

FY22 Community Benefit Report

Northeast Georgia Medical Center Gainesville/Braselton
Northeast Georgia Medical Center Barrow
Northeast Georgia Medical Center Lumpkin

Improving the health of our community in all we do.

Executive Summary:

In FY22, NGHS hospitals* provided an estimated \$208 million in community benefits.
\$84 million in financial assistance for low-income patients
\$39 million in losses incurred from Medicaid
\$110 million in bad debt
\$2.3 million loss incurred from other government programs that subsidize low-income patients
\$82.5 million for other community benefits, including health professions education and partnerships with charitable clinics and other non-profits in the communities we serve.

**NGMC Barrow, NGMC Lumpkin, NGMC Gainesville & NGMC Braselton*

Northeast Georgia Medical Center (NGMC) values cooperative efforts with community organizations and other healthcare providers to improve the health status of area residents. Highlights of community benefit activities provided by NGMC between October 1, 2021, and September 30, 2022:

Over \$17 million in community benefit programs and outreach provided by NGMC (includes NGMC Gainesville, Braselton, & Barrow), including:

\$7 million in workforce development &

Over \$650,000 in cash and in-kind contributions to nearly 70 partner community organizations

\$4.2 billion in economic impact, the ripple effect the hospital's spending has on other sectors of the local and state economies

15,000 full time jobs sustained throughout the region and state

9,000 employees

(Source: Georgia Hospital Association 2021 calculations for NGMC Gainesville/Braselton)

In FY22, NGMC offered patients the opportunity to participate in more than **50 clinical trials** involving some of the most promising, breakthrough new medical therapies. **Over 300 patients were enrolled** in trials that provided patients with access to cutting-edge treatments for cancer and heart disease. For more information: nghs.com/research

As a not-for-profit community hospital, all revenue generated above operating expenses is returned to the community through improved services and innovative programs.

Community Health Needs Assessment Completed

Using input gathered through focus groups, interviews, and an online survey, NGHS completed a Community Health Needs Assessment in FY22 in partnership with District 2 Public Health, Stephens County Hospital, Habersham Medical Center, and Good News Clinics. The assessment focused mainly on the needs of the community's most vulnerable populations, particularly those with low incomes who are uninsured. Conducted every three years, the CHNA culminated in the identification of the following three health priorities: **1. Behavioral and Mental Health 2. Access to Care 3. Healthy Behaviors.** For reports and more information, go to nghs.com/community-benefit-resources.

Selection of Unite Us: Leading Social Determinants of Health (SDOH) Platform

In FY22, NGMC supported groundwork to implement Unite Us, a social care and health services referral platform that connects individuals and families in need of services. A workgroup of stakeholders from over 14 community-based organizations identified the functional requirements of the platform and provided due diligence in the selection of Unite Us as the vendor of choice. unitedwayhallcounty.org/uniteus.

Mental and Behavioral Health

Under United Way's One Hall framework, NGMC partnered with like-minded people and organizations in FY22 to improve mental and behavioral health in the community. This effort helped to reduce the stigma of seeking help by raising awareness about the issue via social media and other platforms, providing up-to-date information about available resources, and education on Mental Health First Aid, QPR (suicide prevention training), and other evidence-based programs.

NGMC also sponsored J's Place, partnering with the Hall County School System's Project Aware, Partnership for a Drug Free Hall, and Avita to bring Kevin Hines to Hall County during Mental Health Awareness week. Kevin Hines is a mental health advocate who uses his personal experience to help others in need of resources and support. For the 2022 year-end report from the collaborative, go to unitedwayhallcounty.org/reachout.

The Medical Center Open raised more than \$200,000 for the Gainesville Police Department's Co-Responder Program. Funding helps provide a mental health specialist who responds with police officers to calls in which individuals may be experiencing a mental health crisis.

NGMC's Emergency Departments and NICU continue to partner with Georgia Council on Substance Abuse to implement CARES (Certified Addiction Recovery Empowerment Specialists) program. Since 2021, **more than 2,100 patients who struggle with addiction have been helped by trained Peer Recovery Coaches.**

Building Future Healthcare Workforce: First Class of GME Residents Graduates

NGMC celebrated the graduation of its inaugural class of internal medicine residents and the launch of the first-ever residents from NGMC's GME program entering community practice. NGMC welcomed **56 residents** during its fourth White Coat Ceremony. These residents span **five specialties** including inaugural classes in **Emergency Medicine and Psychiatry: six in general surgery, 20 Internal Medicine, 12 Family Medicine, 12 Emergency Medicine and 6 Psychiatry Residents. Six new residents** joined NGMC as the inaugural class of the hospital's **cardiovascular disease fellowship program.** The newest class brings the total to **139 residents** caring for patients and furthering their training to be **physician leaders of tomorrow.**

Accelerated Bachelor of Science in Nursing Program Launches at University of North Georgia (UNG)

NGHS and UNG partnered to create an Accelerated Bachelor of Science in Nursing degree to add 280 nurses to the workforce over the next five years beyond the nurses UNG already trains. The 15-month program is for students who already have a bachelor's or master's degree in another field and want to transition to a career in nursing.

Pathway to Medical School Cohort Graduates

NGMC continues to help address the shortage of primary care providers across the state with the Pathway to Med School Program, a four-week residential program for undergraduate pre-med students who attend Georgia institutions and intend on staying in state to practice primary care. This year eight young students graduated from the program, which consisted of 180 hours of clinical shadowing across the regions, community-based research, and instructional sessions. A total of **64 have graduated from the program since 2015**, and among those who applied to medical school, **97% were accepted**.

Education Leader in the Region

NGMC hosted the following for **over 1200** healthcare professionals throughout the region:

Northeast Georgia Infection Prevention Symposium
Regional Trauma Advisory Committee Symposium
The Inaugural Georgia Heart & Vascular Symposium

Partnerships with the Community: Juneteenth

NGMC partnered with Newtown Florist Club and the Gainesville-Hall County Black History Society to plan and implement the health care resource portion of the Juneteenth Celebration in Gainesville. A few of the featured speakers included Dr. Kevin Charles, a physician at NGMC who led a seminar to teach audience members the signs and symptoms of prostate cancer and Dr. Erine Raybon-Rojas, who also focused on the small steps that can have a big impact on a person's overall health.

Partnerships with Indigent Clinics throughout the Region

NGMC partnered with indigent clinics throughout the region such as Community Helping Place in Dahlonega, Good News Clinics in Gainesville, and Good Shepherd Clinic in Dawson County, to care for low-income, uninsured population. **In 2022, the national readmission rate for congestive heart failure was 23%; Good News Clinics' rate was 4.5%.** See Good News Clinics sponsorship highlight at nqhs.com/wp-content/uploads/2022/09/good-news-clinic-partnership.pdf.

COVID Care Leader

Healthgrades named NGMC Gainesville as **one of the nation's top 24 hospitals** for providing exceptional COVID-19 care early in the pandemic.

