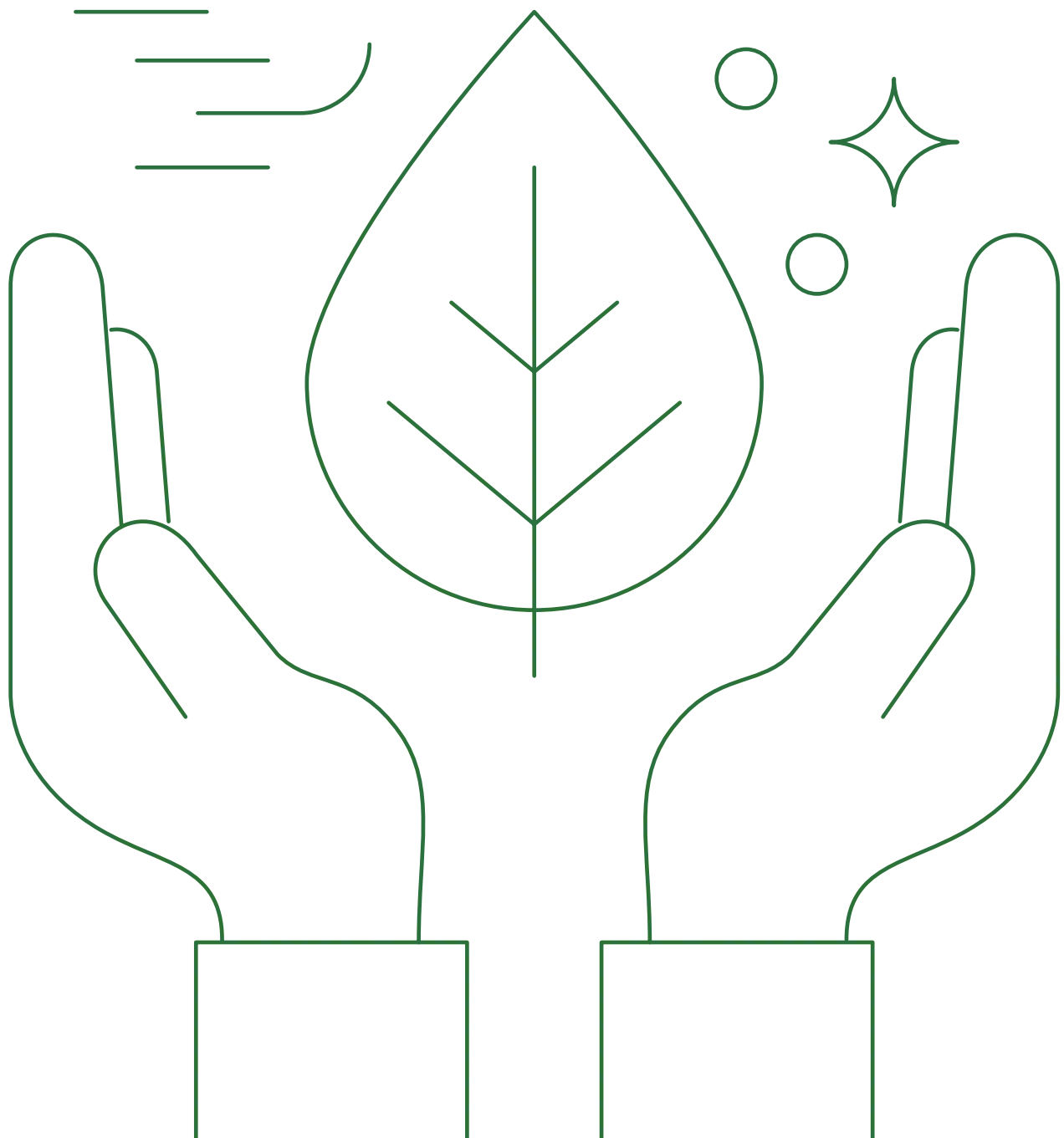




2024 COMMUNITY IMPACT REPORT



NORTHEAST GEORGIA HEALTH SYSTEM (NGHS) IS A NOT-FOR-PROFIT COMMUNITY HEALTH SYSTEM WITH THE MISSION TO “IMPROVE THE HEALTH OF THE COMMUNITY IN ALL WE DO.” NGHS SERVES MORE THAN ONE MILLION PEOPLE IN 19 COUNTIES ACROSS NORTHEAST GEORGIA, OFFERING A FULL RANGE OF HEALTHCARE SERVICES, INCLUDING ONCOLOGY, ORTHOPEDICS, CARDIAC SURGERY, CRITICAL CARE, SURGICAL TRAUMA, NEONATOLOGY AND WOMEN’S CARE.

As a not-for-profit health system, all revenue generated above operating expenses is returned to the community through improved services and innovative programs. It is led by volunteer boards made up of community leaders.

NGHS operates five hospital campuses in Gainesville, Braselton, Winder, Dahlonega and Demorest.

Other affiliates include the NGHS Foundation, Georgia Heart Institute, (GHI), and Northeast Georgia Physicians Group (NGPG). NGPG brings together more than 700 physicians, physician assistants, nurse practitioners, midwives and other clinical staff at more than 50 locations across North Georgia. NGPG is the state’s sixth-largest physician group offering expertise in more than 40 specialties. GHI is made up of more than 80 physicians and advanced practice providers representing multiple cardiac specialties through 14 locations across Northeast Georgia.

NGHS also has 10 urgent care facilities, three long-term care centers, an ambulatory surgery center, one mental health facility, a satellite cancer treatment facility and seven rehab locations providing outpatient physical, occupational and speech therapy.

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Relates to NGMC's Community Health Needs Assessment
Implementation plan

2024 COMMUNITY BENEFIT REPORT EXECUTIVE SUMMARY

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 DURING FISCAL YEAR 2024 (FY24), BETWEEN OCTOBER 1, 2023 AND SEPTEMBER 30, 2024 INCLUDE:

COMMUNITY BENEFIT PROVIDED IN FY24 AT NGMC HOSPITALS* IS ESTIMATED AT
\$168M

\$67.7M

in financial assistance for low-income patients

\$36.8M

in losses incurred from Medicaid

\$213.7M

in bad debt

\$232K

loss incurred from other government programs that subsidize low-income patients

\$63.7M

for other community benefits, including health professions education and partnership with charitable clinics and other non-profits in the communities we serve

OVER

\$35M

IN COMMUNITY BENEFIT PROGRAMS AND OUTREACH PROVIDED BY NGMC INCLUDING:

\$24M

in workforce development

\$1M

in cash and in-kind contributions to nearly 99 partner community organizations

\$7.8B

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

23K

employees (Source: Georgia Hospital Association 2023 Calculations)

In FY24, NGMC offered patients the opportunity to participate in more than 45 clinical trials involving some of the most promising, breakthrough new medical therapies. Over 450 patients were enrolled in trials that provided patients with access to cutting-edge treatments for cancer and heart disease. Visit nghs.com/research for more information.

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

Visit nghs.com/community-benefit-resources for news and resources.

**NGMC hospitals include NGMC Gainesville, NGMC Braselton, NGMC Barrow, NGMC Lumpkin, and NGMC Habersham.*

WHAT DRIVES COMMUNITY HEALTH IMPROVEMENT ACTIVITIES

With significant input from the community, the hospital entities of Northeast Georgia Health System completed a Regional 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, plus online surveys that garnered approximately 4,500 responses, well above expected response rates. The study identified the three health priorities that fit with the organization's strategic direction: Mental & Behavioral Health, Access to Care, and Healthy Behaviors. Information from this study continues to drive community benefit activities today. The below dashboard reflects progress on the CHNA Implementation Plan.

► For details on how NGMC and its partners are actively addressing the significant needs identified in its CHNA, go to nghs.com/community-benefit-resources

CHNA IMPLEMENTATION PLAN DASHBOARD

GOAL 1: Reduce unhealthy behaviors including tobacco use, sedentary lifestyles, obesity rates, and chronic condition rates, such as hypertension and diabetes.

2022 BASELINE

Overall Outcome Measures:

- 25% of northeast Georgia community members are obese
- 18% drink excessively
- 17% are current smokers
- 10% of adults age 20+ have diabetes
- 32% of adults age 18+ have high blood pressure

Source: CDC Behavioral Risk Factor Survey (2019), CDC National Center for Chronic Disease Prevention and Health Promotion (2019)

2023 PROGRESS

Overall Outcome Measures:

- 27.9% of community members are obese ▲ ↑
- 15.51% drink excessively ▼ ↑
- 13.9% are current smokers ▼ ↑
- 8.4% of adults age 20+ have diabetes ▼ ↑
- 32.1% of adults age 18+ have high blood pressure —

Source: CDC Behavioral Risk Factor Survey (2021), CDC National Center for Chronic Disease Prevention and Health Promotion (2021)

2024 PROGRESS

Overall Outcome Measures:

- 36.4% of community members are obese ▲ ↑
- 15.5% drink excessively ▼ ↑
- 13% are current smokers ▼ ↑
- 12.1% of adults age 18+ have diabetes ▲ ↑
- 32.1% of adults age 18+ have high blood pressure —

Source: CDC Behavioral Risk Factor Survey (2021,2022), CDC National Center for Chronic Disease Prevention and Health Promotion (2021, 2022)

GOAL 2: Work to improve access to care throughout the region through growth in workforce, residency slots filled in Graduate Medical Education programs, master facility plan, and digital front door.

Overall Outcome Measures:

210 residency slots filled in various specialties by 2025.

Source: NGMC GME Program

Overall Outcome Measures:

178 residency slots ▲ filled in various specialties as of 2023.

Source: NGMC GME Program

Overall Outcome Measures:

220 residency slots ▲ filled in various specialties as of 2024. (Better than goal)

Source: NGMC GME Program, 2024 Accomplishments Piece

GOAL 3: Reduce suicide and opioid overdose rates within our service areas.

Overall Outcome Measures: The rate of deaths in the region related to suicide, alcohol-related disease, and/or drug overdose (also known as "Deaths of Despair") was 37 deaths for every 100,000 people each year in the region between 2016 and 2020, higher than the Georgia rate.

Source: Centers for Disease Control and Prevention. National Vital Statistics System, 2016-2020

Overall Outcome Measures:

The rate of deaths in the region related to suicide, alcohol-related disease, and/or drug overdose (also known as "Deaths of Despair") was 35.9 deaths for every 100,000 people ▼ each year in the region between 2017 and 2021, higher than the Georgia rate.

