



Northeast Georgia Health System and Affiliates
Northeast Georgia Medical Center (NGMC) Gainesville/Braselton
NGMC Barrow
NGMC Lumpkin
NGMC Habersham

Executive Summary
FY25 Community Benefit Report
October 1, 2024 – September 30, 2025

Improving the health of our community in all we do



= Relates to NGMC's Community Health Needs Assessment Implementation Plan progress

Overview

Northeast Georgia Health System (NGHS) is a not-for-profit community health system with the mission of improving the health of the community in all we do. NGHS serves more than one million people in 19 counties across Northeast Georgia and offers 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, revenue generated above operating expenses is returned to the community through improved services and innovative programs. NGHS is led by volunteer boards made up of community leaders.

NGHS operates the following hospital campuses:

NGMC Barrow, LLC: a 56-licensed-bed hospital in Winder;

NGMC Lumpkin, LLC: a 52-licensed-bed hospital in Dahlonega;

Northeast Georgia Medical Center (**NGMC Gainesville and Braselton**): a 629-licensed-bed inpatient facility in Gainesville and a 236-licensed-bed inpatient facility in Braselton;

NGMC Habersham, LLC: a 53-licensed-bed inpatient facility in Demorest.

Other affiliates include The NGHS Foundation (The Medical Center Foundation, Inc d/b/a The Northeast Georgia Health System Foundation), Georgia Heart Institute, LLC (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 and is the state's sixth-largest physician group offering expertise in over 40 specialties.

GHI is made up of over 120 physicians and advanced practice providers representing multiple cardiac specialties through more than 14 locations across Northeast Georgia.

NGHS also operates 11 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.

Northeast Georgia Rehabilitation Institute, a 40-bed inpatient acute rehabilitation hospital dedicated to the treatment and recovery of individuals who have experienced the debilitating effects of a severe injury or illness, is a joint venture with Lifepoint Health.

Economic Impact

NGHS continues to have a positive financial impact on the local community and state, according to the latest annual study conducted by the Georgia Hospital Association. For 2023 (latest study available), NGHS (NGMC Gainesville, NGMC Braselton, NGMC Barrow, and NGMC Lumpkin) contributed more than \$7.8 billion in economic impact on local and state economies, directly and indirectly sustaining 35,000 full-time jobs throughout the region and state. This is in addition to the more than \$76 million provided in charity care and over \$26 million provided in community outreach. NGHS serves as a strong financial engine for the local economy.



Charity Care

In FY25, NGHS hospitals provided charity care at an estimated cost of **\$73.7 million** and received no local tax revenue from Hall County or any other counties to support operations or care provided to indigent residents. The charity care policy provides financial assistance up to 400 percent of the poverty level – many hospitals provide charity adjustments only to the level that matches the state definition of medically indigent, but not at the level that NGHS offers. Free medically necessary care is provided to patients whose gross family income is zero to 300 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from NGHS' service area whose FPL is from 301 to 400 percent qualified for an adjustment equivalent to a 75 percent discount. NGHS' Charity Care Policy supports providing care for patients regardless of their ability to pay.

As a not-for-profit health system, revenue generated above operating expenses was returned to the community through improved services and innovative programs. NGHS invested in the future with the following projects:

- NGMC Braselton
 - Clinical expansion
 - Third cardiac catheterization lab
- NGMC Gainesville
 - Clinical expansion
- Medical Park 1 in Flowery Branch
- Northeast Georgia Rehabilitation Institute
- IT Cloud Transformation Project

Total Estimated Charity Care Cost for Each Hospital Entity in FY25:

NGMC Gainesville/Braselton: \$30.4 million for Hall County residents + \$36.2 million for regional residents outside of Hall for a total of \$66.6 million.

NGMC Barrow: \$1.5 million for Barrow County residents + \$773,000 for regional residents outside of Barrow for a total of \$2.2 million.

NGMC Lumpkin: \$715,000 for Lumpkin County residents + \$1.6 million for regional residents outside of Lumpkin for a total of \$2.3 million.

NGMC Habersham: \$1.3 million for Habersham County residents + \$1.3 million for regional residents outside of Habersham for a total of \$2.6 million.

Total Estimated Charity Care Cost for Each Hospital Entity in FY25: \$73.7 million



Low-income and Uninsured Patient Programs: NGMC hospitals are key participants and fiscal sponsors in programs aimed at treating low-income and uninsured patients, including clinics such as Good Shepherd Clinic in Dawsonville, Community Helping Place in Dahlonega, and Good News Clinics in Gainesville, the largest free healthcare clinic in Georgia. In FY25, NGMC was the primary hospital for low-income patients in Gainesville-Hall County and throughout the region in counties such as Banks, Lumpkin, Rabun, Union, and White where many key medical specialties are unavailable.

NGMC Tax Funding: Since 2000, NGMC Gainesville has provided roughly three times the amount of indigent and charity care required by the Georgia Department of Community Health to pass a certificate of need for new services successfully. Unlike many Georgia not-for-profit hospitals held to the same requirements, NGMC does not receive tax funding from its local county to help fund indigent care for area residents.

IRS Obligations

As a not-for-profit hospital, **NGMC carries additional responsibilities as established by the IRS in 1965.** These obligations are:

Operate a full-time emergency room that is available to all people, regardless of their ability to pay:

- NGMC Gainesville and Braselton had 148,107 ER visits, operating the busiest emergency department in Georgia; NGMC Barrow, Habersham and Lumpkin also operate 24-hour emergency rooms.
- In FY25, 15% of all NGMC Gainesville and Braselton emergency room visits were made by self-pay patients; 19% for Barrow, 14% for Habersham, and 14% for Lumpkin.

Provide emergency services to anyone unable to pay, and medically necessary services to anyone in the NGHS service area not able to pay.

- NGMC provides high quality, advanced specialty, and primary healthcare services to the Northeast Georgia community, serving over 1 million people in more than 19 counties.
- In FY25, NGMC's payor mix at Gainesville and Braselton was 59% Medicare/Medicaid, 33% commercial/other insurance and 8% self-pay.
- In FY25, NGMC's payor mix at Barrow was 49% for Medicare/ Medicaid, 38% for commercial/other insurance and 13% for self-pay.
- In FY25, NGMC's payor mix at Lumpkin was 44% for Medicare/Medicaid, 43% for commercial/other insurance and 13% for self-pay.

- In FY25, NGMC's payor mix at Habersham was 55% for Medicare/ Medicaid, 36% for commercial/other insurance and 9% for self-pay.

Participate in Medicaid and Medicare: 59% of patients served by NGMC Gainesville and Braselton in FY25 were Medicaid and Medicare patients; 49% for Barrow, 55% for Habersham, and 44% for Lumpkin.

Create a governing board that is representative of the community it serves: More than 100 community members and more than 30 medical staff members are actively involved in governance through NGHS, NGMC and other subsidiary boards and committees.

Indigent Care Trust Fund (ICTF): In 2025, NGMC Barrow, NGMC Lumpkin and NGMC Habersham received \$5.8 million in net funds allocated through the Medicaid DSH (ICTF) program to partially offset a financial loss of \$11.7 million in cost the hospitals incurred treating uninsured and Medicaid patients. In addition, the hospitals received \$1.8 million in net funds allocated through the Medicaid UPL and Directed Payment Programs to adjust Medicaid payments upward to match Medicare payment levels. Established in 1990, the ICTF expands Medicaid eligibility and services. It supports healthcare facilities that serve the medically indigent and funds primary care health care programs for medically indigent Georgians. Georgia's Disproportionate Share Hospital (DSH) program is funded through the ICTF. It assists hospitals and other health providers that care for high proportions of Medicaid, uninsured, and/or low-income patients.



2025 Community Health Needs Assessment: The hospital entities of Northeast Georgia Health System, in partnership with Stephens County Hospital, District 2 Public Health and Good News Clinics, completed a Regional Community Health Needs Assessment (CHNA) in 2025. The assessment focused mainly on the needs of the community's vulnerable populations, particularly those with low incomes who are uninsured. More than 3,600 community members provided input through focus groups, assisted in-person paper surveys, interviews and online surveys. With the help of community advisors, senior leadership and board members, the following priorities were selected in 2025: **mental and behavioral health, access to care and healthy behaviors.**

For more information, visit www.nghs.com/community-benefit-resources.



The dashboard below reflects progress made on the **2023-2025 CHNA Implementation Plan**, which outlines strategies to address health priorities identified in the 2022 Community Health Needs Assessment: healthy behaviors, mental and behavioral health and access to care

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	2023 Progress	2024 Progress	2025 Progress
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).	Overall Outcome Measures: 27.9% of Northeast Georgia 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).	Overall Outcome Measures: 36.4% of Northeast Georgia 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 (2021)- Source: CDC Behavioral Risk Factor Survey (2021, 2022), CDC National Center for Chronic Disease Prevention and Health Promotion (2021, 2022).	Overall Outcome Measures: 33.5% of Northeast Georgia community members are obese↑ 14.1% drink excessively↓ 12.4% are current smokers↓ 12.4% of adults age 18+ have diabetes↑ 34.4% of adults age 18+ have high blood pressure↑ Source: CDC Behavioral Risk Factor Survey (2023).

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.

2022 Baseline	2023 Progress	2024 Progress	2025 Progress
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 (goal exceeded) in various specialties as of 2024. Source: NGMC GME Program, 2024 Accomplishments Piece	Overall Outcome Measures: 233 residency slots↑ filled (goal exceeded) in various specialties as of 2025. Source: NGMC GME Program, 2025 Accomplishments Piece

Goal 3: Reduce suicide and opioid overdose rates within our service area.

2022 Baseline	2023 Progress	2024 Progress	2025 Progress
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 2018 and 2022, higher than the Georgia rate. Source: Centers for Disease Control and Prevention. National Vital Statistics System, 2018-2022.	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 43.7 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

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 uses the grant to implement and evaluate the Maternal Cardiac Program that screens, monitors, and treats pregnant people who are at risk of cardiovascular events before, during and after pregnancy. The Maternal Cardiac Program implements a CVD risk assessment to refer pregnant and postpartum women to follow-up care. In FY25, of the 4,485 patients screened using the CVD Risk Assessment, 149 of those screened positive (at risk) for cardiovascular events.

In FY25, HOPE for Georgia Moms hosted its annual statewide Maternal Cardiac Roundtable to discuss ways to implement CVD risk assessment in not only obstetric but also family medicine, emergency medicine, and cardiology starting with residency programs. HOPE for Georgia Moms also supported the development of tools and resources including a teaching curriculum for fathers to recognize maternal warning signs, a gamification app designed to help providers and doulas work together to support women giving birth, and wearables for maternal self-monitoring of potential heart symptoms and vital signs. Additionally, Monica Newton, DO, President of the Georgia Family Medicine Residency Collaborative, founding program director of the GME Family Medicine residency program and NGPG Family Medicine physician, used HOPE funding to develop an online maternal health module that has trained over 270 resident physicians across the state.



