

2023

ANNUAL REPORT

more for appalachia





PROVIDING MORE FOR APPALACHIA

As we reflect on the past year in the 2023 Annual Report, you will see that it was a year that called for our Appalachian Regional Healthcare (ARH) system to step up not only to meet the medical needs of our patients but also to put our longstanding mission into action to provide more for our communities.

I am in awe of our ARH care team's commitment and dedication during the COVID-19 pandemic's period of unprecedented uncertainty, as well as in the aftermath as we adjusted to a new normal in healthcare. I am also proud of our system's commitment to massive flood relief efforts in our eastern Kentucky service area. To date, ARH has dispersed over \$1.7 million in financial assistance and distributed more than 6.5 million pounds of supplies to more than 20,000 individuals in 5,500 of the region's hardest-hit households. These areas will take years to recover, and we remain committed to assisting our communities as they rebuild. Our work carries on as we continue operation of the ARH Disaster Relief Center in Hazard, partnering with long-term recovery groups to ensure these needs are met.

Like so many others across the country, our system also weathered and overcame an initial flat financial performance brought on by decreasing volumes following the height of the pandemic, changes to some reimbursement rates and overarching population declines.

Despite it all, we have made significant progress in navigating those rough waters by holding close to the clear strategy we adopted in our 2021-2025 Strategic Plan.

We continued to provide employees with the security of good jobs, competitive wages and opportunities for advancement. We invested significantly in our facilities, adding new programs and services, and recruited top-notch physicians and nurses from across the country to help us provide our residents access to high-quality healthcare.

Looking at the longevity of healthcare in our region, we forged many new relationships with community partners. We also supported programs that help students pursuing healthcare careers develop the skills they need to succeed in the workforce.

As the region's largest provider of care, we continued our mission to not only treat patients when they are ill, but to also to go out into our communities to teach the importance of preventative screenings and provide education designed to help our residents lead healthier lives. Those efforts, in the past year alone, provided more than \$8 million in community benefits.

We take pride in sharing what we have accomplished together and look forward to serving our community in the coming years as we work to create a healthier and more vibrant future for Appalachia.

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



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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



Appalachian Regional Healthcare



APPALACHIAN REGIONAL HEALTHCARE **THEN AND NOW**



The rolling mountains of eastern Kentucky and southern West Virginia have long been home to thousands of the nation's hardworking coal miners. Those same mountains from which coal is drawn have offered shelter and security to generations of families. Yet, as those beloved mountains offer a sense of safety to their residents, they have also historically served as barriers to access - particularly to healthcare.

It was with that in mind that in the 1950s, the United Mine Workers of America committed to establishing 10 modern hospitals in the heart of the

Appalachia coal mining region. Those hospitals, known as Miners Memorial Hospital Association facilities, were purchased in 1963 by the newly established not-for-profit health system known then as Appalachian Regional Hospitals and today as Appalachian Regional Healthcare.

More than six decades later, ARH, as it is commonly referred to by those it serves, is a \$4 billion integrated health system operating 14 hospitals, multi-specialty physician practices, home health agencies, home medical equipment stores, and retail pharmacies in eastern Kentucky and southern West

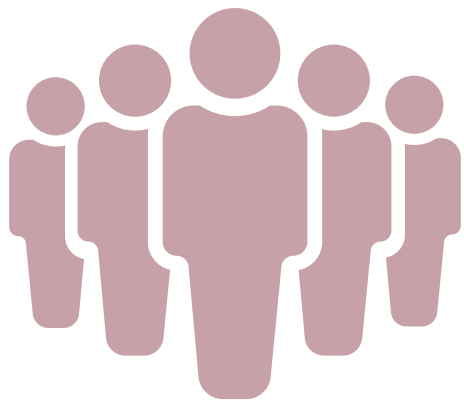
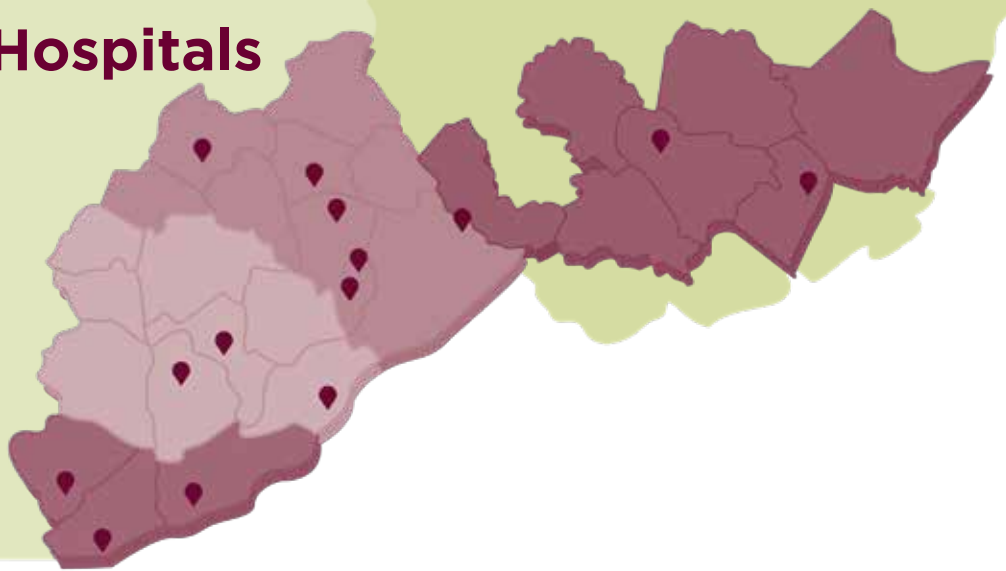
Virginia. It is the region's largest healthcare provider.