Source: Centers for Disease Control and Prevention. National Vital Statistics System, 2017-2021

Overall Outcome Measures:

The rate of deaths in the region related to suicide, alcohol-related disease, and/or drug overdose (also known as "Deaths of Despair") was 44.3 deaths for every 100,000 people ▲ each year in the region between 2019 and 2023, higher than the Georgia rate.

Source: Centers for Disease Control and Prevention. National Vital Statistics System, 2019-2023

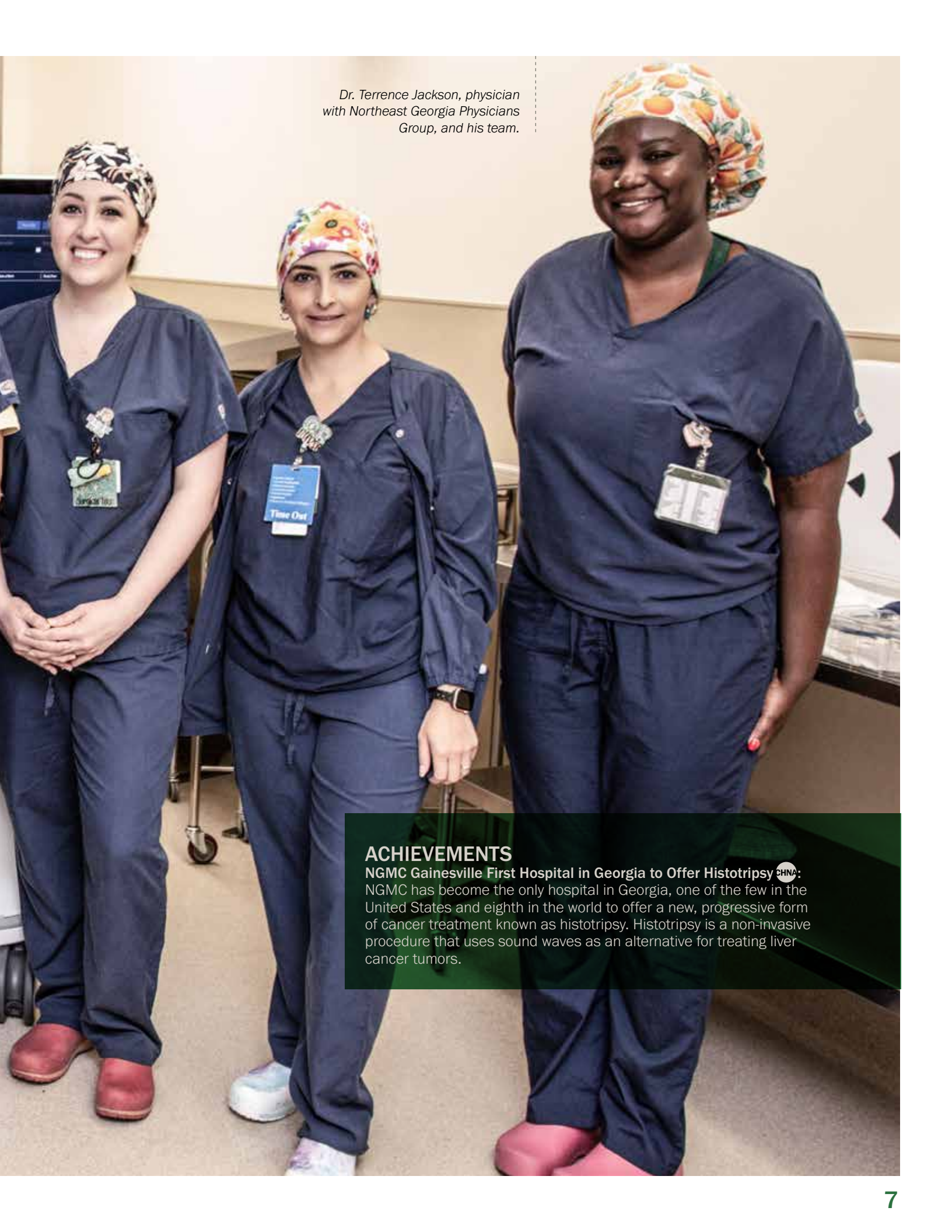


GRANTS AND COMMITMENTS CHNA

Hope for Georgia Moms: HOPE for Georgia Moms is the multiyear State Maternal Health Innovation grant awarded to Northeast Georgia Health System in 2022 with the purpose to decrease maternal mortality and improve health equity for pregnant and postpartum women in Georgia. NGHS serves the community through HOPE initiatives that bring together organizations, clinicians and individuals to bring awareness and resources for maternal cardiac and mental health conditions. In FY24, HOPE for Georgia Moms participated in maternal health fairs and awarded mini grants to community organizations for Medicaid redetermination activities and support groups. In partnership with NGHS' Center for Simulation and Innovation, HOPE for Georgia Moms also offered Obstetric Patient Safety workshops free of charge to 19 health-care professionals from across the state to help them identify, assess and manage patients with obstetric emergency through simulation and debriefing.





A photograph of three healthcare professionals, two women and one man, standing in a hospital hallway. They are all wearing dark blue scrubs and colorful surgical caps. The woman on the left is smiling and has her hands clasped. The woman in the middle is also smiling and has a 'Time Out' tag on her scrubs. The man on the right is smiling and has a name tag. They are all wearing different colored scrubs: the woman on the left is wearing red, the woman in the middle is wearing light blue, and the man on the right is wearing pink. They are standing in front of a hospital bed and some medical equipment.

*Dr. Terrence Jackson, physician
with Northeast Georgia Physicians
Group, and his team.*

ACHIEVEMENTS

NGMC Gainesville First Hospital in Georgia to Offer Histotripsy CHINA:

NGMC has become the only hospital in Georgia, one of the few in the United States and eighth in the world to offer a new, progressive form of cancer treatment known as histotripsy. Histotripsy is a non-invasive procedure that uses sound waves as an alternative for treating liver cancer tumors.

ACCESS TO CARE CHINA

NGMC LUMPKIN NOW OPEN: In April 2024, the new Northeast Georgia Medical Center Lumpkin opened with services including 24/7 emergency care, advanced surgery, inpatient care and on-site imaging, lab and pharmacy support. More than 1,500 people attended the grand opening celebration on Saturday, April 13, 2024.



NGPG COMMUNITY HEALTH CLINIC: The NGPG Primary Care Clinic at the Health Department, now named NGPG Community Clinic, celebrated its opening in the 8,000-square-foot medical office building adjacent to the Hall County Health Department on the Butler Campus in Gainesville. The clinic offers primary care, family medicine, medication assistance, diabetes education, and behavioral health and social work services at reduced costs based on what each patient can afford.

President and CEO Carol Burrell cuts the ribbon at the opening of the NGPG Community Clinic.



GROUNDBREAKING OF INPATIENT REHABILITATION FACILITY:

NGHS and Lifepoint Rehabilitation, a business unit of Lifepoint Health, broke ground on a new inpatient rehabilitation facility in Gainesville in 2024. With a total of 40 private rooms, the 61,000 square-foot facility will nearly double the patient capacity of the existing 24-bed inpatient rehabilitation unit at NGMC Gainesville. Northeast Georgia Rehabilitation Institute will provide intensive nursing, physical, occupational and speech pathology services for adults recovering from conditions such as stroke, neurological disease, brain or spinal cord injury and other debilitating illnesses or injuries and will open in 2025.



BETHLEHEM MEDICAL PLAZA: Medical Plaza 1 in Bethlehem, Georgia, opened for patients in August 2024. The two-story, 34,000 square-foot medical office building is the new home of NGPG Family Health Associates, NGPG Orthopedic Surgery, NGPG Sports Medicine and Georgia Heart Institute.



BRASELTON AMBULATORY SURGERY CENTER: In October 2023, the Braselton Surgery Center, NGHS' first state-of-the-art ambulatory surgery center opened, offering new outpatient surgical options to patients in the community, with surgeons covering a variety of specialties and offering same-day procedures so patients can return home quickly to heal.



MEDICAL PLAZA 2 OPENS IN DAWSONVILLE: In March 2024, Medical Plaza 2 opened in Dawsonville, Georgia, providing patients living along GA 400 and the surrounding area with greater access to care closer to home. The three-story, 35,800 square-foot building is home to Georgia Heart Institute, NGPG Orthopedic Surgery and Sports Medicine, NGPG OB/GYN and a new Urgent Care.

NGPG LAUNCHED MEMORY ASSESSMENT CLINIC:

In partnership with state-funded Georgia Memory Network, NGPG opened a clinic for patients in our community with cognitive issues. In FY24, the clinic saw 500 new patients.

ACCREDITATIONS

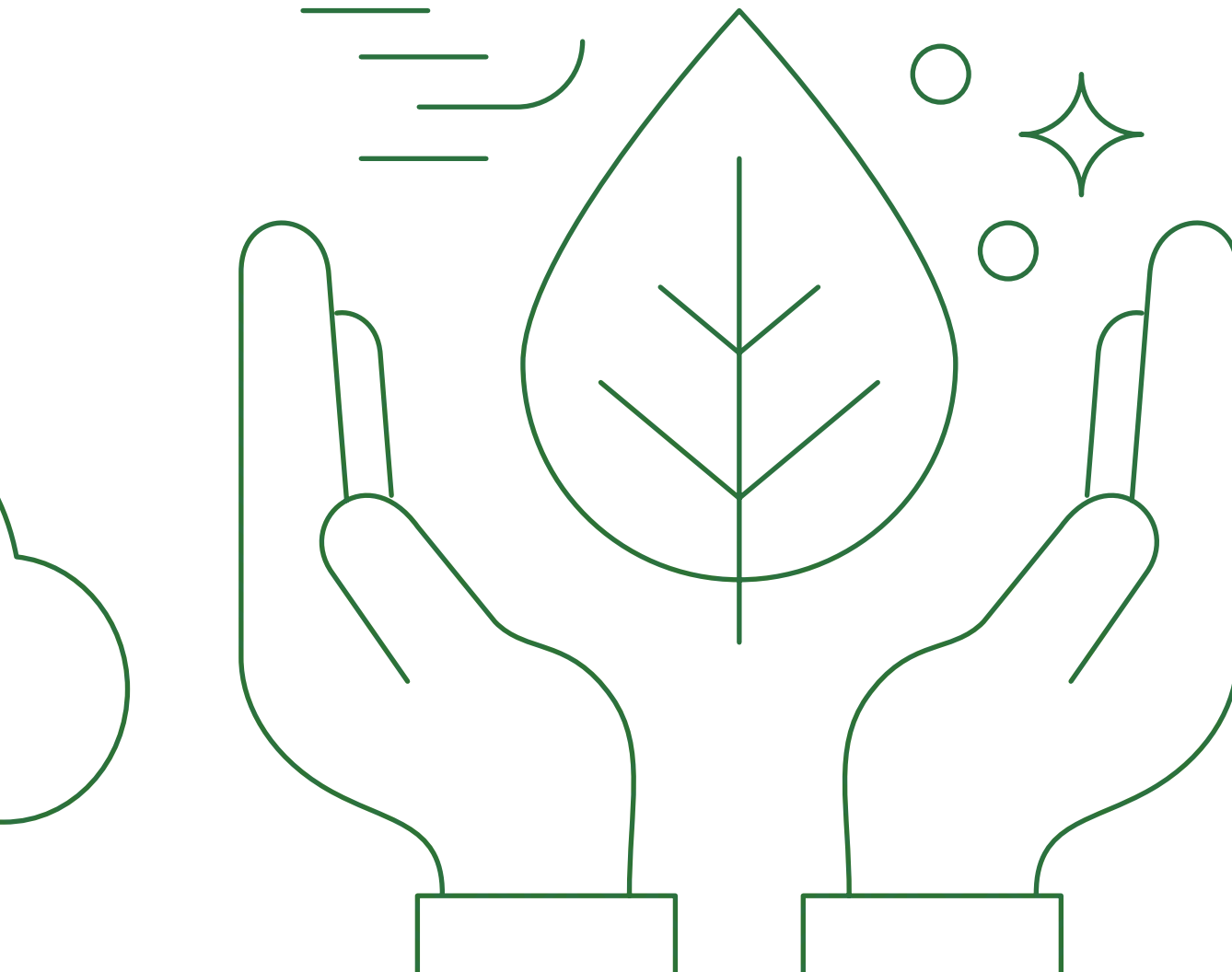
NGMC Habersham Earns Emergency Cardiac Care Accreditation

