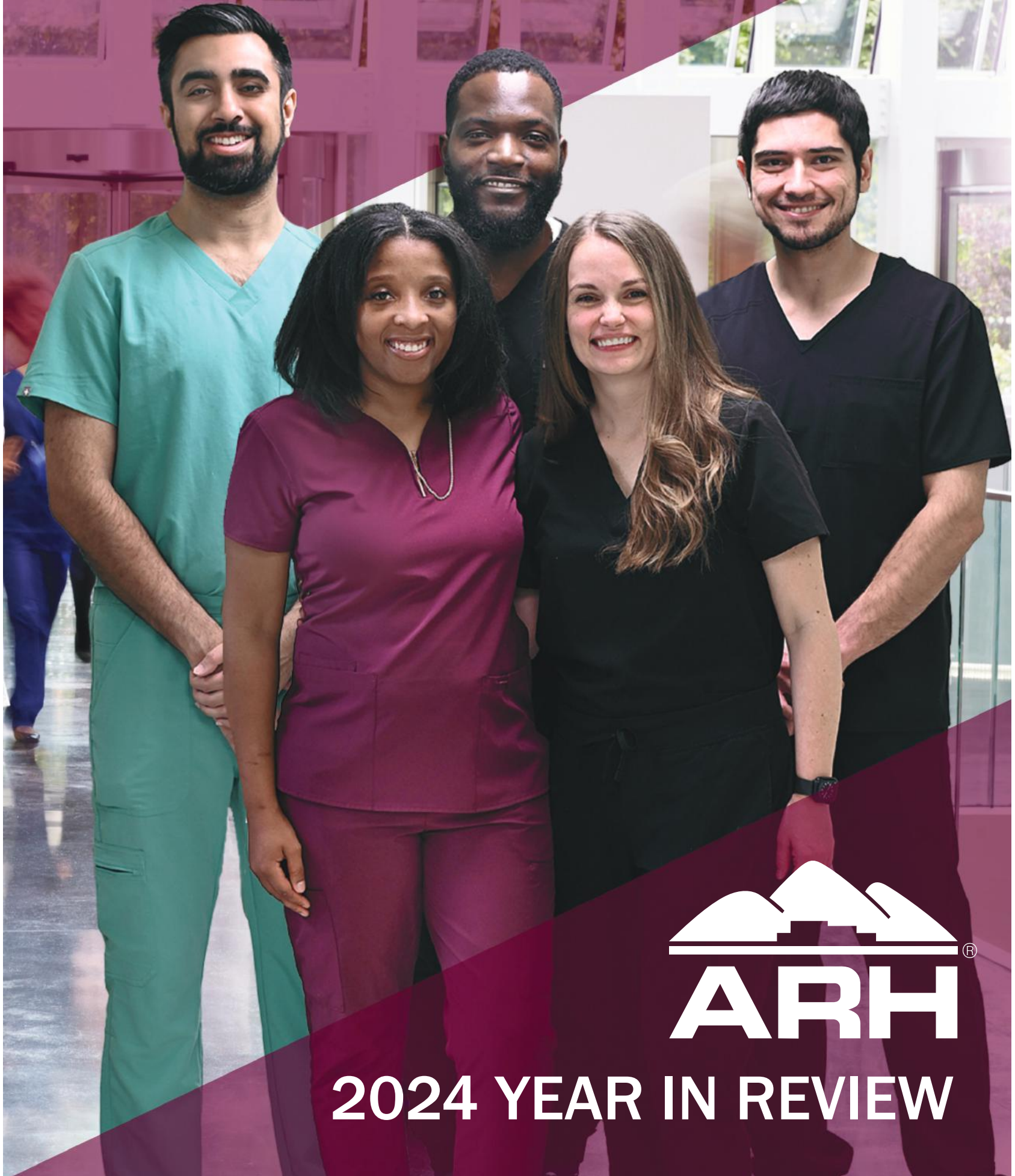


WE ARE...



2024 YEAR IN REVIEW

PROVIDING MORE FOR APPALACHIA



As we close out another transformative year, it is my honor to reflect on the achievements and milestones that shaped 2024 for Appalachian Regional Healthcare. As you will read in the pages

of “We Are ARH,” you will see that ARH is a health system defined by service, innovation, and a solid commitment to our communities and each other.

Central to our success has been the impact of our outreach efforts. I am proud to share that if you were to put a price tag on these efforts, more than \$5.6 million would be invested in community benefit activities in FY 2024. These efforts represent lives touched, needs met, and opportunities created to improve the health and well-being of those we serve. From health screenings and efforts to promote good nutrition to wellness programs, educational initiatives, and partnerships, this investment reflects our longstanding mission - to care for Appalachia in every sense.

This year also marked the adoption of our ARH Culture Statement — a guiding compass for how we care for patients, communities, and each other. This

statement reminds us that our work is about more than healthcare. It’s about fostering a culture rooted in service, trust, compassion, collaboration, and innovation — values that define us and reflect the resilient spirit of the Appalachian region we are privileged to serve.

Service is our foundation, trust is our core, and compassion drives our purpose. Together, we have created an environment where collaboration is our strength, and innovation lights the way to the future. This culture is not just a concept; it is our daily practice. It’s evident in the connections we build with our patients, the kindness we extend to one another, and the extraordinary care we deliver every day.

As we look ahead, I want to sincerely thank every member of the ARH family — this includes our dedicated team of more than 6,000 employees, our patients, partners, and the communities we serve. You have each played an essential role in making 2024 a success and embodying the values that make “We Are ARH” not just a slogan, but a way of life.

As we continue this journey, let’s remember that It’s MORE than just how we care for Appalachia; it’s how we CARE for each other. Thank you for being part of this incredible story.

Here’s to another year of service, growth, and making a difference — together.

A handwritten signature in black ink that reads "Hollie P. Harris". The signature is fluid and cursive.

Hollie Harris, MHA
President & Chief Executive Officer
Appalachian Regional Healthcare, Inc.



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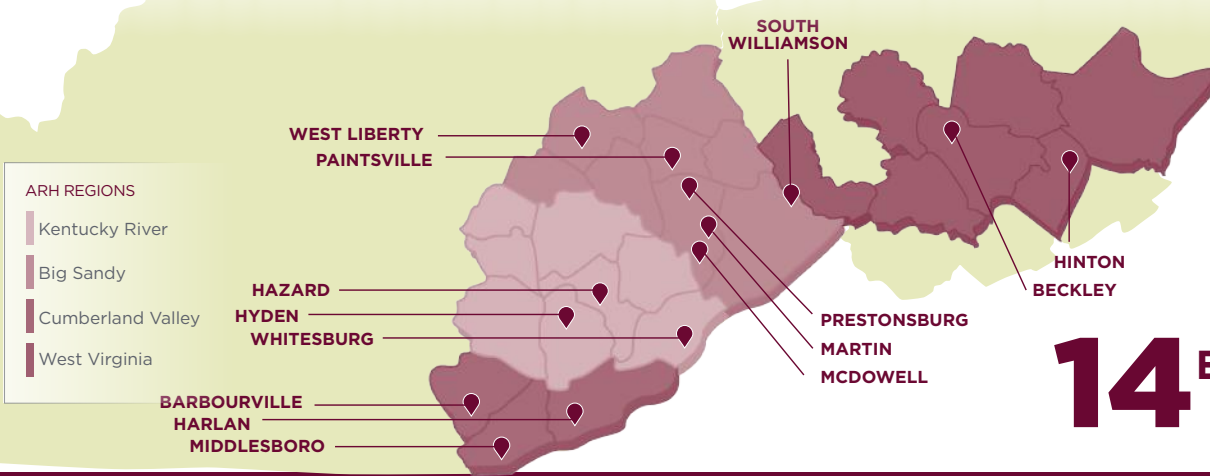
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APPALACHIAN REGIONAL HEALTHCARE



