAL

In 2024, Lima Memorial expanded its pain management services, achieving a 200% increase in minimally invasive procedures compared to 2023, improving quality of life for countless patients.




SAME-DAY TESTING OFFERED AT LIMA MEMORIAL

To improve convenience for patients, Lima Memorial launched same-day testing for various radiology exams and lab tests. Same-day testing allows patients to easily access the testing they need.

SELF-SCHEDULING TRANSFORMS PATIENT ACCESS AT LMHS

Lima Memorial established its online self-scheduling feature. This enables patients to choose their preferred provider and appointment time, providing greater flexibility and empowering patients to manage their healthcare needs on their own time.

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



**SELF-SCHEDULE YOUR
APPOINTMENT TODAY**



LIMA MEMORIAL LAUNCHES POWER YOUR HEALTH INITIATIVE

The Power Your Health campaign was launched in the fall of 2024 to promote preventive care through regular wellness visits. This initiative empowers patients to take control of their health while highlighting the convenience of Lima Memorial's new self-scheduling feature.



LIMA MEMORIAL INNOVATES CANCER CARE WITH AI-POWERED EARLY DETECTION



In partnership with Eon, a leader in health technology, Lima Memorial established an AI tech program for enhanced early cancer detection. By leveraging AI to review CT scans, X-rays, ultrasounds and pathology reports, the program improves the identification of incidental findings—helping to detect cancer in its earliest, most treatable stages.



GROUNDBREAKING SOFT TISSUE ABLATION PROCEDURE PERFORMED

In a historical achievement for Lima Memorial and health care in the community, Dr. Jason Stienecker and Lima Memorial's endoscopy and respiratory teams performed the world's first soft tissue ablation using the INUMI™ Flex endoscopic needle with the Aliya™ PEF System. This innovative procedure, utilizing Pulsed Electric Field (PEF) technology, provides a minimally invasive treatment option for lung cancer and other soft tissue lesions, offering more precise treatment with fewer complications.



PALLIATIVE CARE PARTNERSHIP ESTABLISHED



Lima Memorial partnered with Bridge Hospice to bring outpatient palliative care to the Comprehensive Health Center. This service provides specialized support for patients facing serious illnesses, focusing on symptom management, pain relief and quality of life. By offering this in an outpatient setting, patients receive the support they need while staying connected to providers and loved ones.



NEW MEDICAL STAFF MEMBERS



Kimberly J. Ackley, CNP
Hospice / Palliative Care
Bridge Palliative Care at LMHS



Richards Afonja, MD
Oncology / Hematology
Cancer Institute at LMHS



Mohammed H. Ali, MD
Hospitalist
Midwest Hospitalists



Lindsey M. Babcock, CRNA
Nurse Anesthetist
Lima Memorial Anesthesiology



Abdul Basit, MD
Pulmonology
Lima Memorial Health System
Pulmonary Medicine



Andrea M. Dailey, CNP
Palliative Care
Bridge Palliative Care at LMHS



Selma El Hag, MD
General Surgery
Lima Memorial Health System
Surgical Specialists



Jeremy D. Engel, MD
Family Medicine
Lima Memorial Health System
Wapakoneta Medical Center



David W. Farrow, MD
Hospitalist
Midwest Hospitalists



Kimberly Geckle, CNP
Pulmonology / Critical Care
Allen Intensivist Group



Yasser M. Hassane, MD
Pediatric Hospitalist
Lima Memorial Health System
Pediatrics



Jesse R. Jackson, CNP
Gastroenterology
GastroHealth



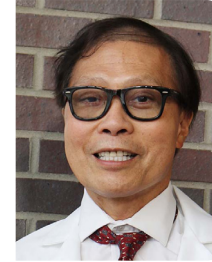
NEW MEDICAL STAFF MEMBERS



Christian H. Jacobus, MD
Hospice / Palliative Care
Bridge Palliative Care at LMHS



