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In 2015 we made a number of investments in the hospital. Look for highlights of those capital improvements throughout.
Dear Friends,

I am proud to report that Onslow Memorial Hospital experienced one of its most successful years in recent history. Our success is reflected in several areas to include a strong financial gain in revenue, an exceptional triennial survey from The Joint Commission (the national accreditation body for hospital quality and safety), two quarters with a Leapfrog score of “A”, being selected as one of the Top 100 Safe Hospitals in the nation, raising over $100,000 by the Foundation, providing $13 million in Charity Care, receiving a grant for a Transitions Coach to assist in improving quality and reducing 30 day readmissions, and being recognized by the North Carolina Quality Center for outstanding performance in preventing Hospital Acquired Infections, to mention a few.

I am proud of our team consisting of our Board, executive leadership, employees, medical staff, and volunteers in answering a calling from the heart to serve. Both our Hospital and Foundation Board consists of members of our community who are guided by a passion to ensure we serve the citizens of our community with ethical duty and purpose.

I am proud of our culture which prevails under the awesome canopy of our time.

I am proud of our hospital as a beacon of hope in providing light in the vast gulf of darkness that some face during their time of illness or injury. To some, we are the modern day cathedral for those who seek peace from suffering.

Sincerely,

Ed Piper, PhD, FACHE
President and Chief Executive Officer

As one of the region’s premier healthcare providers, Onslow Memorial Hospital offers the most comprehensive care delivery system in our area. Nationally accredited by The Joint Commission, Onslow is a 162-bed, not-for-profit hospital serving the healthcare needs of Onslow County and the surrounding communities of coastal North Carolina since 1945.

With more than 1,200 employees and 225 physicians, Onslow Memorial offers a vast array of healthcare programs and services, including: labor and delivery with advanced monitoring, orthopedics, rehabilitation, radiation oncology through a partnership with Vidant Health and state-of-the-art diagnostics. Our emergency department treats more than 60,000 patients annually. Additionally, a robust system of online services offers real-time health and wellness information in today’s modern healthcare environment.

Onslow Memorial Hospital is dedicated to expanding healthcare services and implementing the latest medical technologies and treatment innovations, all while striving to maintain a patient-and family-centered environment of quality, compassionate care delivered by a highly skilled medical staff.
MISSION
Our Mission is to provide excellent patient health services in a family-centered environment. Simply put, we want to be the best healthcare provider in the region. Everything we do springs from this goal, including expanding our medical services, acquiring state-of-the-art technology, improving emergency response times, and improving clinical and non-clinical services throughout our organization.

We’re measuring performance and patient outcomes in dozens of areas within our hospital. At the same time, we are intent on improving the health of the larger community through free programs that promote health and wellness and through services that touch lives. We take part in the meaningful work of neighbors helping neighbors – whether that’s making our roads safer from drunk drivers or rolling up our sleeves to serve a decent meal to those in need. Our Mission does not end at our front door. We know it takes a hospital for a community to thrive, and it takes a community for a hospital to thrive.

PATIENT- AND FAMILY-CENTERED CARE
As a partner with the Institute for Patient- and Family-Centered Care, we value the collaboration with our patients and their families and regard them as essential members of the healthcare team.

Our clinical and non-clinical staff, healthcare providers and volunteers are committed to partnering with patients and their families. Together, we support the principles of patient- and family-centered care: dignity and respect, collaboration, participation and information sharing. Here, patient-and family-centered care means that it’s not about “us” – it’s about the care needs of the patient and their designated family members.