14 ER/Hospitals
1,135 Licensed Beds

6,300
Employees

1,300
Providers

102
Clinics



16
Labs

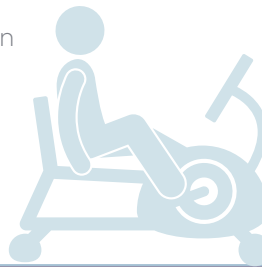


34
Pharmacies



14

Rehabilitation Centers (PT, OT, Speech, Cardiac & Pulmonary Therapies)



29
Imaging Centers



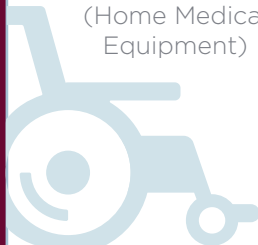
10

Home Health Agencies



7

HomeCare Stores (Home Medical Equipment)



5

Wound Care Centers



8

Sleep Labs



3

Rejuvenation Centers (Med Spas)

2

Long Term Acute Care Facilities (LTACs)

1

Fitness Center

BENEFITS THE COMMUNITY

28,029

Inpatient Stays

739,966

Outpatient Visits

21,285

Acute Admissions

1,699

OB Admissions

183,215

ER Visits

3,437

Psychiatric Admissions

1,100

Swing Bed Admissions

298

Rehabilitation Patients

112

Skilled Nursing Facility Admissions

ECONOMIC IMPACT*

These dollars have a “ripple effect” as they move through the larger economy, supporting other businesses and jobs in the community.

\$369 million on Wages

\$40 million on Capital Projects, creating additional local jobs

BENEFITS THE COMMUNITY*

Providing community services, such as health improvement.

\$26 million spent on financial assistance and charity care

SUPPORTS GOVERNMENT

Generates more than **\$32** million in federal, state and local taxes

\$44 million in provider taxes that support \$197 million in Medicaid spending

*As of June 30, 2024, ARH managed \$11.3 million in active grants, with an additional \$45.7 million in process.

ARH Board of Trustees

Greg Couch (Chair)
Jeffrey B. Hollon (Vice Chair)
**Joann Anderson (Secretary/
Treasurer)**
Ken Allman
Dustin Scott Campbell, MD
Sam Dunn

Martha Ellis
Randy Evans, DMV
L. Bart Francis, MD
Andrea Massey
Karen Profitt Newman
Mike Rust
Onzie Sizemore



MISSION
To improve health and promote well-being of all people in Central Appalachia in partnership with our communities.



VISION
ARH will be the premier destination for quality care, a driver of advancement and development, and a leader in health for the communities we serve.

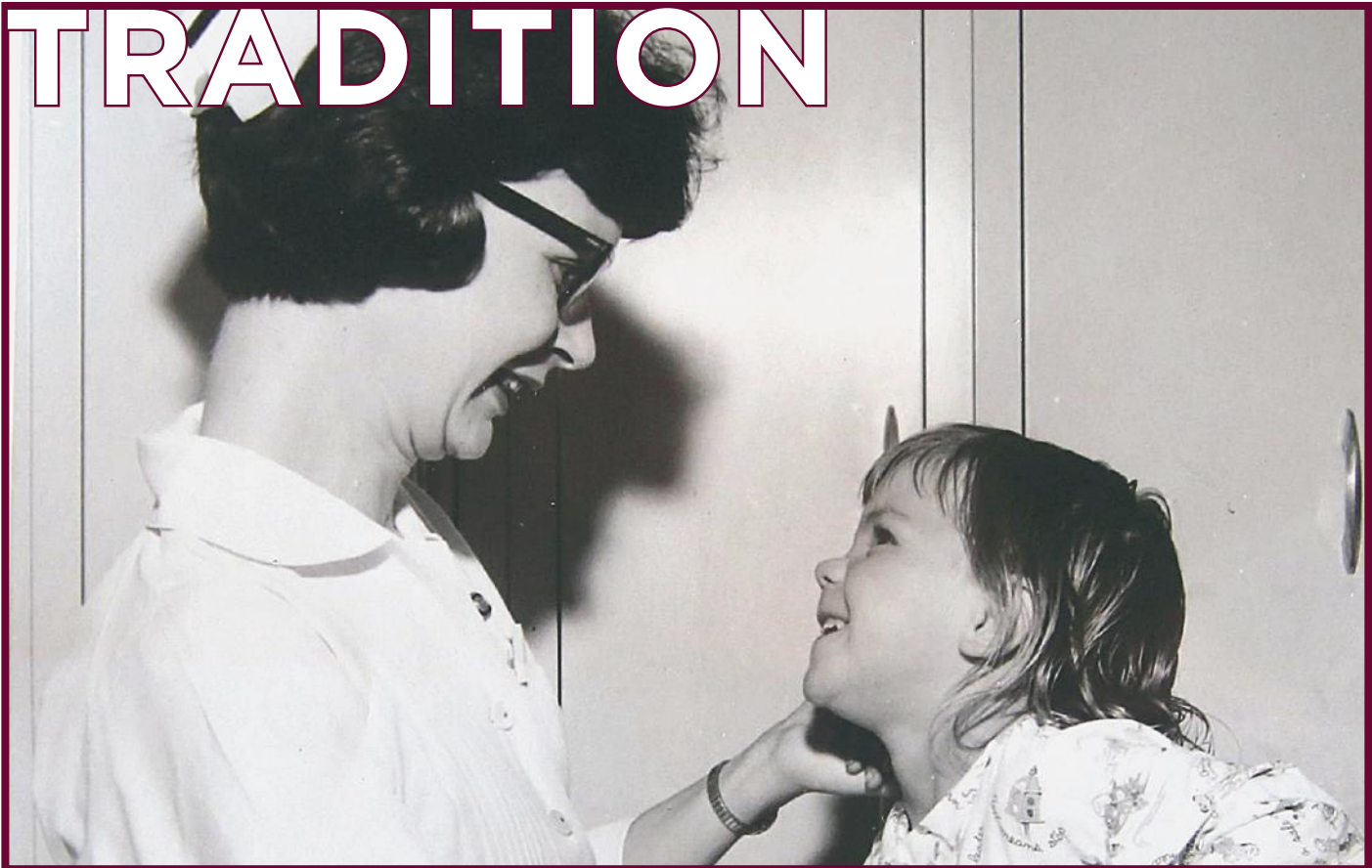
VALUES

- Trust
- Compassion
- Service
- Innovation
- Collaboration



WE ARE STEEPED IN

TRADITION



At Appalachian Regional Healthcare our culture is defined by who we are – our history, our family, our traditions, and our story. A culture that embodies the resilient spirit of Appalachia.

SERVICE is our foundation; we honor our communities every day by delivering healthcare that changes lives and an environment that promotes well-being for all.

TRUST is our core; every action is rooted in honesty, empathy, and integrity; fostering connections with one another, with our patients, and with our communities.

COMPASSION drives our purpose; It's not just treating people but how we treat each other that sets us apart. Enriching the collective strength of our team by bringing together a global workforce to provide local care.

COLLABORATION is our strength; we are one family taking care of all families. Committed to fostering an inclusive team full of unique perspectives, experiences, and talents at every level that enhances our service.

INNOVATION is our compass; we adapt the way we work and advance the way we care. Providing unique solutions to exceed the healthcare needs of the patients of our region.



Embracing our culture

At Appalachian Regional Healthcare, our culture reflects a deep commitment to the values that define our organization and is the cornerstone of the communities we serve.

Since its founding, ARH has been woven into the fabric of Appalachia, with a legacy shaped by the dedication of generations who served before us. Much like Disney's story defines its celebrated culture, ARH's story — built on service, resilience, and unwavering care — defines the compassion and excellence we bring to every patient experience.

In 2024, we introduced #ItsACulture, an initiative that emphasizes our new Culture Statement, founded on the principles of Service, Trust, Compassion, Collaboration and Innovation.

This initiative began with our senior leadership, ensuring that the importance of ARH's culture was felt at the highest levels of the organization. The training was first introduced to ARH President & CEO Hollie Harris and executive leadership team in May. That was followed by a session with our Provider Leadership group, and the broader #ItsACulture and Culture Statement

initiative officially kicked off during Hospital Week, a time when we celebrate our healthcare teams across the organization.