CHNA: In FY24, NGMC Habersham was accredited as a Level 3 emergency cardiac care center (ECCC), recognizing the level of fast and effective care patients receive at the hospital in Demorest. NGMC Habersham joined NGMC Gainesville (Level 1), NGMC Braselton (Level 2), NGMC Lumpkin (Level 3) and NGMC Barrow (Level 3) in receiving this designation.

AWARDS AND RECOGNITION

NGMC Hospitals Receive Safety Grade from Leapfrog Group:

In October 2023, NGMC Barrow and NGMC Braselton both received an “A” Safety Grade from The Leapfrog Group, a national nonprofit upholding the standards of patient safety in hospitals and ambulatory surgery centers. The Leapfrog Group, an independent national watchdog organization, assigns a letter grade to hospitals across the country based on more than 30 national performance measures reflecting errors, accidents, injuries and infections, as well as systems hospitals have in place to prevent harm.

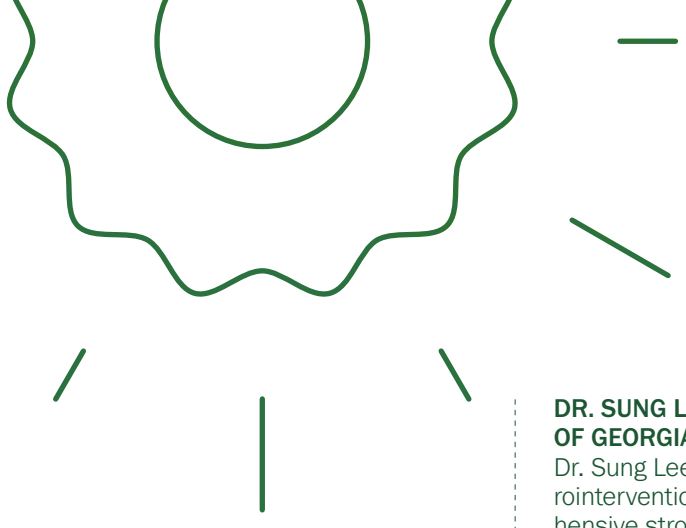


NGMC EMERGENCY DEPARTMENTS RECEIVE LANTERN AWARD: In FY24, NGMC Braselton and NGMC Lumpkin both earned the prestigious 2024 Lantern Award from the Emergency Nurses Association, which honors emergency departments demonstrating a commitment to safety, quality, a healthy work environment, and innovation in nursing and emergency care. With this recognition, NGHS became the first in the state of Georgia to have four campuses honored with this award.



WOMEN & CHILDREN'S SERVICES RECEIVES AWARDS FOR MATERNAL AND INFANT HEALTH ^{CHNA}: In May 2024, NGHS' Women's and Children's Services received several awards from the Georgia Perinatal Quality Collaborative (GaPQC) for participation in maternal and newborn initiatives, engagement with the GaPQC and Maternal ECHO initiatives, commitment to data transparency and accountability, dedication to advancing maternal and infant health and implementing evidence-based strategies to address hypertension-related challenges.

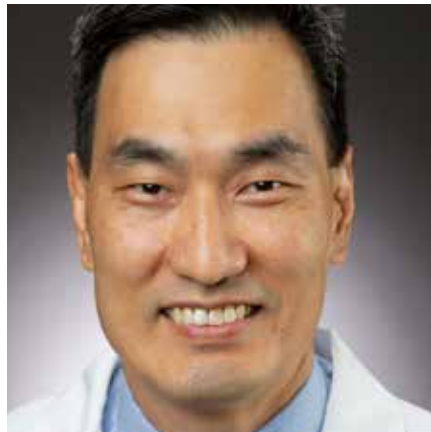
NGMC HOSPITALS AWARDED TOP GRADES FOR SOCIAL RESPONSIBILITY ^{CHNA}: NGMC Gainesville, Braselton, Barrow and Lumpkin received an "A" grade for social responsibility in the Lown Institute Hospitals Index. The Lown Institute, an independent healthcare think tank, graded over 3,500 hospitals and 300 health systems nationwide based on data up to 2022. The report evaluated hospitals' health equity and value of care, alongside patient outcomes and measured over 50 metrics, including community benefit and racial inclusivity, to come up with social responsibility rankings.



2024 PHYSICIAN HERO: In FY24, the Georgia Hospital Association recognized Dr. Antonio Rios, NGHS' Chief of Population Health, as the 2024 Physician Hero. This award honors a physician who has "tirelessly given time, talent and expertise to improve their organization and the world around them," and is awarded to only one physician each year.



DR. SUNG LEE APPOINTED MEMBER OF GEORGIA EMS COUNCIL: In FY24, Dr. Sung Lee, medical director for neurointerventional surgery and comprehensive stroke center at NGMC, was appointed as a member of the Georgia Emergency Medical Services (EMS) Medical Directors Advisory Council. The council is made up of physicians from health systems across the state who serve and advise the State Office of EMS. Dr. Lee serves as the sole stroke representative for this council, providing guidance on EMS stroke systems of care for the state of Georgia.



ATLANTA JOURNAL-CONSTITUTION HONORS NGMC NURSES: In May 2024, the Atlanta Journal-Constitution honored Allie Ellington (right) with NGMC Braselton and Tina Jordan (left) with NGMC Gainesville at the 2024 Celebrating Nurses Awards for their efforts to go above and beyond their everyday duties for their community.



ATLANTA BUSINESS CHRONICLE HONORS NGHS CEO AND PRESIDENT: In 2024, Carol Burrell was honored with the Atlanta Business Chronicle's Lifetime Achievement Award as part of its inaugural Health Care Champion Awards in recognition of her leadership that has expanded access to care for the community.

GEORGIA TREND'S 100 MOST INFLUENTIAL GEORGIANS: NGHS President and CEO Carol Burrell was selected for Georgia Trend Magazine's annual list of the 100 Most Influential Georgians for the tenth year in a row.





NGHS CENTER FOR SIMULATION AND INNOVATION RECEIVED NATIONAL RECOGNITION:

In FY24, Becker's Hospital Review named NGHS as one of 34 hospitals and health systems across the nation – and the only one in the state of Georgia – with a top simulation and education program. The simulation center was also accredited by the Society for Simulation in Healthcare. The Center has been able to train more than 2,000 high school students across Northeast Georgia in emergency response, through the mobile simulation lab bus. Students receive practical, hands-on experience in topics such as life support, pediatric emergencies and Stop the Bleed training.

EMT AND PARAMEDIC OF THE YEAR CHNA: NGMC Barrow and Barrow EMS partner to provide crucial emergency care to the Barrow County community. Prior to their partnership, Barrow County did not have emergency services within city limits, negatively impacting critical response time in emergency situations. Bob Fisher and Carli Cuendet, NGMC Barrow EMS staff, were recognized as EMT of the Year and Paramedic of the Year, respectively, at the 2024 Northeast Georgia – Region 10 EMS Awards Banquet.



UGA MANDELA WASHINGTON FELLOWS VISIT NGMC BARROW CHNA:

NGMC Barrow hosted the University of Georgia Mandela Washington Fellowship for Leadership in Civil Engagement for Young African Leader, a six-week leadership program that allows 25 civic engagement leaders from various countries in Africa, United States citizens and local communities to share best practices with one another regarding community leadership. Arranged by Juan Turner, Director of Nutrition Services at NGMC Barrow, the fellows received a tour of the hospital from Edem Evoke, MD, and Yolanda Oakley, Director of Inpatient Care and Emergency Services at NGMC Barrow and engaged in informative discussion about how to improve the health of our global communities.



**MENTAL AND BEHAVIORAL HEALTH
THE ONE HALL MENTAL AND BEHAVIORAL HEALTH**

COLLABORATIVE CHNA: NGHS is an active partner of the One Hall Mental and Behavioral Health Subcommittee, now referred to as the Health Subcommittee because “mental health is health.” NGHS employees Monica Newton, DO, and Adam Raulerson of Laurelwood co-chair the committee. With activities around Access, Collaboration and Education, this collaborative enjoys active involvement from over 30 agencies and hundreds of individuals at its monthly meetings.

May is Mental Health Awareness Month, and NGHS partnered with United Way of Hall County in the “Hall Goes Green” challenge. On the evenings of May 15 & 16, the NGMC hospital exteriors were lit up green, representing hope, strength and support for those living with mental health concerns and NGHS employees wore green on May 16, Mental Health Action Day, to show support.

In FY24, over 100 healthcare professionals were Mental Health First Aid certified through a partnership between NGHS

and the University of North Georgia. Through this training, Mental Health First Aiders learn how to identify, understand and respond to mental health and substance use disorders. Monica Newton, MD, Devin Vicknair, PhD, and Adam Raulerson are certified Mental Health First Aid instructors and assisted with trainings.