Achievements

NGMC Gainesville Reaches Histotripsy Milestones: NGHS is the only system in Georgia and one of 25 in the United States to offer histotripsy, a non-invasive form of liver cancer treatment, and in FY25, NGMC completed over 100 histotripsy procedures. Additionally, NGMC Gainesville was the first in the world to enroll patients in a clinical trial called BOOMBOX, a study that follows patients who are treated with histotripsy for up to five years to help improve cancer care and became the #1 site in the nation in enrollment for the clinical trial.

NGMC Performs First Adolescent Weight-Loss Surgery: NGMC's Bariatric Weight Loss Center completed its first adolescent weight-loss surgery in FY25. Since achieving adolescent surgery accreditation from the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program in July 2023, NGMC has provided comprehensive weight-loss options for adolescents in northeast Georgia.



Access to Care

NGMC Gainesville Green Tower Opens: NGMC Gainesville's Green Tower, a 927,000 square-foot, 11-story tower that offers emergency care, heart care and one of the state's few Level I Trauma Centers, opened on February 8, 2025.

Northeast Georgia Rehabilitation Institute Opens: NGHS and Lifepoint Rehabilitation celebrated the opening of Northeast Georgia Rehabilitation Institute, a free-standing, 40-bed inpatient rehabilitation hospital, on June 2, 2025. The 61,000-square-foot facility features a designated wing for acquired brain injury and stroke patients, as well as a large therapy suite including a gym, private therapy rooms, a cooking therapy room, an activities of daily living therapy apartment and a variety of innovative rehabilitation equipment.

NGHS Breaks Ground on Chuck and Diane Stephens Hospice House: On September 9, 2025, NGHS broke ground on the Chuck and Diane Stephens Hospice House, a place of care where medical staff will be available 24 hours a day to manage symptoms and pain, create a warm environment for visitors and a compassionate home for those experiencing life's most sacred moments. The Hospice House is NGHS' first fully philanthropy-funded facility and is expected to open in late 2026.



Accreditations

Pain and Addiction Care in the Emergency Department: In FY25, NGMC Habersham received accreditation in Pain and Addiction Care in the Emergency Department (PACED) from the American College of Emergency Physicians, making NGHS the first health system in the state to provide this level of care across all five hospital campuses. PACED accreditation recognizes emergency departments with comprehensive programs that provide optimal care for patients suffering from pain and/or addiction using progressive treatment protocols, training and resources.



NGMC Emergency Departments Achieve Pediatric Readiness Designation: Emergency departments at NGMC Gainesville, NGMC Braselton and NGMC Barrow were first in state to be accredited as Pediatric Readiness Centers by the Georgia Department of Public Health in 2025, ensuring that NGMC hospitals meet rigorous standards for pediatric-specific training, equipment and resources, helping to improve outcomes for young patients in emergency situations.



Awards and Recognition

NGPG Physician Appointed to State Commission: Monica Newton, DO, program director of the Family Medicine Residency program and NGPG Family Medicine physician, was appointed by Georgia Governor Brian Kemp to the Georgia Maternal and Infant Health Advisory Commission, a group tasked with examining maternal and infant health and making recommendations on care for women and children during pregnancy, labor, delivery and immediately after birth.

NGHS President and CEO Honored with Multiple Awards: NGHS President and CEO Carol Burrell received awards from various healthcare and community organizations in recognition of her leadership, work to expand access to care for patients in the northeast Georgia region and tireless efforts to improve the health of the community. Awards earned by Burrell in FY2025 include:

- CEO of the Year (2024), presented by the Georgia Alliance of Community Hospitals
- W. Daniel Barker Leadership Award (2025), presented by the Georgia Hospital Association
- Gainesville Woman of Distinction (2025), presented by the Girl Scouts of Historic Georgia
- Leadership Legacy Award (2025), presented by the Georgia Commission on Women
- Great Leaders in Healthcare (2025), presented by Becker's Hospital Review
- Lifetime Executive Leadership Award (2025), presented by Help for Healthcare Professionals

NGMC Habersham Emergency Department Recognized with Lantern Award: NGMC Habersham received the Emergency Nurses Association's Lantern Award, which recognizes emergency departments that demonstrate exceptional and innovative performance in leadership, practice, education, advocacy and research. With this recognition, NGMC Habersham joined NGMC Barrow, Braselton, Gainesville and Lumpkin as Lantern Award recipients – making NGHS the first healthcare system in Georgia to have five hospitals honored with this distinction.



Beneficiary of the 2022 NGHS Foundation Medical Center Open Honored by Chamber: In 2025, the Gainesville Police Department Mental Health Clinician Program was presented with the Community Service Award by the Greater Hall Chamber of Commerce. Founded in 2020, the Mental Health Clinician Program provides support and resources to individuals who may be experiencing a mental health crisis. Mental health clinicians work alongside Gainesville City and Hall County law enforcement to support those in need of mental health and substance abuse resources. Originally started with a lead gift from the North Georgia Community Foundation, the program plays a vital role in the community and in 2022, the NGHS Foundation donated seed money raised through the Medical Center Open towards the Mental Health Clinician program.



Barrow County Emergency Medical Services Received State Award and Recognition: In FY25, Barrow County Emergency Medical Services (EMS), operated by NGHS, was the recipient of the Mary Beth Bowns Excellence in Trauma Care Award from the Georgia EMS Association (GEMSA) for their work to save lives during the tragic shooting at Apalachee High School in September 2024. Additionally, the Barrow County Board of Education held a special ceremony in October 2024 to honor the NGMC Barrow EMS team for their quick response during the tragedy.



NGHS Director Recognized by United Way of Hall County: United Way of Hall County presented Community Health Improvement Director Christy Moore with the Advocacy Award for her work to create lasting change in the community through One Hall United Against Poverty, a collaborative that works to break the cycle of poverty in Hall County by understanding challenges faced by the community's most vulnerable citizens. Moore served on the United Way of Hall County Board of Directors as chair of One Hall United Against Poverty for four years, and during this time, she helped to define One Hall's mission and created the structure for its evolving collective impact.

Georgia Pharmacist of the Year: Alix Schnibben, PharmD, was recognized as Georgia Pharmacist of the Year by the Georgia Society of Health-System Pharmacists (GSHP), which is the highest honor GSHP can bestow on any member and is presented to a Georgia health system pharmacist to honor outstanding service and accomplishments in pharmacy practice.

2025 Healthy Hall Awards: The Greater Hall Chamber of Commerce's Healthy Hall Awards honor those in the healthcare industry who make a significant impact on quality of life in the community through excellence in health and wellness. NGHS award recipients in 2025 included:

- *Healthcare Education:* Mary Martin, DNP
- *Community Impact:* NGMC Gainesville's Green Tower
- *Physicians of the Year:* Dr. Alisa Davis, Dr. Ron Lewis and Dr. Chad Copper
- *Visionary Leader:* Jack McGuire, CNM
- *Lifetime Achievement:* Carol Burrell

NGMC Units Recognized for Excellence in Nursing: In FY25, several intensive and intermediate care units at NGMC Gainesville, NGMC Barrow and NGMC Braselton were honored with the Beacon Awards for Excellence from the American Association of Critical-Care Nurses (AACN), recognizing exceptional patient care, a healthy work environment and excellence in nursing practice.

NGHS Received Statewide Patient Safety Awards: NGHS received four awards for patient care advancements at the 2025 Georgia Hospital Association Patient Safety and Quality Summit, which recognizes healthcare organizations for achievement in reducing the risk of medical errors and improving patient safety and medical outcomes. Awards received include:

- First place in the “Josh Nahum Award for Infection Prevention and Control” category
- Third place in the “Health Systems” category for work to improve maternal cardiac care
- Third place for NGMC Habersham in the “Hospitals with Under 100 Beds” category for improving the care of our stroke patients
- Circle of Excellence Award for NGMC Habersham, an honor given to hospitals and health systems that have demonstrated a sustained commitment to quality and patient safety

Hospital Librarian Honored with Awards: In FY25, medical librarian Shannon Glover was awarded the Lois Ann Colaanni Award for Excellence and Achievement in Hospital Librarianship, given to a member of the Medical Library Association who has made significant contributions to the profession through overall distinction or leadership in hospital library administration of service, production of a definitive publication related to hospital librarianship, teaching, research, advocacy or the development or application of innovative technology to hospital librarianship. Additionally, Shannon Glover was recognized by the Southern Chapter of Medical Library Association as Hospital Librarian of the Year.

NGMC Gainesville Assistant Nurse Manager Honored with Nurse Excellence Award: On May 8, 2025, Jennifer Herr, RN, assistant nursing manager with NGMC Gainesville’s NICU, was named a Nurse Excellence Award winner by the Atlanta Journal Constitution for her outstanding care, compassion and dedication to health care.

Hospice of NGMC Recognized Among Top 5% in the Nation: NGMC Hospice was named a Hospice Honors Elite recipient by HEALTHCAREfirst, which recognizes fewer than 5% of hospice organizations nationwide. Based on results from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Hospice Survey, the award highlights care teams that score above the national average and provide exceptional support during end-of-life journeys.

Melissa Tymchuk Recognized by Becker’s Hospital Review: Melissa Tymchuk, NGHS’ Chief Strategy Executive and Chief of Staff, was named in Becker’s Hospital Review as one of the “70 Chief Strategy Officers to Know” for leading significant system growth initiatives, including adding the ambulatory surgery center in Braselton and expanding emergency and trauma care at the Gainesville campus.

Dr. Ugochukwu Egolum Awarded Endowed Professorship: Ugochukwu Egolum, MD, was awarded the inaugural Chuck and Debbie Jones Endowed Professorship in Cardiology and Medical Education – the first endowed professorship in the Department of Cardiology, recognizing Dr. Egolum’s outstanding leadership in cardiology and medical education.

Cardiovascular Disease Fellow Honored at Georgia Chapter ACC Conference: Cardiovascular disease fellow Sherriff Doodoo, MD, was one of four recipients to receive the Georgia Chapter American College of Cardiology (GA ACC) Governor’s Award for Excellence in Research, honoring his commitment to advancing science and practice of cardiovascular medicine.

NGMC Honored with Multiple Get with the Guidelines Awards: NGMC Gainesville and NGMC Braselton were recognized by the American Heart Association with the Get with the Guidelines Resuscitation Silver – Newly Born and Resuscitation Bronze – Adult award, Resuscitation Target: Survival – Adult, Resuscitation Bronze – Neonate/Infant and Heart Failure Gold Plus with Target: Heart Failure Optimal with Target: Type 2 Diabetes Honor Roll awards. Their mission is to save more lives by preventing in-hospital cardiac arrest and optimizing outcomes through benchmarking, quality improvement, knowledge translation and research.