Tyler B. Lange, CNP
Emergency Medicine
Emergency Physicians of
Northwest Ohio



Peter M. Laye, MD
Radiation Oncology
Cancer Institute at Med Park



Joel Link, MD
Ear, Nose & Throat
Lima Memorial Health System
Ear, Nose & Throat



Hemraj R. Makwana, MD
Cardiology
Lima Memorial Health System
Heart & Vascular Institute



Vadak H. Ranganathan, MD
Neurology
Lima Memorial Health System
Neurology



Mohammed Rassim, MD
Hospitalist
Midwest Hospitalists



Kendra Reineke, CNP
Palliative Care
Bridge Palliative Care at LMHS



Lindsey A. Schroeder, PA-C
Emergency Medicine
Emergency Physicians of
Northwest Ohio



Erica L. Schwaiger Kemp, DO
Pulmonology
Lima Memorial Health System
Pulmonary Medicine



Sonal Sinha, MD
Psychiatry
Lima Memorial Health System
Next Chapter Mental Health



George Socaciu, DO
Emergency Medicine
Emergency Physicians of
Northwest Ohio



NEW MEDICAL STAFF MEMBERS



Alaa O. Taha, MD
Hospitalist
Midwest Hospitalists



Amanda R. Thatcher, CNP
Family Medicine
Lima Memorial Health System
Family Care



Natalie B. Wieggers, CNP
Hospice / Palliative Care
Bridge Palliative Care at LMHS

Emergency Services

Emergency Physicians of Northwest Ohio

Steven Ben Folkerth, MD

Hospitalist

Midwest Hospitalists

Meisam H. Moghbelli, MD





FINANCIAL STRENGTH





FINANCIAL STRENGTH



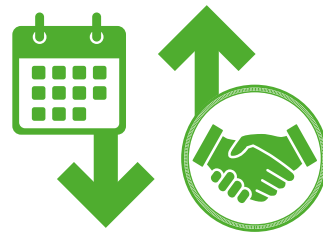
BUDGET

Achieved budgeted operating margin



CASH ON HAND

Increased days cash on hand



COLLECTIONS

Decreased number of days in accounts receivable

Exceeded cash collection goal

ENHANCED BILLING WITH NEW SELF-SERVICE OPTIONS



Lima Memorial Health System made several financial upgrades. These included a new clearinghouse for Lima Memorial Physicians, an updated patient statement system, a new credit card merchant, an enhanced online portal and an improved Interactive Voice Response (IVR) platform. These upgrades provide patients with more self-service options, making billing easier and enhancing patient satisfaction.





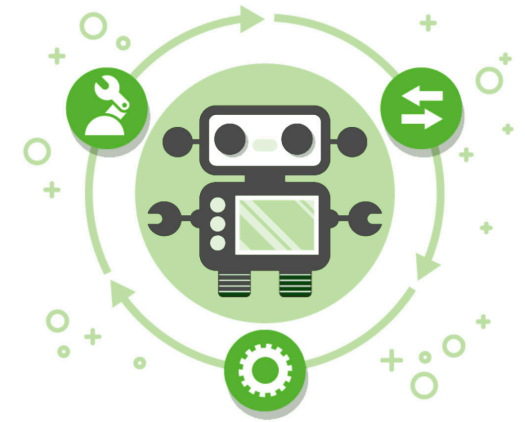
**\$2+ MILLION
RAISED IN SUPPORT
OF LIMA MEMORIAL**



LMHS IMPLEMENTS ROBOTIC PROCESS AUTOMATION

Lima Memorial introduced a Robotic Process Automation (RPA) bot to code provider-based visits in MEDITECH. In just 30 days, the bot processed more than 15,000 records, saving 600 staff hours and \$150,000 in operational costs.

+ MEDITECH



EFFICIENCY REDEFINED WITH LIMA MEMORIAL SUPPLY CHAIN

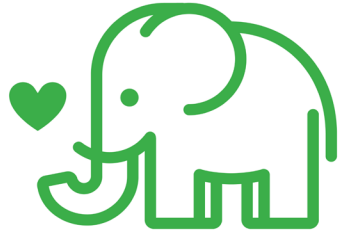
Lima Memorial's supply chain team saved more than \$2 million by increasing efficiency and reducing waste. They enhanced supply organization, strengthened contract processes and upheld high-quality standards through regular supplier performance reviews, improving operations, resource management and overall patient care.