Through this training, now completed by almost 700 ARH leaders, we are building a cohesive approach to patient and employee interactions that consistently embody our values. This rollout ensures that every leader and team member understands ARH's commitment to setting key behavioral standards: creating a welcoming environment by following the 10-5 rule (smile and make eye contact when you are within 10 feet of someone and say hello when you are within five feet), demonstrating a cared for attitude by asking each patient or family member, "Is there anything else I can do for you?" during each interaction, and closing with "Thank you for trusting ARH," ensuring each person leaves feeling appreciated.

The new Culture Statement is more than a statement. It is a commitment to building the future of ARH, grounded in the excellence of the ARH story. By embracing our ARH traditions and focusing on continuous growth, we reinforce ARH's role as a trusted provider and proud member of the Appalachian community, devoted to the highest standards of care and compassion.

Summers County ARH Hospital Facilities Manager David Milburn recently celebrated his 31st anniversary with ARH.

“I started in December 1994, back when ARH first took over the hospital,” said Milburn who still lives in the same home where he grew up, just 5 minutes from the hospital.

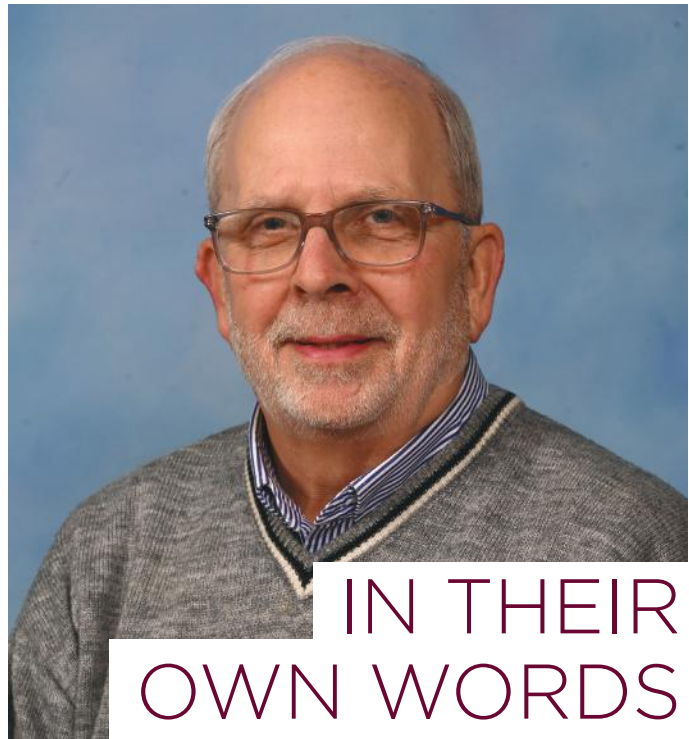
As facilities manager, he’s tasked with the oversight of the facilities, maintenance department, safety and materials management. But he doesn’t entirely leave work behind when he clocks out, as he serves on the Summers County Planning Commission and represents ARH on the Summers County Local Emergency Planning Commission.

“This is my home and I’m very invested in both the community and the hospital,” he said. “I want to see both succeed. I want to help our hospital grow and help the community grow. If one of us does good, it will help the rest of us do good.”

Milburn and his wife Sherry, who retired as CNO after 44 years at the hospital, are the parents of 3 and grandparents of 4.

And though he’s now past the traditional retirement age, Milburn said walking away isn’t in his plans.

“Lots of people ask me why I’m still working,”



IN THEIR OWN WORDS

he said. “I tell them, ‘I still enjoy it.’ I’m healthy, I have great working relationships with administration — local and corporate. It very much is a great big family here. That’s not always the case at other places.

“ARH has always been good to me.”

EDcellence Award honors education and perseverance

A new workforce program, designed to recognize ARH employees who exemplify excellence in education and personal development, launched in October 2024 as Stacey Pittman was named the first EDcellence Award recipient.

Since 2021, Pittman, an RN who serves as Beckley ARH Hospital’s wound care clinical nurse manager, has earned her LPN degree, an associate in nurse degree and, most recently, her BSN degree.

Pittman accomplished her goals while working full-time at Beckley ARH and caring for her teenage son and young daughter, who was diagnosed with leukemia just before she enrolled in school.



“It was challenging, but I’m so glad I decided to go back to school,” she said, noting her colleagues and hospital administrators provided help and encouragement throughout the journey. “They were very supportive of my daughter’s treatments and always worked with me to make sure I was able to take her to her appointments, so I just knew Beckley ARH was my home.”

As exciting as both the award and her college graduation are, however, both were eclipsed in December when 11-year-old Layla reached survivorship.

And though Pittman said she knows it’s not always easy to balance work, life and education, she encourages others to reach for their goals.

“Time is always going to pass whether you’re working toward a goal or not,” she said. “It’s important to use the time wisely.”

Recruitment and employee engagement efforts build a stronger workforce

ARH made tremendous efforts in 2024 to both strengthen and engage its existing workforce and appeal to top recruits throughout the region and country.

“I’m proud of the commitment we’ve made to our staff to enhance engagement, strengthen our presence, elevate employee voice and increase our investment in their success — both professionally and educationally,” said ARH AVP of Workforce Initiatives Dylon Baker.

Key advancements include:

ARH Workforce Recruitment efforts led to more than 1,400 new hires, including more than 375 registered nurses. As nursing is one of the most critical areas in healthcare, the targeted efforts to recruit new hires significantly reduced the system’s reliance on agency staffing, resulting in a multi-million dollar cost savings across the system.

In Workforce Advancement and Development, ARH awarded more than \$400,000 in scholarships to support students pursuing careers in healthcare fields such as nursing, lab technology, pharmacy tech and social work. These scholarships come with employment commitments ranging from 1 to 3 years, ensuring a strong, committed future workforce.

Additionally, ARH invested more than \$300,000 in tuition reimbursement to help our current employees advance their education, offering support for degree programs that directly benefit their roles.

ARH’s Workforce Engagement initiatives included more than 300 site visits from in 2024, bringing employee engagement events directly to the teams. The workforce team hosted events for each hospital’s dayshift staff during the summer and evening and nights during the fall. In spring 2025, the team will expand its engagement efforts to reach off-site staff in clinics, home health, and remote settings.

ARH announces Allied Health Training Academy



ARH, with the assistance of a \$6.7 million grant from the U.S. Department of Economic Development Administration, will launch an Allied Health Training Academy inside the ARH Medical Mall in Hazard.

Developed in partnership with the Kentucky Community and Technical College System, the academy will offer education and hands-on training for LPNs, medical assistants and nursing assistants. It is designed to help address a critical shortage of skilled healthcare professionals in Kentucky, while providing career pathways for unemployed adults, ages 25-54.

The academy is a vital part of SOAR’s Eastern Kentucky Runway Recompete Plan, which addresses workforce challenges in healthcare, clean energy, and other critical sectors.

By focusing on workforce development in healthcare, ARH’s Allied Health Training Academy will serve as a driver for economic growth and will improve the quality of life across the region.



IN THEIR OWN WORDS

Trust. Innovation. Collaboration. Compassion. Service.

John Ellison embodies each and every aspect of the ARH Culture Statement.

Ellison was on shift Jan. 5, 1956, the day former UMWA President John Lewis, along with dignitaries including former First Lady Eleanor Roosevelt, visited Beckley to dedicate the 10 original Miners Memorial Hospitals (known today as ARH).

From humble beginnings as one of nine siblings raised in the southern West Virginia coalfields in the wake of the Great Depression, Ellison worked his way from hospital orderly to EKG tech and as a pulmonary assistant on the frontlines of Black Lung research.

Ellison was there for what was believed to have been West Virginia's first pacemaker implantation.

And he stood beside the late Dr. Donald Rasmussen, whose relentless work eventually led to federal legislation compensating and protecting those effected by coal dust and Black Lung disease.

"I was responsible for running the arterial blood gases and another tech, Ralph Sutphin was in charge of the pulmonary function test," Ellison explained of his role as chief pulmonary lab technician working alongside the late Sutphin.

"Miners need proof of black lung before they can be compensated. So, that's what we did."

Ellison spent nearly 50 years at Beckley ARH

Hospital.