OUR VALUES

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OUR LEADERSHIP

ONSLOW COUNTY HOSPITAL AUTHORITY

Pat Alford
Chairperson

Allen “Ed” Catrett
Vice Chairperson

Carol Johnston, MD
Secretary/Treasurer

Elizabeth Pace Atkins

Jamie McGlaughon

Julia Collins

Richard Pugh

Sarah Willgen

ONSLOW MEMORIAL HOSPITAL FOUNDATION BOARD

Marty Goldman, Chairperson
Louis Sewell, Honorary Event Chairperson
Robert Dillingham, Vice Chairperson
Maria Dempster, Secretary
Steve Scarborough, Treasurer
Lee Ann Thomas, Executive Director
Amy Sousa, Recorder
Gayle Alvis
Karim Dickerson
Jimmi Ervin
Ed Garris
Erin Griffin, DO
Budda Howard (term ended July 2015)
Deke Owens
Mat Raymond III
Grant Sparks (term ended July 2015)

ONSLOW MEMORIAL HOSPITAL AUXILIARY OFFICERS

Kay Brandon, President
Mary Beth Town, Vice President
Patty Diaz, Co-Treasurer
Susan Singletary, Co-Treasurer
Dotty Kimball, Recording Secretary
Deborah Boyce, Corresponding Secretary

ONSLOW MEMORIAL HOSPITAL EXECUTIVE TEAM

Ed Piper, PhD, FACHE
President & Chief Executive Officer

Penney Burlingame, DHA, RN, FACHE
Senior Vice President, Chief Operating Officer

Crystal Hayden, DNP, MSN, RN, FACHE
Senior Vice President & Chief Nursing Officer

Taylor Flowers, MBA
Senior Vice President, Director of Human Resources

Roy Smith, MBA
Senior Vice President & Chief Financial Officer

Amy Cain Sousa
Senior Vice President, Public Relations & Marketing

Erin Tallman, MHA, OTR/L, FACHE
Senior Vice President, Patient Advocacy Officer

Daniel T. Waller, MBA, FACHE
Senior Vice President, Support Services
When you consider your health needs, you might not think about whether you live in a neighborhood where you can take safe walks, whether your family has access to a green park, or if you earn enough money to buy fresh fruits and vegetables, yet these are all important factors in the health of a vibrant community.

In addition to having access to quality primary care and preventive care, public health is influenced by a broad range of social and economic conditions. Finding out which areas are being served, and which need improvement, is the goal of the Community Health Needs Assessment (CHNA) survey.

In 2015, Onslow Memorial Hospital (OMH) partnered with the Onslow County Health Department to create the county’s first joint CHNA survey, administered online this year and distributed at community events. The process has surpassed expectations.

“The partnership between the hospital and the Health Department has allowed us to streamline the survey process, so our focus going forward can be on writing specific action plans to address the needs of the community,” said Amy Sousa, OMH Senior Vice President Public Relations/Marketing. “We’ve seen that we can accomplish so much more when we partner together for the benefit of the community.”

“The Community Health Needs Assessment survey is one of the most important and most exciting things we do in public health,” agreed Pamela Brown, Community Relations Officer for the Onslow County Health Department. “It’s our chance to go into the community and say ‘tell us what you need to live a healthier, happier life’ and then prioritize those needs and wants with our community partners.”

Continued on page 11
At the end of November, over 400 completed surveys had been returned, with the goal of 500 expected to be met by December 31.

“With the CHNA, where you have such widespread participation, it really results in on-the-ground information about where we can help make the most impactful change,” Brown said.

“Community feedback makes all the difference,” agreed Sousa. “We rely on the CHNA for meaningful guidance. It tells us if we’re doing a good job in meeting the community’s needs, and helps us identify barriers to health to determine how we can address that ourselves and with our partners like the Health Department. The survey allows real change to take place.”

**HOME IS WHERE THE HEALTH IS: ONSLOW MEMORIAL’S CARE TRANSITIONS COACH HELPS PATIENTS HELP THEMSELVES**

Charlie Dunn’s blue eyes brightened and his smile widened as he spoke about his recent birthday party, a walk in the park and a little piece of cake with ice cream. “It was a good weekend,” he said.

None of those things would have been possible a month ago when the 76-year-old was in Onslow Memorial Hospital because of complications from congestive heart failure (CHF) and chronic obstructive pulmonary disease (COPD).

Dunn was sharing his good news with Registered Nurse Michael Batts, his Transitions Coach from Onslow Memorial Hospital. “Sounds like you’re doing great,” Batts said.