The commitment to the communities ARH serves has never wavered, and its services are not confined to the four walls of its hospitals, clinics and pharmacies. Therapists, nurses, doctors, and even CEOs are out in the communities each and every day, participating, educating and offering support.

ARH has dedicated itself to caring for the greater good of the communities it serves for nearly 70 years. That dedication is obvious as we look back, and will continue as we look forward.

ARH BY THE NUMBERS

14 ER/Hospitals



6,700

Employees



1,300

Providers

95
Clinics



1,135
Licensed Beds



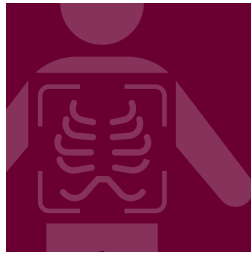
19
Labs



18
Pharmacies



16
Imaging Centers



16
Rehabilitation
Centers (PT, OT,
Speech, Cardiac &
Pulmonary Therapies)



10
Home Health Agencies



7
DME (Durable
Medical
Equipment) Stores



4
Wound Care
Centers



3
Rejuvenation Centers
(Med Spas)

2
Long Term Acute Care
Facilities (LTACs)

7
Sleep Labs



1
Fitness Center

ECONOMIC IMPACT*

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



\$382.8 million on Wages

\$34.3 million Capital Projects, Creating Additional Local Jobs

\$161.0 million Local Employee Spending

\$116.8 million Local Hospital Spending

\$312.2 million Total Economic Benefit

CARES FOR THE COMMUNITY*

Providing community services, such as health improvement.



Treating **28,639** inpatients

Treating **827,073** outpatients

Welcoming **1,692** babies into the world

Providing emergency care to **161,652** people

24,190 acute inpatients

3,358 psychiatric patients

682 swing bed patients

267 rehabilitation patients

142 skilled nursing facility patients

BENEFITS THE COMMUNITY*



Subsidizing **\$33.5** million in losses from treating Medicare and Medicaid patients

Spending **\$17.5** million on financial assistance and charity care

*Data supplied by the Kentucky Hospital Association.

SUPPORTS GOVERNMENT *

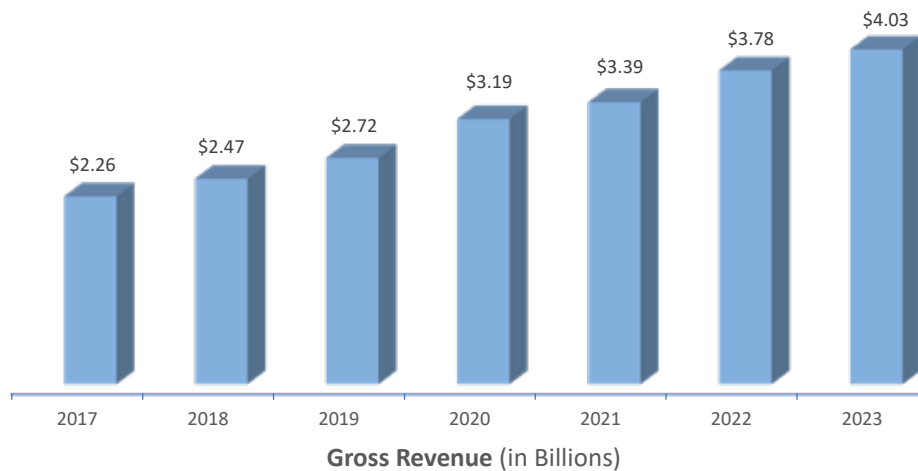


\$23.3 million in provider taxes that support \$77.6 million in Medicaid spending