He and his wife Sally, also an original Beckley ARH employee, have two adult children, one grandchild, two step-grandchildren and one great-grandchild.

In September, ARH officials honored him with a special luncheon to thank him for his years of dedication and hard work.

"You impacted miners like my dad and miners from across this nation," said former Beckley ARH CEO and current ARH Vice President of External Affairs Rocky Massey. "Your lab worked like family. I saw it and I witnessed it. You guys were close and it's that kind of teamwork that still exists in ARH today. I can still see it in so many of our operations because of people like you."

An emotional Ellison said he was humbled by the recognition.

"ARH was always good to me," he said. "It was a great time in my life working here. I built wonderful relationships and met so many wonderful people. We need good people in our lives, and we certainly need a good hospital like this.

"I'm just honored and so thankful."

"We did a lot of important things," he continued. I don't think people give BARH (Beckley ARH) enough credit for everything it has done. But these things happened in Beckley, W.Va., right there at BARH. Not everyone knows that, but I think it's important that they do."

WE ARE ALWAYS

GROWING



New NICU opens at Highlands ARH

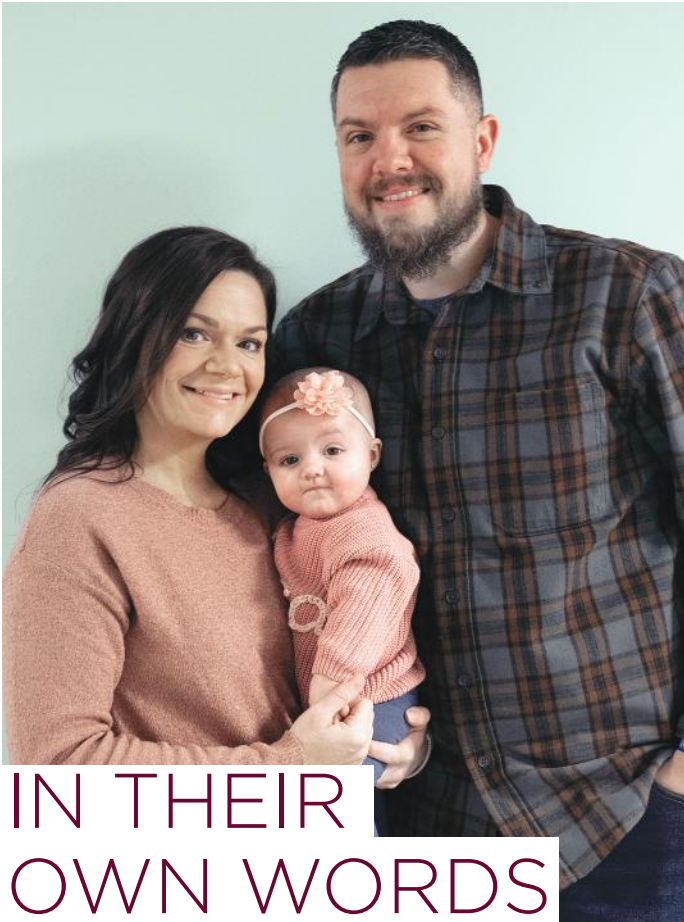
The new Neonatal Intensive Care Unit (NICU) at Highlands ARH Regional Medical Service is providing newborns and their families vital care, close to home.

The six-bed unit provides a family-friendly environment for mothers and their babies. Additionally, the newly renovated OB includes an updated infant security system, renovated patient rooms, two OR suites on the same floor as labor and delivery and a dedicated lactation room.

Highlands ARH Regional Medical Center has seen an uptick in labor and delivery services as 460 babies were delivered in 2023 compared to 491 in 2024. Since the NICU opened in June 2024, it has cared for 36 babies.

The Level 2 NICU provides care for moderately sick infants expected to improve quickly. These babies are typically born between 32- and 35-weeks gestation and weigh at least 3.3 pounds.

HRMC can quickly transfer patients needing more advanced care to the University of Kentucky's Kentucky Children's Hospital and, in turn, receives transfers from UK when patients have improved. This close partnership with Kentucky Children's Hospital is also a resource for the NICU staff, whose members regularly complete continuing education classes, always learning about any updates to standards of care to best serve patients.



IN THEIR OWN WORDS

At 35 years old, with two miscarriages and significant medical issues in her past, Flatgap, Ky., resident Morgan Cole wasn't sure she would ever carry a child to term.

She and her husband Tim were still reeling from a December 2022 miscarriage when, just a few months later, they learned they had another chance.

"When we found out we were pregnant with our Rainbow Baby, Eliza Hope, we were both extremely hesitant about becoming excited, and we had a pact that we would just take the pregnancy day-by-day," she recalled.

At the 20-week mark, Morgan allowed herself to feel hope. Ten weeks later, she got excited.

"When we hit 30 weeks and I knew she could survive, I really started planning her delivery and I got more excited than I ever thought I could," she said.

On May 23, 2024, at her 34-week appointment, as Morgan lay in bed with monitors strapped around her waist, she and Tim began to talk about what they'd like to have for lunch.

That plan changed, however, when OB/GYN Sammie Gibson, who the couple had met at

church two years earlier, advised them to head instead to Highlands ARH Regional Medical Center for a few hours of monitoring.

"I was apparently having contractions and each time I did, Eliza's heart rate would drop," Morgan explained.

With both her past and future on her mind, Morgan worried for unborn daughter, but as the evening progressed, she said everything on the monitors looked promising.

"That was until 7 a.m., while we were sleeping," Morgan said. "The way it was explained to me was I had a fairly strong contraction and Eliza's heart rate bottomed out."

The NICU at Highlands was weeks away from its official ribbon cutting, and Morgan's provider initially discussed sending her to Lexington or Huntington, as delivery was imminent.

When the situation became emergent, however, it was decided Morgan would remain at Highlands and undergo a C-section.

Morgan said the delivery was "the best experience any emergency C-section could be," and she credits her doctors, nurses and the staff at the "Grand ARH Hotel" for ushering her long-awaited Rainbow Baby into the world.

Though able to breathe on her own, Eliza spent 12 days in the NICU, as she received IV fluids and was briefly placed on a feeding tube to help her regain weight.

Morgan herself was readmitted during Eliza's stay, as she was treated for postpartum preeclampsia.

Despite the worry and stress, Morgan said she always felt as though Eliza was in the best hands possible.

"I am so thankful that God not only blessed my husband and I by putting us in church with the most amazing OB/GYN, but He also supplied the NICU we needed only 20 minutes from our home," she said.

Eliza, now 7 months, is thriving and, Morgan said, "rules" the home she shares with her parents and three half-siblings, Ryan, 12, and twins Andrew and Audrey, 9.

"Our first real photo is Eliza's older siblings on FaceTime with the phone on her bed and Tim and I on either side of her," Morgan said, adding the photo was taken by a nurse in the NICU.

"Everyone was so kind," she said. "I just thank God for putting us right where He did, when He did."

New internal medicine residency location opens

Four resident physicians began training at ARH's internal medicine residency program's newest location at Highlands Regional Medical Center.

Through the program, residents transition from textbook training to hands-on learning as they work in monthly rotations, gaining experience in areas such as ICU, emergency room medicine and specialty care.

Dr. Mitchell Wicker, who serves as the Designated Institutional Officer for ARH's Graduate Medical Education Program, said the residency program not only serves as a training ground for young physicians, but also as a recruitment tool for ARH.

"One of the best ways to recruit physicians is to welcome them into your community," he said. "Each of our ARH hospitals is located in small, tightknit communities. We say ARH is family and those aren't just words. Our program allows residents opportunities to learn, grow and thrive as they are welcomed into an organization that cares for and is committed to both its patients and its employees.

"It truly is a special place to work."

ARH has graduated three classes of residents since the program was established in Harlan and Whitesburg in 2019.

Middlesboro ARH Hospital unveils new Wound Care Center



Middlesboro ARH Hospital celebrated the opening of its new state-of-the-art Wound Care Center.

The center is a partnership between ARH and Healogics.