Batts works with CHF patients and their caregivers who are transitioning from the hospital to home, and may need some additional education, encouragement and coaching. He also works collaboratively with providers, home health, medical supply companies, pharmacies, and other agencies that may be part of a patient’s care.

“I love what I do,” Batts said. “I can see the positive impact.” Batts is part of a new initiative at Onslow Memorial Hospital that aims to reduce readmissions of congestive heart failure patients. The program is modeled after the national, evidenced-based Care Transitions Program and partially funded by a grant from the Duke Endowment.

It’s not uncommon for CHF patients to have several visits to the hospital. The national average for readmissions is about 22%. Federal government websites show Onslow Memorial’s readmission rate of 26.5% (for 2011 to 2014), but it is now trending down closer to the national average, according to hospital officials.

Using a screening tool, Onslow Memorial Hospital identifies those CHF patients who are most at-risk for a readmission, and Batts asks them if they wish to participate in the Care Transitions program. If they agree, he then follows up with them at their home within 24 to 72 hours after they leave the hospital.

“These are complex patients and there are a lot of things that can cause a readmission such as poor nutrition, failure to follow up with doctor appointments, poor understanding of medicine, confusion about the discharge plan of care, falling at home, not having a caregiver, and financial limitations,” Batts said.

When Batts first started working with Dunn and his family, they ate a lot of high-sodium and fried foods, smoked inside the house, and didn’t have the medicine organized. Since then, Dunn has quit smoking, his family now smokes outside, the dinner menu is healthier, and the medicines are organized.

“The biggest challenge that most of my CHF patients have is medication. Most of them take 6 to 12 different medications and have trouble understanding what to take, when to take it, and when to stop taking it. It’s important for their caretakers to understand it as well,” Batts said.

Charlie’s primary caretaker, Blanca Tejada, lives with Dunn and Dunn’s son, Wayne, at their home. “He’s like a father to me,” Ms. Tejada said of the elder Dunn. During Batts recent visit she showed him the medicine basket that was organized by morning and afternoon medicines, noting exactly what medicines were given at what times and what amounts.

Ms. Tejada said that the home visits from a nurse were a big help to her in managing medicines and monitoring Dunn’s health status. She helps Dunn weigh himself regularly, and monitor his oxygen equipment. She has learned how to keep a journal of all of his vital signs (such as blood pressure and pulse) so she can show it to the home health nurse or to Batts. “It makes me feel a lot better. I’m really happy having him here. I know Michael is concerned about him. We need more nurses like him.”

Continued on page 13
During the home visit, Batts spent time talking with Ms. Tejada about Dunn’s personal action plan and any “red flags” - symptoms that would prompt a call to the doctor’s office such as a drastic change in blood pressure, oxygen levels, or excessive water weight gain.

“I’m not here to fix the problems,” Batts said. “Instead, I’m here as a coach to help the patient help themselves so they can be successful in dealing with common problems that arise during a care transition.”

NEW 3D MAMMOGRAPHY ADDS AN EDGE IN FINDING CANCER

In January 2015, OMH’s Onslow Imaging Center for Women began offering 3D mammography technology.

This advanced technology takes multiple low-dose X-ray pictures of each breast from many different angles, which are then assembled into highly focused 3-dimensional images.

3D mammograms are performed in conjunction with a traditional 2D mammogram, helping provide the most accurate, clear results by detecting more invasive cancers while reducing false positives.

Jennifer Provost, RT(R)(M), Women’s Imaging Supervisor at OMH, explains how 3D Mammography Technology benefits the Onslow community:

“If you think about looking straight down at a deck of cards, traditional 2D mammography shows us the top card. But if you fan the deck out, you can see all the cards—that’s what 3D mammography does—it gives us a way to see the ‘full deck of cards’, meaning all the breast tissue.”

“Without a doubt, this is the exam I’d want my mother, my sister, or my best friend to have,” Provost adds.