Commissioner of the Georgia Department of Behavioral Health and Developmental Disabilities Kevin Tanner provided important information about Georgia’s 988 Suicide & Crisis Lifeline at the United Way of Hall County One Hall Health meeting in July 2024. The 988 Suicide & Crisis Lifeline is designed to meet the needs of mental health, substance abuse disorders and suicide interventions, making it easier for Georgians to access the help they need, 24 hours a day, seven days a week, 365 days a year. When callers dial 988, they are connected to a trained staff member who can help to address immediate needs and connect the caller to resources, which helps to reduce healthcare spending through early intervention and reduce the use of law enforcement, public health, and other safety resources.



Devin Vicknair, PhD, and Adam Raulerson at the Hall Goes Green walk.

► For more information about the work of the One Hall Mental and Behavioral Health Committee, visit unitedwayhallcounty.org/reachout.



NGMC BARROW OFFERS SUPPORT GROUPS TO COMMUNITY CHNA

In September 2024, counselors and specialists from Laurelwood, Hospice and the Employee Assistance Program provided support groups for students, parents and staff affected by the school shooting at Apalachee High School in Barrow. Support was provided at Winder-Barrow High School, West-side Middle School, Barrow Arts and Sciences Academy, Barrow County Schools Central Office, Apalachee High School, Sims Academy, NGPG Gateway Exchange, NGPG Urgent Care Bethlehem, NGMC Barrow, Russell Middle School and Winder Elementary School.

PEER SUPPORT IN THE ER AND THE NICU: NGMC and the Georgia Council for Recovery partner to provide the CARES Peer Support Program, which connects people surviving overdoses to Certified Peer Recovery Empowerment Specialists (CARES) in the EDs and NICUs. If a patient is identified to be in need of peer support, a CARES is paired with the individual and provide support and connect the individual with community resources.

The CARES visits the individual 10 days after discharge to provide continued support and recovery resources. This program is offered at NGMC Gainesville, NGMC Braselton and NGMC Barrow. Similarly, the NICU Peer Recovery Program offers support and resources to mothers who are in or seeking recovery from a substance use disorder. In FY24, over 1,841 individuals were served through this program.

DIGITAL HEALTH AND INNOVATION: INCREASING ACCESS TO CARE CHNA

In 2024, NGMC saw an 80% increase in the number of completed appointments that were scheduled online – and 16% of those were new patients. Almost 80% of NGMC patients use MyChart, putting NGHS in Epic's top 5th percentile of health systems.

ON-DEMAND URGENT CARE VIDEO VISITS AVAILABLE ON WEEKENDS: If Urgent Care is needed, patients now have the option to try a video visit at home on the weekends from 8AM to 5PM.

NGMC GAINESVILLE AND BRASELTON

NGMC GAINESVILLE AND BRASELTON VALUES COOPERATIVE EFFORTS WITH COMMUNITY ORGANIZATIONS AND OTHER HEALTHCARE PROVIDERS TO IMPROVE THE HEALTH STATUS OF AREA RESIDENTS. THIS IS DEMONSTRATED THROUGH PARTNERSHIPS RANGING FROM SERVING AS THE LEAD AGENCY OF SAFE KIDS NORTHEAST GEORGIA, TO PARTNERING WITH 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 educational seminars for health professionals in the community, region and state and worked to train 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 Barrow, Habersham and Lumpkin, 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 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 FY24, the estimated cost of indigent and charity care through NGMC Gainesville and Braselton was \$62.4 million for 36,656 patient encounters.

FINANCIAL NAVIGATION : NGMC Gainesville and NGMC Braselton employ financial assistance navigators who focus on being advocates for uninsured and underinsured patients. The team's focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing the new healthcare exchanges, or processing charity, when appropriate.

INDIGENT PATIENT FUND : At NGMC, financial assistance is provided for indigent patients to obtain needed 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 helps ensure medication compliance and maximize conditions for recovery and recuperation. The NGHS Foundation provided funding for this program at an estimated cost of \$47,160 across all campuses in FY24.

PATIENT NAVIGATION: NGMC Patient Navigators provide emotional support, help patients with cancer understand their diagnosis and treatment options, communicate with healthcare staff and providers and address logistical issues such as transportation needs. They are seen as a "living resource directory" for patients. These efforts came at a total estimated cost of \$578,776 for 8,508 people for NGMC in FY24.

GOOD NEWS CLINICS SUPPORT : NGMC provides support to Good News Clinics (GNC) annually through operating budget support, access to the same electronic medical record system used by the health system and a \$1 million commitment to GNC's capital building campaign. Good News Clinics is a Christian ministry that provides medical and dental care to the indigent and uninsured population at no charge. For a detailed overview of this partnership, visit <https://www.nghs.com/partners>.

WORKFORCE DEVELOPMENT AND HEALTH PROFESSIONS EDUCATION

NGMC continues to serve as a pipeline to attract and prepare qualified individuals and students interested in healthcare positions. From the nursing student education program, the Accelerated BSN program and significant support to Foothills Area Health Education Center (AHEC), NGMC works to train, educate and recruit students for careers in healthcare. NGMC spent over \$23M in these areas:



ACCELERATED BSN PARTNERSHIP WITH THE UNIVERSITY OF NORTH GEORGIA:

Since January 2023, NGHS and UNG have partnered together to create an Accelerated Bachelor of Science in Nursing program to add 280 nurses to the workforce over the next five years. The 15-month program is for students who already have a bachelor’s or master’s degree in another field and want to transition into a career in nursing. In FY24, 15 students graduated as part of the first accelerated Bachelor of Science in Nursing track cohort from UNG and NGMC provided \$1,757,555 towards this program.

Caroline Lail, graduate of the Accelerated Bachelor of Science in Nursing program at the University of North Georgia.

ALLIED HEALTH STUDENT EDUCATION:

NGMC hospitals provided allied health students with clinical rotations in FY24 to give them hands on experience under the supervision of NGMC staff, allowing them to apply knowledge and essential allied health skills.

ALLIED HEALTH STUDENTS SERVED AT NGMC IN FY24	GAINESVILLE & BRASELTON	BARROW	LUMPKIN	HABERSHAM
	946	42	8	42

CONTINUING MEDICAL EDUCATION (CME): The NGMC Continuing Medical Education program provides relevant educational activities to physicians and healthcare professionals designed to advance knowledge, improve patient outcomes, increase awareness of current health issues and promote evidence-based medicine in patient care. In FY24, CME organized 346 educational activities and delivered 441 hours of education, covering diverse medical disciplines and the latest advancements in healthcare and reaching over 9,000 physicians and healthcare staff members.

FOOTHILLS AREA HEALTH EDUCATION CENTER (AHEC): Since 1999, NGMC has been a proud partner of Foothills Area Health Education Center, which is a community-driven, non-profit corporation, supported by federal and local sources, with the mission 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. In 2024, Foothills AHEC celebrated 10 years of the Pathway to Med School program, which is a four-week, residential program for undergraduate, pre-medical students who attended Georgia colleges and intend on staying in the state to practice primary care. Since 2015, over 80 students have graduated from this program with a 98% medical school acceptance rate.



GRADUATE MEDICAL EDUCATION (GME)  Northeast Georgia Medical Center’s (NGMC) Graduate Medical Education program is designed to train residents to be leaders in the medical field while receiving hands-on training in various medical specialties. In 2024, NGMC had 60 Internal Medicine residents, 36 Family Medicine residents, 36 Emergency Medicine residents, 30 General Surgery residents, 18 Cardiovascular Disease Fellows, 18 Psychiatry residents, 12 Transitional Year residents, eight Internal Medicine Primary Care Track residents, and two Hospice and Palliative Medicine fellows, bringing the total number of physician learners to 220.

GME Programs Accredited: In February 2024, the Cardiovascular Disease Fellowship program and Psychiatry Residency program were both awarded full accreditation for the next 10 years by the Accreditation Council for Graduate Medical Education, verifying that the program meets the highest standard.

Walk with a Doc: As part of a project incorporated into the Family Medicine curriculum, resident physicians generate ideas aimed to address the community health needs identified in the most recent Community Health Needs Assessment. A resident presented the idea of starting a Gainesville chapter of “Walk with a Doc,” a national program that offers free walking programs in communities to learn about current health topics from a medical professional, ask health questions, meet new people and get their steps in. This was implemented to address access to care and healthy behaviors.

NGMC Residents Collaborate with Hall County Fire: NGMC Emergency Medicine residents are in the third year of collaboration with Hall County Fire Services, joining Hall County Fire in training exercises, simulations, real-world emergency responses and ride along with paramedics to learn about the transport and treatment of patients prior to their arrival at the hospital.

HALL COUNTY HONORS MENTORSHIP PROGRAM: In the Hall County Schools Honors Mentorship Program, high school juniors and seniors are matched with a professional in their specific field of healthcare interest as part of real-life career experience in an honors-level elective course. In FY24, 23 students participated in this program.

NICU EDUCATION AND SUPPORT: NGMC continues 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. In FY24, the NICU provided education on neonatal support to the paramedic program at Lanier Technical College and Hall County Division of Family and Children Services team.