An estimated 6.7 million people in the United States are affected by chronic wounds. That number, fueled by an aging population and medical conditions including obesity and diabetes, is rising. The wound care center, which serves the residents of Bell County and surrounding areas, offers much-needed care as Bell County has the fourth-highest diabetes rate in Kentucky.

Candidates for treatment at the center are patients suffering from diabetic ulcers, infections, compromised skin grafts and flaps and wounds. Patients benefit from individualized treatment plans and, when needed, hyperbaric oxygen therapy.

ARH to launch Mobile Health Clinic

With the assistance of \$400,000 in funding from the Appalachian Regional Commission, the ARH Mobile Health Clinic, designed to provide healthcare services to underserved communities in eastern Kentucky, will begin offering services in spring 2025.

The mobile clinic will provide essential services, including primary and specialty care, health screenings, vaccinations, physical exams, education, and chronic disease management. By offering these services closer to home, the initiative aims to improve health outcomes and promote well-being for residents who might otherwise struggle to access care.

In addition to regular services, the mobile clinic will serve as an essential resource during emergencies, such as floods, tornadoes, or winter storms. Its role in disaster response was demonstrated during the July 2022 floods when a temporary mobile unit delivered critical care to affected areas.

Stationed in Floyd County, the mobile clinic will serve Bell, Floyd, Harlan, Johnson, Knox, Leslie, Letcher, Morgan, Perry, and Pike counties.

ARH LTACHs celebrate grand openings

Two separate ribbon cutting events in August and September celebrated the care provided by the ARH Advanced Care long-term acute care hospitals (LTACH) in Hazard and South Williamson.

ARH Advanced Care – Big Sandy, located at Tug Valley ARH Regional Medical Center, and ARH Advanced Care – Kentucky River, located at Hazard ARH Regional Medical Center, both boast 25 beds where patients requiring highly-specialized care for more than 25 days receive treatment.

Before the LTACHs opened, patients in the Hazard and South Williamson areas in need of such care, were forced to travel long distances to larger cities.



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IN THEIR OWN WORDS

“I believe compassion is the one thing that holds humanity together,” Juanita Vickers said. “If you can’t show someone compassion or help lift someone up when they need it, what’s your purpose?”

It’s a belief Vickers, who works as a licensed social worker for ARH Advanced Care — Big Sandy and Kentucky River, puts into practice every day.

On paper, Vickers is tasked with performing assessments on patients admitted to ARH’s Long Term Acute Care Hospitals (LTACH).

“I learn about patients’ families and their support systems,” she said. “I help determine what needs

they have and what they’ll need when they leave LTACH, and I help locate any resources that might help them.”

Vickers has helped patients with issues including housing, home repairs and even gaining access to running water.

And though those are important and standard requirements for someone in her position, it’s what is not on paper that sets her apart.

“I cry all the time,” she confessed. “I visit the patients’ rooms, and we cry together. You can make a difference in someone’s life just by showing them you care.”

Her tears are not contrived or on-command, but are instead born of love and understanding.

“I think about how important it is to show someone you care,” she said. “When you have someone who will sit there and listen and relate and even cry with you, it just helps you believe things will be OK.”

Vickers, who joined ARH Advanced Care in 2021, has a master’s degree in social work and is pursuing a second master’s in addiction counseling.

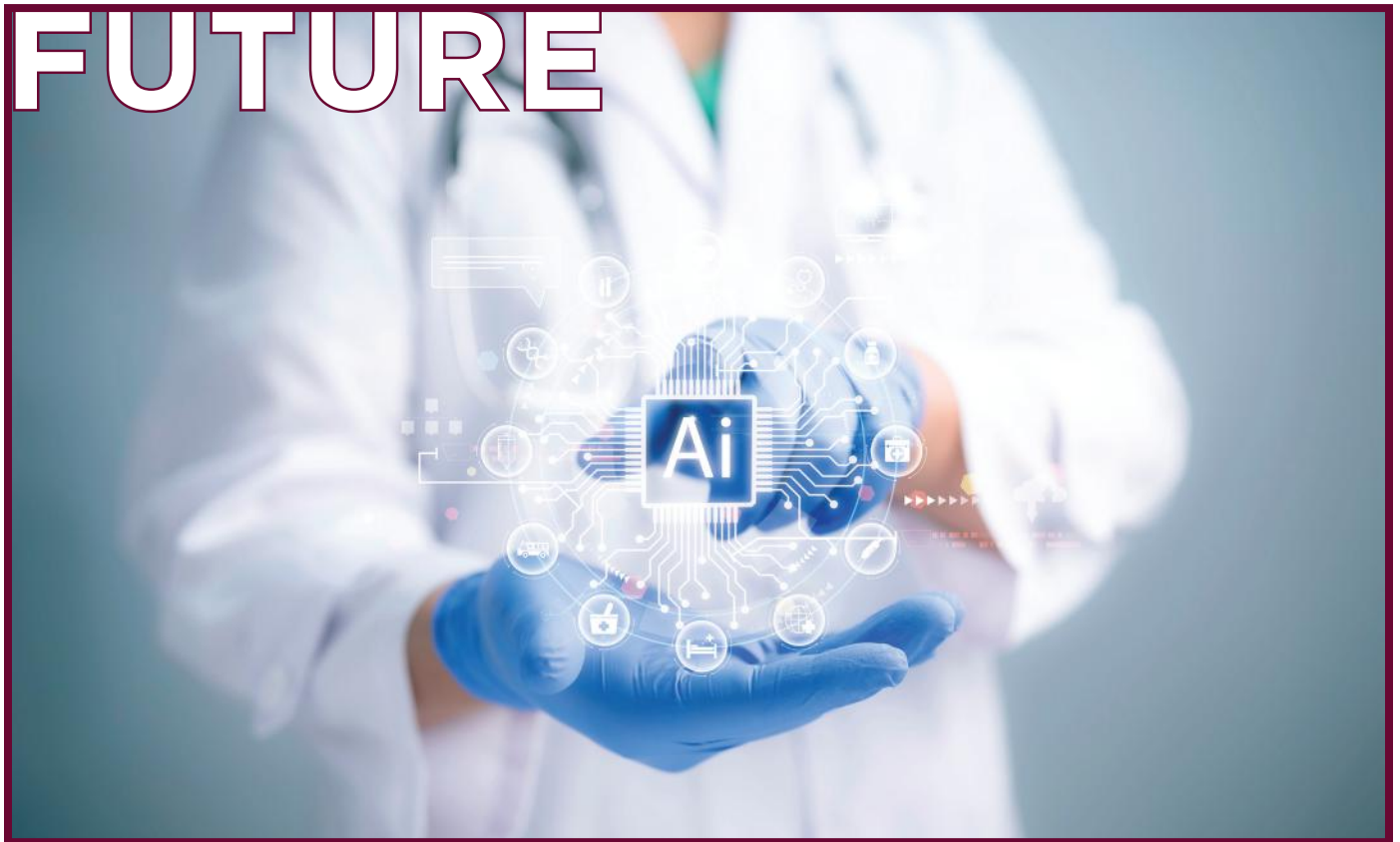
“I want to better understand what’s behind addiction so I can find the best way to help,” she said.

Social work, she said, is not an easy job.

“But this is exactly where I want to be,” she said. “I just want to turn my passion into something positive to help others.

“Kindness doesn’t cost a thing.”

WE ARE INVESTING IN THE FUTURE



ARH is taking full advantage of the many ways artificial intelligence can help in its efforts to provide the best possible care for the people of Appalachia.

In 2024, the system established an Artificial Intelligence Acceptable Use Policy to provide safeguards and regulations, ensuring the proper usage of AI programs.

ARH's IT department, in conjunction with other departments across the system, has introduced several AI programs and will continue to do so in the coming months.

Programs include:

Artisight, a virtual sitting program that, among other benefits, allows “virtual nursing” in instances when patients deemed high fall risks need continual monitoring.

Ceribell.EEG, a program that provides neurology condition monitoring and allows for the reduction in neurological monitoring analysis from four hours to five minutes.

Viz.AI., a platform that helps improve stroke

analysis processes and ensures that patients get to the right specialist at the right time.