Reports:

NGMC Gainesville and Braselton

Highlights of NGMC Gainesville and Braselton Community Benefit Activities:

NGMC Gainesville and Braselton value cooperative efforts with community organizations and other healthcare providers to improve the health status of area residents. This is demonstrated through many partnerships ranging from serving as the lead agency of Safe Kids Northeast Georgia, to partnering with other organizations such as Good News Clinics and Public Health to reach at-risk populations in need of health care. Health education was provided through free community lectures, health screenings, and various support groups. NGMC also offered education seminars for health professionals in the community, region, and state and assisted in the training of students pursuing health careers. In addition, NGMC helped support the work of local non-profit organizations that serve the health and social needs of the community.

Charity Care: Like NGMC Lumpkin and Barrow, Gainesville and Braselton’s charity care policy removed barriers for low-income populations within our service area, beginning with free medically necessary care for patients whose gross family income was zero to 150 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 151 to 300 percent qualified for an adjustment equivalent to the hospital’s Medicare reimbursement rate plus an additional 40 percent discount to the Medicare reimbursement rate.

In FY22, the estimated cost of indigent and charity care through NGMC Gainesville and Braselton was \$79,565,916 for an estimated 43,262 patient encounters. In addition, NGMC incurred bad debt expense during FY22 of over \$93.2 million as measured by charges. This represents approximately 6% of net patient revenue as reflected in the audited financial statements. A significant percentage of this amount is estimated to be the result of patients that are employed but unable to pay medical expenses and are therefore considered “medically indigent.”

Financial Navigators: NGMC financial assistance counselors helped patients become insured through Medicaid, PeachCare, or other programs. This team focuses on advocating for uninsured and under-insured patients, aiding them in finding viable means to access care. They find the best solutions for helping patients apply for Medicaid or disability coverage, accessing healthcare exchanges, or processing charity applications when appropriate.

Indigent Patient Fund: At NGMC, financial assistance is provided for indigent patients to obtain urgently needed discharge medications and transportation. Individuals eligible for these funds are patients whose needs cannot be met through primary insurance, their funds, government programs, or other charitable services. This helped to ensure medication compliance and maximize conditions for recovery and recuperation. The NGHS Foundation provided funding for this program that served 268 people in FY22.

What Drives NGMC’s Community Health Improvement Activities:

NGMC, with input from the community, completed a Community Health Needs Assessment (CHNA) in 2022. The assessment focused mainly on the needs of the community’s most vulnerable populations, particularly those with low incomes who are uninsured. Input from the community was gathered through focus groups, interviews, and online surveys. The study identified three health priorities that fit hand-in-glove with the organization’s strategic direction: **Behavioral and Mental Health, Access to Care, and Healthy Behaviors.** For more information about the CHNA process and these priorities, go to www.nghs.com/community-benefit-resources.

United Way’s One Hall Mental and Behavioral Health Subcommittee: Under United Way’s One Hall framework, NGMC partnered with like-minded people and organizations to improve mental and behavioral health in the community. This effort helped to reduce the stigma of seeking help by raising awareness about the issue, providing up to date information about available resources, and education on Mental Health First Aid and other evidence-based programs. For the 2022 year-end report from the collaborative, go to www.unitedwayhallcounty.org/reachout.

Unite Us: Unite Us is a shared data platform that creates a coordinated care network with partners working together to provide a broad range of services such as housing, employment, food assistance and more. It’s a social care network that allows for electronic referrals and communication between our non-profits and service organizations to connect individuals and families to the social services they need in real time. It has a closed loop referral, so that we know a referral has been successful and communication with the person in need has occurred.

Research supports the idea that as much as 80% of a person's wellbeing is tied to things like physical environment, economic factors, and health behaviors (social determinants of health). Issues like unemployment, food insecurity, poor housing and social isolation play a detrimental role in overall health. Making improvements in SDOH upstream can impact better health downstream by minimizing poor health, unnecessary suffering, and higher costs.

In FY22, NGMC supported the groundwork to implement Unite Us, the leading SDOH referral platform. Agency collaboration is vital to the success of Unite Us, and that is why NGMC and United Way have partnered with the community on this project. A workgroup of stakeholders including representatives from over 14 community-based organizations identified the functional requirements of the program and provided due diligence in the selection of Unite Us as the vendor of choice.

Partnering to Reach the Uninsured: NGMC worked with other healthcare providers to care for area residents, particularly the indigent population. Partners included, but are not limited to, NGMC, the Northeast Georgia Physicians Group (NGPG) Primary Care Clinic at Hall County Health Department, The Longstreet Clinic, MedLink (Federally Qualified Health Center), area physicians, and indigent clinics such as Good News Clinics in Gainesville and Good Shepherd Clinic of Dawson County.

Good News Clinics (GNC): NGMC provides financial support to GNC annually. Founded in 1992, GNC is a Christian ministry that provides medical and dental care to the indigent and uninsured population at no charge. For more information about the long-time partnership between GNC and NGMC, go to Partnership Highlight: Good News Clinics at www.nghs.com/community-benefit-resources.

Peer Support in NICU and ER: NGMC and the Georgia Council on Substance Abuse (GCSA) partnered to launch CARES Peer Support Program. The program makes NGMC the first and only hospital in Georgia to connect people surviving overdoses to Certified Addiction Recovery Empowerment Specialists (CARES) at its EDs and NICUs. If a patient is in need of peer support, a CARES is paired with the individual. They provide support and connect the individual with resources while at the hospital. The CARES visits the individual 10 days after discharge to provide continued support and recovery resources. Since August 2021, the program has served a total of 2,194.

P.I.T.C.H. Program (Paramedics Improving the Community's Health): As a program of NGMC, P.I.T.C.H. is committed to ensuring the community has access to the care it needs. Community paramedics help patients by meeting them at their home to provide and connect them to primary care services; seek out available community resources; complete post-hospital follow-up care; discover education and health programs; and discuss overall health and mental happiness. This program benefited 323 community members in FY22.

NGPG Primary Care Clinic at the Hall County Health Department: NGMC funded and staffed a primary care clinic at the Hall County Health Department to improve access to primary healthcare services for low-income people in the community in FY22.

Prenatal Care Program at the Health Department: NGMC, The Longstreet Clinic, and Hall County Health Department partnered to improve birth outcomes by increasing early prenatal care for low-income, uninsured, and under-insured pregnant women via the Health Department's primary care clinic.

Habersham Medical Center Allocation: NGHS is a proven community healthcare system leader and partner who is acquiring struggling rural hospital Habersham Medical Center (as of July 1, 2023) to maintain access to local

hospital care for rural parts of our North Georgia region. As part of an innovative 5-year agreement, NGHS invested \$3 million in FY22 to enhance and expand HMC services.