NURSING STUDENT EDUCATION: NGMC provided nursing students with clinical rotations in FY24 to give them hands on experience under the supervision of registered nurses, allowing them to apply knowledge and develop essential nursing skills.	NURSING STUDENTS SERVED IN FY24	NGMC GAINESVILLE & BRASELTON 2,325	NGMC BARROW 69	NGMC LUMPKIN 4	NGMC HABERSHAM 115
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YOUTH APPRENTICESHIP PROGRAM: The Youth Apprenticeship Program is designed to provide hands-on exposure to many different healthcare careers to encourage students towards a path in healthcare. Students from area high schools apply to participate, rotating through various departments during the school year.	YOUTH APPRENTICESHIP STUDENTS SERVED IN FY24	NGMC GAINESVILLE & BRASELTON 900	NGMC BARROW 73	NGMC LUMPKIN 14	NGMC HABERSHAM 52
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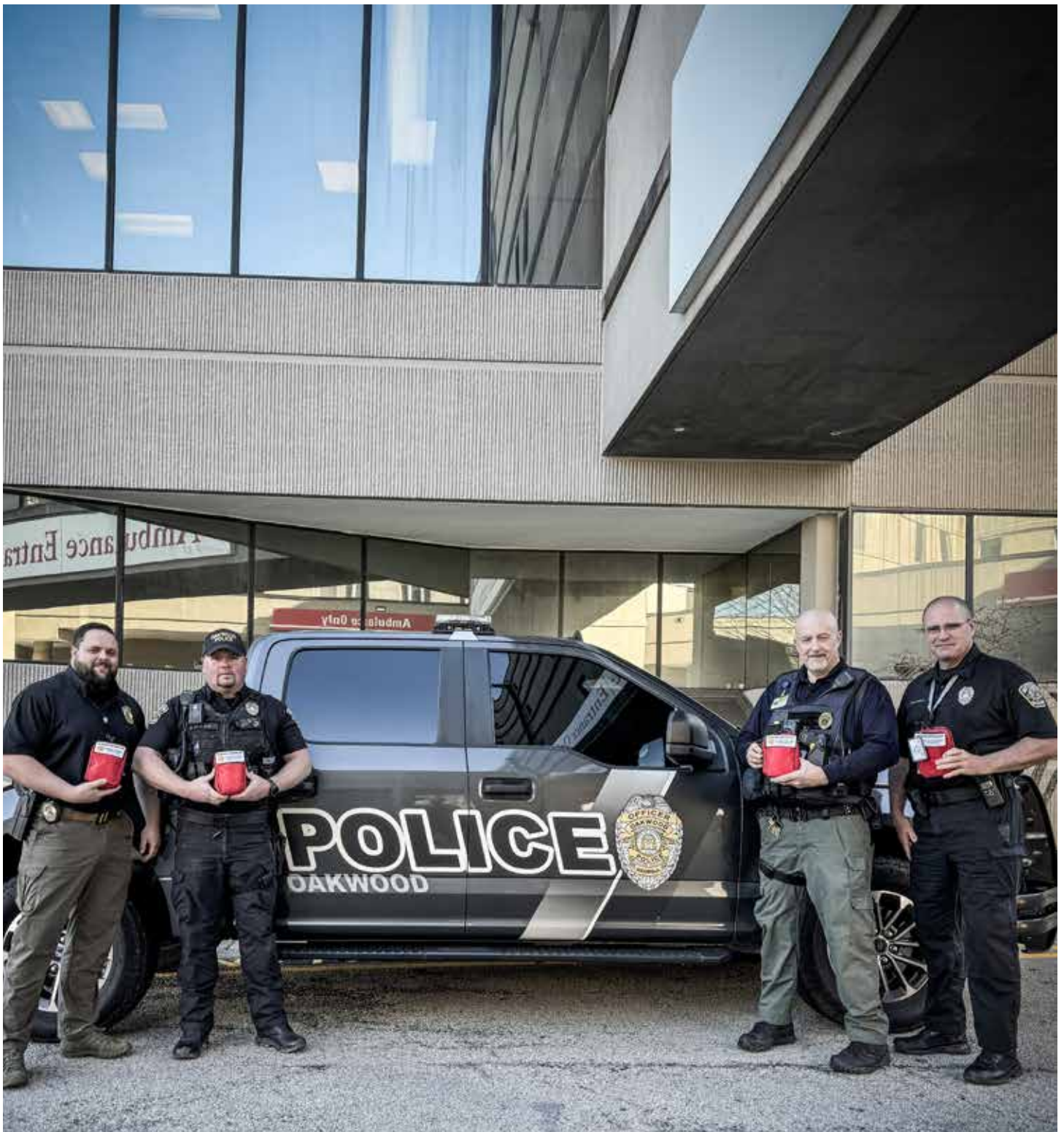
YOUTH-MED PHYSICIAN MENTORSHIP PROGRAM: FY24 was the inaugural year for the YOUTH-MED physician mentorship program, which stands for Youth Opportunities for Unparalleled Training in Healthcare, Medicine, Education and Development. It is a collaborative effort between Northeast Georgia Health System and community partner Help for Healthcare Professionals, Inc. (HHCP). This program spans 5 weeks and is designed to advance equity and inspire youth to pursue a myriad of healthcare careers, specifically medicine. In FY24, 65 NGHS physicians, residents and fellows provided over 750 hours of mentorship to 22 students.

SUPPORT OF CHARITABLE CLINICS AND OTHER NON-PROFITS

NGMC helps support local non-profits that connect people in need to resources such as food, transportation and other important support services. Often referred to as social determinants of health, lack of access to these resources plays a detrimental role in overall health. In fact, research supports the idea that as much as 80% of a person's well-being is tied to physical environment, economic factors and health behaviors. Making improvements in these areas upstream can impact better health downstream, minimizing poor health, unnecessary suffering and higher costs of care.

IN FY24, NGMC HELPED SUPPORT 48 COMMUNITY NON-PROFITS AT A COST OF OVER \$923,000, INCLUDING:

American Cancer Society	Georgia Mountain Food Bank	Pancreatic Cancer Action Network
American Heart Association	Glory, Hope and Life	Path United
Amped Kids Foundation	Habitat for Humanity	Quinlan Visual Arts Center
Beyond Dementia Coalition	Hall County Family Connection Network	Rachel's Gift
Boy Scouts of America	Hall-Dawson CASA	Rainbow Village
Brenau University	Help for Healthcare Professionals	Rotary Club of North Gwinnett
Bridging Hope	Hispanic Alliance Georgia	Sisu, Integrated Early Learning
Center Point	Hop on a Cure (ALS)	Southeastern Brain Tumor Foundation
Children's Center for Hope and Healing	J's Place	Syfan Supports Rally benefitting Childhood Cancer Research
Edmondson-Telford Child Advocacy Center	Jarrard Burch Foundation	The Mental Health Alliance of America
Elachee Nature Center	Junior League of Gainesville-Hall County – Diaper Bank and Feeding Our Future	Thumbs Up Mission
Gainesville-Hall County Black History Society	MARR Addiction Treatment Centers	Whispering Angels Youth Ranch
Gainesville Jaycees	My Sister's Place	Young Life Gainesville/Hall County
Gateway Domestic Violence Center	National Fire Safety Council	Young Life Suwanee/Buford
General Federation of Women's Clubs Gainesville	North Georgia Works	WomenSource
Phoenix Women's Club		
Georgia Gwinnett College		



NGHS DONATES STOP THE BLEED KITS: NGMC, in cooperation with the Healthcare Coalition B, donated 15 Stop the Bleed Kits to the University of North Georgia and Oakwood Police Department. These kits can be lifesaving in emergency situations, providing crucial supplies to help stop severe bleeding until professional help arrives.

DONATION OF WATER BOTTLES TO GAINESVILLE ELEMENTARY SCHOOLS: In 2024, NGMC donated over 200 reusable water bottles to students at New Holland Leadership Academy and Fair Street International Academy who otherwise would not have bottles to use while outside at the playground and throughout the school day.

SUPPORT FOR UNITED WAY OF HALL COUNTY AND ONE HALL UNITED AGAINST POVERTY: NGHS is a key partner of United Way of Hall County, an organization that unites people, organizations and resources to improve lives in the community. They serve Hall County residents who are in need and non-profits aligned with our investment priorities.

One Hall United Against Poverty is the vehicle for collective impact through United Way of Hall County and includes subcommittees on health (includes mental and behavioral health), financial stability and education. The initiative seeks to break the cycle of poverty in Hall County by seeking to understand poverty from the perspective of our most vulnerable. Director of Community Health Improvement, Christy Moore, serves as Chairperson of One Hall.

► For more about the work of this collaborative, go to unitedwayhallcounty.org/onehall

HEALTH EDUCATION AND COMMUNITY OUTREACH

CLINICAL SIMULATION: In FY24, clinical simulation education was provided to over 580 students at University of North Georgia, Leadership Georgia, Brenau University, Gainesville High School and Lanier Academy High School. Through this training, students and staff learned basic life support, how to deliver a baby in an emergent situation if EMS cannot arrive on time, how to administer an EpiPen and Stop the Bleed using evidence-based standards and practices. Beginning in FY24, Clinical Simulation, in partnership with Hope for Georgia Moms, began offering Obstetric Patient Safety workshops to help clinicians identify, assess and manage patients with an obstetric emergency through simulation and debriefing. This course was offered free-of-charge and was focused on educating healthcare professionals in rural areas in Georgia.

COMMUNITY EDUCATION ON INJURY PREVENTION AND TRAUMA: In FY24, NGMC provided community education regarding falls, injury prevention and trauma to 575 individuals, consisting of high school students, support group members, and health-care professionals in the community. Additionally, NGMC trauma staff provided training in the community for the Stop the Bleed campaign, a school response program designed to enable students, teachers, nurses and staff to render immediate, potentially life-saving medical aid to injured students or co-workers while awaiting the arrival of professional responders.







GEORGIA HEART INSTITUTE COMMUNITY OUTREACH: In FY24, Georgia Heart Institute nurse practitioners, health educators, medical assistants and physicians provided health education about heart health to the community. NGHS sponsored the American Heart Association “STEM Goes Red” event, where women gathered to learn about Hands Only CPR, heart healthy nutrition, and the dangers of smoking. Keynote speaker Dr. Karen Gersch, Robotic Cardiothoracic Surgeon with NGHS, inspired over 90 high school girls from Gainesville City Schools & Hall County Schools to pursue passions in STEM. NGMC Barrow also sponsored the Barrow Clarke Oconee Celebration of Impact event for Go Red for Women, where Dr. Gersch delivered a captivating presentation on cardiac surgery.

HALL COUNTY FAMILY CONNECTION NETWORK AND THE BUTLER CENTER: Hall County Family Connection Network is a collaborative aiming to connect children and families to resources available in Hall County to help them become healthy, productive and educated individuals. Hall County Family Connection Network is located at The Butler Center, which is a facility that houses educational and training programs and services designed to help community members reach personal and professional goals. In FY24, NGHS physicians provided health seminars to the community at The Butler Center in partnership with Hall County Family Connection Network and the Gainesville-Hall County Black History Society, covering topics such as women's health and breast cancer awareness. NGHS also provided health education materials, covering topics such as heart health and child safety tips, to be included in the Hall County Family Connection newsletter, which was sent to over 1,000 community members each month.

On Monday, January 15, 2024, Newton Florist Club in partnership with the Butler Center hosted the Martin Luther King, Jr. Day Celebration in Gainesville. The celebration included a 1.5-mile march from the Peach State Bank to the Butler Center. NGMC Gainesville provided a paramedic and medical supplies for the first aid station at this event, serving an estimated 150 participants.





HANDS ONLY CPR TRAINING: In FY24, NGMC provided Hands Only CPR training to over 1,000 Hall County high school juniors and 500 attendees at a University of North Georgia basketball game. Hands Only CPR is a simplified method of performing CPR that involves chest compressions without mouth-to-mouth breathing and is recommended for use by people who see a teen or adult suddenly collapse in an “out-of-hospital” setting.