Breast cancer rates in North Carolina are among the highest in the country. In a location like Jacksonville with a large population of young women, identifying younger women who are statistically at higher risk for developing breast cancer is crucial. Provost stresses that while the great majority of women who have a mammogram are given a clean bill of health, early detection saves lives.

“It’s important to remember that most people who get breast cancer have no family history of the disease,” Provost adds. “We want Onslow County women—and men—to benefit from the latest in 3D technology in order to stay healthy.”

Given its many benefits, 3D mammography is the new standard of care and we encourage every woman in the Onslow area to consider getting a 3D mammogram.

OMH PATIENT PORTAL BRINGING MORE POWER TO THE PATIENT

Onslow Memorial recently partnered with Relay Health to launch an online patient portal tool. The Onslow Memorial Hospital Patient Portal is a secure online website that provides patients with convenient 24-hour access to their personal health information and medical records from any internet-enabled device, giving patients the opportunity to be more involved in their own health care.

The portal currently allows patients to view lab results, read imaging reports, access family records and health history, while keeping all health information private and secure. OMH plans to continue to expand the patient portal offerings.

Our easy-to-use, secure online portal is just one more way Onslow is bringing the latest technology to the community and making healthcare information more accessible.

OMH FOUNDATION’S PROJECT PANDA BEAR INITIATIVE

Project Panda Bear was part of Onslow’s 2014 capital campaign to raise money for purchasing much needed Infant Panda Warmers for the newborns at Onslow Memorial Hospital.

These Panda Warmers have an innovative recessed heater to help keep newborns warm and comfortable. The newest warmers also have the latest technology and special features to deliver resuscitation therapy to high risk newborns and provide full monitoring of temperature, weight, oxygen and pulse rate—all of which help get the baby back into their mothers’ arms faster. The hospital’s previous models were outdated and needed to be replaced.

Thanks to a Cannon Foundation Grant, a donation from the Onslow Kiwanis Club, and the support of all the sponsors and donors at the OMH Foundation’s Disco Fever event, the Foundation was able to purchase 11 new Infant Panda Warmers for the Nursery and Labor & Delivery Departments at Onslow Memorial Hospital. Thank you to everyone who helped make a difference in the quality of healthcare for the youngest members of our community by supporting Project Panda Bear!
At Onslow Memorial, it is our privilege to give back to the community. Our primary contribution is a commitment to provide healthcare to those in need, regardless of their ability to pay. In fiscal year 2015, the cost to provide care to individuals unable to pay for treatment was nearly $12,827,315. From uncompensated healthcare to educational programs and research, to partnerships and contributions, Onslow Memorial continues to demonstrate its commitment to serving the citizens of this region by providing quality care to all who need it, regardless of their social or economic status. In 2015, Onslow Memorial Hospital invested nearly $233,638.71 in community benefit initiatives that enhanced the quality of life in Onslow County and the surrounding communities.
**CLINICAL BREAST EXAM SCREENING EVENT**

Onslow Memorial had its first Clinical Breast Exam Screening Event on October 11, 2014 for women in the community 18 and older. As clinical breast exams are an important part of early breast cancer detection, offering free clinical breast exams was one of the many efforts Onslow took to encourage women in the community to take action during Breast Cancer Awareness Month. Routine mammograms, especially 3D mammograms, were also promoted. 38 screenings were performed during the event.

**REHABILITATION OPEN HOUSE EVENT**

On October 24, 2014 a free open house event was held at Onslow’s Outpatient Rehabilitation Center in support of the integration of the Sports Medicine Program into the Rehabilitation Clinic. Community leaders, referring physicians, and the general public were invited to attend to meet Dr. Playford and care providers, receive a tour of the new facility, and learn more about the advances in patient care and the range of one-on-one rehabilitation therapies offered.

**GREAT AMERICAN SMOKEOUT EVENT**

A community presentation on smoking cessation to support the Great American Smokeout was held at the hospital in November 2014, in honor of Lung Cancer Awareness Month. The theme was “Quit Cold Turkey”—people who pledged to quit smoking “cold turkey” received smoking cessation information as well as a turkey sandwich meal for a $1 donation. $85 was raised for Relay for Life.