Center for Simulation and Innovation Program Recognized: Becker's Hospital Review named NGHS as one of 64 hospitals and health systems with outstanding simulation and education programs, making NGHS one of two health systems in Georgia to receive recognition for FY25.

Former NGHS Advisory Council Member Named to Appalachian Regional Commission Fellow Class: President and Chief Professional Officer of United Way of Hall County and former NGHS Advisory Council member Jessica Dudley was named as one of forty fellows in the 2025-2026 cohort of the Appalachian Leadership Institute, a leadership training that equips community leaders from across Appalachia's 13 states to use economic development as a tool to drive positive change in their communities.

Boy Scouts Honor NGHS Board Member and Advisory Council Member: NGHS Board Member and Quality Committee Chair LeTrell Simpson and Advisory Council member David Lee were honored by the Boy Scouts of America Northeast Georgia Council with the Ralph Cleveland Distinguished Citizen Award for their outstanding leadership in the community.



NGHS Earns National Awards for Creating a Positive Workplace: Newsweek added NGHS to several of its "America's Greatest Workplaces" lists for 2025, including America's Greatest Workplaces for Women and America's Greatest Workplaces for Diversity.



NGMC Auxiliary Volunteer Support: In FY25, more than 750 Auxiliary volunteers provided over 62K hours of service throughout the health system, which equates to 37 FTEs and a value of \$2.1 million to enhance the quality of services provided by NGHS. This level of community service is an indicator of the strong community relationships maintained throughout the region.



Digital Health Innovations: Increasing Access to Care

In 2025, NGMC saw a 46% increase in the number of appointments scheduled online – bringing in over 2,400 new patients. Almost 82% of NGMC patients use MyChart, putting the organization in Epic's top 5th percentile of health systems.

On-Demand Urgent Care Video Visits Expanded: In FY25, NGMC expanded access to On-Demand Urgent Care Video Visits, now available from 8 a.m. to 8 p.m., seven days a week, enhancing patient access to care and convenience.

NGHS Recognized in 2025 Digital Health Most Wired Survey: NGHS met the criteria for a Level 10 recognition in the 2025 Digital Health Most Wired Survey, led by the College of Healthcare Information Management Executives (CHIME). The Digital Health Most Wired program elevates healthcare around the world through the use of technology, and the annual survey identifies and recognizes the organizations exemplifying best practices through their adoption, implementation and use of information technology. Level 10 organizations are leaders in healthcare technology who actively push the industry forward.

NGMC Gainesville and Braselton

Highlights of NGMC Gainesville and Braselton Community Benefit Activities:

NGMC Gainesville and Braselton value cooperative efforts with community organizations and healthcare providers to improve the health status of area residents. This is demonstrated through partnerships ranging from serving as lead agency of Safe Kids Northeast Georgia to partnering with organizations such as Good News Clinics 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 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 300 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 301 to 400 percent qualified for an adjustment equivalent to 75 percent discount.

In FY25, the estimated cost of indigent and charity care through NGMC Gainesville and Braselton was \$66.6 million for 43,886 patient encounters. In addition, NGMC incurred bad debt expense during FY25 of over \$171.9 million as measured by charges. This represents approximately 9.0% 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 Navigation

NGMC employs financial navigators who help patients become insured, be it through Medicaid, PeachCare, or other programs. NGMC's Financial Navigators focus on being advocates for uninsured and underinsured patients, aiding them in finding viable means to access care. The team's focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing new healthcare exchanges, or processing charity when appropriate. In FY25, across NGMC Gainesville, Braselton, Barrow, Lumpkin and Habersham, NGMC Financial Navigators assisted 86,216 patients.



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 \$69,324 across all NGMC campuses in FY25.

Patient Navigation

NGMC Patient Navigators provide emotional support, help patients 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 \$541,446 for 10,054 people for NGMC Gainesville and Braselton in FY25.



Good News Clinics Support

Good News Clinics, the state's largest free indigent clinic, provides medical and dental care at no cost to the indigent and uninsured population. 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 Greater Things Expansion campaign to fund the

health education center. Antonio Rios, MD, Katie Dudas, MD, Tara Jernigan, RN, and Christy Moore serve on the Good News Clinics Board of Directors.

For a detailed overview of this partnership, visit www.nghs.com/community-benefit-resources.

In FY25, NGMC's Community Health Improvement Director and NGMC Financial Navigation Manager met with the CEO of Good Samaritan Health Center of Gwinnett to learn about the curriculum that Good Samaritan wrote for their state-certified Medical Assisting School, which focuses on training Medical Assistants to work in healthcare settings in the community. NGMC shared information about the Medical Assistant program with the Executive Director of Good News Clinics in Gainesville, to potentially replicate in their own clinic and explore opportunities for externships with NGPG.

In December 2024, Perkins&Will Atlanta, an architecture and design firm that NGHS has worked with on projects such as the Northeast Georgia Rehabilitation Institute and NGMC Gainesville's Green Tower, provided a donation towards Good News Clinics in honor of Northeast Georgia Health System.



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 partnership with District 2 Public Health, Stephens County Hospital and Good News Clinics in 2025. The assessment focused primarily on the needs of the community's most vulnerable populations, particularly those with low incomes who are uninsured. Input from over 3,600 community members was gathered through focus groups, in-person assisted paper surveys and interviews, plus online surveys open to both the public and partner organization employees. The study identified three health priorities that align with the organization's strategic direction: access to care, healthy behaviors and mental and behavioral health. For details on how NGMC and its partners are actively addressing the significant needs identified in its CHNA, visit www.nghs.com/community-benefit-resources.

NGMC provided 2025 Community Health Needs Assessment data to **United Way of Hall County** to inform their updated Community Game Plan, a long-range plan that aligns the collaborative efforts of United Way with the community for collective impact. United Way of Hall County's President and Chief Professional Officer served as an advisor for NGMC's CHNA.



Workforce Development & Health Professions Education

NGMC Gainesville and NGMC Braselton continue to serve as a pipeline to attract and prepare qualified individuals and students interested in healthcare positions. From the Accelerated BSN partnership with UNG and significant support to Foothills Area Health Education Centers (AHEC), NGMC works to train, educate and recruit students for careers in healthcare. NGMC spent over \$30 million in these areas:



Accelerated BSN Partnership with the University of North Georgia (UNG): NGHS and UNG have partnered together since January 2023 to create an Accelerated Bachelor of Science in Nursing (ABSN) program to add 280 nurses to the workforce over five years. The 15-month program is for students who have a bachelor's or master's degree in another field and want to transition into a career in nursing. In FY25, the ABSN program was ranked No. 5 by RegisteredNursing.org on their list of "Best Accelerated BSN (ABSN) Program" nationwide.



Allied Health Student Education: NGMC Gainesville and NGMC Braselton provided 1,051 allied health students with clinical rotations in FY25 to give them hands on experience under the supervision of NGMC staff, allowing them to apply knowledge and essential allied health skills.



Continuing Medical Education (CME): NGMC's Continuing Medical Education program provided relevant educational activities to physicians and healthcare professionals designed to advance knowledge, improve patient outcomes, increase awareness of current health issues and latest advancements and promote evidence-based medicine in patient care. In FY25, CME organized 320 educational activities and delivered 360 hours of education, reaching 8,696 healthcare professionals.



Foothills Area Health Education Center (AHEC): Since 1999, NGMC has been a proud partner of Foothills Area Health Education Center, 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. Foothills AHEC serves 31 counties in the Northeast Georgia region and through joint efforts, communities experience improved supply, distribution and retention of quality healthcare professionals. Since 2015, a total of 88 students have graduated from Foothill AHEC's Pathway to Med School program, a five-week, residential program for undergraduate, pre-medical students who attend college in Georgia and intend to practice primary care in the state after graduation. The program boasts a 99% acceptance rate to medical school for graduates who apply, and of the 28 students who have completed medical school, 24 have pursued primary care.



Georgia Heart Grand Rounds: Georgia Heart Grand Rounds educates physicians and other clinical professionals in the latest advancements and methods in cardiology to guide clinical decisions. The Grand Round lecture series features nationally renowned leaders across the spectrum of cardiovascular specialties and is free and accessible to all providers in-person and virtually. In FY25, Grand Rounds was attended by over 400 physicians and other healthcare professionals.



Graduate Medical Education: Northeast Georgia Medical Center's (NGMC) Graduate Medical Education (GME) program is designed to train residents to be leaders in the medical field while receiving hands-on training in various medical specialties. In 2025, NGMC had 60 Internal Medicine residents, 36 Family Medicine residents, 34 General Surgery residents, 36 Emergency Medicine residents, 18 cardiovascular disease fellows, 24 Psychiatry residents, 12 Transitional Year residents, 12 Internal Medicine Primary Care Track residents, and one Hospice and Palliative Medicine fellow, bringing the total number of physician learners to 233.

Pulmonary and Critical Care Medicine Fellowship Accredited: In November 2024, the Pulmonary and Critical Care Medicine fellowship program was awarded full accreditation by the Accreditation Council for Graduate Medical Education (ACGME), verifying that the programs meet the highest standards as it pertains to training the next generation of pulmonary and critical care physicians.

GME Summer Research Internship: Starting in May 2025, seven pre-med undergraduate students participated in a six-week internship with GME focused on research and clinical shadowing. Interns were paired with resident physicians, faculty clinicians and research coordinators to observe physicians, meet with hospital leadership, develop research protocols, and work with the GME team on quality improvement support for residents.



NICU Education and Support: NGMC provides education for healthcare professionals studying neonatal care. In FY25, NGMC's NICU provided education on neonatal support to the paramedic program at Lanier Technical College and nursing students at North Georgia Technical College.



Nursing Student Education: NGMC Gainesville and NGMC Braselton provided 5,166 nursing students with clinical rotations in FY25 to give them hands on experience under the supervision of registered nurses, allowing them to apply knowledge and develop essential nursing skills.



Project SEARCH: Project SEARCH, a program dedicated to workforce development that benefits the individual, community and workplace, provides employment and education opportunities for individuals with mild to moderate disabilities. Employers like NGMC who provide opportunities through Project SEARCH are challenged to increase employment opportunities for qualified persons with disabilities and to advocate on behalf of their employment to other organizations in their communities. In FY25, 19 students participated in this program at NGMC Gainesville and NGMC Braselton.