J's Place Recovery Center: NGMC supported J's Place, The Jeffrey Dallas Gay Jr. Recovery Center, helping people seeking recovery and those in long-term recovery build relationships and skills that aid them in thriving and succeeding without the use of substances.

The NGHS Foundation Raises Funds to Benefit the Community: The NGHS Foundation is the fundraising arm of NGMC and raised funds to improve the community's health. The Foundation's operating expenses are supported by NGMC so that donated funds can be used to support NGMC projects and community health improvement initiatives.

Respecting Choices-Advanced Care Planning Education: The NGHS Foundation funds the project Respecting Choices-Advanced Care Planning Education. Respecting Choices is an evidence-based model of advanced care planning that honors an individual's goals and values for current and future health care. This program is designed to create an open discussion about end-of-life care in Northeast Georgia so that families are relieved of unnecessary stress while avoiding using expensive resources that patients don't value or benefit from. This project benefited 1,800 people in FY22.

Alzheimer's Association Support: NGMC provided a donation toward the Georgia Chapter of the Alzheimer's Foundation to advance research, enhance care and support, and raise public awareness.

Research: NGMC conducted clinical trial research studies available to patients in the community and enrolled patients into clinical trials. Cancer studies cover the spectrum of breast, lung, colon, prostate, bladder and thyroid cancers, and studies in cardiology include innovative therapies and devices for use in treating cardiovascular disease. Research impacts the standard of care, improving the care that patients receive.

Hospice: Hospice of NGMC provides multiple bereavement support groups and education for those grieving a loss or caring for a loved one with an illness (such as dementia), and two camps for children dealing with the loss of someone close to them. In FY22, 741 individuals were served in this program.

Community Education

Safe Kids Coalition Works to Keep Kids Safe: Safe Kids Northeast Georgia, led by NGMC, is part of Safe Kids Worldwide, the first and only national organization dedicated solely to preventing unintentional childhood injury, the nation's number one killer of children ages 19 and under. This program provides safety equipment such as car seats, bike helmets, and life jackets to area children in need. Working with a coalition of law enforcement, area schools, community volunteers, and others, Safe Kids provides educational materials and programs that teach children and their parents how to avoid accidents and injuries.

NGMC provided programs and events that reached approximately 2,700 children and their family members, teachers, and caregivers. Through these programs, safety items were distributed to families needing them.

Sixth Annual Northeast Georgia Region 2 Trauma Symposium: The sixth annual Northeast Georgia Region 2 Trauma Advisory Committee's Trauma Symposium was held in October, onsite at the Ramsey Conference Center at Lanier Technical College and online. The symposium is designed to teach rural hospitals in the North Georgia region that have limited access to ever-changing guidelines the best practice care processes to enhance patient outcomes. In FY22, local and national speakers presented on crush syndrome, surgical stabilization of rib

fractures, and more. Physicians, advanced practice practitioners, nurses, EMS and other clinical professionals benefited from attending this program.

NEGA Regional Infection Prevention Symposium: The Northeast Georgia Regional Infection Prevention Symposium is a free conference offered to any healthcare provider throughout the state by NGMC's Infection Prevention and Control department. Many of the small rural facilities throughout Georgia have limited to no access to infection prevention and control education, making this conference vital for learning. The symposium benefited 416 healthcare professionals in FY22.

Regional Trauma Advisory Committee (RTAC) and Symposium: As part of the State of Georgia's trauma system, the RTAC develops and maintains the region's trauma system plan and monitors system compliance and improvement activities. NGMC partners with other EMS agencies, participating hospitals, local governments, and the public as a part of this committee and the annual Northeast Georgia Trauma Symposium, which provided education to over 480 health professionals in the region in FY22. In addition, community education on injury prevention and trauma, such as with falls and the Stop the Bleed Campaign, was provided to nearly 1,488 professionals and individuals in FY22.

Georgia Heart & Vascular Symposium: In FY22, The Georgia Heart Institute held its inaugural Georgia Heart & Vascular Symposium in Braselton, bringing healthcare professionals and over 50 renowned experts together to share their experience and knowledge on cardiovascular medicine and treatment. The event included case studies, seminars and two heart procedures live-streamed from Northeast Georgia Medical Center Gainesville for the nearly 350 physicians, advanced practice providers, nurses, and EMS staff in attendance.

Health Sciences Library and Resource Center: The Health Sciences Library and Resource Center at NGMC served the health information needs of the Northeast Georgia community, expanding to over 18 counties in FY22. This center gives consumers, patients, and their family members access to credible resources relating to medical symptoms, conditions, and treatments. The Resource Center encourages visitors to make healthy choices and become active, informed partners in their healthcare. It benefited 9,808 people, and during FY22, the library hosted a book club to educate the community on health literacy.

Communicare: Each year, NGMC produces an annual health education magazine called *Communicare* to educate the public on health-related issues and create awareness of services available to the community. In FY22, 250,000 copies were printed and distributed, reaching more than 180,000 homes.

Sepsis Community Outreach and Program Development: Sepsis education was provided to increase sepsis awareness at local health fairs and seminars. Education about what sepsis is, what it looks like, and when to seek treatment was provided. NGMC also assisted unaffiliated healthcare organizations in developing sepsis navigation programs to help provide more efficient sepsis care. This reached approximately 692 community members in FY22.

Diabetes Education and Screening: NGMC worked throughout the community to educate and screen community members for diabetes at no charge, creating opportunities to educate individuals about the risks of diabetes while checking blood sugar levels and determining which individuals needed to seek further medical testing from their healthcare provider. Preventive education was also facilitated through pre-diabetic seminars and health fair participation. This support benefited 193 community members in FY22.

Diabetes Support Groups: NGMC provided diabetes support groups for those in the community supporting people with or living with diabetes. These support groups offered a place for 30 people to learn how to manage their diabetes, discuss problems, share experiences, and celebrate achievements with others.

Jennings Lectureship Series in Medical Humanities: Thanks to a signature gift to the NGHHS Foundation from Dr. Jennings' family, the GME program of NGMC annually hosts "The Henry S. Jennings, Jr. MD, Visiting Lectureship in Medical Humanities." The goal for this lectureship series is to give resident physicians, local medical professionals, and the community at large new opportunities for learning from outstanding scholars in the broad and encompassing field of medical humanities. In FY22, The Jennings Lecture was "Finding Structure in Chaos: Protecting the Healthcare Workforce in COVID-19 and Beyond," led by Dr. Joshua C. Morganstein. This lecture informed healthcare personnel on critical public mental health principles and adaptation of practices and procedures from high-stress occupations to help enhance well-being and operational sustainment during the global pandemic.