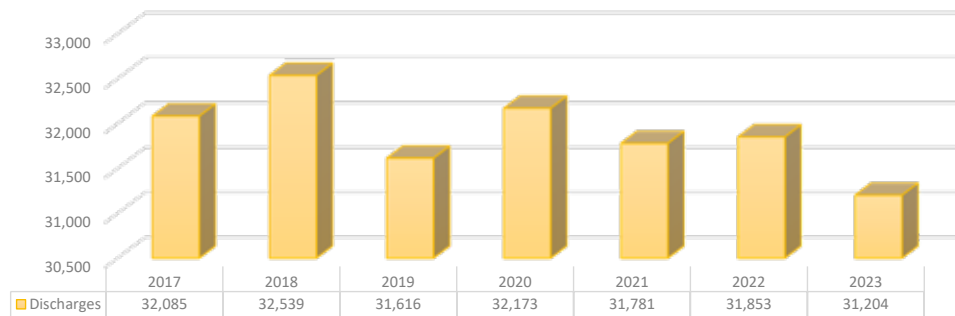
Employees pay **\$3.1** million in local taxes

Employees pay **\$32.2** million in income and sales taxes.

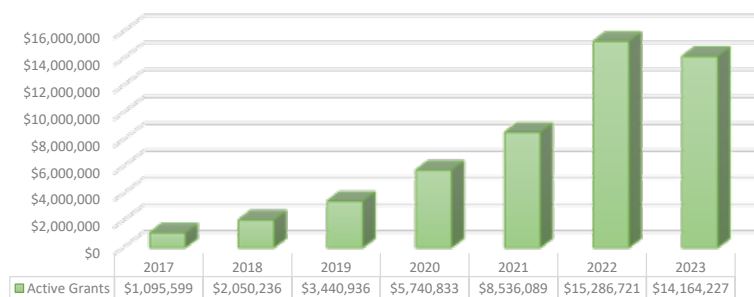
TRENDS & STATISTICS



Discharges



Active Grants





A STRATEGY TO PROVIDE **MORE FOR APPALACHIA**

As we look to the future, our mission has not changed: We are as firmly committed today as we were more than 60 years ago to improving the health and promoting the well-being of all people in Central Appalachia in partnership with our communities. But as we look to solidify our position as the leader in healthcare for the communities we serve, we want to **Provide More for Appalachia**. This requires that we accept that both our industry and our region are changing and that our health system is well-positioned to contribute positively to that change.

Having a well-thought plan and clear strategy is key to making a positive impact on our region. In 2021, we created a robust and ambitious 2021-2025 strategic plan that places focus on putting our mission, vision, and values to work as we orient around four key strategic goals:



GROW COMMUNITIES FROM WITHIN: Invest in the development and health of our people as the key pillar of our communities.



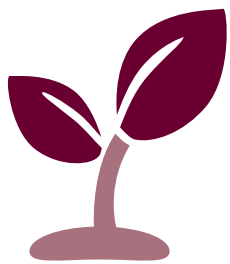
CURATE HIGH-VALUE SERVICES: Pursue innovative solutions and targeted growth to deliver on our commitments to the community.



PROVIDE A DISTINGUISHED EXPERIENCE: Purposefully listen to and incorporate feedback along with objective data to improve the way we deliver on our mission.



SERVE THE GREATER GOOD: Improve access to routine care, resources, and education as a thought leader and strategic partner.



GROW COMMUNITIES **FROM WITHIN**

ARH is committed to investing in the development and health of the communities we serve. This commitment is built upon the completion of key goals including serving as the employer of choice for our region; improving employee engagement and wellness; and developing a strong workforce and retention strategy.

A stable and sustainable workforce is the bedrock upon which ARH stands. In the face of such a significant workforce shortage, ARH remains committed to developing a roster of dedicated, skilled and compassionate professionals who not only meet the unique healthcare needs of our region, but who also feel supported and content within our system.

Some of our key initiatives in the past year include:

ARH HEALTHCARE SCHOLARSHIPS

ARH offers scholarships to help both nursing and medical laboratory students cover tuition and other expenses at Hazard, Big Sandy and Southeast Community and Technical College.