Work-Based Learning Program: NGMC's Work-Based Learning Program is designed to provide hands-on exposure to a variety of healthcare careers to encourage high school students towards a path in healthcare. NGMC's Workforce Development team facilitated work-based learning opportunities at NGMC Gainesville and NGMC Braselton, participated in career fairs, mock interviews, campus tours and speaking events to promote healthcare careers to over 1,390 students in FY25.



YOUTH-MED Physician Mentorship Program: The Youth Opportunities for Unparalleled Training in Healthcare, Medicine, Education and Development (YOUTH-MED) physician mentorship program is a collaborative effort between NGHS and Help for Healthcare Professionals, Inc. (HHCP). The program spans six weeks and is designed to inspire youth ages 13-20 to pursue healthcare careers, focusing on several key areas: equity and inspiration, education and training, healthcare operations and specialties and advocacy for health equity. In FY25, 64 NGHS physicians, residents and fellows provided over 1,175 hours of mentorship to 49 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 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 FY25, NGMC helped support 51 community non-profits at a cost of over \$784,000 including:

Alliance for Literacy, Bridging Hope, Center Point	American Cancer Society	American Heart Association
Amped Kids Foundation	Beyond Dementia Coalition	Boy Scouts of America, Northeast Georgia Council
Children's Center for Hope and Healing	Eagle Ranch	Edmondson-Telford Child Advocacy Center
Gainesville Jaycees, Young Man Young Woman	Gateway Domestic Violence Center	Georgia Emergency Medical Services Association (GEMSA)
Georgia Gwinnett College	Georgia Mountain Food Bank	Georgia Trauma Foundation

GFWC Gainesville Phoenix Women's Club	Girl Scouts of Historic Georgia	Good Samaritan Health Center of Gwinnett
Habitat for Humanity of Hall County	Hall County Family Connection Network	Hall-Dawson CASA
Help for Healthcare Professionals	Hispanic Alliance GA	Hugs for Harrison
iServe Ministries	Jarrard Burch Foundation Support	J's Place
Junior Achievement	Junior League of Gainesville-Hall County, support for Diaper Bank of North Georgia and Feeding Our Future programs	MARR Addiction Treatment Centers
My Sister's Place	National Alliance for Mental Illness (NAMI) Hall County	Navigate Recovery Gwinnett
Northeast Georgia Speech Center	Postpartum Support International, Georgia Chapter	Project Yet
Quinlan Visual Arts Center	Rachel's Gift	Rainbow Village
Rotary Club of North Gwinnett	Sisu, Integrated Early Learning	United Way of Hall County
Syfan Supports, benefiting Love Your Story	The Arts Council	The Block Community Outreach
The Pantry at Hamilton Mill	The Salvation Army	Thumbs Up Mission
Whispering Angels Youth Ranch	Wisdom Project 2030	WomenSource

Helping "Stop the Bleed:" In partnership with Healthcare Coalition B, NGMC Gainesville donated Stop the Bleed kits to the Blue Knights, a motorcycle club of retired law enforcement officers based near Blairsville, and the Habersham County Sheriff's Office. The donations empowered first responders and bystanders to control life-threatening bleeding before EMS arrival.

Employee Staff Time for WATCH, NGHS Foundation: In FY25, 43 NGMC employees dedicated time to the We Are Targeting Community Health (WATCH) Employee Giving Committee so that funds can be raised by employees to support community outreach such as donations to Relay for Life and the American Heart Association. Employees have donated in support of capital improvements, community initiatives, equipment and enhanced patient care since the program's inception in 1999.

NGMC was recognized by United Way of Hall County as one of the Top 10 Donors of the Year at the 2025 Annual Campaign Kick-Off, thanks to the employees who give through WATCH, the employee giving campaign of the NGHS Foundation.

Blood Drives: NGMC Gainesville and NGMC Braselton host blood drives for the American Red Cross and The Blood Connection throughout the year, and in FY25, over 400 NGHS employees and community members donated blood.

Hurricane Helene Relief: In response to the devastation of Hurricane Helene, the NGHS Supply Chain team donated 18,000 N95 masks at a value of \$10,000 as part of a relief supply drive led by Syfan Logistics, a local distribution company. Syfan Logistics coordinated shipments of supplies to communities across South Georgia and North Carolina.



Mental Health Training for Georgia EMS Professionals: In FY25, NGMC provided support towards the Georgia EMS Association (GEMSA) Conference at Legacy Lodge at Lanier Islands in Buford to provide mental health training and support for first responders from across the state.

2024 Medical Center Open: On October 3, 2024, the Medical Center Open hosted by the Northeast Georgia Health System Foundation raised over \$300,000 for Bridging Hope, a local organization that provides support for sexual assault survivors.



United Way of Hall County and One Hall United Against Poverty Support

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 need assistance through the Compass Center and non-profits aligned with our investment priorities. NGHS Director of Community Health Improvement served as a board member of United Way of Hall County in FY25. Additionally, NGMC served as a corporate sponsor of United Way of Hall County.

Up to 40% of Hall County families struggle to meet their basic everyday needs, and United Way of Hall County's **Compass Center** connects people to resources such as food, transportation, employment and housing. Often referred to as social determinants of health, lack of access to these resources plays a detrimental role in one's overall health. Because these resources are tied closely to health outcomes, NGMC provided support towards The Compass Center in FY25.

One Hall United Against Poverty is the vehicle for collective impact through United Way of Hall County and includes subcommittees on health (including 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. NGHS Director of Community Health Improvement served as Board Chair for One Hall in FY25. For more about the work of this collaborative, visit www.unitedwayhallcounty.org/onehall.



United Way of Hall County's **One Hall Advocates** provides opportunities for engaging community discussion on topics surrounding health, education and financial stability and in FY25, NGHS partnered with One Hall Advocates to provide a screening of the movie *Sound of Hope*, which tells the story of a community in Texas who united to confront the foster care crisis. After the screening, Phillippa Lewis Moss, former NGMC Board Chair, hosted a brief panel discussion with local Division of Family & Children Services (DFACS) leaders. Approximately fifteen community members attended the screening, and after the film, two families stepped forward to become foster parents.



NGHS is an active partner of the **One Hall Mental and Behavioral Health (MBH) Subcommittee**, referred to as the Health Subcommittee because "mental health is health." With activities around access, collaboration and education, over 50 agencies and hundreds of individuals are actively involved at their monthly meetings. NGHS employee Adam Raulerson of Laurelwood chairs the committee. 2025 accomplishments of the collaborative are found here: <https://reachouthallco.org/resources/resource-library/cumulative-report/>

The **Reach Out Campaign** is part of the MBH Subcommittee's efforts to destigmatize getting help and improve public conversation about mental health through health education, interactive social media challenges and mental health resources. NGHS provides funding for Forum Communications, a local marketing agency, to guide messaging, social media campaigns and outreach events for the Reach Out Campaign. NGHS' Devin Vicknair, PhD, with NGPG Academic Family Medicine and Adam Raulerson with Laurelwood have been featured on the Reach Out social media pages to share the benefits of both movement and laughter for one's mental health.

After seeing a post shared on Reach Out's social media pages in 2025, an individual experiencing a mental health crisis recalled the campaign and contacted Jessica Dudley, President and Chief Professional Officer of United Way of Hall County, to seek help. The individual was connected to Laurelwood, NGHS' mental health facility, where she was admitted into outpatient services, and now she is on the path to stability and wholeness. To learn more, visit www.reachouthallco.org.

NGHS participated in One Hall Mental and Behavioral Health Committee's "**Hall Goes Green**" challenge, and on May 14 and 15, 2025, exterior lights of NGMC campuses went green, the official color of mental health awareness, representing hope, strength and support for those who live with mental health concerns. On May 15, NGHS staff and community members wore green and gathered at First Baptist in Gainesville for a photo and to walk down Green Street with One Hall to raise awareness.

NGHS employee and One Hall Mental and Behavioral Health Chair Adam Raulerson provided **Question, Persuade, Refer (QPR)** training and **Mental Health First Aid (MHFA)** training to over 489 community members in FY25, empowering individuals to recognize suicidal thinking and mental health and substance abuse warning signs, learn to ask difficult questions, encourage those in crisis to seek help and refer individuals at risk to mental health care professionals.



Mental and Behavioral Health

PEER Support in the ER and 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 at NGMC Gainesville, NGMC Braselton and NGMC Barrow. If a patient is identified to need peer support, a CARES is paired with the individual, provides support and connects the individual with the resources needed while at the hospital. The CARES visits the individual 10 days after discharge to provide continued support and recovery resources. Similarly, the Maternal Peer Support/NICU Peer Recovery Program offers support and resources to mothers who are in or seeking recovery from a substance use disorder. In FY25, over 2,009 individuals were served through these programs with 3,265 successful post-discharge follow-ups.



Access to Care

Medical Plaza 1 in Flowery Branch Open: On June 2, 2025, NGHS opened Medical Plaza 1, a 14,000-square-foot, one-story building that is home to NGPG Flowery Branch and offers a wide variety of primary care services.

NGMC Braselton Expansion Opens: On August 25, 2025, NGMC Braselton's three-story expansion opened, providing more than 31,000 square feet of clinical renovation and expansions to the Emergency Department and surgery suite.

NGMC Gainesville Opens Epilepsy Monitoring Unit: Patients who suffer from seizures or epilepsy can get advanced help through the epilepsy monitoring unit (EMU) at NGMC Gainesville, opened in FY25. Patients in the EMU are cared for by specialty-trained nurses, technologists and physicians who collaborate to provide safe and effective care.

Lifesaving Blood Transfusion Program Celebrates Five Years: In 2020, NGHS and Georgia's Region 2 Regional Trauma Advisory Committee (RTAC) launched a first-of-its-kind program to give patients access to blood transfusions before they reach the hospital. Five years later, the program continues to grow

and save lives, administering more than 300 units of blood to over 200 critically ill or injured patients across northeast Georgia since its inception.

NGMC Opens Vein Clinic: Patients seeking treatment for varicose and spider veins have access to care as the Vein Clinic, a service of NGPG's Vascular Center, opened a standalone office at NGMC Gainesville in FY25.

Accreditations

Echocardiography Reaches 25 Year Accreditation Milestone: NGMC Gainesville was recognized by the Intersocietal Accreditation Commission (IAC) with a 25-Year Silver Accreditation Milestone for echocardiography. Facilities that achieve this accreditation demonstrate that they provide high-quality patient care and seek to continuously improve patient outcomes and safety.

NGMC Gainesville Receives Recognition from IAC Vascular Testing: NGMC Gainesville received a bronze milestone recognition from the accrediting body IAC Vascular Testing to mark 20 years of demonstrating commitment to improving patient outcomes and safety. Vascular testing helps life-threatening heart disorders, strokes and other diseases, and IAC accreditation signals high-quality patient care.