RYAN & ROBIN ELEPHANT FUND

Please join us this Infant Loss Awareness Month

A Time to Remember



LIMA MEMORIAL FOUNDATION LAUNCHES PREGNANCY & INFANT LOSS AWARENESS CAMPAIGN

The Lima Memorial Foundation launched its inaugural A Time to Remember campaign to honor and recognize families who have experienced the heartbreaking loss of a baby, pregnancy or infant. Funds raised through a raffle, coin drive and memorial gifts supported 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.

LIMA MEMORIAL GOLF CLASSIC DRIVES ADVANCEMENTS IN LOCAL HEALTH CARE

More than 180 community members and business partners teed off for the Lima Memorial Foundation Golf Classic. Presenting Partners Huntington Bank, S&S Volvo | Todd & Lynn Schaub, Dr. Dennis Morris and Mike and Danette Swick supported the event, which raised funds to continue advancing Lima Memorial's technology and services for the next 125 years and beyond.



LIVING THE SPIRIT INSPIRES \$320,000 IN DONATIONS

Lima Memorial associates take tremendous pride in participating in Living the Spirit, an associate-driven fundraising campaign that provides support for one another and our community. With 100% leadership commitment and an outstanding 83% associate participation, more than \$320,000 was pledged to advance local health care and support fellow associates in times of need.



ASSOCIATE RELIEF FUND

UNITING FOR FELLOW ASSOCIATES

As part of the Living the Spirit campaign, associates united to assist fellow Lima Memorial Family members facing financial hardships or unexpected emergencies. In 2024, the fund provided critical support to 97 associates, ensuring that no one faces challenges alone.

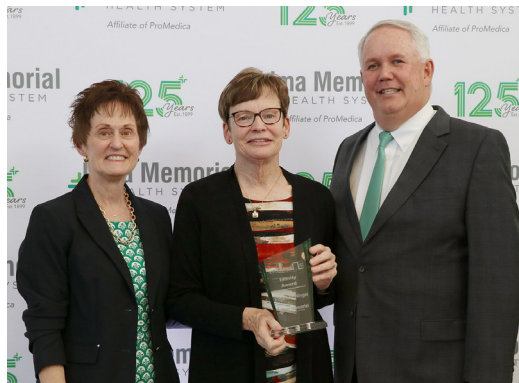


THE LIMA MEMORIAL FOUNDATION CELEBRATES PHILANTHROPY AT OVATION

The Lima Memorial Foundation hosted Ovation, a donor recognition event dedicated to recognizing individuals and businesses for their generous support of the Lima Memorial Foundation. The evening's pinnacle moment was a heartfelt tribute to Dr. C. Lynn Thompson, Lima Memorial's first Vice President of Medical Affairs. Through his roles as a caring physician, impactful leader, selfless mentor and genuine friend, Dr. Thompson has left an enduring legacy that resonates deeply within our organization and beyond.



Dr. C. Lynn Thompson



Ovation
— RECOGNIZING PHILANTHROPY —



A JOURNEY IN TIME ENSURES 125 YEARS AND MORE OF LIMA MEMORIAL'S CARE

400-plus guests joined the Lima Memorial Foundation in a grand celebration of the hospital's 125-year legacy during A Journey In Time. This spectacular evening transported attendees through Lima Memorial's rich history with gourmet cuisine, exciting live and silent auctions and an atmosphere of pride and reflecting on Lima Memorial's impact. Thanks to incredible community support, more than \$900,000 was raised during this event, ensuring that Lima Memorial's legacy of exceptional care will continue for generations to come.

Presenting Partners



Todd & Lynn Schaub

Dr. Dennis Morris

Mike & Danette Swick



"The way to establish a hospital is to establish it." - L.A.B.

FINANCIAL STRENGTH





WORKFORCE

ALL
PATIENTS
PLEASE
CHECK IN
HERE

Lima Memorial



WELCOME



ASSOCIATE ENGAGEMENT ACTIVITIES IMPLEMENTED

Lima Memorial successfully developed and implemented system-wide initiatives focused on key drivers of associate engagement. Tailored action plans were rolled out for each department, ensuring every team had a clear path forward to enhance engagement and satisfaction.