NICU Education and Support: NGMC continued education for healthcare professionals caring for and working in neonatal care. Simulation training is a core principle of NICU education and support, along with NGMC leaders serving in NICU educational roles throughout our healthcare community. Education opportunities included NGMC hosting a Neonatal Resuscitation Provider course for paramedic students at Lanier Tech, resulting in an improvement of infant transport circumstances in 2022. Additionally, Neonatal coordinator Aubrey Williams was asked to serve as a neonatal abstinence syndrome and substance use disorder content expert for University of North Georgia's (UNG) HRSA Set Grant by the School of Nursing. Over the course of FY22, Williams participated in meetings, content review, simulation creation meetings, and even gave a lecture on the topic.

Pastoral Outreach Programs: Clinical Pastoral Education (CPE) is an experience-based educational learning model for those who want to explore their gifts of pastoral care in an institutional setting. The program involved readings, classroom instruction, written assignments, group interaction, individual and group supervision, and serving as a chaplain at the hospital. NGMC's Clinical Pastoral Education Program is accredited through The Association for Clinical Pastoral Education, Inc.

Mental Health Question Persuade Refer (QPR) Training: NGMC supported suicide prevention training for the community in FY22.

Workforce Development

NGMC continues to serve as a "pipeline" to help get more qualified people interested in healthcare positions and help provide training and education to students. This training and education are done through various avenues, from job shadowing to the nurse extern program and pharmacy residency program, as well as significant support to Foothills Area Health Education Centers (AHEC).

Foothills AHEC: Foothills AHEC is a community-driven, non-profit corporation supported by federal and local sources. The mission is to increase the supply and distribution of healthcare providers, especially in medically underserved areas. Through joint efforts, communities experience improved supply, distribution, and retention of quality healthcare professionals. Foothills AHEC serves 31 counties in the Northeast Georgia area.

Allied Health Student Education: NGMC provides clinical rotations for allied health students. Educational affiliation agreements are maintained with each school/program, and NGMC ensures completion of all orientation and student health requirements before rotations. Students work directly with NGMC staff. In FY22, 1,029 students participated.

Graduate Medical Education (GME): NGMC's GME program is designed to train residents to be leaders in the medical field and the community. Medical students receive hands-on training in one of six specialties: internal medicine, family medicine, general surgery, OB/GYN, psychiatry, and emergency medicine. NGMC expects this

program to grow to 200 residents by 2025, which would make this program one of the largest in the state. The GME program is on target, with 226 positions filled by 2022. Each four-year program offers six resident slots per year.

Hall County Honors Mentorship Program: NGMC partners with the Hall County School system to match junior and senior mentorship students with a professional in their specific field of healthcare interest as part of real-life career experience in an honors level elective. The student spends approximately five hours a week with a mentor during the academic year and rotates through multiple departments. In FY22, 17 students participated in the program.

Project SEARCH: NGMC supported Project SEARCH, which provides employment and education opportunities for individuals with mild to moderate disabilities. The program is dedicated to workforce development that benefits the individual, community, and workplace. The High School Transition Program is a one-year educational program for students with disabilities in their last year of high school. It is targeted for students whose main goal is competitive employment. The students work 20 hours per week in each assigned department. Mentors are assigned in each department and attend a monthly meeting to discuss progress/needs of students. Various NGMC employees, in addition to the mentors, offer assistance and education as needs arise.

Clinical Simulation: NGMC is a proud facilitator of simulation learning, designed for participants to practice patient safety by improving detection and response to potential complications, facilitating the development of communication and collaboration, and incorporating evidence-based practice and standards of professional practice. Hands-on simulation was provided to students of University of North Georgia, Leadership Georgia, Brenau University, Gainesville High School, and Lanier Academy High School. This education benefited 210 healthcare professionals in FY22.

Nursing Student Education: NGMC provides clinical rotations for nursing students at NGMC, including faculty and student orientation, the educational affiliation agreement maintenance, and completion of all health and legal requirements before the first rotation. During FY22, there were more than 3,909 nursing students participating in the program.

Nursing Excellence: NGMC's Nursing Excellence department sponsors nursing education programs for aspiring nurses in the following fields: Certified Nursing Assistants, Licensed Practical Nurses, Nurse Practitioners, and Patient Care Techs. Nursing Excellence funds programs at Lanier Tech, North Georgia Tech, and University of North Georgia.

Support of Efforts to Improve Community Health

Community Health Needs Assessment: In FY22, NGMC and its partners conducted a Regional Community Health Needs Assessment (CHNA). NGMC's assessment included community input and a quantitative assessment performed by Public Goods Group.

Juneteenth Health Fair: On June 11, 2022, NGMC partnered with Newtown Florist Club and the Gainesville-Hall County Black History Society to plan and implement the health care resource portion of the Juneteenth Celebration in Gainesville. NGMC and other community-based organizations participated in health panels, health education resource tables, and free health screenings for attendees. The partners provided resources to improve outreach and access to the African American community in Hall County. Partners included Good News Clinics, Department of Public Health District 2, Hall County Senior Services, Georgia Heart Institute, Northeast Georgia Health System's Financial Navigator Services, Northeast Georgia Physicians Group, Longstreet Clinic,

Safe Kids Northeast Georgia, United Way of Hall County Compass Center, and United Way of Hall County's One Hall. Northeast Georgia Health System hosted health seminars. The Financial Navigators from Northeast Georgia Health System shared information about financial support resources at NGMC and how community members can take advantage of programs designed to assist those who need help paying for healthcare. Additionally, Dr. Kevin Charles, a physician at NGMC, led a seminar to teach audience members the signs and symptoms of prostate cancer. Another seminar led by NGMC physician Dr. Erin Raybon-Rojas focused on the small steps that can have a big impact on a person's overall health.

March of Dimes' March for Babies: NGMC sponsors The March of Dimes Walk in Hall County. Proceeds benefit the fight to prevent birth defects and related low birth weight and infant mortality problems.

American Heart Association Sponsorships-Hall County: NGMC supported The American Heart Association's Heart Walk and Go Red for Women Luncheon in Gainesville, benefiting research and local community education.

American Cancer Society Relay for Life: NGMC was the Presenting Sponsor for The American Cancer Society's Relay for Life Hall County event. The walk benefits cancer research and community education.

Partnership for Gynecological Cancer Support: NGMC provided support to the Partnership for Gynecological Cancer Support (PGCS). The mission of PGCS is to help alleviate some of the financial burdens for the women of Northeast Georgia who are undergoing treatment for gynecological cancer by providing funds for food, gas for transportation to treatment, and medications not covered by insurance.

Blood Drives: In FY22, NGMC hosted 18 drives, with a total 413 participants donating 396 pints of blood.

Employee Staff Time for WATCH, NGHS Foundation: The WATCH Employee Giving Committee raises funds to support health system initiatives impacting the greater community such as donations toward Camp Braveheart research and community education through the American Heart Association, American Cancer Society, and Change Grants that support projects such as Books for Babies. Employees have donated more than \$11M in care since the program's inception in 1999.