ARH STUDENT NURSE STIPEND PROGRAM

ARH piloted a program through which students who commit to work for ARH upon graduation, can receive a twice monthly stipend of up to \$2,000 during their final semester of nursing school.

SUMMERS COUNTY ARH LPN PARTNERSHIP

Summers County ARH Hospital and New River Community and Technical College partnered to make education more accessible by offering practical nursing classes on the hospital campus.



Heaven Cales is enrolled in New River Community and Technical College's LPN program on the campus of Summers County ARH.



ARH President and CEO Hollie Harris, right, chats with an employee during a “Hike with Hollie” event, part of her CEO employee engagement and wellness initiatives..

ARH EXTERNSHIP PROGRAMS

Students enrolled in qualified programs such as nursing and surgical technology are afforded 100 percent scheduling flexibility as they “earn while they learn” through on-the-job training.

PHARMACY TECHNICIAN TRAINEE PROGRAM

This program allows those interested in becoming pharmacy technicians an opportunity to do so at no cost. It has been a fruitful endeavor so far with 11 Certified Pharmacy Technicians trained in FY2023.

ARH LEADERSHIP ACADEMY

The ARH Leadership Academy is designed to identify up-and-coming leaders within the organization and provide them with the tools and resources needed to grow their ARH careers. To date, 39 employees have completed the 12-month program and 19 have transitioned into top-tier leadership roles.

HEALTH AND WELLNESS PROGRAMS

ARH is committed to encouraging the physical and mental wellbeing of its employees. Our newly formed Wellness Team focuses on the pillars of wellbeing including the promotion of physical activity, nutrition, stress management, healthy relationships and smoking cessation.

CURATE HIGH-VALUE SERVICES

ARH is dedicated to the pursuit of innovative solutions and targeted growth to help maintain our commitment to the communities we serve. To that end, we regularly develop and expand strategic partnerships and clinical services; improve care transition with high-utilization of post-acute care assets; manage and grow value-based care initiatives; and increase efficiencies and reduce cost.

We are pleased to highlight a few developments from the 2022/23 fiscal year.

LONG-TERM ACUTE CARE HOSPITALS

Eastern Kentucky residents in need of specialized care have two new options with the opening of the ARH Advanced Care – Big Sandy LTACH and the ARH Advanced Care – Kentucky River LTACH.

The 25-bed facilities, part of a \$13 million construction project, are located at Tug Valley ARH Regional Medical Center and on the campus of Hazard ARH Regional Medical

Center. Both are independent hospitals designed for patients requiring highly specialized care for more than 25 days.

HOSPITAL AT HOME

Hazard ARH Regional Medical Center was one of only two hospitals chosen from more than 700 applicants to receive a CMS Rural Home Hospital waiver and participate in a study by Harvard and Mass General Brigham. Throughout the one-year study, ARH

treated 75 patients for a variety of diagnoses including pneumonia, COPD, CHF, complicated UTIs, and cellulitis. Upon completion of the study in July 2023, ARH received a 9.7 out of 10 patient Global Satisfaction Score.

To date, 83 patients have been treated through the program. The patients have, on average, been treated and discharged from the program in fewer days than those treated in the hospital.



A patient receives care at the ARH Advanced Care Big Sandy LTACH.

ACCOUNTABLE HEALTH NETWORK

ARH took the progressive step to form the Appalachian Health Network ACO for Medicare patients.

ACOs are commonly described as groups of physicians, hospitals, and other healthcare providers that join as one entity to be held “accountable” for improving the quality of care for a certain group of patients through a highly coordinated effort.

In an ACO model, healthcare providers are paid based on the quality and value of care they provide, not the number of services they provide.

BEHAVIORAL HEALTH ACCESS

ARH utilized expanded state-funding to improve programming and services across the organization’s inpatient behavioral health units. The funding has helped increase therapeutic programming, improve staffing and complete \$1.1 million in renovations to the inpatient behavioral health centers located at Highlands, Harlan and Hazard.

ARH currently operates four inpatient psychiatric units and 10 outpatient clinics across Kentucky and West Virginia.

WOUND CARE

ARH Wound Care – Tug Valley, a nearly \$335,000 project, opened at Tug Valley ARH Medical Center. The comprehensive wound care center offers a variety of specialized treatments as

well as the more advanced hyperbaric oxygen therapy.

HBO therapy, which takes place inside one of the center’s two hyperbaric oxygen chambers, is designed to care for wounds that have not responded well to traditional treatment.