LIMA MEMORIAL UNITES FOR THE HEART

LMHS associates showed their commitment to heart health by wearing red on National Wear Red Day during American Heart Month. This powerful display spotlighted cardiovascular disease prevention, started life-saving conversations and emphasized the importance of addressing heart disease and stroke within the community.

LMHS GOES BLUE FOR COLORECTAL CANCER AWARENESS

Each year, Dress in Blue Day raises awareness for National Colorectal Cancer Awareness Month by encouraging people to wear blue. Lima Memorial associates participated by donning their best blue outfits to emphasize the importance of early colorectal cancer detection through regular screenings.



THE LIMA MEMORIAL FAMILY AT THE ALLEN COUNTY FAIR

Lima Memorial associates and their families gathered for LMHS Day at the Allen County Fair, enjoying food, entertainment and camaraderie. Attendees enjoyed face painting, a magician, balloon art and a delicious picnic meal. This event was a wonderful opportunity to connect and celebrate Lima Memorial's commitment to Great Care.



CELEBRATING LMHS TEAM SPIRIT AT THE ALLEN COUNTY FAIR PARADE

Associates proudly shared their Great Care spirit during the Allen County Fair Parade by handing out treats and healthcare resources while engaging with parade attendees. Lima Memorial's partnership with the Allen County Fair was featured with the presence of Moorice, the 4-H mascot, on the Lima Memorial float.



ADVANCING LMHS ASSOCIATE SKILLS WITH OHIO MEANS JOBS

Through a collaboration with Ohio Means Jobs (OMJ), members of the central sterile team achieved their Registered Central Sterile Service Technician certifications. Lima Memorial is grateful for its continued partnership with Ohio Means Jobs to sharpen associates' skills and bring Great Care to the community.



CELEBRATING 2,335 YEARS OF DEDICATED SERVICE

High Five, Lima Memorial's annual associate recognition event, celebrated 167 associates for reaching significant milestones with the Lima Memorial Family. These associates collectively represented 2,335 years of dedicated service. Among the honorees, five associates were recognized for 45 years of service as part of the Lima Memorial Family. This annual celebration honors associates reaching 5, 10, 15, 20, 25, 30, 35, 40, 45 and 50-year milestones. Each honoree exemplifies Lima Memorial's unwavering commitment to providing Great Care and serving the community.



RECOGNIZING THE TEAM BEHIND GREAT CARE

Lima Memorial celebrated National Hospital Week with a series of activities recognizing the incredible efforts of associates and volunteers. The LMHS Leadership team expressed their gratitude by serving appreciation meals across all shifts. The week also included a heartfelt Blessing of the Hands ceremony, offering anointing and prayer for our caregivers' compassionate work.

CELEBRATING CHAMPIONS OF GREAT CARE

Twelve associates were recognized as Champions of Great Care during the Great Care Celebration held during Hospital Week. These exceptional individuals were honored for consistently going above and beyond for patients, families and fellow associates. Their dedication, excellence and compassion embody Lima Memorial's commitment to supporting patients and their families during life's most challenging moments.



STRENGTHENING WORKFORCE THROUGH EDUCATION PARTNERSHIPS

Lima Memorial strengthened its partnerships with higher education institutions to address critical workforce needs. As part of this initiative, new collaborations with UNOH and Rhodes State College introduced coder internships, helping to build a stronger workforce for future generations.



Affiliate of ProMedica



*"The strength of the team is each individual member.
The strength of each member is the team."* - Phil Jackson

SUPPORTING FUTURE HEALTHCARE LEADERS THROUGH SCHOLARSHIPS

The Lima Memorial Hospital Auxiliary and Lima Memorial School of Nursing Alumnae presented scholarships to support the next generation of healthcare professionals. Megan Koehlinger and Macy Wilson each received a \$1,500 scholarship from the Auxiliary, which also awarded Jaleena Howard the \$2,000 Volunteen Scholarship. Honesty Baker, Alexandra Maag and Avery Traxler each received a \$1,500 scholarship from the Lima Memorial Nursing Alumnae.