**NATIONAL DIABETES PREVENTION PROGRAM**

In July 2015, in collaboration with the Onslow County Health Department, Onslow Memorial offered a free information session, encouraging those in the community at risk of developing type 2 diabetes to attend. The Onslow County Health Department has stated there are at least 26,000 residents living in Onslow County who are pre-diabetic and unaware. The initiative is part of the National Diabetes Prevention Program, a proven program to help give people the tools to reduce their risk of diabetes.

**SKIN CANCER PREVENTION PROGRAM & SCREENING EVENT**

Onslow County has almost twice as many melanoma-related cancer deaths as the state average. To help raise awareness and educate the community around the importance of skin cancer prevention and early detection, Central Coast Dermatology, in collaboration with Onslow Memorial Hospital, offered free skin cancer screenings on June 24th, 2015. All members of the community were encouraged to attend, especially those uninsured or underinsured.

Additionally, OMH held a Skin Cancer Prevention Presentation on July 14th, where 70 participants received educational materials outlining the risk factors, signs and symptoms, prevention tips and treatment of skin cancer.

**LIGHTEN UP ONSLOW 2015**

From increased energy to reduced risk of cancer, there are many health benefits one can gain from losing weight. This year’s annual community-wide wellness program, Lighten Up Onslow, emphasized just that.

Participants were encouraged to not only focus on weight loss, but the opportunity to gain overall health.

With a new “track your fitness minutes” online tool, participants were able to track their progress throughout the program and at the conclusion of the challenge, winners were selected for both fitness minutes and weight loss.

As a result, participants attested to being able to spend more time being active with their family, experiencing better sleep, having more joint flexibility, and much more from their Lighten Up Onslow weight loss experience.

This year’s overall winning team, The Unstoppable Four, lived up to their name—not only did they lose the most weight (117.5 pounds), but they also had the most fitness minutes tracked with an impressive 29,469 minutes! Since 2011, this challenge has helped the community shed over 9,000 lbs. Thank you and congratulations to all of the teams and individuals who participated in the 2015 Lighten Up Onslow challenge!
O’HEALTHY ONLINE RESOURCE

As consumers and patients are increasingly turning to the Internet to find health and wellness information, Onslow Memorial is proud to continue to offer O’Healthy, a free, trusted online resource available 24/7 to the community. O’Healthy offers a library of the latest healthcare news and medical information, as well as an interactive Symptom Checker, risk assessment tools, a multimedia video and podcast archive, and more!

Visit ohealthy.onslow.org today!

ANNUAL FOUNDATION FUNDRAISER: DISCO FEVER

The 2015 Foundation fundraiser once again revealed the tremendous support of our community for OMH. Polyester leisure suits, bell-bottoms, cat suits and platform shoes were just a few of the items worn by community members during the Foundation’s 7th Annual Fundraiser, Disco Fever. The fundraiser supported Project Panda Bear, a campaign to raise money to purchase much needed Infant Panda Warmers for the newborns at OMH, and Project 2020, a 7 seven-year campaign to build a new patient tower at OMH.

During this “groovy” event, guests had the opportunity to bid on items in the silent and live auctions, dance “The Hustle” with the A-Town, A-List band, and take fun photos with a Props Photo Booth. The dance floor was packed all evening as guests showed off their 1970’s attire.

Thanks to the generosity of our many sponsors, donors, volunteers who serve on the Foundation Board, the Events Committee, local area Marines, and community members, Disco Fever raised approximately $110,000! In addition to fundraising for Project 2020, grants received from the Cannon Foundation and the Onslow Kiwanis Club allowed the Foundation to purchase 11 new Infant Panda Warmers for the Nursery and Labor & Delivery units at OMH – far surpassing the goal of 5 Panda Infant Warmers.