Volpara, a platform that uses AI to automatically and objectively measure the image quality of every mammogram taken in effort to ensure each technician is trained and performing their jobs to the top level possible.

Protenus, the No. 1 healthcare compliance analytics platform designed to help eliminate risk.

CrowdStrike, cyber security virus monitoring designed to predict and prevent virus and ransomware attacks.

SymphonyAI Summit, an IT service desk platform designed to resolve issues faster by providing a digital assistant to deliver smarter, personalized and meaningful conversations to resolve reported issues rapidly.

ARH is at the forefront in terms of AI integration and will continue to add and improve upon its AI initiatives in the coming months and years.



IN THEIR OWN WORDS

Have you used your credit or debit card recently? Navigated to a new place using GPS? Kicked back while your Roomba swept those hard-to-reach places? Checked your doorbell camera from your phone? Asked Siri, Google or Alexa to help with something?

If so, ARH Chief Information Officer Montie Hodge wants you to know something.

“All of that is artificial intelligence,” he said. “It’s become part of our daily lives without most of us even noticing.”

In each of those instances, AI is used to simplify tasks and even help protect those who use it.

It’s not so different, Hodge said, from how AI is being integrated into healthcare systems throughout the country and right here at ARH.

“From neurology monitoring to virtual sitting and cancer detection, AI can help save lives,” he said. “And those are just a few of the ways we’re using it. It really is changing the future of healthcare.”

Hodge said ARH has been on the forefront in terms of AI integration, and its efforts have been featured in several national conferences. He says he is proud of the results, but adds those efforts are just the beginning.

“We’ve got to keep marching on it and drumming on it and we’ve got to take the successes we’ve built and continue to drive the effort forward,” he said. “I say it a lot, but AI really will be a gamechanger.

“It’s exciting.”

Two new ARH facilities introduce da Vinci robotic surgery

Beckley and Middlesboro ARH Hospitals added the da Vinci Surgical System to their lists of patient offerings.

The system allows surgeons to perform minimally invasive procedures utilizing the assistance of a 3-D camera and several robotic arms equipped with small surgical instruments.

Just as da Vinci allows for quicker, more precise surgical procedures, it also leads to faster and less painful recovery periods for patients.

The technology is used in a variety of procedures including hernia repairs, gallbladder surgeries and appendectomies.



Hazard ARH offers Ion Robotic Bronchoscopy for lung biopsy



Patients who learn they have a suspicious lung nodule shouldn't have to wait to find out if they have lung cancer. Instead, they should be able to get definitive answers without delay.

That's why Hazard ARH is the first hospital in eastern Kentucky to offer Ion Robotic Bronchoscopy, a state-of-the-art technology that advances robotics in thoracic oncology through a minimally invasive peripheral lung biopsy.

The Ion robotic system is able to reach almost any area of the lung, including previously hard-to-access regions, with greater accuracy and fewer complications. This means a quicker, less invasive biopsy process and the potential for earlier, more treatable diagnoses.

Cancer center planned at Middlesboro ARH

ARH received a \$12 million appropriation from the Kentucky General Assembly to assist with construction of a state-of-the-art cancer center on the grounds of Middlesboro ARH Hospital.

The center will offer residents of Bell and surrounding counties an opportunity to receive cancer treatment close to home instead of traveling an hour or more to larger cities.

Upon completion, the center will feature a team of providers who specialize in medical, radiation and surgical oncology. They will work alongside a group of oncology nurses, social workers, pathologists and radiologists to treat a variety of illnesses including blood disorders, cancer, chronic leukemia, lymphoma, multiple myeloma and myelodysplasia.

Summers County ARH to renovate and expand ED

A bipartisan appropriations package backed by United States Senator Joe Manchin will allow Summers County ARH Hospital to move forward with the long-awaited renovation and expansion of its Emergency Department.

The \$3.6 million project calls for the construction of a new Emergency Department, as well as the renovation of the current space which will become ED support rooms. Highlights of the new space will include a separate waiting area, treatment rooms designed with an emphasis on patient privacy, and a new EMS bay.

It's a project that ARH Chief of Staff Rocky Massey said has been discussed since 1994, when ARH assumed control of the facility and entered into a long-term lease with the Summers County Commission.

"This project has been a dream for us and for the people in the community for a long time," he said. "Now, thanks to the appropriation from Sen. Manchin and the working partnership with the Summers County Commission, that dream is finally going to come to fruition."



Whitesburg ARH health records analyst Jessica Martensson recalls experiencing “little oddities” — crepitus in her knees, skin bruising, dislocated joints and muscle tears — as early as 9 years old.

As she moved from her teens to her 20s and then her 30s, her health issues worsened, but doctors provided no answers.

Martensson, now 36, had all but given up. But when she moved from her native Tennessee to her mother’s hometown of Whitesburg, she found something unexpected — hope.

“That’s when I started seeing April Fleming, a nurse practitioner at the Whitesburg Clinic,” she said. “She listened to me — to all the things that had basically been dismissed my whole life — and said, ‘You’re too young to experience all of this.’”

Fleming suspected Martensson had Ehlers Danlos Syndrome, a genetic condition that weakens the body’s connective tissue, potentially affecting cartilage, bones, blood, fat, skin, joints, muscles and blood vessels.

A genetic counselor confirmed her suspicions and also diagnosed Martensson’s 3-year-old daughter as well as her mother with the same condition.

Though there is no cure for the disease, Martensson now knows how to better manage her health and to care for her daughter.

“It’s because of April,” she said. “She not only advocated for me, but she also reminded me of how important it is to advocate for yourself. No one has ever stood up for me and fought for me like that.

“No one has ever cared like April cared.”

Enhancing patient safety with I-PASS

ARH is launching the I-PASS program as part of the Kentucky Hospital Association’s KHATCH initiative, designed to improve communication during care transitions and improve patient safety.

The I-PASS KHATCH Program, the first statewide program of its kind in the country, enables the Kentucky Hospital Association’s (KHA) member network to receive funded access to the I-PASS solution. ARH is implanting I-PASS across its 12 Kentucky-

based hospitals to reduce preventable medical errors and advance patient safety statewide.

Through the program, KHA will fund ARH’s complete implementation of the I-PASS bundle, which includes coaching, consultation, and a collection of technological tools to increase the quality and reliability of verbal and written handoffs.

“Our goal is to provide the safest, highest-quality care for Kentuckians,” said Jeneen Carman, ARH System Chief Nursing Officer. “I-PASS equips our clinicians with a proven method to reduce miscommunication, a leading cause of medical errors, and improve outcomes for the communities we serve.”

WE ARE

GIVING BACK



Eastern Kentucky Flood Relief

In 2024, the ARH Foundation for Healthier Communities continued its support for those affected by the catastrophic July 2022 eastern Kentucky floods. We marked the second anniversary by donating \$10,000 each to the Floyd, Perry, Knott, Letcher, Leslie and Breathitt County school systems as well as to Jenkins Independent Schools and Hazard Independent Schools in support of their ongoing recovery efforts.

“We understand the critical role that schools play in the recovery of a community,” said Foundation Executive Director Angela Bailey. “By providing these funds, we hope to ease the burden on schools as they work tirelessly to support students and ensure they have a safe and effective learning environment.”

Each district may use the \$10,000 for repairs, supplies or for any other needs deemed necessary to enhance the well-being of students and faculty.

As victims work through the rebuilding process, the ARH Foundation and ARH continue

2024 By the Numbers

Foundation Funds Distributed: \$639,617

Foundations Distributed: \$579,162

Achieved 100% Board Giving

to operate the Disaster Relief Center (DRC) to provide much needed items. As of November 2024, the DRC continued to distribute approximately \$1 million in supplies each month.

Grants

Securing grants has been a pivotal component of the foundation’s funding strategy, allowing for the expansion of programs and enhanced community impact. In 2024, \$30.5 million was awarded in grants with another \$26.4 million in grants in process.

Our efforts to strengthen healthcare in our communities helped us secure a \$12 million grant which will be used to construct a

cancer center on the campus of Middlesboro ARH Hospital. We also secured funding from the Kentucky Opioid Abatement Advisory Committee, which we will use to expand the ARH Peer Recovery Specialist program to ARH Our Lady of the Way, McDowell ARH, Tug Valley ARH and Morgan County ARH.