HONORING 38,000 HOURS OF SERVICE

National Volunteer Appreciation Week offered a meaningful opportunity to recognize the dedication and hard work of Lima Memorial Volunteers who generously give of their time and talents. A special celebration was held, giving volunteers the chance to connect and enjoy a meal together. Lima Memorial is proud to have more than 130 active volunteers making a difference in many areas of the hospital.



LMHS VOLUNTEERS LEAVE VALUABLE IMPACT

The Lima Memorial Auxiliary welcomed several driven and compassionate volunteers who brought energy and dedication to Lima Memorial's mission. By supporting various departments, they gained valuable insights into health care while embodying the spirit of service and Great Care that defines the organization. Collectively, these volunteers dedicated 699 hours of service in 2024.



HELPING EXPLORE HEALTHCARE CAREERS

The Lima Memorial Exploring™ 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.



EMPOWERING GROWTH THROUGH THE LMHS SCHOLARSHIP PROGRAM

The LMHS Scholarship Program presented 12 scholarships to local students pursuing nursing careers. This initiative helps develop local talent, retain skilled professionals in the region and strengthens the pipeline of future healthcare providers at Lima Memorial Health System.

LMHS AND EMPLOYEE ASSISTANCE PROGRAM PARTNER FOR ASSOCIATE WELL-BEING

Through collaboration with ProMedica's Employee Assistance Program (EAP), Lima Memorial raised awareness of mental health benefits available to associates and their families, resulting in increased utilization of these resources.



HONORING DOCTORS ON DOCTORS' DAY

Lima Memorial expressed profound gratitude to its dedicated providers on Doctors' Day, recognizing their unwavering compassion, expertise and impact. Lima Memorial's doctors remain the cornerstone of Great Care, serving patients and their families with boundless compassion and excellence.



GREAT CARE IN TOTALITY

The 2024 total solar eclipse in April brought unforgettable moments to Lima Memorial associates and the community. Celebrated with a special viewing event on the main campus lawn, the eclipse fostered a sense of unity and awe, creating lasting memories as a family of Great Care.

MAKING SPIRITS BRIGHT FOR SENIOR ANGELS

The Lima Memorial Family adopted 74 senior citizens during the holiday season. Each year, Lima Memorial partners with the Area Agency on Aging 3 to organize the Senior Angel Tree and brighten the holidays of local seniors in need.



FULFILLING HOLIDAY WISHES FOR FELLOW ASSOCIATES

The Lima Memorial Family came together for the LMHS Associate Angel Tree Program, continuing a cherished tradition of making holiday wishes come true for associates' children. Through this program, Lima Memorial associates adopted more than 30 colleagues and their families, ensuring holiday joy is shared with everyone.



LMHS HOLIDAYS

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





COMMUNITY
INITIATIVES





LIMA MEMORIAL TACKLES TECHNOLOGY'S IMPACT ON MENTAL HEALTH

Lima Memorial Health System hosted an informative seminar at Vibe Coffeehouse focused on the safe use of technology, including the internet, gaming and social media. The seminar addressed the effects of technology on sleep and mental health, focusing specifically on ADHD and sleep deprivation.

LIMA MEMORIAL AUXILIARY SUPPORTS CDC

The Lima Memorial Auxiliary Volunteers, with support from LMHS associates, organized their annual drive to deliver essential classroom supplies to the Children's Developmental Center (CDC). These donations, including arts and crafts materials, snacks and school supplies, support the CDC's mission to foster children's growth and learning.





LMHS ADVANCES LOCAL HEALTH & WELL-BEING AT BRIDGING THE GAP EXPO

Lima Memorial associates participated in the Bridging the Gap Health & Wellness Expo at Lima Senior High School, providing health screenings and wellness education to more than 200 community members. This impactful event aimed to address health disparities in the community.