OMH WARRIORS IN PINK: RACE FOR THE CURE

The OMH Warriors in Pink represented Onslow Memorial Hospital with the largest team for the third year in a row at the 3rd Annual Komen Wilmington Race for the Cure in March. Over $800 was raised by our team in support of breast cancer and four breast cancer survivors and their families were transported to the race in style in a limo. “It was a cold but very beautiful day. What I remember most is the smiles crossing the finish line!”, said Tracy Sobiesienski, RN, Director of Education and Community Outreach Coordinator for the hospital’s Commission on Cancer. The Susan G. Komen Race for the Cure is recognized as the world’s largest and most successful series of 5K run/fitness walk events designed to raise public awareness for breast cancer, with annual races that attract more than 1.6 million participants in more than 150 locations worldwide.

The mission of OMH reaches far beyond the doors of our hospital. In addition to our free hospital resources such as O’Healthy and Lighten Up Onslow, Onslow Memorial also supports its employees in a wide range of community initiatives.

GIVING BACK TO OUR COMMUNITY: HOSPITAL INITIATIVES

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CAMARO SOUTH SUPPORTS PATIENTS WITH BREAST CANCER
Onslow Memorial employees attended Camaro South of Jacksonville’s Spring Show for Breast Cancer in July 2015, including Jennifer Provost who spoke to attendees about the benefits of 3D mammograms. Camaro South generously donated all $2,000 of their event proceeds to our Onslow Imaging Center for Women for mammograms and support for those who have been diagnosed with breast cancer.

BIKE MS
Proudly wearing the slogan, “Healin’ n Wheelin’”, sixteen MS Chiefs were among the 1,800+ cyclists who participated in this year’s 27th Annual Bike MS: Historic New Bern Ride. “We all came across the finish line together—what a team effort!” remarked the MS Chiefs team captain, Dr. Ed Piper. Since its inception in 1980, Bike MS cyclists have raised more than $1 billion for Multiple Sclerosis research, and OMH is proud to provide a generous corporate pledge to the event as well as the support of our cyclists.

ADDITIONAL COMMUNITY INITIATIVES
OMH EMPLOYEES PARTICIPATED IN:
• Girls on the Run®
• Onslow County Partnership for Children
• Relay for Life
• Tour de Cure
• United Way

The OMH Patient and Family Advisory Council (PFAC) continues to serve our patients and their family members by serving as their voice and lens on the council. Through this partnership, the PFAC has seen many accomplishments in the improvement of our delivery of care and services. Our PFAC is leading the way in patient and family engagement for hospitals across the country. The implementation and growth of our PFAC will be presented at the American Congress of Healthcare Executives to an international group of healthcare leaders this March 2016 in Chicago.
ONSLOW MEMORIAL HOSPITAL SUSTAINS ‘A’ GRADE IN LEAPFROG HOSPITAL SAFETY SCORE

The Leapfrog Group, an independent hospital watchdog organization, announced national ratings for hospitals this Fall 2015 and the results show Onslow Memorial Hospital sustained the top ‘A’ grade.

The Hospital Safety Score is the gold standard rating for patient safety in areas such as errors, injuries, accidents, and infections, compiled under the guidance of the nation’s leading patient safety experts and administered by The Leapfrog Group, a national, independent nonprofit “driving a movement for giant leaps forward in the quality and safety of American healthcare.”

“One of the most significant problems with today’s healthcare system is the failure to make safety and quality information available to the public,” The Leapfrog Group states. “The public deserves this information so they can make informed choices about where to receive care. The goal of the Hospital Safety Score is to reduce the approximately 440,000 yearly deaths from hospital errors and injuries by publicly recognizing safety and exposing harm.”

Continued on page 25
“Onslow Memorial Hospital’s ‘A’ grade is a powerful reminder of its commitment to putting patient safety above all else, and we are pleased to recognize the persistent efforts of our clinicians and staff to protect your patients,” said Leah Binder, president and CEO of The Leapfrog Group, which administers the Hospital Safety Score.