Nuclear Cardiology Receives IAC Accreditation: The Nuclear Cardiology department attained accreditation from the Intersocietal Accreditation Commission (IAC), verifying that NGMC's cardiac imaging departments uphold stringent standards and abide by extensive guidelines. NGHS has been accredited in nuclear cardiology services for more than 17 years.

NGMC Named Cardiac Center of Excellence: In 2025, NGMC's Ventricular Assist Device (VAD), Extracorporeal Membrane Oxygenation (ECMO) and Heart Failure programs received accreditation, resulting in being named a DNV Cardiac Center for Excellence.

Center for Simulation and Innovation Earns ASPE Accreditation: NGHS' Center for Simulation and Innovation was granted Full Accreditation by the Association of Standardized Patient Educators (ASPE), demonstrating the program's commitment to excellence and adherence to industry standards.



Health Education and Community Outreach

Clinical Simulation: In FY25, clinical simulation education was provided to 903 individuals, including local high school students, the Paramedic Program at Lanier Tech and Banks County EMS staff. Through this training, students and staff learned basic life support, how to deliver a baby in an emergent situation when EMS does not arrive in time, how to administer an EpiPen, and Stop the Bleed using evidence-based standards and practices.

Additionally, Clinical Simulation, in partnership with HOPE for Georgia Moms, offered the **Obstetric Patient Safety** workshop to 42 healthcare professionals to help them identify, assess and manage patients with an obstetric emergency through simulation and debriefing. This course was offered free-of-charge and focused on educating healthcare professionals in rural Georgia.

Community Education on Injury Prevention and Trauma: In FY25, NGMC provided injury prevention and trauma education to 1,402 high school students and healthcare professionals in the community. NGMC trauma staff provided Stop the Bleed training designed to enable teachers, nurses, and staff to

render immediate, potentially life-saving medical aid to injured students or co-workers while awaiting arrival of professional responders.

In 2025, NGMC, in partnership with Legacy Link, provided **A Matter of Balance** training to 14 adults in the community to teach exercises that reduce the risk of falling, as well as cognitive retraining to decrease the fear of falling among adults.

Breastfeeding Education and Support Groups: In FY25, NGMC Gainesville and Braselton lactation staff provided breastfeeding education and support groups to new mothers, offering them a place to learn more about breastfeeding and connect and discuss common issues with the guidance of a board-certified lactation consultant.



NGPG Community Clinic Outreach: Since November 2024, NGPG's Social Work team and the NGPG Community Clinic, in partnership with the Georgia Mountain Food Bank Mobile Food Pantry, distributed thousands of pounds of food to families in need at The Butler Pavilion. This effort has been supported by volunteer NGHS staff members, who helped unload food pallets and distribute groceries to hundreds of families in FY25. In addition to food distribution opportunities, the NGPG Community Clinic also offers a "Care Closet" that includes durable medical equipment, such as wheelchairs, walkers and canes, pantry staples and basic hygiene items for patients in need.

Diabetes Education and Support Groups: In FY25, NGMC provided diabetes outreach for prevention, education, and support groups to 89 community members.

Mended Hearts Support Group: In FY25, 25 community members participated in the Mended Hearts support group offered at NGMC Gainesville and NGMC Braselton. Held at various times of the year, educational speakers, including cardiologists, Cardiac Rehab instructors and nutritionists, help members learn to manage risk factors, adapt to their lifestyles and improve their longevity and quality of life. Support group members offer hope and encouragement to each other by providing living proof that people with heart disease can live full, productive lives.

Hospice Bereavement Camps, Support Groups and Outreach: Hospice of NGMC provided bereavement support groups and education for those grieving a loss or caring for a loved one with an illness (such as dementia). In FY25, Hospice of NGMC's programming served 1,181 community members.

In June 2025, Hospice of NGMC hosted **Camp Braveheart**, a day camp provided at no cost, for youth who have experienced the loss of a close friend or family member. Facilitated by a team of licensed social workers, therapists and trained volunteers, Camp Braveheart provided over 150 campers with the opportunity to remember their loved ones, learn healthy ways to cope with intense emotions and meet other children and teens with similar losses.

In November 2024, grief expert Dr. Kenneth Doka led a "Help for the Holidays" seminar hosted by Hospice of NGMC and nearly 300 attendees gathered in person and online to learn how to navigate loss during the holiday season.

Community Action Poverty Simulation: On July 16, VOICES Council members, GME Family Medicine residents, and Community Health Improvement and Employee Well-Being staff participated in the Community Action Poverty Simulation hosted by Hall County Family Connection Network and UGA Extension Hall County at The Butler Center. Designed to deepen participants' understanding of

challenges faced by individuals living in poverty, the simulation follows a month in the life of a low-income family and the difficult decisions and stress that accompany financial hardship. Over 65 community members participated in the simulation.

VOICES Council: NGHS' Valuing Our Identities, Cultures, Experiences and Stories (VOICES) Council is composed of staff committed to fostering a sense of belonging that strengthens the workforce and enhances patient experience. In FY25, members of the Council volunteered at Martin Luther King, Jr. King Week events hosted by Newtown Florist Club and participated in various community discussions and the March for a Cause in Gainesville. Erin Raybon-Rojas, MD, participated in a panel titled, "Standing Firm to Protect the Future of Diversity, Equity & Inclusion."

Free Flu Vaccine Provided to Uninsured: On November 13, 2024, NGMC Advisory Council member Norma Hernandez, Community Outreach Relief Effort (CORE) Georgia, NGHS and Good News Clinics partnered to provide free flu vaccinations to the underinsured and uninsured community of Hall County, hosted at the Good News Clinics Northeast Georgia Health System Education Center.

Georgia Heart Institute: In FY25, Georgia Heart Institute nurse practitioners, health educators, medical assistants and physicians provided health education about heart health at several community events. On February 7, Georgia Heart Institute provided BMI and blood pressure screenings to attendees at the American Heart Association's **Go Red for Women** Luncheon. Keynote speaker Karen Gersch, MD, cardiothoracic surgeon with NGPG, presented on women's heart health.

On September 25, 65 NGHS employees and over 300 community members participated in the American Heart Association's **Hall County Heart Walk**. Chief Cardiology Officer Mudassar Ahmed, MD, delivered opening remarks, exercise physiologists with NGMC Cardiac Rehabilitation led warmup exercises and diet and wellness experts with GHI Center for Cardiovascular Prevention, Metabolism and Lipids presented a "Rethink Your Drink" infused water testing.

Greater Hall Chamber Health and Wellness Seminar Series: As a part of the Greater Hall Chamber of Commerce's Vision 2030 Health & Wellness initiatives, the Chamber hosts monthly seminars to discuss health topics and healthcare services available in the Hall County area. In FY25, Terrence Jackson, MD, delivered a presentation on innovations in cancer treatment options, specifically highlighting histotripsy. Patient Simulation Educator Tasha Murchison, Maternal Health Outreach Manager Bridgette Schulman and members of the Clinical Simulation team shared information on maternal healthcare, HOPE for Georgia Moms and the strides NGMC's Women and Children's Services and Clinical Simulation teams are making in addressing maternal health risks in our community and across the state.



Hall County Family Connection Network, The Butler Center and The Hub: Hall County Family Connection Network (HCFCN) is a collaborative that connects children and families to resources to help them become healthy and productive. HCFCN programming is hosted at The Butler Center, a facility that offers educational programs designed to help individuals reach personal and professional goals, and The Hub, a success center addressing the needs of Hall County and Gainesville City students and families. In FY25, NGHS provided health education materials, covering topics such as child safety, for the Hall County Family Connection Network newsletter, which is sent monthly to over 1,000 community members. Community Health Improvement Specialist Elizabeth Davidson serves on their Board.

Hands Only CPR Training and AED Education: In FY25, NGMC provided Hands Only CPR Training and AED education to over 1,600 Hall County high school students, Del Webb residents and medical

volunteers at Free Chapel Church and Poplar Spring Baptist Church. Hands Only CPR is a simplified method of performing CPR and is recommended for use by people who see a teen or adult collapse in an “out-of-hospital” setting.



Health Sciences Library & Resource Center: The Health Sciences Library and Resource Center at NGMC serves the health information needs of the Northeast Georgia community and provides credible resources relating to medical symptoms, conditions and treatments to consumers, patients and family members. The Resource Center encourages visitors to make healthy choices and become active, informed partners in their healthcare. During FY25, the library welcomed 43,972 visitors.

Community Outreach at St. John’s Baptist Church: Health Sciences Library & Resource Center provided community health information on colon cancer, diabetes, breast cancer and Medline Plus at the St. John’s Baptist Church in Gainesville. Additionally, GME Internal Medicine residents and cardiology fellows performed blood pressure checks and had health conversations with visitors.



Juneteenth Celebration 2025: On June 21, 2025, Graduate Medical Education residents, representatives from NGHS’ VOICES Council and Talent Acquisition participated in the Gainesville-Hall County Black History Society’s Juneteenth Celebration by providing health education and resources, leading a 20-minute workout session with practical exercise techniques attendees can easily replicate at home and raffling off prizes.

NGHS Participates in Leadership Jackson Panel: On March 14, 2025, Vice President of Regional Hospitals Kevin Matson, NGHS Foundation President and Chief Philanthropy Officer Chris Bray, Trauma Program Director Jessica Mantooth, Trauma Research Coordinator Natasha Alvarado and Trauma and Injury Prevention Coordinator Jenna Howell shared updates on the health system’s growth, emergency and trauma services, upcoming health education offerings and the investments NGHS has made back into the community with the Leadership Jackson class.



Latino Fest 2025: On September 27, 2025, NGHS supported Latino Fest, hosted by Hispanic Alliance, and provided health education, resources and prostate cancer screenings. Hispanic Alliance, an organization committed to providing Latino families with local resources, is led by Executive Director Vanesa Sarazua, a member of the NGHS Advisory Council. Proceeds from this event supported college scholarships for Latino students in the community.

Mommy & Me Journal Club: In FY25, NGMC Women and Children’s Services offered the Mommy & Me Journal Club to 54 mothers and children, providing a safe space for mothers to bring their baby along with questions and concerns to share with other new moms who are experiencing the same things, such as sleepless nights, emotional ups and downs, or moments of joy and self-discovery. Mothers gain emotional support and learn about community resources available in a safe environment with licensed professionals. Journals are provided to mothers by the NGHS Foundation.



NGHS and UNG Partner to Address Thyroid Cancer: Tasked by the Georgia House of Representatives Study Committee on Cancer Care Access, NGHS and the University of North Georgia (UNG) partnered together in 2025 to begin a research study on the increased thyroid cancer diagnosis rates in six neighboring counties in northeast Georgia: Union, Lumpkin, Hall, White, Habersham and Rabun. On May 29, NGPG physician Nikita Machado, MD, and Oncology Services Assistant Nurse Manager Angie Caton presented to the House Study Committee and members of the public on cancer care at NGMC and the thyroid cancer incidence rates in the northeast Georgia region.