HIGHLANDS NICU

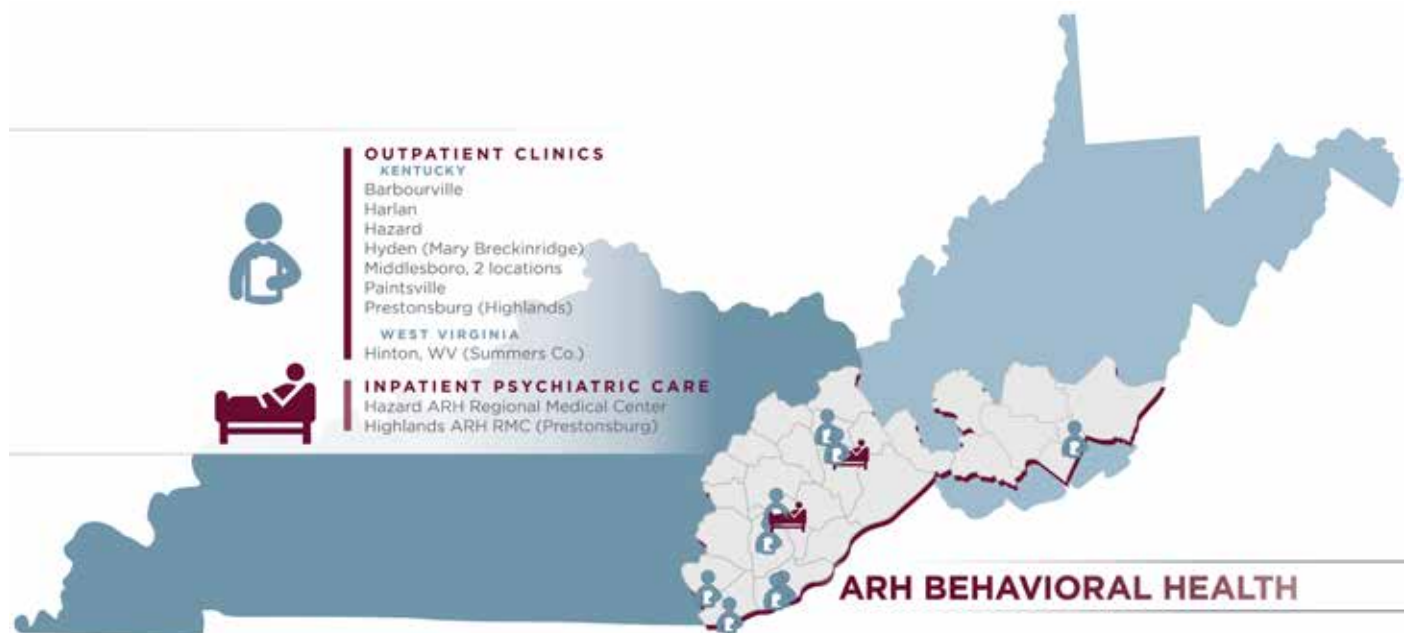
A newly constructed Neonatal Intensive Care Unit (NICU) at Highlands ARH Regional Medical Center will provide care for infants who are moderately sick, but who are expected to improve quickly. Infants treated in the Level 2 NICU, will have typically reached 32 weeks gestation and weigh at least 1,500 grams or 3.31 lbs. The center opens in Spring 2024.

This project also includes an updated infant security system to ensure the safety of its smallest patients.

MOBILE CLINIC

ARH received \$400,000 from the Appalachian Regional Commission (ARC) for use in purchasing a mobile clinic to provide non-emergency, on-site care. The clinic will allow patients to receive more regular access to care as it travels to high-traffic areas such as businesses, schools, housing developments and community events.

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





Low-Dose CT HELPED SAVE HER LIFE

Linda North knew the risks cigarettes posed to her health. She didn't know at 13, when she smoked for the first time, but she was heartbreakingly aware at 44 when she lost her mother to lung cancer.

The loss didn't break her of the habit, but in 2019, when Tina Whitehead, a nurse practitioner at Hyden ARH Clinic, suggested North, then 57, undergo a preventative screening, she didn't hesitate.

"She asked me if I would get the low-dose CT scan of my lungs," North recalled. "She said she thought it would be a good idea."

Though North said she had no symptoms, she agreed with Whitehead.

"I just wanted to see how my lungs looked," she said. "Just wanted to see if everything was OK."