The Hospital Safety Score assigns A, B, C, D and F grades to more than 2,500 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public. Of the 2,530 hospitals issued a Hospital Safety Score this Fall, only 773 earned or sustained an ‘A’ grade.

Onslow Memorial Hospital also received an ‘A’ grade in the Spring 2015 national ratings.

“This sustained grade ‘A’ for Fall 2015 demonstrates the extraordinary passion and level of commitment that the providers, leadership, board and our entire staff have to quality and excellence of care for our patients and our community,” said Jo Malfitano, Director of Performance Improvement and Accreditation for the hospital. “This is excellent news for our community,” Malfitano said. “Every person to align with the commitment to a safe environment for our patients, and we must always be vigilant.”

We continually aim to achieve the highest standards for quality and evidence-based care,” added Dr. Ishwar Gopichand, FAAP, Chairman, Performance Improvement for the hospital and Chairman of Onslow County Consolidated Human Services Agency Advisory Board.

ONSLOW MEMORIAL HOSPITAL LISTED IN ELITE GROUP OF 100 SAFE CARE HOSPITALS®

Only two North Carolina hospitals in the category of 100-400 beds have been listed in the elite 100 SafeCare Hospitals®: Morehead Memorial and Onslow Memorial Hospital.

“This is a validation of the work that is done at the hospital every single day,” Malfitano said. “Every ongoing work our staff does to improve patient outcomes,” Malfitano said. “Every patient deserves the safest of care, and that’s what we are always striving to provide.”

Efficacy of Care, with performance based on Risk-standardized 30-Day Readmissions for Heart Attack, Heart Failure, and Pneumonia.

“These important metrics validate the ongoing work our staff does to improve patient outcomes,” Malfitano said. “Every patient deserves the safest of care, and that’s what we are always striving to provide.”

ONSLOW STROKE PROGRAM RECEIVES BRONZE AWARD

The American Heart Association (AHA) and American Stroke Association awarded Onslow Memorial with its prestigious Get With The Guidelines®—Stroke Bronze Achievement Award this past year.

“Onslow Memorial with its prestigious Get With The Guidelines®—Stroke Bronze Achievement Award this past year.

Stroke is the leading cause of disability in the United States and the third leading cause of death in North Carolina. Research suggests that delays in seeking treatment for stroke symptoms limit effective treatment options and result in a greater likelihood of permanent disability or death. Located in the nation’s Stroke Belt, Onslow County is an area where stroke mortality is more than 10 percent higher than the national average.

For this reason, Onslow Memorial Hospital has made stroke care and education a top priority within the hospital and community.

The Bronze Achievement Award signifies that the hospital has met the latest research-based standards for stroke care according to the guidelines recommended by the American Heart Association/American Stroke Association.
Onslow Memorial Hospital is a not-for-profit, tax exempt organization. We are recognized as a charitable organization under section 501(c)(3) of the Internal Revenue Code, which exempts us from federal income tax and allows us to receive tax-deductible charitable contributions.

At Onslow Memorial, we are dedicated to fulfilling our nonprofit mission and committed to giving back to our community.

**CHARITABLE EFFORTS**

**CHARITY CARE: $12,827,315**
OMH provides medically necessary care for all, regardless of their ability to pay. We provide complete patient assistance to those with incomes lower than 200 percent of federal poverty level, and offer extended payments with no interest to all patients.

**SUPPORT FOR COMMUNITY ORGANIZATIONS: $233,638,71**
OMH gives back to the community through charitable organizations. By far, our largest project is support for the Onslow Caring Community Clinic, which provides free medical care to area residents who otherwise wouldn’t be able to afford it. Other support goes to The United Way, Onslow Caregivers, the National Multiple Sclerosis Society and more.