Encouraging Medical Volunteering: NGMC provided information at physician orientations to encourage physicians to step up to volunteer at local free clinics. NGPG also encourages physicians to give of their time volunteering at these locations. NGMC physicians actively participate in community outreach through various physician leadership councils, including educational seminars, screenings, cancer prevention, and volunteering in regional indigent clinics.

Breastfeeding Support Group: NGMC holds a Breastfeeding Support Group at its locations, offering mothers a time and place to connect and discuss breastfeeding related issues with the guidance of a board-certified lactation consultant. The group goal is to provide the mother and parents with the tools and support they need to be successful breastfeeding and or providing breastmilk for their infant. The ongoing support group met two times each month in Gainesville and one time each month in Braselton.

Southeastern Brain Tumor Foundation: NGMC provided support for The Southeastern Brain Tumor Foundation, whose primary mission is to improve the quality of life for brain tumor patients and their families. The organization also aims to fund research for the treatment and cure of this condition.

Glory, Hope, and Life Sponsorship: NGMC supported Glory, Hope, and Life to help improve the lives of individuals, their families, and caregivers in the community who have been touched by cancer.

Keaton Franklin Coker Foundation Thumbs Up Mission: NGMC helped support this organization whose mission is to fortify families in which a parent or child is fighting cancer.

Cancer Patient Navigator: NGMC's patient navigation program provides cancer patients with guidance throughout their cancer journey and acts as a "living resource directory" for patients. Services include connecting with community resources, providing emotional support, helping patients understand their diagnosis, communicating with healthcare staff and providers, addressing logistical issues such as transportation needs, and helping patients understand medical terms and treatment options. These efforts supported 13,019 community members in FY22.

United Way Top Corporate Fundraiser: At the FY22 United Way of Hall County campaign kickoff, NGMC Gainesville was named as one of the top three company fundraisers.

Youth Development

Partners in Education: NGMC is a Partner in Education with local high schools. As such, NGMC supports each school in various projects related to healthcare and the early preparation of students for careers in this field, including the rewarding of scholarships, facilitating NGMC campus tours, and participation in Educational Partners Advisory Board and Education Affiliation meetings.

Read Learn Succeed Initiative: In an effort to improve school readiness and literacy for the community's children, NGMC partnered with the United Way of Hall County's Read Learn Succeed initiative to produce a children's book to be given to all babies born at NGMC Gainesville and Braselton. Printed in English and Spanish, *Welcome to the World* provides education about the importance of reading to children every day, for at least 15 minutes, starting at birth. This book is given to babies born at NGMC.

Hall County Project AWARE: NGMC Gainesville provided a donation toward Hall County School District's Project AWARE. The purpose of project AWARE is to increase awareness of good mental health among school-aged youth. The FY22 donation helped bring Kevin Hines, a mental and behavioral health keynote speaker, to speak to the kids and the community.

Boy Scouts of America: NGMC supports Boy Scouts of America, helping fund programs that teach children the values of citizenship, character development, and personal fitness.

Girl Scouts of Historic Georgia Support: NGMC supported the Girl Scouts of Historic Georgia, an organization serving over 5,000 girls ages 5-17 in 25 counties annually in Northeast Georgia.

Edmondson-Telford Center for Children: NGMC helped support the Edmondson-Telford Center for Children, a child advocacy center providing a safe, child-friendly place for forensic interviews of child abuse victims. Furthering this support, an NGMC staff member sits on the Board of Directors.

Interactive Neighborhood for Kids, Inc. (INK): NGMC sponsored a hospital exhibit in the interactive children's museum, a museum designed to encourage children of all ages to develop their full potential through exciting hands-on learning experiences and to promote the idea of careers in health services.

Eagle Ranch Support: NGMC donated toward Eagle Ranch, which provides a Christ-centered home for youth aged 6 to 18 who are in need of a stronger family support system. Their goal is the spiritual, intellectual, emotional, social, and physical development of children and the eventual reunification with their natural

families whenever possible.

Donations/Community Support

Northeast Georgia History Center Support: NGMC provided funds to support an event to honor a community leader with proceeds going to support the center in fulfilling its mission of education, historic preservation, and community outreach. E.E. Butler, the first African American doctor to receive privileges to practice medicine in Hall County, was honored.

John Jarrard Foundation Support: NGMC donated toward the John Jarrard Foundation, an organization supporting the Boys and Girls Club of Hall County, Good News Clinics, Good News at Noon Shelter, and the Georgia Mountain Food Bank.

NGMC provided office space to the American Red Cross in FY22.

Center Point Support: NGMC supported Center Point by providing a cash donation. Center Point trains and pairs mentors with at-risk youth in Gainesville and Hall County. Additionally, Center Point provides classes and other programs for teens and their families.

Gateway Domestic Violence Center: Through crisis intervention, comprehensive support, and community collaboration, Gateway Domestic Violence Center helps create an environment for clients that offers safe, healthy, self-sufficient growth and violence prevention. The NGMC Chief of Staff is a board member.

Salvation Army Support: NGMC helped support the Salvation Army, which serves people in need through food distribution, emergency assistance, and assistance for the unhoused community.

Rotary Club of South Hall Support: NGMC sponsored the Rotary Club of South Hall County's fundraiser to benefit community programs such as foster children's programs, UNG Food Pantry Program and scholarship fund, and more.

Rotary Club of Gainesville: NGMC was a sponsor for the Rotary Club of Gainesville's annual golf tournament benefiting the Hart Joiner Fund for children and youth.

Rotary Club of Dawson: NGMC sponsored the Rotary Club of Dawson food distribution program, which served over 600 meals to elderly and food insecure residents of Dawson County.

Rotary Club of Buford: NGMC provided a cash donation toward the Rotary Club of Buford's community event, with proceeds going to the North Gwinnett Co-Op which provides healthy food and utility support to families in need in Buford and the surrounding area.

Special Kneads and Treats: NGMC provided a donation to Special Kneads and Treats, an organization that provides special needs adults with an opportunity to receive gainful employment in a safe and rewarding environment.

Sports Medicine Athletic Care: The Sports Medicine Athletic Training Department provided medical care to 16 local high schools, three local universities, and many other local sports venues, programs, and departments. The trainers provide this care during practices and games throughout the year. They provide injury assessment, rehabilitation, taping/bracing, exercise prescription, environmental awareness (heat and lightning),

concussion management, CPR training, nutritional speeches, and emergency coverage at community events.

Hispanic Alliance: NGMC provided a donation to help with scholarships through the local Hispanic Alliance in FY22.

Georgia Mountain Food Bank Sponsorship: NGMC was a sponsor of the Empty Bowl event in support of the Georgia Mountain Food Bank. This organization provides a vital link between sources of food supplies and hardworking community-based partner agencies that help get the food into the hands of families and individuals who need it.