Volunteer Program

In effort to better serve the communities of eastern Kentucky and southern West Virginia,

we created a system-wide volunteer program, led by system volunteer director Nicole Davis, to help better support the ARH team and its patients, as well as to help boost our fundraising efforts.

“Volunteers are a critical part of our healthcare system and our communities,” Bailey said. “We cannot wait to see this program grow and to be able to share the amazing work our volunteers are already doing and will be doing in the years to come.”



IN THEIR OWN WORDS

When Tracy Cornett moved from Michigan to Hazard as a teenager, she wasn't sure what to expect. The rolling hills and close-knit community were a stark contrast to her former home, where neighbors often kept to themselves.

“While it was an adjustment to move to a smaller town, I appreciated how people cared about one another,” Cornett said. “It was

something I noticed right away.”

This sense of community inspired her to serve others and help them through tough times — values she now sees reflected at ARH and the ARH Foundation.

Cornett, who works as a Clinic Clerk at Hazard ARH's Neurology department, is a passionate advocate for the Employee Giving Program and the Employee Emergency Assistance Fund.

After COVID hit, she and her family faced significant hardships. A family member needed treatment available only in Beckley, which added financial strain to an already stressful time. That's when she learned about the ARH Employee Assistance Fund.

“It felt like a miracle,” she said. “I didn't think I would get it, but I applied anyway. When I received assistance, I finally had hope that things were turning around.”

With the support of ARH and the Foundation, she and her family were able to regain stability. Since then, she has committed to giving back, proudly donating through the Employee Giving Payroll Deduction Program.

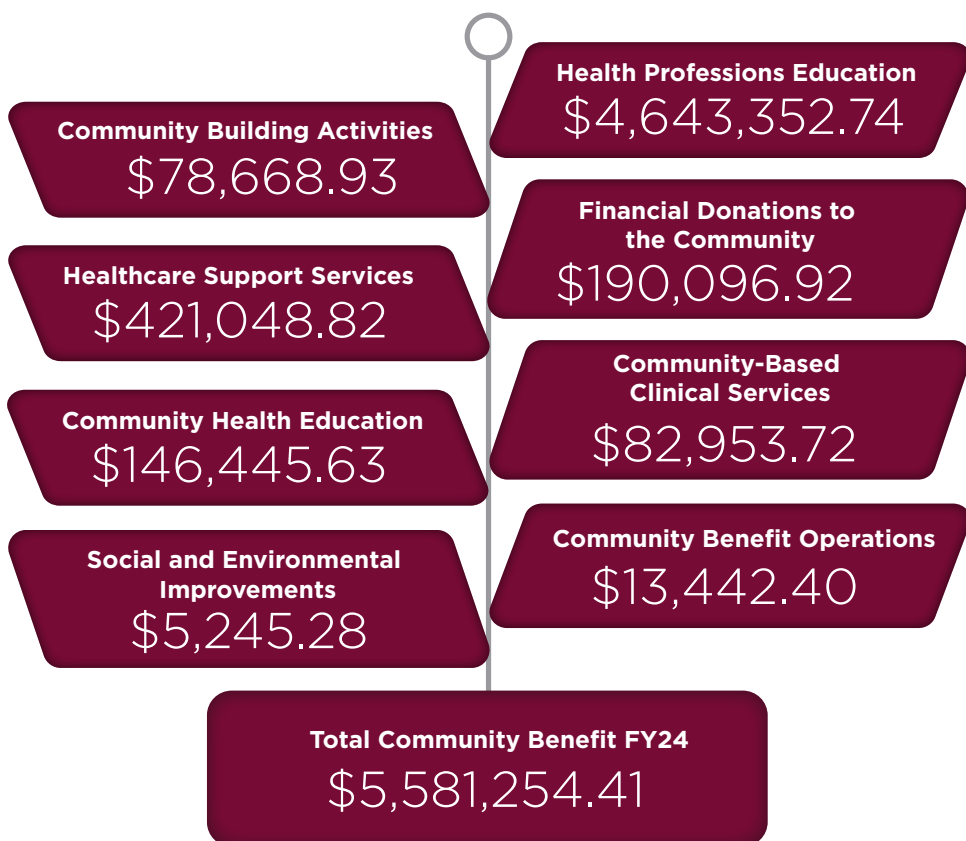
Now Cornett actively promotes the Employee Giving Program, emphasizing how even a small donation can make a big impact.

“You don't have to pay it back, but you can pay it forward,” she said.

At her facility, Cornett shares her story to highlight the assistance ARH provides and encourages colleagues to join the program, even if it's just \$1 per paycheck.

“Having a workplace that offers something like this is incredible,” she said. “It may be the person working right next to you who needs help. By donating, we can make a difference.”

WE ARE BUILDING STRONGER COMMUNITIES



The Community Development department of ARH exists to further the mission of ARH by creating new educational programs, funding opportunities, partnerships and coalitions that better the health and well-being of Appalachians. This department organizes awareness events, educational classes, free health screenings, health-related sponsorships, support groups, presentations, and more each year and tracks all these programs in community benefit. Some highlights from FY 24 include:



Highlights of our 2024 Food is Medicine work:

Referred **145 patients** to Food Is Medicine studies at University of Kentucky

Hosted **73 Diabetes Program Cooking Demonstrations**

Hosted **22 cooking classes** in 8 counties

Provided **100 fruit and produce vouchers** distributed to seniors in Harlan County

Trained **70+ providers** in Food is Medicine through a partnership with the American College of Lifestyle Medicine

Provided **1,168 medically tailored meals** or grocery vouchers in diabetes support groups

Assisted the Kentucky Hospital Association in the **creation of a Food as Medicine workgroup** and was recognized by Kentucky Commissioner of Agriculture Jonathan Shell for our work in Food Insecurity in Appalachia.

Food is Medicine

“Food is Medicine” is a movement that emphasizes the idea that food can be used as a tool to prevent, treat, or manage health conditions, much like traditional medicine. This approach integrates nutrition and healthcare, encouraging people to use whole, nutrient-dense foods to improve their health and well-being. ARH has been at the forefront of Food is Medicine in Appalachia, educating our patients and communities about the benefits of proper nutrition.

In-Facility Food Pantry Program

Food insecurity in central Appalachia is a multifaceted issue shaped by poverty, geographic isolation, and limited access to resources. According to Feeding America’s Map the Meal Gap report, the overall food insecurity rate for Kentucky was about 14.4 percent in 2021, however, food insecurity rates in eastern Kentucky are often higher. According to Feeding America, in some parts of the Appalachian region, more than 25-30 percent of children live in food-insecure households. In counties like Perry, Harlan, and Leslie, the child food insecurity rate is particularly high, far exceeding the national average.

ARH partnered with God’s Pantry Food Bank to play a vital role in providing immediate relief, improving health outcomes, and fostering long-term solutions for our patients in the region. Throughout FY24, in-facility food pantries expanded to nine ARH hospitals and all ambulatory clinics in our Big Sandy and Kentucky River regions and distributed more than 1,500 food boxes.

Peer Recovery

Peer recovery coaches are individuals who use their own lived experience with addiction and recovery to support others who are facing similar challenges. ARH employs peer recovery coaches across the system to screen patients and help those struggling with substance use disorders (SUD).

In 2024, ARH peer recovery coaches successfully completed 5,523 initial brief interventions. Additionally, 892 patients with SUD were referred to treatment, including inpatient residential and outpatient services. Remarkably, 98 percent of those referred — 876 individuals — remained in treatment for at least 30 days.

ARH peer recovery coaches also provided prevention education at various events and distributed Naloxone in high-risk areas known for drug use. They also conducted Naloxone training for colleges, employers and local businesses to help equip the community with the tools needed to address opioid overdoses.

Save a Life Roadshow

ARH partnered with the Department of Public Health to organize the Safe a Life Roadshow in 10 communities. Each event took place off-site at large department stores or festivals, and ARH Peer Support Specialists attended where possible.