**2015 IMPROVEMENTS**

- Replaced 3 High Efficiency Boiler Burners – $214,767

### ANNUAL COMBINED STATEMENT OF REVENUES AND EXPENSES

**FISCAL YEAR 2015**

#### REVENUES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Net Patient Service Revenue</td>
<td>$141,373,893</td>
</tr>
<tr>
<td>(less provision for uncollectible amounts of $41,915,673)</td>
<td></td>
</tr>
<tr>
<td>Other Revenue</td>
<td>5,892,275</td>
</tr>
<tr>
<td>TOTAL REVENUES</td>
<td>147,266,168</td>
</tr>
</tbody>
</table>

#### EXPENSES

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Salaries and Benefits</td>
<td>67,668,664</td>
</tr>
<tr>
<td>Medical Supplies and Other Direct Expenses</td>
<td>23,771,517</td>
</tr>
<tr>
<td>Physician Fees and Purchased Services</td>
<td>22,562,254</td>
</tr>
<tr>
<td>Depreciation and Amortization</td>
<td>7,672,515</td>
</tr>
<tr>
<td>Interest Expenses</td>
<td>2,436,981</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>15,416,100</td>
</tr>
<tr>
<td>TOTAL EXPENSES</td>
<td>139,028,031</td>
</tr>
</tbody>
</table>

#### OPERATING INCOME

- $8,258,137

#### NONOPERATING INCOME (NET)

- $(337,064)

#### EXPENSES IN EXCESS OF REVENUES

- $7,901,073
EMPLOYEE RECOGNITION

VANESSA ERVIN | NCHA AWARD

Vanessa Ervin, a trustee at Onslow Memorial Hospital, was awarded the North Carolina Hospital Association’s (NCHA) 2015 Trustee Merit Award. The award is given each year to a hospital trustee to recognize unique contributions to the individual’s institution and to the healthcare field.

Mrs. Ervin has dedicated her life to civic service and to improving the quality and accessibility of health care. As a past chair and current board member of the Onslow County Hospital Authority, she is a devoted and active advocate for the citizens of Onslow County.

PAT ALFORD | NCHA AWARD

Onslow County Hospital Authority Board Chair Pat Alford was among nine hospital volunteers to receive the prestigious Trustee Service Award by the North Carolina Hospital Association Annual Trustee Institute. The award recognizes board trustees who have made significant and unique contributions to their hospitals and the communities they serve.

Alford, a retired Navy Captain, is a hospital administrator at Naval Hospital at Camp LeJeune.

HAPPENINGS AND EVENTS

OCTOBER 2014
- Onslow Rehabilitation Center Open House Event
- Breast Cancer Screening Event

NOVEMBER 2014
- Community Smoking Cessation Presentation in Support of the Great American Smokeout

DECEMBER 2014
- Holiday Blood Drive

JANUARY 2015
- “Lose to Gain” Lighten Up Onslow 2015 Challenge Launch

FEBRUARY 2015
- 7th Annual Fundraiser, Disco Fever, Raises Over $100,000 for Project Panda Bear and Project 2020
- Lowes Foods Community Table Events in Honor of National Heart Month
- OMH listed in 100 Safe Care Hospitals®
- OMH launches Relay Health Online Patient Portal

MARCH 2015
- OMH receives Joint Commission Accreditation
- OMH Warriors in Pink Participate in Annual Susan G. Komen Race for the Cure

APRIL 2015
- OMH Receives NoCVA Award for Outstanding Team Engagement: Preventing Hospital Acquired Infections
- Volunteers Recognized During Volunteer Week
- OMH Receives ‘A’ Leapfrog Hospital Safety Score

MAY 2015
- Hospital Week Celebration
- Lighten Up Onslow Finale Event held at Lowes Foods

JUNE 2015
- VolunTeens Help at Onslow Memorial
- Skin Cancer Prevention Program & Screening Event

JULY 2015
- Camaro South Jacksonville Show, all proceeds donated to Onslow’s Imaging Center for Women
- National Diabetes Prevention Program

AUGUST 2015
- National Night Out Event

SEPTEMBER 2015
- Onslow County Senior Expo Event
- Annual Bike MS Event

2015 IMPROVEMENTS
IntelliSpace Portal 6 for Nuclear Medicine (provides more comprehensive images for diagnostics) = $161,647.20