CELEBRATING SURVIVORSHIP AT THE 28TH ANNUAL HOPE GARDEN

The 28th Annual Hope Garden Celebration, held during Breast Cancer Awareness Month, brought together survivors, their friends and families. Attendees enjoyed inspiring remarks from Lima Mayor Sharetta Smith as well as activities and fellowship. A generous donation from Perry High School's volleyball team also symbolized the community's shared commitment to combating breast cancer.



LMHS HONORS LOCAL FIRST RESPONDERS AT ANNUAL EMS BANQUET

Lima Memorial proudly hosted the 27th Annual EMS Banquet, recognizing the dedication and heroic efforts of regional emergency medical service providers. The event celebrated these professionals for the life-saving care they deliver to all members of the community.



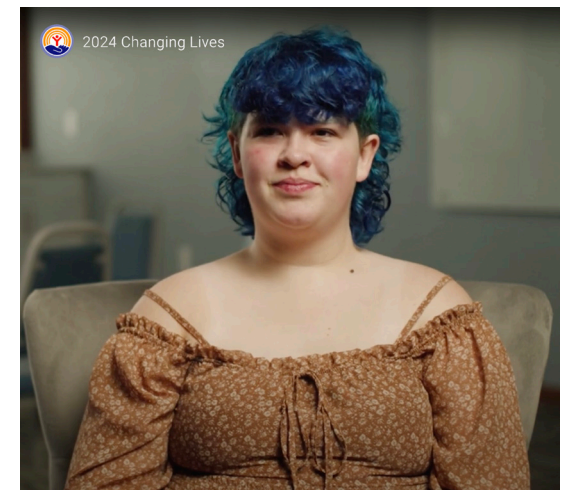
LIMA MEMORIAL LEADS THE WAY AT RELAY FOR LIFE



As the Presenting Sponsor of the 2024 Relay for Life, Lima Memorial's team raised more than \$12,000 through luminary and T-shirt sales, as well as other initiatives to support the American Cancer Society. Lima Memorial is honored to collaborate with the American Cancer Society in its mission to create a world with less cancer and more birthdays.

LIMA MEMORIAL COMMITTED TO COMMUNITY THROUGH UNITED WAY

Lima Memorial associates raised \$42,700 for the annual United Way campaign, providing vital funds to support local organizations.



LMHS MAKING 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.



LIMA MEMORIAL MAKES AN IMPACT AT UNITY IN THE COMMUNITY EVENT

Lima Memorial participated in the inaugural Unity in the Community event at Cook Park, bringing valuable health services to residents. Attendees received free blood pressure checks, cardiac and cholesterol screenings, consultations and educational resources on hypertension, smoking cessation, heart health, CPR and more.

LMHS SURGICAL SERVICES INFLATES COLORECTAL CANCER AWARENESS

As part of Colorectal Cancer Awareness Month, Dr. Shannon Wesley and her team from LMHS Surgical Specialists hosted a 12-foot inflatable colon in Lima Memorial's Welcome Center lobby. The exhibit allowed patients and visitors to explore and learn about colon health, polyps and the stages of colorectal cancer.



CELEBRATING **125**⁺ *Years* OF GREAT CARE
Est. 1899

"The way to establish a hospital is to establish it" - J.A.B.



LAUNCHING LIMA MEMORIAL'S QUASQUICENTENNIAL

On April 1, Lima Memorial Health System proudly launched its 125th anniversary celebrations. Associates gathered in the cafeteria for a festive kickoff, complete with photo opportunities and specially crafted cookies, making the day a memorable start to a milestone year.



LMHS HISTORY ON DISPLAY

Throughout the year, Lima Memorial showcased its rich legacy with a display of historical artifacts in the Welcome Center. Items included original documents from Lima City Hospital, early medical tools and photos of the hospital's first doctors and nurses. These items allowed the community to explore the exceptional care and dedication that have defined Lima Memorial for 125 years.