Mitch Rider (left) and Kody Savage (right) provide Hands Only CPR training at the University of North Georgia's basketball game.

JUNETEENTH CELEBRATION: On June 15, 2024, NGHS' Erine Raybon-Rojas, MD, and residents from the Graduate Medical Education program participated in the Juneteenth Celebration, hosted by the Gainesville-Hall County Black History Society and The Butler Center, to answer health questions and to talk about NGHS and the Help for Healthcare Professionals Youth Opportunities for Unparalleled Training in Healthcare, Medicine, Education and Development Physician Mentorship program. NGHS also provided booklets to attendees listing health and community resources available in Hall County.



LATINO FEST 2024: NGMC partners with the Hispanic Alliance of Georgia to support the Latino community in the region. On September 28, 2024, NGMC was the platinum sponsor of Latino Fest, an event that celebrates local Latino culture, art, music and food. Graduate Medical Education residents and Diversity, Equity and Inclusion Council members participated and shared information about local resources available to the community. Proceeds from Latino Fest go towards the “Fund the Dream” scholarship, which is awarded to first-generation, low-income minority students.



ONCOLOGY SERVICES COMMUNITY OUTREACH AND SUPPORT GROUPS: In FY24, Oncology Services provided educational awareness about cancer to over 475 community members at local events in addition to screenings for cancers such as lung and thyroid cancer. Assistant Nurse Manager Andria Caton with NGMC Oncology Services also led a virtual support group, open to the public, for women ages 39 and under with a breast cancer diagnosis once a month.

As a health system, NGMC nurses and staff coordinated “Colorectal Cancer Sunday” on March 17, 2024, at Bethel AME Church in Gainesville. Forty-eight people were in attendance and received colorectal cancer messages during a designated announcement time during the church service. NGMC staff provided 22 congregants with one-on-one colorectal cancer information, instructions on stool collection for fecal immunochemical tests (FIT) and how to return results and stipends for participating. Out of 22 FIT tests distributed, 9 results were returned and participants were notified by mail of the results and provided with colorectal cancer materials.

► For more information, visit nghs.com/cancer/reports

SAFE KIDS NORTHEAST GEORGIA: Northeast Georgia Medical Center serves as lead agency for Safe Kids Northeast Georgia and is funded by the NGHS Foundation. The mission of Safe Kids is to reduce unintentional injuries and death in children 19 and under. In FY24, Safe Kids provided programs and events with outreach across NGMC Gainesville and Braselton to an estimated 4,142 children, family members, teachers and caregivers. Through these programs, safety items such as car safety seats and bike helmets were distributed to families in need.

GEORGIA HEART AND VASCULAR SYMPOSIUM: The Georgia Heart & Vascular Symposium was a two-day conference bringing healthcare professionals and renowned experts together to share their experience and knowledge on cardiovascular medicine and treatment. The event included debates, discussions, exhibits, two live-streamed heart procedures and more for over 700 physicians, advanced practice practitioners, nurses, EMS and other clinical professionals.



INFECTION PREVENTION SYMPOSIUM: The Northeast Georgia Regional Infection Prevention symposium is a free conference offered to any healthcare provider and is focused on increasing knowledge on infection prevention. Many of the small rural facilities throughout Georgia have limited access to infection prevention and control education. In FY24, this symposium provided education to 182 providers.

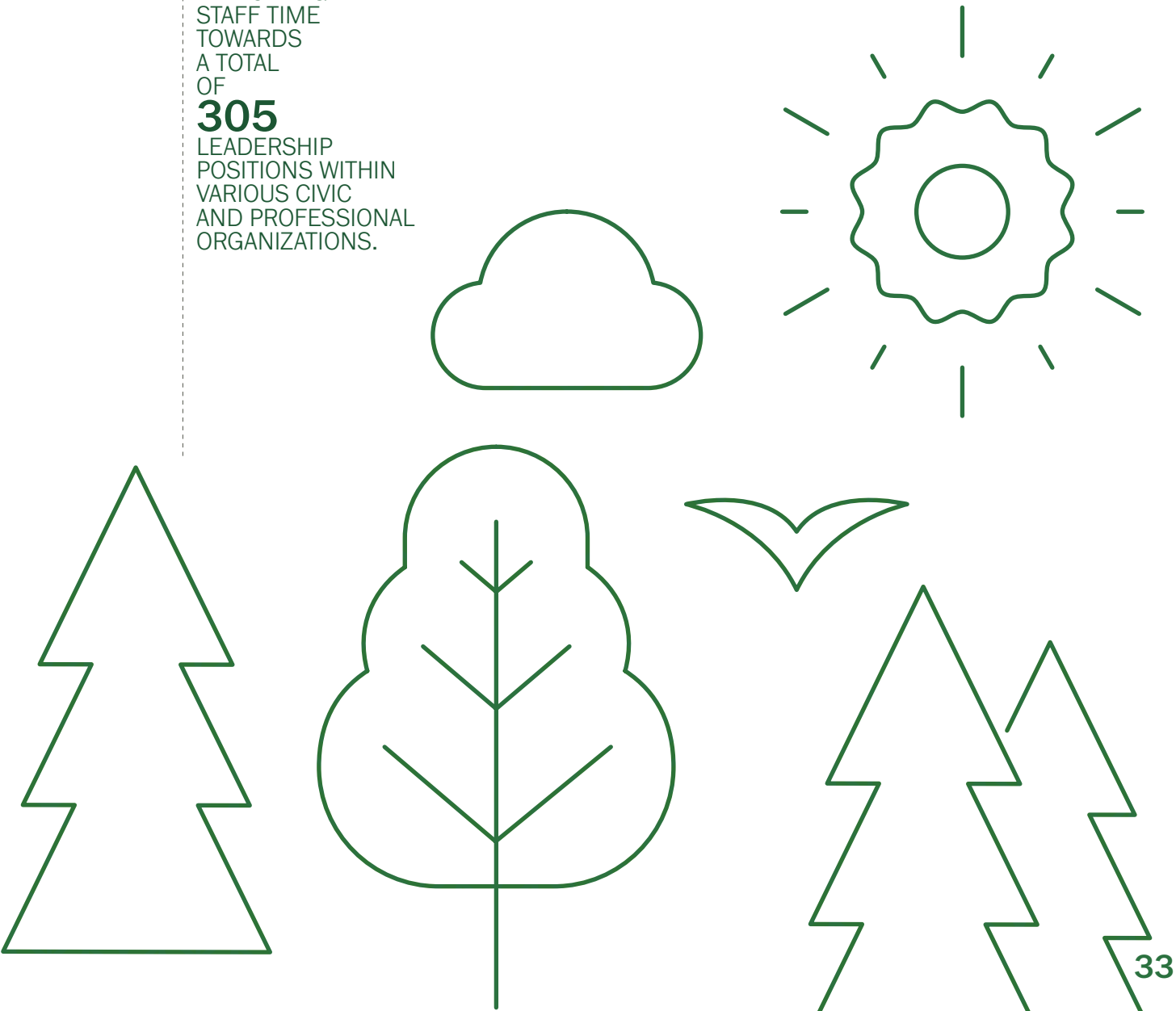
NEUROSCIENCE REHAB SYMPOSIUM: The Neuroscience Rehab Symposium provided the most current information for EMS, nurses, physicians, advanced practice providers, as well as physical, speech and occupational therapists who care for patients and families in all phases of stroke treatment and rehabilitation. In FY24, over 480 healthcare professionals attended the symposium.



NGPG SPORTS MEDICINE SYMPOSIUM: The Northeast Georgia Physicians Group Sports Medicine Symposium is a one-day orthopedic and sports medicine symposium featuring information about surgical procedures, anatomy and physiology, diagnostic and treatment strategies and relevant literature to improve outcomes and successes for all clinicians. In FY24, 240 physical therapists, physical therapist assistants, athletic trainers and students in allied health related fields were in attendance.

REGIONAL TRAUMA ADVISORY COMMITTEE (RTAC) AND SYMPOSIUM: NGMC and the Regional Trauma Advisory Committee partner to host the annual Northeast Georgia Regional Trauma Symposium, a two-day symposium that provides education on topics of interest to physicians, advance practitioners, nurses, respiratory therapists, physical/occupational therapists, EMS professionals and other healthcare workers. As part of the State of Georgia’s trauma system, the Regional Trauma Advisory Committee (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. In FY24, 564 healthcare professionals attended this symposium.

COMMUNITY SERVICE IN FY24,
120 STAFF MEMBERS FROM NGMC GAINESVILLE AND BRASELTON REPORTED DEDICATING STAFF TIME TOWARDS A TOTAL OF **305** LEADERSHIP POSITIONS WITHIN VARIOUS CIVIC AND PROFESSIONAL ORGANIZATIONS.



NGMC BARROW

NGMC BARROW 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, FACILITATING WORKFORCE DEVELOPMENT PROGRAMS, PROVIDING NEEDED COUNSELING FOR SCHOOLS DURING CRISIS AND BY PROVIDING TOBACCO CESSATION EDUCATION TO ALL BARROW COUNTY 4TH AND 5TH GRADE STUDENTS.

CHARITY CARE  Like NGMC Gainesville, Braselton, Lumpkin and Habersham, 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 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 FY24, the estimated cost of indigent and charity care through NGMC Barrow was \$2 million based on 2,864 patient encounters.**

FINANCIAL NAVIGATION  NGMC Barrow employs financial assistance navigators who focus on being advocates for uninsured and underinsured patients. The team’s focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing the new healthcare exchanges, or processing charity, when appropriate.

PATIENT NAVIGATION: NGMC Barrow patient navigators provided guidance to 640 cancer patients in FY24. Patient navigators are seen as a “living resource directory” for patients. Services include connecting patients with community resources, providing emotional support, helping patients understand their diagnosis, communicating with healthcare staff and providers, addressing logistical issues such as transportation and helping patients understand medical terms and treatment options.

WORKFORCE DEVELOPMENT  NGMC Barrow continues to serve as a pipeline to attract and prepare qualified individuals and students interested in health-care positions and works to train, educate and recruit students for careers in healthcare. NGMC Barrow spent over \$385,000 in FY24 in these areas, in addition to nursing student and allied health education.

NGMC BARROW WELCOMES EMERGENCY RESIDENTS: Starting in July 2024, NGMC Barrow welcomed resident physicians to its Emergency Department staff, providing care and performing procedures under the supervision of more experienced faculty physicians.

PROJECT SEARCH: Project Search provides employment and education opportunities for individuals with mild to moderate disabilities and is dedicated to workforce development that benefits the individual, community and workplace. In FY24, six students participated and worked 20 hours per week in assigned departments. Mentors are assigned to each student and attend a monthly meeting to discuss the progress and needs of students.