Elachee Nature Center Support: NGMC supported the Elachee Nature Science Center, which is an environmental education facility in Gainesville. Elachee provides environmental literacy through quality educational field trip experiences, museum exhibits, programs for families and children and resources for schools, scouts, groups, and the public. This center also provides green space and walking trails. As a priority in the greater Hall Chamber of Commerce Vision 2030, NGMC supports this initiative to encourage a healthier quality of life through improving environmental health and physical activity.

Children's Center for Hope and Healing: NGMC provided a sponsorship for The Children's Center for Hope and Healing Northeast Georgia Trauma Conference. This organization is a community nonprofit providing counseling services to children affected by sexual abuse.

Women's Support

Junior League of Gainesville and Hall County: NGMC supported the Junior League of Gainesville and Hall County. Serving an exclusively educational and charitable purpose, this organization of women promotes volunteerism, develops the potential of women, and improves the community through the effective action and leadership of trained volunteers.

WomenSource Sponsorship: NGMC provided support for WomenSource, a non-profit organization designed to help women succeed professionally and personally with education on health and finances.

Accreditations, Awards and Recognition

Comprehensive Center with Obesity Medicine Qualifications Accreditation: In FY22, NGMC achieved accreditation as a Comprehensive Center with Obesity Medicine Qualifications under the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP). This designation highlighted the hospital's commitment to quality patient care in the field and high-quality medical weight-loss services.

Cancer Services Accreditation: In FY22, NGMC's Cancer Services received renewed accreditation by the American College of Surgeons (ACS) – a designation NGMC has maintained since 1958. The accreditation recognizes NGMC commitment to comprehensive, high-quality, and multidisciplinary patient-centered care, its ongoing quality improvement efforts and its contributions to cancer prevention and early detection.

Dual Center of Excellence Accreditations: In early 2022, NGMC Braselton earned accreditation as a Center of Excellence in Minimally Invasive Gynecology and Robotic Surgery from the Surgical Review Corporation (SRC), an internationally recognized patient safety organization. Additionally, two NGMC nurses were recognized as Care Specialists for their expertise – Claire Nichols, RN, in Minimally Invasive Gynecology, and Leslie Evan, RN, in Robotic Surgery.

Comprehensive Stroke Center Certification: NGMC Gainesville received the Comprehensive Stroke Center certification from Det Norske Veritas (DNV), the highest certification awarded to hospitals for their treatment of serious stroke events. NGMC Gainesville is the only hospital north of Metro Atlanta to receive this certification. Additionally, NGMC Braselton and NGMC Barrow were recertified as Primary Stroke Centers.

COVID-19 Care Leader: NGMC Gainesville was recognized as one of the nation's top 24 hospitals for providing exceptional COVID-19 care during the early months of the pandemic by Healthgrades, a third-party online resource for comprehensive information about physicians and hospitals. The list was chosen by analyzing Centers for Medicare and Medicaid Services (CMS) data from January through September of 2020.

Hospice Honors Elite Recipient: In FY22, Hospice of NGMC was the only hospice provider in the region to receive the 2021 Hospice Honors Elite award, which recognizes agencies that provide the highest quality hospice care.

Most Wired Level 9 Award: NGMC is one of only two hospitals in Georgia to receive Most Wired Level 9, one of the highest levels of recognition for using technology to improve healthcare quality and cost. The College of Healthcare Information Management Executives (CHIME) included NGMC on its annual list of Healthcare's Most Wired for 2021, making it the eighth year NGMC has made the list. The Most Wired program conducts an annual survey to assess how effectively healthcare organizations apply information technologies into their clinical and business programs to improve patient safety and outcomes in their communities. Level 9 organizations are seen as leaders in healthcare technology that actively push the industry forward. Not only have they deployed advanced technologies, but they encourage digital adoption across their organizations.

Interventional Cardiology Program Milestone: In FY22, NGMC Gainesville celebrated the 20th anniversary of the Interventional Program and the opening of the catheterization lab at the hospital. Since then, NGMC has performed over 50,000 procedures.

National Nursing Leadership Award: In Spring 2022, Jesse Gibson, Trauma Program Director at NGMC, was named the 2022 Society of Trauma Nurses (STN) Leadership Award recipient, an award presented annually to an individual who has demonstrated outstanding leadership in trauma at the local, state, and national level.

UGA College of Pharmacy Preceptor of the Year: Amy Knauss, PharmD, BCPS – who serves as the clinical coordinator for the inpatient pharmacy at NGMC – was recognized by the University of Georgia College of Pharmacy as 2021-22 Preceptor of the Year for the North Georgia area. With the North Georgia area consisting of northeast Georgia and all of Atlanta, the recognition is even more significant due to the large group of talented preceptors from which Amy was selected. Of note, NGMC and NGPG pharmacy teams precept up to four second-year pharmacy students and up to 20 fourth-year pharmacy students each year.

NGMC Barrow

Highlights of NGMC Barrow Community Benefit Activities:

NGMC Barrow values cooperative efforts with community organizations and other healthcare providers to improve the health status of area residents. The organization demonstrates this through community partnerships and support.

NGMC Barrow supported the community in a variety of ways during FY22, from mental health awareness programs and suicide prevention, to facilitating youth apprenticeship programs. In addition, Barrow provided support to other local non-profit organizations that serve the community.

Charity Care: Like NGMC Gainesville, Braselton, and Lumpkin, NGMC Barrow’s charity care policy removed barriers for low-income populations within our service area, beginning with the free, medically necessary care for patients whose gross family income is 0 to 150 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 151 to 300 percent may qualify for an adjustment equivalent to the hospital’s Medicare reimbursement rate plus an additional 40 percent discount to the Medicare reimbursement rate.

In FY22, the estimated cost of indigent and charity care through NGMC Barrow was \$3.8 million based on 3,966 patient encounters. In addition, NGMC Barrow incurred bad debt expense during 2022 of approximately \$10.0 million as measured by charges. This represents approximately 21.8 percent of net patient revenue as reflected in the audited financial statements. A significant percentage of this amount is estimated to be the result of patients that are employed by unable to pay medical expenses and are therefore considered “medically indigent.”

Financial Navigators: NGMC Barrow financial assistance counselors help patients become insured through Medicaid, PeachCare, or other programs. This team advocates for uninsured and under-insured patients, aiding them in finding viable means to access care. They find the best solutions by helping patients apply for Medicaid or disability, accessing healthcare exchanges, or processing charity applications when appropriate.

Cancer Patient Navigation: NGMC’s patient navigation program provided over 1500 cancer patients with guidance throughout their cancer journey and acted as a “living resource directory” for patients in FY22. Services included: connecting with community resources, providing emotional support, helping patients understand their diagnosis, communicating with healthcare staff and providers, addressing logistical issues such as transportation needs, and helping patients understand medical terms and treatment options.

What Drives NGMC’s Community Health Improvement Activities?