Oncology Services Community Outreach and Screenings: In FY25, NGMC Gainesville and Braselton provided cancer education to community members, conducted free thyroid cancer screenings at the Healthy Hall Expo and free prostate cancer screenings at Latino Fest. Additionally, Chief of Population Health and NGPG physician Dr. Antonio Rios delivered information on cancer and how it affects the Latino community in a seminar hosted by the Hispanic Alliance.



Paramedics Improving the Community's Health (PITCH): NGMC's Paramedics Improving the Health of the Community's Health (PITCH) program helps the community have access to care. Community paramedics meet patients at their homes 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 physical and mental health. In FY25, PITCH served over 125 individuals, establishing approximately 37 new PITCH program patients with primary care who initially reported no primary care.

Respecting Choices: 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 and is designed to create a culture of open discussion about end-of-life care in Northeast Georgia so families are relieved of unnecessary stress and to avoid the use of expensive resources that patients don't value nor benefit from. It is also paired with the Plan in a Can program that utilizes recycled tennis ball cans as emergency grab and go toolkits to prepare in advance in case they ever must come to the hospital and initiate a conversation about who would be their advocate. This project is funded by the NGHS Foundation and served 1,700 individuals in FY25.



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 FY25, Safe Kids provided programs and events with outreach across NGMC Gainesville and Braselton to an estimated 7,671 children, family members, teachers and caregivers. Through these programs, items such as bike helmets and car seats were distributed to families in need.

In FY25, Safe Kids Northeast Georgia partnered with Hall County Schools to distribute 1,181 helmets and educational resources to students in Hall County. In memory of a Hall County student who tragically lost his life due to a biking accident, this campaign was implemented as an effort to educate students on the importance of wearing a helmet and why it's essential for their safety.

Sepsis Community Outreach: In FY25, sepsis prevention education was provided to 54 community members at local health fairs and seminars by NGMC to increase awareness and provide guidance on best practices to serve sepsis patients.

Sports Medicine Athletic Care: In FY25, the Sports Medicine Athletic Training department provided medical care, such as injury assessment, rehabilitation and concussion management, at athletic events for four local universities and local middle and high schools, serving an estimated 30,000 athletes.

Stroke Education and Outreach: In FY25, NGMC's Stroke Unit provided education to 312 community members about stroke prevention, symptoms and risk factors. Additionally, Life After Stroke support group meetings were provided monthly to stroke survivors and their caregivers.



True Charity Community Workshop: On February 20, 2025, Community Health Improvement Director Christy Moore and Specialist Elizabeth Davidson participated in the True Charity Community Workshop hosted by True Charity Network at First Baptist Church in Gainesville. The workshop provided valuable tools to develop long-term strategies to fight poverty in Hall County.



Symposia

In FY25, more than 1,600 physicians, nurses and health professionals from across the state and the country benefited from the following symposia hosted by NGMC:

Infection Prevention Symposium: The Northeast Georgia Infection Prevention Symposium is offered to healthcare providers throughout the state and is focused on increasing knowledge on infection prevention and control. Many of the small rural facilities throughout Georgia have limited access to infection prevention and control. In FY25, this symposium provided infection prevention education to 194 individuals.

Neuroscience Clinical and Rehab Symposium: The Neuroscience Clinical and Rehab Symposium provides current information for EMS, nurses, physicians, and 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 FY25, 485 healthcare professionals attended the symposium.

NGPG Sports Medicine Symposium: The Northeast Georgia Physicians Group (NGPG) 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 clinicians. In FY25, this symposium provided education for 285 physical therapists, physical therapist assistants, athletic trainers and students in allied health related fields.

Regional Trauma Advisory Committee (RTAC) and Symposium: NGMC partners with the Regional Trauma Advisory Committee to host an annual Northeast Georgia Regional Trauma Symposium, a 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 FY25, 650 healthcare professionals attended the symposium.



Research

In FY25, NGMC offered patients the opportunity to participate in clinical trials involving some of the most promising, breakthrough new medical therapies. Over 878 patients were enrolled in trials that provided cutting-edge treatments for cancer and heart disease. For more information, visit www.nghs.com/research.

Achievements

First Ion Robotic Bronchoscopy at NGMC Braselton: The first ion robotic bronchoscopy, a procedure that advances early lung cancer detection and patient care, was completed at NGMC Braselton in FY25, improving access to cancer-fighting treatments in South Hall, Gwinnett, Jackson and Barrow Counties.

Advocacy

Georgia Heart Institute (GHI) Advocates at Lobby Day 2025: GHI administrative clinical director Beau Proctor joined American Heart Association (AHA) volunteers for the AHA's Go Red at the Gold Dome Lobby Day on February 24, 2025, to advocate for HB 506, which focuses on enhancing tobacco cessation support for Medicaid patients, and Produce Rx, a program that allows providers to prescribe fresh fruits and vegetables to food-insecure patients.

NGHS Trauma Services Team Visits State Capitol: On February 26, 2025, Trauma Awareness Day, members from the Trauma Services team visited the state capitol to meet with legislators and state representatives and advocate for the importance of improving trauma systems and ensuring the best care for our communities.

NGMC Oncology Data Specialist Joins Leaders at the State Capitol: Teresa Horton, NGMC oncology data specialist, joined cancer care leaders from across the state at the Capitol in 2025. The group was recognized by the governor with a proclamation honoring their contributions to cancer care.

NGHS Participates in Local Visit from Georgia DCA: Chief of Staff and Strategy Officer Melissa Tymchuk, Community Health Improvement Director Christy Moore and Chief Operating Officer John Kueven participated in the Georgia Department of Community Affairs Community Partnership meeting held in Gainesville on November 6, 2024. The Georgia Department of Community Affairs is a state agency that works with communities on economic development and safe and affordable housing. Tymchuk serves on the Greater Hall Chamber of Commerce Executive Committee and Moore represents NGHS on Gainesville-Hall County Georgia Initiative for Community Housing (GICH) Committee led by Jessica Tullar with the City of Gainesville.

Community Involvement

In FY25, 119 leaders and staff members from NGMC Gainesville and NGMC Braselton reported dedicating staff time towards a total of 276 leadership and volunteer positions within various civic and professional organizations.

NGMC Barrow

Highlights of NGMC Barrow Community Benefit Activities:

NGMC Barrow values cooperative efforts with community organizations and 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 and providing tobacco cessation education to Barrow County 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 300 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 301 to 400 percent qualified for an adjustment equivalent to a 75 percent discount.

In FY25, the estimated cost of indigent and charity care through NGMC Barrow was \$2.2 million based on 3,286 patient encounters. In addition, NGMC Barrow incurred bad debt expense during 2025 of

approximately \$19.7 million as measured by charges. This represents approximately 27.6 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 but unable to pay medical expenses and are therefore considered “medically indigent.”



Financial Navigation

NGMC Barrow employs financial navigators who help patients become insured, be it through Medicaid, PeachCare, or other programs. NGMC’s Financial Navigators focus on being advocates for uninsured and underinsured patients, aiding them in finding viable means to access care. The team's focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing new healthcare exchanges, or processing charity, when appropriate. In FY25, across NGMC Gainesville, Braselton, Barrow, Lumpkin and Habersham, NGMC Financial Navigators assisted 86,216 patients.

Patient Navigation

NGMC Patient Navigators provide emotional support, help patients 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 \$46,716 for 958 patients for NGMC Barrow in FY25.



Indigent Patient Fund

At NGMC Barrow, 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. The NGHS Foundation provided funding for this program at an estimated cost of \$69,324 across all NGMC campuses in FY25.



What Drives Community Health Improvement Activities

The hospital entities of Northeast Georgia Health System, in partnership with Stephens County Hospital, District 2 Public Health and Good News Clinics, completed a Regional Community Health Needs Assessment (CHNA) in 2025. The assessment focused mainly on the needs of the community’s vulnerable populations, particularly those with low incomes who are uninsured. More than 3,600 community members provided input through focus groups, in-person assisted paper surveys, interviews and online surveys. With the help of community advisors, senior leadership and board members, the following priorities were selected in 2025: mental and behavioral health, access to care and healthy behaviors. For more information, visit www.nghs.com/community-benefit-resources.

In FY25, Utilization Management Nurse and CHNA Advisor Sarah McLain served on a community assessment committee for Barrow County Family Connection and requested data from the 2025 Community Health Needs Assessment specific to Barrow. Community Health Improvement Specialist Elizabeth Davidson provided Sarah with a link to the Community Health Needs Assessment and interactive data tool.



Workforce Development & Health Professions Education

NGMC Barrow continues to serve as a pipeline to attract and prepare qualified individuals and students interested in healthcare positions and works to train, education and recruit students for careers in healthcare. NGMC Barrow spent over \$421,000 in FY25 in these areas:



Allied Health Student Education: NGMC Barrow provided 21 allied health students with clinical rotations in FY25 to give them hands on experience under the supervision of NGMC Barrow staff, allowing them to apply knowledge and develop essential allied health skills.



Nursing Student Education: NGMC Barrow provided 74 nursing students with clinical rotations in FY25 to give them hands on experience under the supervision of registered nurses, allowing them to apply knowledge and develop essential nursing skills.



Work-Based Learning Program: NGMC's Work-Based Learning Program is designed to provide hands-on exposure to a variety of healthcare careers to encourage students towards a path in healthcare. NGMC Workforce Development facilitated work-based learning opportunities at NGMC Barrow, participated in career fairs, mock interviews, campus tours and speaking events to promote healthcare careers to over 121 students in FY25.



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 FY25, six students participated and worked in assigned departments at NGMC Barrow.



NGHS Hosts Youth Leadership Barrow Class: In April 2025, NGMC Barrow staff hosted the Youth Leadership Barrow class for a tour of Medical Plaza One in Bethlehem and Northeast Georgia Medical Center Barrow, providing the opportunity for high school students and program advisors to learn more about healthcare professions. Youth Leadership Barrow is a leadership development program and community awareness training for 10th and 11th grade students and is organized by the Barrow County Chamber of Commerce.



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 plays 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 FY25, NGMC Barrow helped support the following organizations at a cost of over \$46,000:

Adventure Bags	Amazing Friends Club	American Cancer Society
American Foundation for Suicide Prevention	Athens Community Council on Aging	Barrow Area Rotary Club
Barrow County Farmer's Market	Barrow County Fire Department	Boys and Girls Club of Winder-Barrow County
Food Bank of Northeast Georgia	Girl Scouts of Historic Georgia	Ministry Village
New Path 1010	Northeast Georgia Council, Boy Scouts of America	Nuci's Space
Path United	Piedmont CASA	The Cancer Foundation
The Georgia Club Foundation	The Tree House	United Way of Northeast Georgia
YMCA of Georgia's Piedmont		

NGMC Barrow Donates Furniture to Local Organizations: In response to community needs, NGMC Barrow donated furniture to the Barrow County School System’s SIMS Academy of Innovation and Technology, the Barrow County Emergency Management Agency and the Wimberly Center’s Lanier Tech adult education program.