SUPPORT OF CHARITABLE CLINICS AND OTHER NON-PROFITS

NGMC Barrow helps support local non-profits that connect people in need to resources such as food, transportation, and other important support services. Often referred to as social determinants of health, lack of access to these resources play a detrimental role in overall health. In fact, research supports the idea that as much as 80% of a person’s wellbeing is tied to physical environment, economic factors, and health behaviors. Making improvements in these areas upstream can impact better health downstream, minimizing poor health, unnecessary suffering and higher costs of care.

IN FY24, NGMC BARROW HELPED SUPPORT THE FOLLOWING ORGANIZATIONS AT A COST OF OVER \$47,000:

Adventure Bags	Barrow County School System	Nuci’s Space
American Cancer Society	Special Education Department	Piedmont CASA
American Foundation for Suicide Prevention	Barrow Fire Department	The Cancer Foundation
American Heart Association	Barrow Ministry Village	The Georgia Club Foundation
Barrow Area Rotary Club	Boys and Girls Club of Winder-Barrow County	The Tree House
Barrow County 4-H Youth Development	Food Bank of Northeast Georgia	United Way of Northeast Georgia
	New Path 1010	Winder Fire Department
	Northeast Georgia Council	YMCA of Georgia’s Piedmont
	Friends of Scouting	Youth Behavioral “You Matter” Summit Piedmont

HEALTH EDUCATION AND COMMUNITY OUTREACH

CENTER FOR INNOVATIVE TEACHING (CFIT) SUPPORT: NGMC Barrow donated \$225,000 towards the Building Our Futures Project in Barrow County, a public-private partnership between the Barrow Community Foundation, Barrow County Schools, local businesses, and community members to develop an 8-acre park and playground centrally located near the Center for Innovative Teaching (CFIT) in Winder. In FY24, representatives from NGHS celebrated the grand opening of the community park, which provides space for recreation and education and the playground features unique play pieces as well as ADA-accessible features. NGHS President and CEO, a native of Barrow County, serves as Campaign Leader Council Co-Chair.

CHILD ABUSE RECOGNITION AND REPORTING CLASS: NGMC Barrow partnered with Children’s Healthcare of Atlanta (CHOA) to provide the Child Abuse Recognition and Reporting Class to teachers, law enforcement, clinicians, prehospital first responders and social workers in the community. This course was taught across all five NGMC campuses and was offered free-of-cost.



SAFE KIDS NORTHEAST GEORGIA: NGMC served as the lead agency for Safe Kids Northeast Georgia, reducing unintentional injuries and death in children 19 and under. In FY24, Safe Kids provided programs and educational events with outreach to an estimated 2,010 children and their family members, teachers and caregivers in Barrow County. Through these programs, safety items were distributed to families who were in need of them.



TAR WARS: According to Georgia cancer statistics, Barrow County has significantly higher rates of lung cancer incidence and mortality when compared to state and national numbers. Since 2018, NGMC Barrow has partnered with Barrow County Schools to implement “Tar Wars” for over 12,000 fourth and fifth-grade students across nine elementary schools. “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 of tobacco products and the advertising techniques used by the tobacco industry to market their products to youth. Post-education, students design anti-tobacco posters, with top entries advancing to district-level competition and the Barrow Area Rotary Club and NGHS social media followers help to determine winners. This year’s winners were Hailey F., Cannon Lord and Jecolia Tagnum and they were recognized at the Barrow County Board of Education meeting in August 2024.

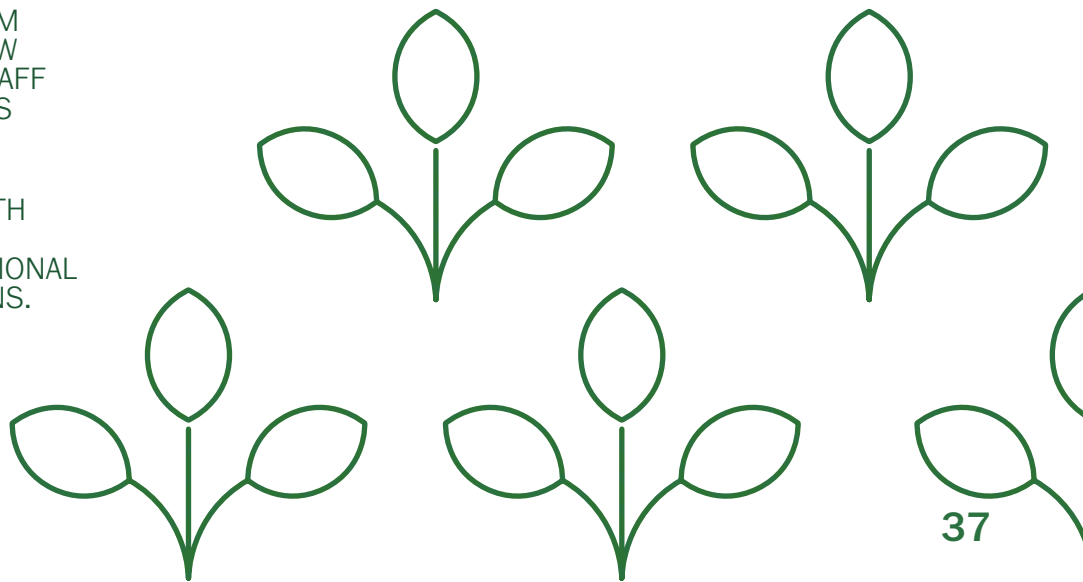
COMMUNITY SERVICE

IN FY24,
13

LEADERS FROM
NGMC BARROW
DEDICATED STAFF
TIME TOWARDS

34

LEADERSHIP
POSITIONS WITH
VARIOUS CIVIC
AND PROFESSIONAL
ORGANIZATIONS.



NGMC LUMPKIN

NGMC LUMPKIN 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, PROVIDING HEALTH PROFESSIONS EDUCATION AND FOSTERING PARTNERSHIPS WITH INDIGENT CLINICS.

CHARITY CARE  NGMC 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 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 FY24, the estimated cost of indigent and charity care through NGMC Lumpkin was approximately \$1.7 million based on 1,678 patient encounters.**

HEALTH PROFESSIONS EDUCATION & WORKFORCE DEVELOPMENT  NGMC Lumpkin continues to serve as a pipeline to attract and prepare qualified individuals and students interested in healthcare positions. NGMC Lumpkin works to train, educate and recruit students for careers in healthcare. NGMC Lumpkin spent over \$57,000 in FY24 in the areas of allied health education, nursing student education and workforce development.

SUPPORT OF CHARITABLE CLINICS AND OTHER NON-PROFITS
NGMC Lumpkin helps support local non-profits that connect people in need to resources such as food, transportation, and other important support services. Often referred to as social determinants of health, lack of access to these resources play a detrimental role in overall health. In fact, research supports the idea that as much as 80% of a person's wellbeing is tied to physical environment, economic factors, and health behaviors. Making improvements in these areas upstream can impact better health downstream, minimizing poor health, unnecessary suffering and higher costs of care.

NGMC LUMPKIN PROVIDED OVER \$31,000 IN SUPPORT OF COMMUNITY NON-PROFITS IN FY24.

- | | | |
|--------------------------|-----------------------------|---------------------------|
| American Cancer Society | Meals by Grace | Georgia Family Connection |
| ConnectAbility | Trusted Sources | Partnership |
| Dahlonega Sunrise Rotary | Community Helping Place | Lumpkin County Family |
| Good Shepherd Clinic | Dahlonega Literary Festival | Connection |
| | | South Enotah Child |
| | | Advocacy Center |

HEALTH EDUCATION AND COMMUNITY OUTREACH 
CLINICAL SIMULATION: In FY24, clinical simulation education was provided to over 100 students at Lumpkin County High School and staff at Lumpkin County Fire Department. Through this training, students and staff learned basic life support, how to deliver a baby in an emergent situation if EMS cannot arrive on time, how to administer an EpiPen and Stop the Bleed training using evidence-based standards and practice.

DIABETES EDUCATION: In FY24, the Diabetes Education department provided information and resources on diabetes and blood sugar checks to 150 community members at the Dahlonega Well-Being Fair hosted at the University of North Georgia.

SAFE KIDS NORTHEAST GEORGIA  Northeast Georgia Medical Center serves as lead agency for Safe Kids Northeast Georgia. The mission of Safe Kids is to reduce unintentional injuries and death in children 19 and under. In FY24, Safe Kids provided programs and events with outreach to an estimated 537 children and their family members, teachers and caregivers in Lumpkin County. Through these programs, safety items were distributed to families in need of them.

COMMUNITY SERVICE

IN FY24,
17
STAFF MEMBERS FROM
NGMC LUMPKIN REPORTED
SPENDING DEDICATED
STAFF TIME TOWARDS
28
LEADERSHIP POSITIONS
WITH VARIOUS CIVIC
AND PROFESSIONAL
ORGANIZATIONS.



NGMC HABERSHAM

NGMC HABERSHAM 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 EDUCATION, AND FOSTERING A PARTNERSHIP WITH THE LOCAL INDIGENT CLINIC.

IN FY24, NGMC HABERSHAM CELEBRATED ITS FIRST ANNIVERSARY AS A PART OF NORTHEAST GEORGIA HEALTH SYSTEM. NGMC HABERSHAM SAW GROWTH IN INPATIENT CENSUS, LABOR AND DELIVERY, OUTPATIENT DIAGNOSTIC TESTING AND EMERGENCY DEPARTMENT VOLUME. IN FY24, NGMC HABERSHAM WAS ALSO ACCREDITED AS A LEVEL 3 EMERGENCY CARDIAC CARE CENTER, (ECCC) JOINING THE OTHER NGMC LOCATIONS IN ECCC DESIGNATION.

CHARITY CARE

NGMC Habersham’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 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 FY24, the estimated cost of indigent and charity care through NGMC Habersham was approximately \$2.5 million based on 3,319 patient encounters.

FINANCIAL NAVIGATION : NGMC Habersham employs financial assistance navigators who focus on being advocates for uninsured and underinsured patients. The team’s focus is finding the best solutions for helping patients apply for programs they might be eligible for, including Medicaid, disability, accessing healthcare exchanges, or processing charity, when appropriate.

WORKFORCE DEVELOPMENT

NGMC Habersham serves as a pipeline to attract and prepare qualified individuals and students interested in healthcare positions and works to train, educate and recruit students for careers in healthcare. NGMC Habersham spent over \$529,000 in FY24 in allied health and nursing education.