Each of ARH's 14 hospitals offer low-dose CTs, a noninvasive, painless procedure that uses minimal radiation to screen for cancer in just 30 seconds.

On April 18, 2019, North, a resident of Hell For Certain Creek in Leslie County, Ky., traveled nine miles to Mary Breckinridge ARH Hospital, where she underwent her first screening.

"It came back OK, but they told me to have it done again in a year because there was a thickness in my left lower lobe," she said.

North's second scan in October 2020 showed a 7 mm nodule in the same area. When a PET Scan the next month proved inconclusive in

diagnosing cancer, she was told to follow up again in six months to look for changes.

"And that's when we started having trouble," North said.

Over six months, the 7 mm nodule grew to 10 mm, and on May 13, 2021, North was diagnosed with Stage I small cell lung cancer.

"The doctor asked which way I wanted to go – either chemo or he could take half my lung," she recalled. "He thought surgery was the best way to go so one week later, on May 21, 2021, they took out my left lower lobe."

North's surgery, which took place at Hazard ARH Regional Medical Center, was a success and five days later, she returned home cancer-free.

Since her surgery, she has regularly made the 30-minute drive to the ARH Cancer Center in Hazard for follow-up x-rays and scans, all of which have shown, "nothing suspicious."

Both North, now 61, and her son Ricky Griffie gave up smoking following her diagnosis. She credits guidance from above along with Tina Whitehead and ARH with saving both of their lives.

"I tell her (Whitehead) all the time," North said. "I probably wouldn't be here otherwise."

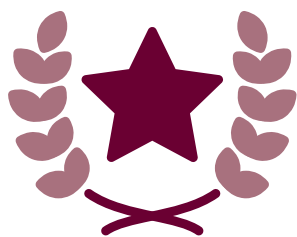
And she recommends others take the same proactive approach that helped her.

"It's easy and it's quick," she said. "It helped save my life and it can save other lives, too,"





Tony Reynolds, RN, ARH Cancer Center-Hazard, was nominated for CURE® Magazine's 2023 Extraordinary Healer® Award for Oncology Nursing.



COMMITTED TO PROVIDING A **DISTINGUISHED EXPERIENCE**

We are purposefully listening to and incorporating feedback along with objective data to improve the way we deliver on our mission as we expand patient access, enhance patient relations, invest in our facilities, and improve the quality of care.

CREATING A SAFER ENVIRONMENT

Incident reporting is an essential key to creating a safer environment for patients and staff. ARH has adopted a new event reporting system called Origami, which tracks incidents and looks for possible patterns across a facility or our system that will give us valuable information to help improve patient safety.

While we continue to report events that impact patient safety, we also want to focus on being

proactive and completing a “good catch” before an incident can occur. A good catch is simply discovering and reporting something that has the potential to cause harm.

IMPROVING THE QUALITY OF CARE

ARH continually looks for opportunities to improve the quality and safety of care we provide to our patients each day.

In the past year, ARH invested resources and

expanded the team of clinicians who oversee our continuous improvement efforts. The Clinical Excellence unit is comprised of quality, infection prevention, accreditation and service.

INFECTION PREVENTION

ARH implemented BD MedMined & Infection Prevention Advisor. This system provides advanced infection prevention analytics by translating data, streamlining workflows, and providing near real-time alerts supporting both antimicrobial stewardship and infection prevention efforts.

This system also focuses on empowering clinicians to spend less time on administrative tasks and more time on patient care.