Supplies for Nursing Clinics at Barrow County Schools: In FY25, NGMC Barrow donated medical supplies to all 19 Barrow County School System school nurse clinics.



Mental & Behavioral Health

Support for Apalachee High School: In FY25, NGMC counselors and specialists offered mental and emotional support for students, parents and staff affected by the school shooting at Apalachee High School in September 2024.

Ministry Village and BRANCH Resiliency Center Support: Ministry Village provides counseling services to individuals and families experiencing mental health challenges in Barrow County, and Executive Director of Laurelwood Kevin Lloyd serves as a board member and treasurer of Ministry Village.

In FY25, Community Health Improvement Director Christy Moore and Specialist Elizabeth Davidson met with Ministry Village Clinical Director Cyndil Healan and BRANCH Director Jack Thomas regarding NGHS’ 2022 Community Health Needs Assessment methodology to inform Ministry Village’s assessment work for the **Barrow Response and Needs Center for Healing (BRANCH)**. BRANCH is a long-term response and recovery center, born out of Barrow County’s collective response to the tragic shooting at Apalachee High School in September 2024, that offers trauma-informed care for individuals and families impacted by trauma. Laurelwood Business Development Manager Adam Raulerson serves on the BRANCH Advisory Committee.

Out of the Darkness Walk: In FY25, NGMC Barrow provided support towards local efforts of the American Foundation for Suicide Prevention, a non-profit that provides education, advocacy and funds research around mental health and suicide prevention. NGMC Barrow representatives participated in the Out of the Darkness Walk in Winder.



Access to Care

NGMC Barrow Emergency Department Expansion: In February 2025, NGMC Barrow opened their renovated emergency department waiting area that has additional seating, improved triage areas and enhanced security for patients and families.

New Blood Transfusion Program at NGMC Barrow: In FY25, NGHS started a new blood transfusion program in partnership with Barrow County EMS, ensuring patients can receive life-saving treatment before they arrive at the hospital, giving patients a greater chance of survival.



Health Education and Community Outreach

NGMC Barrow Participates in Women in Business Panel: In FY25, physicians, advanced practitioners and advanced practice providers with NGMC Barrow participated in a panel at the September 16 Women in Business event titled “Her Story in Healthcare: Strength, Service and Success.” NGMC panel participants share inspiring stories on why to pursue healthcare as a career, how to balance work and family life, practical health tips for women and prescriptions for success from women leaders.

Clinical Simulation: In FY25, clinical simulation education was provided to 15 students at Barrow Arts and Sciences High School. Through this training, students learned basic life support, how to deliver a baby in an emergent situation when EMS does not arrive in time, how to administer an EpiPen and Stop the Bleed using evidence-based standards and practices.

Community Education on Injury Prevention and Trauma: In FY25, NGMC provided community education regarding injury prevention and trauma to 60 individuals, consisting of security and medical volunteers of Bethlehem Church and EMS professionals from across the state of Georgia.

Healthy Kids Day at Piedmont YMCA: In FY25, Safe Kids Northeast Georgia, NGPG OBGYN Bethlehem, NGPG Bethlehem Urgent Care, NGPG Barrow Orthopedics, NGMC's Sepsis Program and representatives from NGMC Barrow provided education about a variety of health topics, including sepsis prevention and child safety, to local families at the Piedmont YMCA Healthy Kids Day.

Lung Cancer Support Group: In FY25, NGMC Barrow oncology nurses provided monthly, in-person support groups for individuals in the community with a lung cancer diagnosis at NGMC Barrow.



Nutrition Education: In FY25, NGMC Barrow Executive Chef Juan Turner provided nutrition education to 180 community members at Wimberly's Roots, parents at Easter Seals and students at Winder-Barrow High School. Education included healthy and quick recipe demonstrations, how to swap ingredients for healthier alternatives that are diabetic or cardiac diet-friendly and basic kitchen skills.



Safe Kids Northeast Georgia: NGMC serves as the lead agency for Safe Kids Northeast Georgia, reducing unintentional injuries and deaths in children 19 and under. In FY25, Safe Kids provided programs and educational events with outreach to an estimated 2,416 children and family members, teachers and caregivers in Barrow County. Through these programs, safety items and educational materials were distributed to families who were in need of them.



Tar Wars: Since 2018, NGMC Barrow has partnered with Barrow County Schools to implement "Tar Wars" for all 4th and 5th grade students. Tar Wars is a tobacco-free education program developed by the American Academy of Family Physicians to teach students 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. 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. 2025 winners were Savannah Ogles, Mary Frempong and Isabel Wilches and they were recognized at the Barrow County Board of Education meeting in August.

Awards & Recognition

NGHS President and CEO Honored by Barrow County Chamber: In May 2025, NGHS President and CEO Carol Burrell was honored by the Barrow County Chamber of Commerce for her extraordinary legacy and service to her hometown of Barrow County.



Community Service

In FY25, 10 leaders and staff from NGMC Barrow dedicated staff time towards 41 leadership and volunteer positions with various civic and professional organizations.

NGMC Barrow Administrator **John Neidenbach** served on the board of the Barrow County Chamber of Commerce, Northeast Georgia Workforce Development Board, and United Way of Northeast Georgia and as NGHS representative for Barrow Vision 2050.

NGMC Public Relations Manager **Sunita Singh** served on the Barrow Area Rotary Club's District 6910 Opioid Settlement Operations Committee and as a Board Member of the Athens Chamber of Commerce, Boys & Girls Club of Winder, Northeast Georgia Council of the Boy Scouts of America and Barrow Chamber Women in Business.

Utilization Management Nurse **Sarah McLain** served on the Barrow County Family Connection Housing Strategy Committee and Needs Assessment Committee, as an advisor for NGMC's 2025 Community Health Needs Assessment and as a community health nurse for Wimberly's Roots.

NGMC Lumpkin

Highlights of NGMC Lumpkin Community Benefit Activities:

NGMC Lumpkin values cooperative efforts with community organizations and 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 that serve the underserved population.

Charity Care



Like NGMC Gainesville, Braselton, Barrow and Habersham, 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 300 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 301 to 400 percent qualified for an adjustment equivalent to a 75 percent discount.

In FY25, the estimated cost of indigent and charity care through NGMC Lumpkin was approximately \$2.3 million based on 2,436 patient encounters. In addition, NGMC Lumpkin incurred bad debt expense during 2025 of over \$13.1 million as measured by charges. This represents approximately 19.6 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."

Indigent Patient Fund

At NGMC Lumpkin, 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. The NGHS Foundation provided funding for this program at an estimated cost of \$69,324 across all NGMC campuses in FY25.

Financial Navigation

NGMC Lumpkin employs financial navigators who help patients become insured, be it through Medicaid, PeachCare, or other programs. NGMC's Financial Navigators focus on being advocates for uninsured and underinsured patients, aiding them in finding viable means to access care. The team's focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing new healthcare exchanges, or processing charity, when appropriate. In FY25, across NGMC

Gainesville, Braselton, Barrow, Lumpkin and Habersham hospitals, the NGMC Financial Navigators assisted 86,216 patients.



What Drives Community Health Improvement Activities

The hospital entities of Northeast Georgia Health System, in partnership with Stephens County Hospital, District 2 Public Health and Good News Clinics, completed a Regional Community Health Needs Assessment (CHNA) in 2025. The assessment focused mainly on the needs of the community's vulnerable populations, particularly those with low incomes who are uninsured. More than 3,600 community members provided input through focus groups, in-person assisted paper surveys, interviews and online surveys. With the help of community advisors, senior leadership and board members, the following priorities were selected in 2025: mental and behavioral health, access to care and healthy behaviors. For more information, visit www.nghs.com/community-benefit-resources.



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 \$116,000 in FY25 in these areas:



Allied Health Student Education: NGMC Lumpkin provided 30 allied health students with clinical rotations in FY25 to give them hands on experience under the supervision of NGMC Lumpkin staff, allowing them to apply knowledge and essential allied health skills.



Nursing Student Education: NGMC Lumpkin provided 14 nursing students with clinical rotations in FY25 to give them hands on experience under the supervision of registered nurses, allowing them to apply knowledge and essential nursing skills.



Work-Based Learning Program: NGMC's Work-Based Learning Program is designed to provide hands-on exposure to a variety of healthcare careers to encourage students towards a path in healthcare. NGMC Workforce Development coordinated work-based learning opportunities and facilitated campus tours at NGMC Lumpkin to encourage healthcare careers to over 200 students in FY25.



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 plays 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 FY25, NGMC Lumpkin helped support the following non-profits at a cost of over \$29,000:

American Cancer Society	American Heart Association	Community Helping Place
Connectability	Dahlonega Sunrise Rotary Club	Enotah CASA
Lumpkin County Family Connection	Meals by Grace	No One Alone
Region II Directors Association	Trusted Sources	



Community Helping Place: NGMC Lumpkin provided support towards the operating expenses of Community Helping Place, an indigent clinic in Lumpkin County that provides medical and dental services for the area's most vulnerable populations. In FY25, Director of Emergency and Inpatient Departments at NGMC Lumpkin, Kay Hall, served on the Board of Directors and Raymond Polk, PA, volunteered at the clinic.



Good Shepherd Clinic of Dawson County: NGMC Lumpkin provided office space at no charge to support Good Shepherd Clinic of Dawson County, a clinic that provides free and reduced cost healthcare, dental and mental health services to community members in Dawson County. In FY25, Good Shepherd Clinic of Dawson County served 264 patients over a total of 3,219 clinic visits. NGPG's VP of Operations served on their Board of Directors.

Blood Drive at NGMC Lumpkin: In FY25, NGMC Lumpkin hosted a blood drive in partnership with the American Red Cross and 29 community members and NGMC Lumpkin employees donated blood.

Health Education and Community Outreach



Clinical Simulation: In FY25, clinical simulation education was provided to 352 students and staff at Forsyth County Schools, Lumpkin County High School and Dawson County EMS. Through this training, students and staff learned basic life support, how to deliver a baby in an emergent situation when EMS does not arrive in time, how to administer an EpiPen and Stop the Bleed using evidence-based standards and practices.