SUPPORT OF CHARITABLE CLINICS AND OTHER NON-PROFITS

NGMC Habersham helps support local non-profits that connect people in need to resources such as food, transportation, and other important support services. Often referred to as social determinants of health, lack of access to these resources play a detrimental role in overall health. In fact, research supports the idea that as much as 80% of a person’s wellbeing is tied to physical environment, economic factors, and health behaviors. Making improvements in these areas upstream can impact better health downstream, minimizing poor health, unnecessary suffering and higher costs of care.

NGMC HABERSHAM PROVIDED OVER \$40,000 IN SUPPORT OF COMMUNITY NON-PROFITS IN FY24.

American Cancer Society	Habersham EMS	Open Arms Clinic
Grace Gate Clinic	HUB of Habersham	Swim Safety for Habersham County Parks and Recreation
Habersham 4-H	North Georgia Technical College	
Habersham County United Way	Piedmont University School of Nursing	

HEALTH EDUCATION AND COMMUNITY OUTREACH

Clinical Simulation: In FY24, NGMC provided clinical simulation learning to 166 students at Rabun County High School and Stephens County High School and staff with Stephens County EMS. Through this training, students and EMS staff learned basic life support, how to deliver a baby in an emergent situation if EMS cannot arrive in time, how to administer an EpiPen and Stop the Bleed using evidence-based standards and practice.

Community Education on Injury Prevention and Trauma: In FY24, NGMC provided community education regarding falls, injury prevention and trauma to a range of audiences including schools, support groups, and professionals in the community. Additionally, NGMC trauma staff provided training for the Stop the Bleed Campaign, a school response program designed to enable teachers, nurses and staff to render immediate, potentially life-saving medical aid to injured students or co-workers while awaiting the arrival of professional responders.

Habersham Community Wellness Series: In FY24, NGMC Habersham hosted a monthly wellness series featuring local providers and an array of health topics, such as cardiac testing and heart health, digestive health, arthritis and menopause.

Oncology Outreach: In FY24, Oncology Services provided cervical cancer screenings and HPV awareness at Grace Gate Clinic, an indigent clinic located in Habersham County, and skin cancer prevention education to Toccoa Senior Center.

COMMUNITY SERVICE

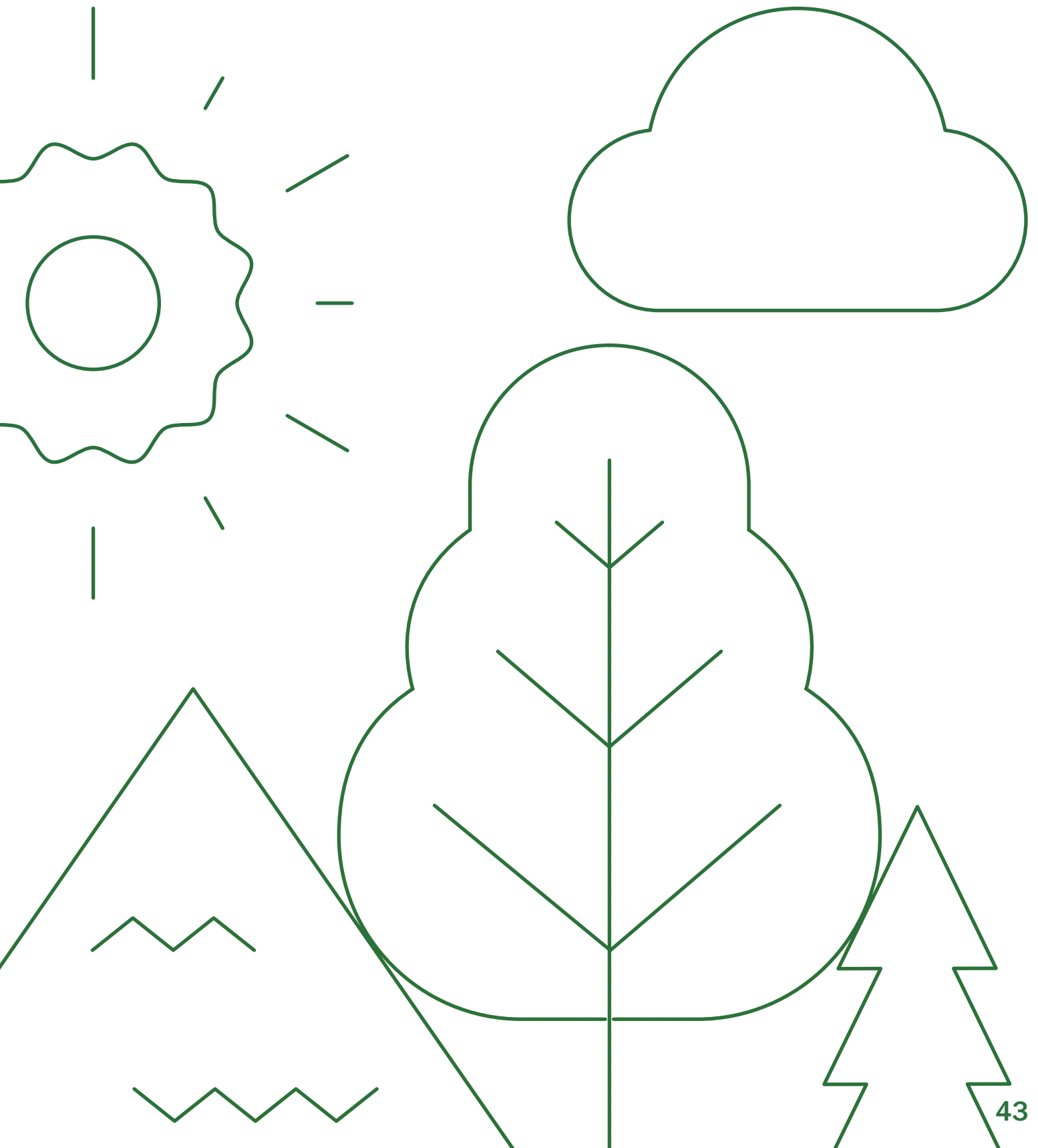
IN FY24,

4

STAFF MEMBERS
FROM NGMC
HABERSHAM
DEDICATED
STAFF TIME
TOWARDS

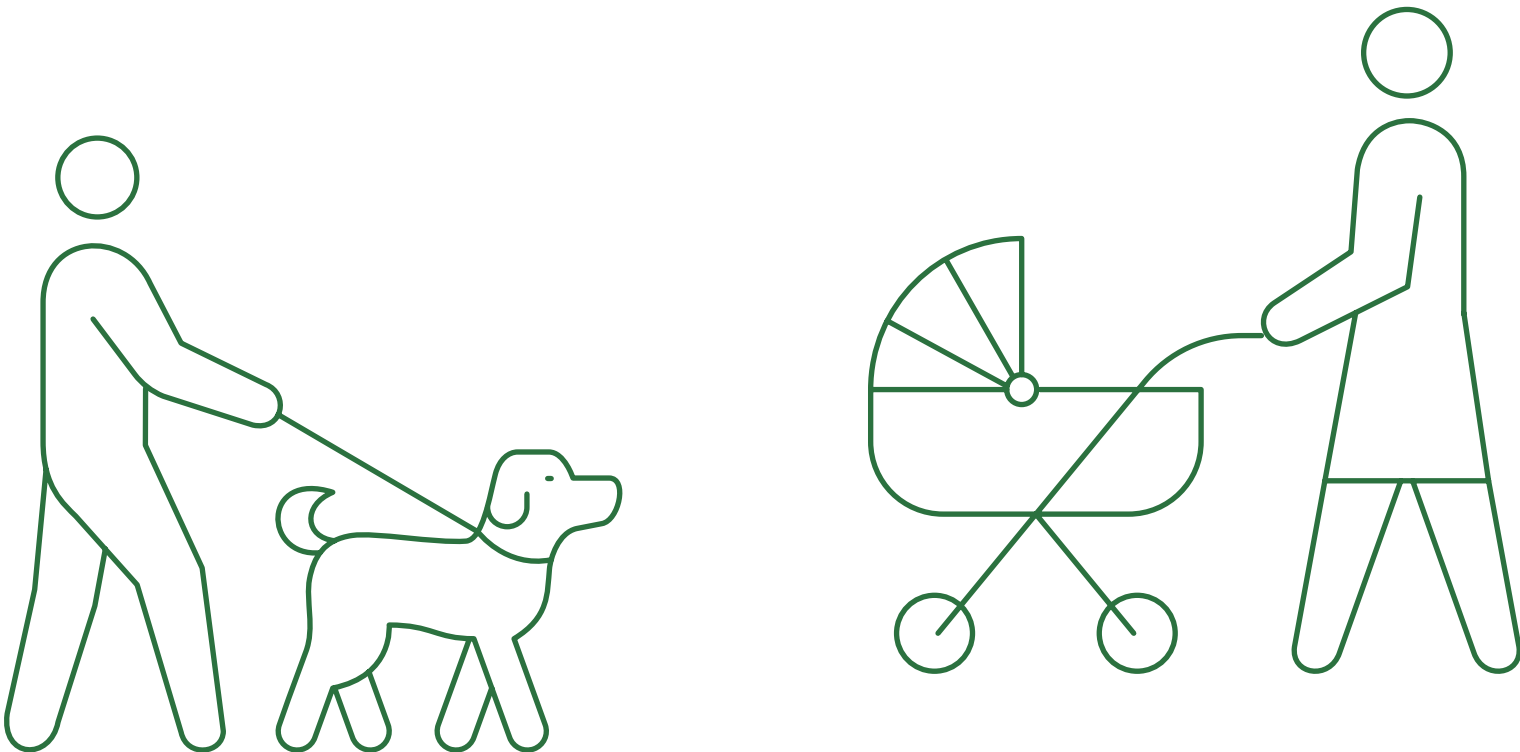
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LEADERSHIP
POSITIONS WITH
VARIOUS CIVIC
AND PROFESSIONAL
ORGANIZATIONS.



SPECIAL NOTES ABOUT COMMUNITY BENEFIT REPORTING

NGMC USED THE PRECEPTS OUTLINED THE “A GUIDE FOR PLANNING AND REPORTING COMMUNITY BENEFIT,” PROVIDED BY THE CATHOLIC HEALTH ASSOCIATION FOR ITS COMMUNITY BENEFIT REPORTING. THE GUIDE’S PURPOSE IS TO HELP NOT-FOR-PROFIT MISSION-DRIVEN HEALTHCARE ORGANIZATIONS DEVELOP, ENHANCE AND REPORT ON 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.

***For more information, contact
the Community Health Improvement
Department at 770-219-8085.***