NGMC with input from the community, completed a Community Health Needs Assessment (CHNA) in 2022. The assessment focused mainly on the needs of the community’s most vulnerable populations, particularly those with low incomes who are uninsured. Input from the community was gathered through focus groups and interviews. The study identified three health priorities that fit hand-in-glove with the organization’s strategic direction: **Mental & Behavioral Health, Access to Care, and Healthy Behaviors.** For more information about the CHNA process and these priorities, go to www.nghs.com/community-benefit-resources.

Partnering in the Community

Community Leadership: In FY22, NGMC Barrow and system leadership actively supported the local community through board leadership, volunteer opportunities, and community involvement.

The Public Relations Manager of NGMC Barrow, actively supported the local community through board leadership, including: co-chair of the NGHS Diversity, Equity, and Inclusion Council; board member, and finance committee member on the Barrow Chamber of Commerce; vice chair of the Barrow Chamber of Commerce’s Women in Business program; member of the NEGA Council Executive Board of Directors and Strategic Planning Committee of Boys Scouts of America; chair of Friends of Boy Scouts; vice chair of Barrow Arts and Sciences Academy (BASA) School Governance Team; selection committee member of BASA Principal; grant review committee member of the United Way and DeJerBe grant; and reader of books to Statham Elementary first and third graders.

NGMC’s Vice President of Post-Acute Services actively supported the local community through board leadership, including acting as an Advisory Committee member of Wimberly Roots and a youth coach and mentor of YMCA Piedmont. The nursing leader at NGMC Barrow is a native of the area and actively supported the local

community through board leadership on the Advisory Committee of Wimberly Roots. Finally, Carol Burrell, NGHS CEO, actively supported the local community through board leadership, including serving as co-chair on the CFIT park project, "Building the Future Campaign."

The Georgia Club Foundation Partnership: NGMC partners with The Georgia Club Foundation, providing medical awareness events to serve the community. The Georgia Club Foundation is serves unmet educational, spiritual, and basic human needs of persons primarily within the surrounding counties of Barrow, Oconee, and Clarke counties. Through partnerships, volunteer efforts, and fundraising, the Foundation acts as the helping hand that improves and strengthens life in our community. FY22 events included a Pre-Diabetes Health Seminar and a Cardiovascular Health Presentation and Preventive Health Checkup.

Friends of Advantage: In FY22, NGMC Barrow donated to Friends of Advantage (FOA), a 501c3 non-profit that directly assists Advantage Behavioral Health Systems by bridging gaps in funding for individuals with mental illness, developmental disabilities, and addictive disease recovery. The organization's mission is to enhance the lives of people served by expanding knowledge and resources beyond those provided by families, government, or insurance.

American Foundation for Suicide Prevention: NGMC Barrow provided financial support for the Out of the Darkness walk which raised funds for the American Foundation for Suicide Prevention for research, programs, education, and advocacy.

Mercy Health Center: NGMC Barrow donated to the Mercy Health Center, whose mission aligns with NGMC goals to treat mental and behavioral health needs of those who need it most. As a non-profit free health clinic that only serves the low-income uninsured population, Mercy encounters patients at higher risk of suicidal ideation than the public. As a result, Mercy is uniquely positioned to intervene and make an eternal difference in the lives of our patients and their families.

QPR Training for Mental Health: QPR Suicide Prevention Training was provided to 300 individuals in FY22. This important training teaches how to: ask the suicide Question, Persuade the person to stay alive, and then Refer the person to the appropriate support.

Barrow County Farmers Market Support: NGMC provided a cash donation to the Barrow County Farmers Market, which enhances and supports healthy lifestyles and diets in our community.

Adventure Bags Inc.: NGMC Barrow sponsored Adventure Bags Inc., a local nonprofit that serves children who have been displaced due to homelessness, disaster, or entering foster care. The organization provides bags that include clothes, overnight essentials, and personal care items.

Child Advocacy, Protection, and Wellness: NGMC Barrow provided financial support for Piedmont CASA (Court Appointed Special Advocates). CASAs are appointed by the juvenile court judge to advocate for the best interest of the child and are responsible for ensuring the child's needs are met and the child's best interest is heard.

Safe Kids Northeast Georgia: NGMC Barrow served as the lead agency for Safe Kids Northeast Georgia, reducing unintentional injuries and death in children 19 and under. In FY22, Safe Kids provided two programs and events in the Barrow area, with outreach to over 650 children and their family members, teachers, and caregivers. These programs distributed safety items to families who needed them, including 125 helmets. Safe Kids was funded by the NGHS Foundation.

The Tree House, Inc. Support: NGMC donated to The Tree House, Inc., whose mission is to strengthen communities by reducing the occurrence and impact of child abuse through counseling, educating, supporting, and nurturing children and families in Barrow, Banks, and Jackson counties. NGMC Barrow's Emergency Department Manager serves on the foundation's board of directors.

Boys & Girls Club of Winder Support: NGMC Barrow donated to the Boys & Girls Club of Winder, which provides programs that empower youth to excel in school, become good citizens and lead healthy, productive lives.

Northeast Georgia Council Friends of Scouting: In FY22, NGMC Barrow provided support to the Boy Scouts of America, helping teach children the values of citizenship, character development, and personal fitness through community service, camp, and other activities.

The Cancer Foundation Support: A donation was provided to support The Cancer Foundation, whose mission is to help alleviate the financial burden of cancer patients living in northeast Georgia who are experiencing an immediate financial crisis and are currently receiving treatment or are six months post-treatment.

Stroke Education and Outreach: Staff from the NGMC Barrow Stroke Unit provided education to the community about stroke prevention, symptoms, risk factors, and actions to take. Educational demonstrations were provided at several community events.

Education and Workforce Development

Allied Health Student Education: NGMC provided clinical rotations for allied health students. Educational affiliation agreements are maintained with each school/program. NGMC's education services department ensures completion of all orientation and student health requirements before rotations. Students work directly with NGMC staff. At NGMC Barrow, 19 students benefited from this program.

Nursing Student Education: NGMC coordinates clinical rotations for nursing students at NGMC Barrow, including faculty and student orientation, educational affiliation agreement maintenance, and completion of all health and legal requirements before first rotations. At NGMC Barrow, 20 students benefited from this program in FY22.

Youth Development

Barrow County Schools: NGMC partnered with Barrow County Schools to implement "Tar Wars" for 1,655 fourth and fifth-grade students. "Tar Wars" is a tobacco-free education program developed by the American Academy of Family Physicians to teach kids about the dangers of tobacco use, the cost associated with using tobacco products, and the advertising techniques used by the tobacco industry to market their products to youth. In FY22, NGMC's fourth consecutive year of "Tar Wars" was marked with a Poster Contest, inspiring students to submit designs discouraging the use of tobacco. The Barrow students selected went on to place in the top three on the state level.

UGA Foothills 2022 Health Careers Conference Support: NGMC Barrow participated in the UGA Foothills 2022 Health Careers Conference, a unique opportunity for high school students to get on the path to a successful career in the healthcare industry. During this three-day conference, students are exposed to health careers and opportunities through a variety of hands-on activities and facility tours. NGMC Barrow contributed to this conference with a suturing teaching event led by resident Dr. Devin Smith.