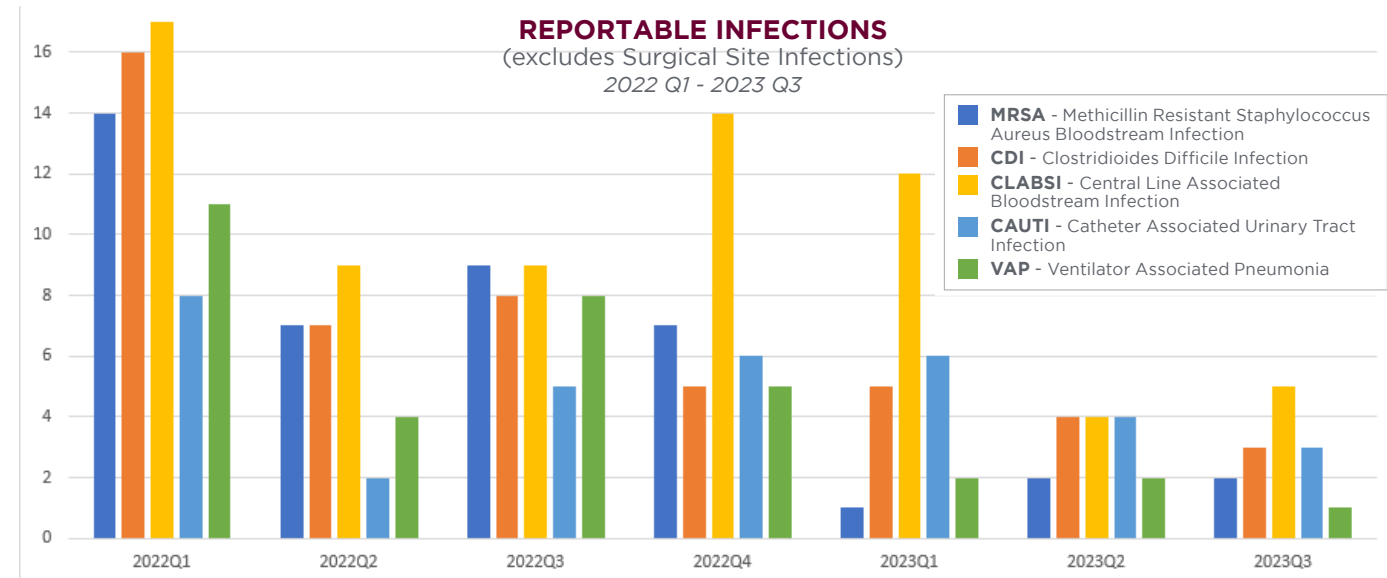
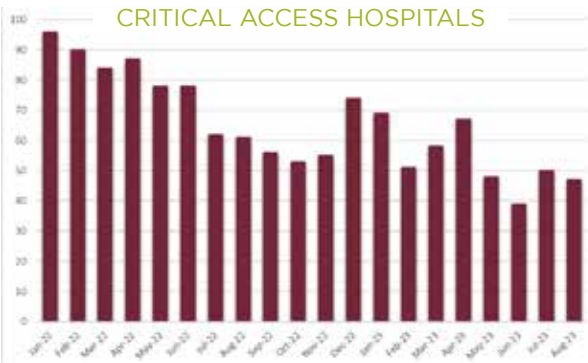
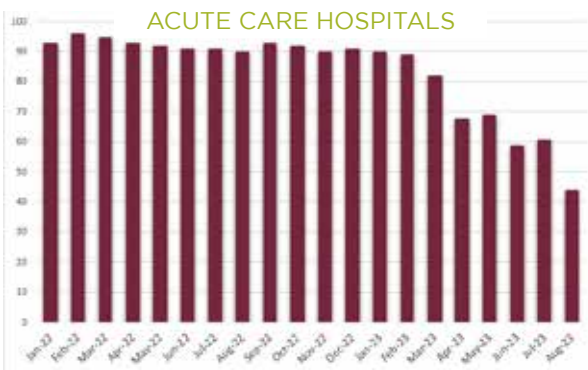
A clear and measurable result of our concerted efforts is evident in the significant reduction of the inpatient usage of urinary catheters, which can often be a source of infection

EMPHASIS ON SEPSIS INFECTION PREVENTION

Sepsis infection is the second-highest inpatient diagnosis at ARH hospitals. In an effort to decrease the incidence of hospital-onset sepsis, as well as sepsis-associated illnesses and deaths, ARH is heavily involved with the Kentucky Hospital Association’s Kentucky Sepsis Consortium.

As part of the initiative, Kentucky hospitals are working together toward standardization of early detection and timely treatment of sepsis. Through our efforts and improvements in infection prevention, ARH has shown a significant reduction in infections that can be acquired inside the hospital, keeping our patients safer than ever before.

Urinary Catheter Usage
CDC Percentile Rank (January 2022-Aug 2023)





EXPANDING PATIENT ACCESS TO CARE

ARH is consistently looking for ways to make accessing care quicker and easier for our patients.

Transportation, especially in the mountainous regions of eastern Kentucky and southern West Virginia, is not always easy. That's why ARH partnered with Air Evac Lifeteam to establish an emergency flight program to transport patients throughout the two regions.

An ARH-branded, Air Evac-owned helicopter and a specially trained medical transport team are stationed at the Hazard Airport and provide service to critically ill and injured patients.

EXECUTIVE ROUNDING

As part of our continued pursuit of a better patient experience, ARH implemented an executive rounding program. ARH leaders, both clinical and non-clinical, visit patients during their stay in an effort to receive feedback about their experiences in our facilities. These leaders can then identify trends and areas that need improvement.