In FY25, the Center for Simulation and Innovation partnered with Georgia Emergency Department Services (GEDS), NGMC Trauma Services and regional EMS personnel to provide simulation education for the 5th Army Rangers' medics at Camp Merrill in Dhlonega. The training day consisted of education on critical trauma concepts for combat environments, simulation scenarios designed to test medics' clinical judgement, teamwork and rapid response in high-pressure situations. Medics rotated through procedure stations focused on airway, breathing and circulation interventions.

Dawson County Family Connection Health Education: In FY25, NGMC Lumpkin provided education and resources through the monthly Dawson Family Connection newsletter on educational topics such as healthy ingredient swaps for popular holiday recipes and tips to prevent the flu.

Health Education Seminar at NGMC Lumpkin: In FY25, NGPG Dawsonville OBGYN and NGPG Dhlonega OBGYN provided a women's health seminar to 22 community members at NGMC Lumpkin.

Hospice Bereavement Support, Education and Outreach: In FY25, Hospice of NGMC provided school-based grief support groups to Lumpkin County elementary and middle school students, as well as bereavement support and outreach to the Dawson, Lumpkin and Forsyth County senior centers.

Health Education for Lumpkin County Senior Center: In FY25, NGMC Lumpkin Emergency Department Assistant Nurse Manager and Stroke Coordinator provided a total of 40 Lumpkin County Senior Center community members with education on seasonal illnesses, such as COVID, flu, RSV and seasonal allergies, prevention of illness, stroke symptoms and BEFAST, as well as NGMC Lumpkin's capability to administer clot buster.



Safe Kids Northeast Georgia: NGMC 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 FY25, Safe Kids provided programs and events with outreach in Lumpkin County to an estimated 39 children and their family members, teachers and caregivers. Through these programs, safety items and educational materials were distributed to families who were in need of them.

Oncology Services Education and Outreach: In FY25, Oncology Services provided education about cancer and the importance of early screenings to attendees of the Lumpkin County Senior Expo and a University of North Georgia softball game.

Awards and Recognition

NGPG Athletic Trainers Recognized by Dawson County Board of Education: NGPG athletic trainers Jessica Lord and Kelley Podsen were recognized by the Dawson County Board of Education for their life-saving response to a medical emergency at a cheer competition at Dawson County High School.

NGMC Lumpkin Receives 5-Star CMS Rating: Every year, the Centers for Medicare & Medicaid publishes a list of its “Overall Hospital Quality Star Ratings”, which includes five quality measures: mortality, safety, readmission, patient experience and timely and effective care. Hospitals are ranked on a one-to-five-star scale and in 2025, NGMC Lumpkin received a five-star quality rating.



Community Service

In FY25, 13 staff members from NGMC Lumpkin reported spending dedicated staff time towards 20 leadership positions with various civic and professional organizations.

NGMC Lumpkin Inpatient Nurse Director **Kay Hall** served on the Board of Directors of Community Helping Place.

Donor Relations Officer with the NGHS Foundation **Rhonda Hardy** served on the Board of Directors of Lumpkin County Family Connection.

Physician Practice Group VP **Bobby Norris** served as Chair for the 2026 Leadership Lumpkin Class and on the Board of Directors of Good Shepherd Clinic in Dawson County.

Carrie Sisk, MD, with NGPG Dahlonega Family Medicine served as a board member of the Lumpkin County Board of Health.

NGPG Clinical Care Director **Tammy Soles** served on the Board of Directors of ConnectAbility and as Program Chair for Youth Leadership Lumpkin.

NGMC Lumpkin Assistant Nursing Manager **Jayleen Harrier, RN** and NGHS IT Technical Training Principal Trainer **Anthony Pruitt** participated in the Dahlonega-Lumpkin County Chamber of Commerce’s 2025-2026 Leadership Lumpkin class.

NGMC Habersham

Highlights of NGMC Habersham Community Benefit Activities:

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 and fostering a partnership with the local indigent clinic that serves the underserved population.



Charity Care

Like NGMC Gainesville, Braselton, Barrow and Lumpkin, 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 300 percent of the Federal Poverty Level (FPL) adjusted for family size. Patients from our service area whose FPL is from 301 to 400 percent qualified for an adjustment equivalent to a 75 percent discount.

In FY25, the estimated cost of indigent and charity care through NGMC Habersham was approximately \$2.6 million based on 4,330 patient encounters. In addition, NGMC Habersham incurred bad debt expense during 2025 of over \$15.9 million as measured by charges. This represents approximately 17.6 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."

Financial Navigation



NGMC Habersham employs financial navigators who help patients become insured, be it through Medicaid, PeachCare, or other programs. NGMC's Financial Navigators focus on being advocates for uninsured and underinsured patients, aiding them in finding viable means to access care. The team's focus is finding the best solutions for helping patients apply for programs they might be eligible for, Medicaid, disability, accessing new healthcare exchanges, or processing charity, when appropriate. In FY25, across NGMC Gainesville, Braselton, Barrow, Lumpkin and Habersham, NGMC Financial Navigators assisted 86,216 patients.



Indigent Patient Fund

At NGMC Habersham, 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. The NGHS Foundation provided funding for this program at an estimated cost of \$69,324 across all NGMC campuses in FY25.



What Drives Community Health Improvement Activities

The hospital entities of Northeast Georgia Health System, in partnership with Stephens County Hospital, District 2 Public Health and Good News Clinics, completed a Regional Community Health Needs Assessment (CHNA) in 2025. The assessment focused mainly on the needs of the community's vulnerable populations, particularly those with low incomes who are uninsured. More than 3,600 community members provided input through focus groups, in-person assisted paper surveys, interviews and online surveys. With the help of community advisors, senior leadership and board members, the following priorities were selected in 2025: mental and behavioral health, access to care and healthy behaviors. For more information, visit: www.nghs.com/community-benefit-resources.

Awards and Recognition

NGPG Physician Named Volunteer of the Year: James Murphey, MD, with Northeast Georgia Physicians' Group was named Volunteer of the Year by White County Family Connection. In addition to his role with NGPG, Dr. Murphey serves as volunteer Medical Director for Community Helping Hands in Cleveland, dedicating his time and talent to helping improve the health of the White County community.

Health Professions Education & 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 \$521,000 in FY25 in these areas:



Allied Health Student Education: NGMC Habersham provided 44 allied health students with clinical rotations in FY25 to give them hands on experience under the supervision of NGMC Habersham staff, allowing them to apply knowledge and develop essential allied health skills.



Nursing Student Education: NGMC Habersham provided 104 nursing students with clinical rotations in FY25 to give them hands on experience under the supervision of registered nurses, allowing them to apply knowledge and develop essential nursing skills.



Work-Based Learning Program: The Work-Based Learning Program is designed to provide hands-on exposure to a variety of healthcare careers to encourage students towards a path in healthcare. NGMC Workforce Development facilitated work-based learning opportunities at NGMC Habersham, participated in career fairs, mock interviews, campus tours and speaking events to promote healthcare careers to over 216 students in FY25.



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 \$96,000 in support of the following community non-profits in FY25:

American Cancer Society, Habersham County and White County Relay for Life	Grace Gate Clinic	Habersham County Rotary
Habersham County United Way	Habersham EMS	North Georgia Technical College
Northeast Georgia Council, Boy Scouts of America	Open Arms Clinic	Piedmont University School of Nursing
Prevent Child Abuse Habersham	Truett McConnell University	



Health Education and Community Outreach

Clinical Simulation: In FY25, clinical simulation education was provided to 55 students and staff with the White County Fire Department, Piedmont University School of Nursing, Habersham Elementary School and Stephens County High School. Through this training, students, teachers and EMS professionals learned basic life support, how to deliver a baby in an emergent situation when EMS does

not arrive in time, how to administer an EpiPen and Stop the Bleed training using evidence-based standards and practices.

Community Education on Injury Prevention and Trauma: In FY25, NGMC Habersham provided community education regarding falls, injury prevention and trauma to a range of audiences including schools, support groups, and healthcare 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 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.

Emergency Services Outreach: In FY25, NGMC's Emergency Services participated in outreach events and provided education throughout the year, including a career day at Level Grove Elementary and the Mt. Airy Car Show. Additionally, the Emergency Services team provided Child Abuse Recognition and Reporting training to EMS professionals in Cornelia.

Habersham Chamber of Commerce Health & Wellness Panel: In March 2025, NGPG OBGYN physician Thomas Hatchett, MD, NGPG Orthopedics physician Kristopher Wheeler, MD, NGPG Surgical Associates physician Joseph Rondina, MD, and Georgia Heart Institute physician Alan Opsahl, MD, participated in a panel hosted by the Habersham Chamber of Commerce and shared their insights on healthcare in Habersham County with the community.

Hospice Outreach, Education and Support Groups: In FY25, Hospice of NGMC provided bereavement school-based support groups and education for 99 students and community members grieving the loss of someone close to them.

NGHS Attends 2025 Women's Leadership Summit: On April 29, 2025, NGHS representatives attended the 2025 Northeast Georgia EmpowHer Women's Leadership Summit presented by the Habersham County Chamber of Commerce to learn about lung cancer detection and treatment from Karen Gersch, MD, and April McDonald, MD, in addition to leadership skills, communication skills and work-life balance strategies from a diverse group of successful Northeast Georgia women.

Oncology Education, Outreach and Screenings: In FY25, Oncology Services with NGMC provided free cervical cancer screenings at Grace Gate Clinic, an indigent clinic located in Habersham County, and skin cancer prevention education to the Toccoa Senior Center.



Safe Kids Northeast Georgia: NGMC served as the lead agency for Safe Kids Northeast Georgia, reducing unintentional injuries and deaths in children 19 and under. In FY25, Safe Kids provided programs and educational events with outreach to an estimated 51 children and family members, teachers and caregivers in Stephens and White Counties. Through these programs, safety items were distributed to families who were in need of them.

Sepsis Community Outreach: In FY25, sepsis education was offered to 33 individuals at the Rabun County Senior Center.

Community Service

In FY25, 13 staff members from NGMC Habersham reported dedicating staff time towards a total of 14 leadership and volunteer positions within various civic and professional organizations.

Executive Director of Pharmacy and Interim Administrator of NGMC Habersham **Melissa Frank** served on the Board of Directors of the Habersham Chamber of Commerce and Executive Board of Partnership Habersham.

NGPG Cleveland physician **James Murphey, MD**, dedicated time towards serving as Volunteer Medical Director of Community Helping Hands Clinic in Cleveland, Georgia.

NGMC Habersham Outpatient Rehab Manager **Ben Jordan** served on the Boys & Girls Clubs of Lanier Advisory Board.

Employee Engagement Program Manager at NGMC Habersham **Kelly Segers** served on the Georgia Foothills United Way Board of Directors.

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 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.

For more information, contact the Community Health Improvement Department at communityhealthimprovement@nghs.com or 770-219-8085.