Youth Apprenticeship Program: The Youth Apprenticeship Program provides an opportunity for high school students come into the hospital and work for one class period in their day. This program provides hands-on

exposure to many different healthcare careers and serves as a recruitment tool to encourage student enrollment in post-secondary healthcare programs of study. Eight students participated with NGMC Barrow, working approximately 7.5 hours each week.

NGMC LUMPKIN

Highlights of NGMC Lumpkin’s FY22 Community Benefit Activities:

NGMC Lumpkin, LLC values cooperative efforts with community organizations and other healthcare providers to improve the health status of area residents. The organization demonstrates this by providing financial and staff support to local nonprofit agencies, developing partnerships with schools on health professions education, and fostering partnerships with established indigent clinics that serve the under-served population.

Charity Care: Like NGMC Gainesville, Braselton, and Barrow, Lumpkin’s charity care policy removed barriers for low-income populations within our service area, beginning with free medically necessary care for patients whose gross family income was zero to 150 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 151 to 300 percent qualified for an adjustment equivalent to the hospital’s Medicare reimbursement rate plus an additional 40 percent discount to the Medicare reimbursement rate.

In FY22, the estimated cost of indigent and charity care through NGMC Lumpkin was approximately \$800,000 based on 1,167 patient encounters. In addition, NGMC incurred bad debt expense during 2022 of over \$6.9 million as measured by charges. This represents approximately 25.6 percent of net patient revenue as reflected in the audited financial statements. A significant percentage of this amount is estimated to be the result of patients that are employed by unable to pay medical expenses and are therefore considered “medically indigent.”

What Drives NGMC’s Community Health Improvement Activities?

Northeast Georgia Medical, with input from the community, completed a Community Health Needs Assessment (CHNA) in FY22. The assessment focused mainly on the needs of the community’s most vulnerable populations, particularly those with low incomes who are uninsured. Input from the community was gathered through focus groups and interviews. The study culminated in the identification of the three following health priorities that fit hand-in-glove with the strategic direction of the organization: **Behavioral and Mental Health, Access to Care, and Healthy Behaviors**. For more information about these priorities, go to www.nghs.com/community-benefit-resources.

Leadership Lumpkin County: In FY22, three NGMC staff members were invited to participate in Leadership Lumpkin County, sponsored by the Lumpkin Chamber of Commerce. This nine-month program brings together leaders of Lumpkin County businesses, strengthening relationships and offering opportunities for collaboration.

Rotary Club Support: Members of NGMC Lumpkin attended the weekly Noon Meeting of the Rotary Club of Lumpkin County, which supports local charities and services, and in turn provides connections within the Lumpkin County community with other leaders.

Allied Health Student Education: NGMC provided clinical rotations for allied health students. Educational affiliation agreements are maintained with each school/program. NGMC’s education services department ensures completion of all orientation and student health requirements before rotations. Students work directly with NGMC staff.

Behavioral Health Youth Education: NGMC Lumpkin provided a donation to the Lumpkin County Sheriff's Office to develop and produce Crime Prevention, Safety Education and Substance Abuse Education materials. The materials were used as part of "The Fight Against Drugs, Alcohol & Violence in Our Community" program and help educate youth in Lumpkin County Schools on making safe and responsible choices.

Partnering to Reach the Uninsured

NGMC worked cooperatively with other healthcare providers to care for area residents, particularly the indigent population.

Support of Community Helping Place: NGMC provided financial, and staff support for Community Helping Place, an indigent health clinic in Lumpkin County that provides medical and dental services for the area's most vulnerable populations. NGMC donated \$15,000 to help support these efforts in FY22 NGMC Lumpkin Director Kay Hall served on the board of the Lumpkin County Community Helping Place and navigation toward mental health services.

Support of Good Shepherd Clinic: Good Shepherd Clinic of Dawson County strives to make Dawson County a better place by providing health care for those who have none. In FY22, NGMC provided office space free of charge to the clinic.

Lumpkin County Family Connection: NGMC supported Lumpkin County Family Connection, a partnership of organizations working to help meet the needs of children and families of the community. The goals are to prevent child abuse and neglect and to give all children an equal opportunity to succeed in school and in life. The collaborative provided shoes and clothing to needy children, over 47,000 pounds of food, school supplies and 597 mentoring hours.

South Enotah Child Advocacy Center, Inc.: NGMC sponsored the South Enotah Child Advocacy Center, which supports children who have survived abuse and neglect in Lumpkin and White County.

Lumpkin Literacy Support: The Lumpkin County Literacy Coalition's mission is to increase adult and childhood literacy in Lumpkin County.

Lumpkin County Education Foundation: NGMC supported the Lumpkin County Education Foundation in FY22.

Nursing Student Education: NGMC Lumpkin provided clinical rotations for nursing students at NGMC Lumpkin's campus, including faculty and student orientation, educational affiliation agreement maintenance, and completion of all health and legal requirements before first rotations. At NGMC Lumpkin Campus, 106 students benefited from this program at NGMC Lumpkin in FY22.

New NGMC Lumpkin: In June 2022, NGMC Lumpkin broke ground on a new hospital in Dahlonega, Georgia, which will enhance access to healthcare services for area residents.

Remote Treatment Stroke Center: In early 2022, NGMC Lumpkin was designated a Remote Treatment Stroke Center by the Georgia Department of Public Health for its advancements in stroke care. To earn this designation, the hospital's stroke team demonstrated the ability to evaluate, stabilize and provide evidence-based treatment to patients with acute stroke symptoms. NGMC's established policies, protocols, data collection, resources, community relations and quality improvement were also important factors the state considered for this stroke designation.

Special Notes About Community Benefit Reporting

NGMC used the precepts outlined in “A Guide for Planning and Reporting Community Benefit,” provided by the Catholic Health Association of the United States and Vizient for its Community Benefit reporting within the organization’s IRS 990 Schedule H. The guide’s purpose is to help not-for-profit mission-driven healthcare organizations develop, enhance and report on their community benefit programs.

Community Benefit Definition: The program or activity must address a demonstrated community need and seek to address at least one of the following:

- Improving access
- Enhancing population health
- Advancing generalizable knowledge
- Relieving the government burden on improving health

The program or activity must:

- Primarily benefit the community rather than the organization
- Result in measurable expense to the organization

If the program or activity is provided primarily for marketing purposes, standard practice, expected of all hospitals (such as activities required for accreditation, licensure, or to participate in Medicare) or is primarily for employees (not including interns, residents, and fellows) and/or affiliated physicians, it is not community benefit.

Charity Care Cost is an estimated cost and does not include bad debt. Additional information has been included in the Schedule O to give the broadest view of community impact of NGHS hospitals.