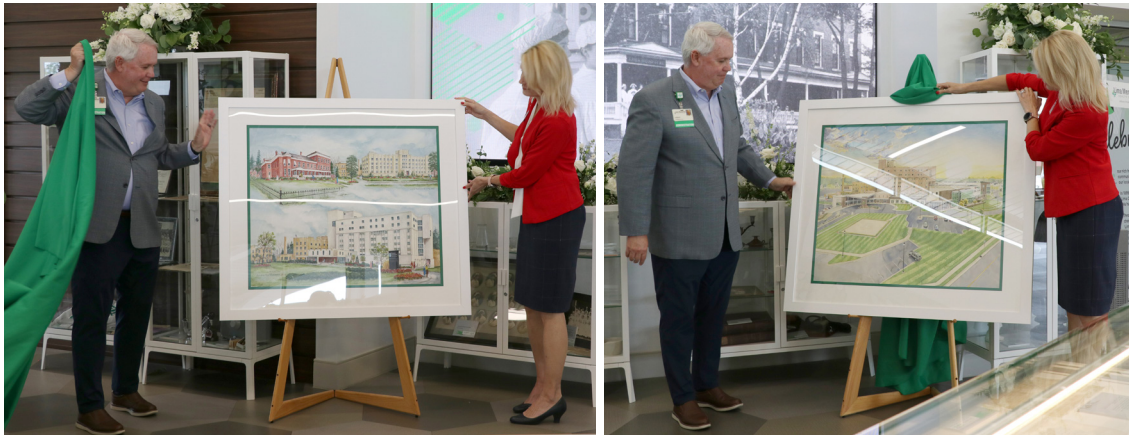
REDEDICATING LIMA MEMORIAL'S LEGACY

In honor of the hospital's 125th anniversary, a rededication ceremony took place on Memorial Day. This special event commemorated the 1933 renaming of Lima City Hospital to Lima Memorial Hospital, honoring its enduring legacy of care. The ceremony included an opening prayer and national anthem performance, a mayoral proclamation and heartfelt words from Mike Swick, President & CEO of Lima Memorial.



A PROCLAMATION HONORING 125 YEARS

Mayor Sharetta Smith recognized Lima Memorial's 125 years of unwavering commitment to the greater Lima region with a proclamation declaring May 27, 2024, as Lima Memorial Health System Day. This tribute celebrated the hospital's significant impact on the health and well-being of the community.



By Artist Annabelle Ross Vandermark

By Artist Ethan Jordan

125TH ANNIVERSARY COMMEMORATIVE ART UNVEILED

Mike Swick, President & CEO, and Lynn Carpenter, Vice President & Chief Operating Officer, unveiled two commemorative art pieces celebrating Lima Memorial's legacy and future. A piece by award-winning artist Annabelle Ross Vandermark, created for the 100th anniversary, was joined by a new work from local artist Ethan Jordan, whose creations are prominently featured in the Inpatient Rehabilitation Unit.

MARCHING FORWARD FOR MEMORIAL DAY

Lima Memorial proudly joined the Memorial Day parade, celebrating the community it has served for more than a century. Associates walked with the official anniversary banner, symbolizing the hospital's long-standing presence in the community and commitment to Great Care.



MILESTONES IN MOTION SUPPORTS SAMARITAN FUND

The Milestones in Motion 5K Run and Walk brought together associates and community members for a morning of fitness and celebration. While the 5K was an inaugural event launched during Lima Memorial's 125th year, it also supported the Samaritan Fund, which helps cover essential patient needs like transportation, medication and clothing.



CELEBRATING 125 YEARS OF GREAT CARE



AUXILIARY HONORS LEGACY WITH \$125,000 GIFT

The Lima Memorial Auxiliary celebrated the hospital's milestone anniversary with a generous \$125,000 donation to the Lima Memorial Foundation. Raised through Gift Shop sales, the annual Holiday Bazaar, Ways & Means sales and other activities, these funds will address future healthcare needs in the community. In 2024, the Auxiliary donated a final total of \$158,500.



REFLECTING ON PAST, PRESENT AND FUTURE

During the holiday season, Lima Memorial celebrated its associates and 125 years of caring for the community with a special holiday video message. This heartfelt tribute expressed gratitude for the team's exceptional care and unwavering compassion while reflecting on Lima Memorial's rich history, present dedication and bright future of Great Care.