At each event, participants were trained to administer Narcan, offered treatment and recovery referrals, provided testing for Hep C and HIV, offered fentanyl testing strips, smoking/vaping cessation options, and more. Nearly 900 doses of Narcan were distributed at these events, and 247 clinical tests were completed.

Mental Health First Aid

Mental Health First Aid is a nationally recognized training that teaches participants to recognize and assist patients, caregivers, coworkers, or their own families that may be in mental distress or struggling with addiction challenges.

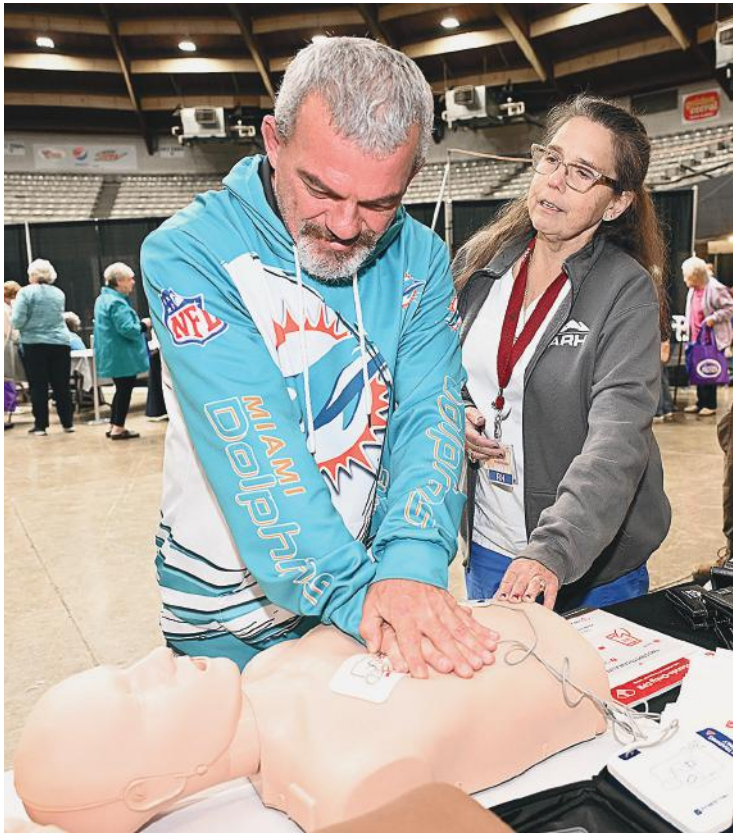
ARH has a goal of certifying a minimum of 10 percent of our workforce in Mental Health First Aid and hosts on-site trainings that are free to employees and the public. Since 2023, 400 employees have been certified.

Meeting People Where They Are

Preventive care, such as screenings, vaccinations, and health education, plays a critical role in maintaining good health and reducing the risk of illness.

In order to make our communities healthier, we must meet people where they are. Throughout this year, the Community Development team has focused on bringing education and clinical screenings to places where people work, worship, shop, and play. Highlights include:

- Community Development and Neurology partnered to create a new stroke education and screening program called Strike Out Stroke. This stroke screening and education event took place at baseball fields, where ARH staff provided stroke risk screenings and education.
- In February and March, ARH visited 8 schools to provide lunch, cancer or heart disease prevention education, and clinical screenings to teachers during their workday. ARH also partnered with the Johnson County Health Department to provide Johnson County teachers and school staff with the first Heart Healthy Dinner and Comedy Show featuring comedian June Coleson.
- ARH continues to work with fitness centers and instructors to provide health education in tandem with physical activity. Partners include Think Pink at Foxy Fitness, Beauty Within Yoga Studio, and local gyms which provide free memberships to ARH employees.
- Outreach to the faith-based community, such as ARH's Prayer and Prevention program, provides lifestyle change and prevention education inside local churches, often before or after usual services.



Event Highlight: Coalfields Community Health Fair

ARH sponsored and partnered with other local hospitals and community organizations to host the Coalfields Community Health Fair in Beckley. More than 500 people attended the free event, which took place at the Beckley-Raleigh County Convention Center and offered screenings, health referrals, wellness information, and much more.

Program Highlight: Walking for Better Health, Letcher County

ARH partnered with the Letcher County Farmer's Market to create an incentivized 10-week walking program. Guided walks are held each Saturday during the Farmer's Market season and are often led by ARH providers and staff. Participants that complete the one-mile walk each week receive a \$10 voucher to spend at the farmer's market that day.



Farmer Care Initiative: Advancing Rural Health for Kentucky Farmers

ARH joined forces with the Kentucky Department of Agriculture (KDA) to launch the Farmer Care Initiative, a program designed to enhance health-care access and overall well-being for farmers in rural Kentucky. Announced at Barbourville ARH Hospital, this partnership marks the first collaboration between ARH and Raising Hope, a KDA subagency focused on rural health and safety.

The initiative will provide preventive screenings, mental health services, and health education through mobile care events and community programs. With support from ARH's healthcare professionals, the program aims to address the unique health challenges of Kentucky's agricultural community.

In addition, the Farmer Care Initiative builds on the "Food is Medicine" campaign, promoting nutritious, locally sourced foods.

WE ARE RECOGNIZED FOR



In 2024, ARH continued in its mission to provide the top possible healthcare to the residents of central Appalachia.

It is of the utmost importance that community members have local access to the services they both need and deserve.

ARH employees strive every day to build trust, strengthen community relationships and to show patients they can put their faith in the hands of a team that is trained, capable and committed to their care.

Those efforts have not gone unnoticed, either, as ARH hospitals, programs and initiatives continually receive significant recognition for their commitment to excellence.

“These achievements affirm our commitment to excellence for the people we serve in eastern Kentucky and southern West Virginia,” said ARH Regional Chief Medical Officer Dr. Scott Harrison.

ARH System Chief Nursing Officer Jeneen Carman added, “Excellence in hospital quality and patient safety is not just a goal, but a continuous journey. Every patient at ARH deserves the highest standard of care, where safety is paramount, and quality is unwavering.”



Highlights include:

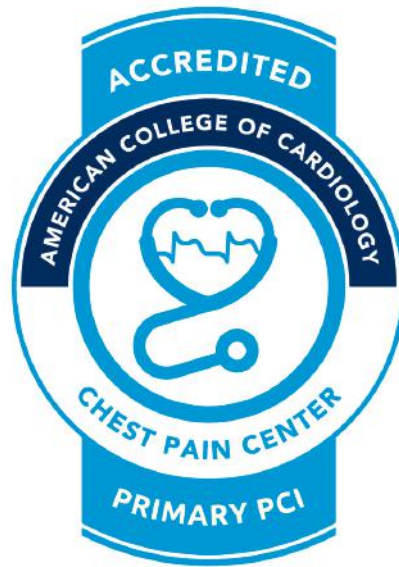
Forbes named ARH one of America's Best-in-State Employers, and U.S. News & World Report recognized four hospitals — Beckley, Harlan, Hazard, and Tug Valley — for their high performance in treating COPD and Congestive Heart Failure.

Eleven ARH hospitals earned Get With The Guidelines-Stroke awards from the American Heart Association, with Hazard ARH receiving multiple honors.

Hazard ARH also received the 2024 KY Perinatal Quality Collaborative Platinum Award, and Summers County ARH earned a Gold Award for Quality from the West Virginia Hospital Association.

Additionally, Beckley ARH was designated as a Primary Stroke Center, Harlan ARH's Wound Care Center was designated a Wound Center of Excellence, Whitesburg ARH was recognized for improving rural coronary artery disease care, and Middlesboro ARH was celebrated for its Hepatitis C treatment program. The ARH Cancer Program was recognized as a Lung Cancer Screening Center of Excellence, and Barbourville ARH was named a Certified Autism Center.

The ARH system also achieved a Level 8 ranking in CHIME's Most Wired Health Systems for both Ambulatory and Acute Care, the fourth year in a row the system received the honor.



A QUALITY PROGRAM
of the AMERICAN COLLEGE
OF SURGEONS





Appalachian Regional Healthcare

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