Emotional support is a key component of health and healing and establishing a connection between patients, their families and hospital leaders has been well-received.

EMOTIONAL SUPPORT

Hazard ARH





PATIENT TESTIMONIAL



"I TRULY BELIEVE THEY SAVED MY LIFE."

When she woke up feeling a bit off-kilter on the morning of Feb. 27, 2022, Paulalynn Bolen chalked it up to exhaustion and her medical history.

"I have epilepsy, so I thought I was off-balance because an episode was trying to come on," she said.

At just 54, Bolen had grown accustomed to coping with myriad health problems, and, on top of those issues, she was wading through the depths of grief, as she lost her younger brother to Covid just one month earlier.

"I was tired," she recalled. "But that morning, I was just trying to push through to run some errands."

Within a few hours, though, Bolen knew something was really wrong.

"I got to the point where I couldn't speak clearly and I was stumbling side-to-side," she said.

She was in the parking lot of her bank when she reached out to her oldest daughter who, at the time, worked at Beckley ARH Hospital.

"She used my Life360 location to find me," she recalled. "She recognized I was having a stroke and when she got me to the ER, she yelled back that they had a 'stroke alert.'"

At the hospital, Bolen says it was "all hands

on deck" as she underwent a series of scans and bloodwork, which, along with her symptoms, confirmed she had, in fact, suffered a stroke.

Though the hospital team moved swiftly to provide the best possible outcome, Bolen said she was struck by the time the doctor took to provide her with a sense of calm and hope.

"He held my hand and said, 'I'm going to be here with you,'" she said. "I promise you I won't leave you. We're going to get through this together."

"To have someone who is compassionate and willing to treat you like a family member makes all the difference," she said. "Knowing, in your heart, that you are in good hands is so very important."

Bolen said she has fully recovered from her stroke and now follows up with neurological care every 3 to 4 months.

And though she has chosen to receive medical care at Beckley ARH for more than 30 years, she said the treatment she received on Feb. 27, 2022, reaffirmed her faith in the hospital.

"My heart and soul truly believe in the BARH administration and staff," she said. "The kindness and caring is unmatched. I wouldn't be here without that care."

"I truly believe they saved my life."



Students learn about stroke risk as they walk around a large model of the brain.



SERVING THE **GREATER GOOD**

ARH is committed to improving access to routine care, resources and education as a thought leader and strategic partner.

The Community Development department 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 23 include:

IN-SCHOOL PROGRAMMING

Educating our young people about how healthy life choices today will help them in the future is an integral part of our mission. In response to the rise in youth vaping and an overall increase in our region's lung cancer diagnoses, ARH's Love Your Lungs program targets middle school-aged children to teach them the dangers of smoking and vaping. Additionally, we present "Real Talk," a behavioral health program designed to help high school freshmen with anxiety and depression, healthy relationships, suicide prevention and bullying. We are also mindful that these same students represent the future of healthcare. That's why we've partnered with the Southeast Kentucky Area Health Education Center to host summer Scrubs Camps for high school students interested in healthcare careers.

DIABETES SUPPORT GROUPS

ARH hosts monthly meetings, both in-person and remote, designed to provide support – both educational and emotional – to those with diabetes as well as their caregivers. The meetings include information from a diabetes educator, guest physician speakers, healthful food demonstrations and medically tailored food boxes.

ADDRESSING FOOD INSECURITY

An important key to long-term good health is proper nutrition. Sadly, for a significant number of those living in our service areas, access to fresh fruits and vegetables is not always easily accessible. To get these healthy foods in the hands of people who need it, our initiatives include:

- A partnership with Kentucky Homeplace and Roper's Market to provide a \$25 senior produce voucher to 100 registered participants in Harlan.
- In partnership with God's Pantry, an in-hospital food bank is being piloted in Morgan County, with hopes to expand to other facilities. ARH is also partnering with Gods Pantry to support a food distribution center in Hazard, Ky., that will include refrigeration.
- ARH is a founding partner in the Food as Health Alliance, whose aim is to create food as medicine interventions, expand research

efforts and address food insecurity across the state. As part of the program, ARH and UK, in partnership with Food City in Perry, Floyd and Harlan counties, are implementing a meal delivery/voucher program, through which 180 people with diabetes/and or high blood pressure, will receive healthy food boxes for 12 weeks. Participants' health indicators will be tracked during that period.

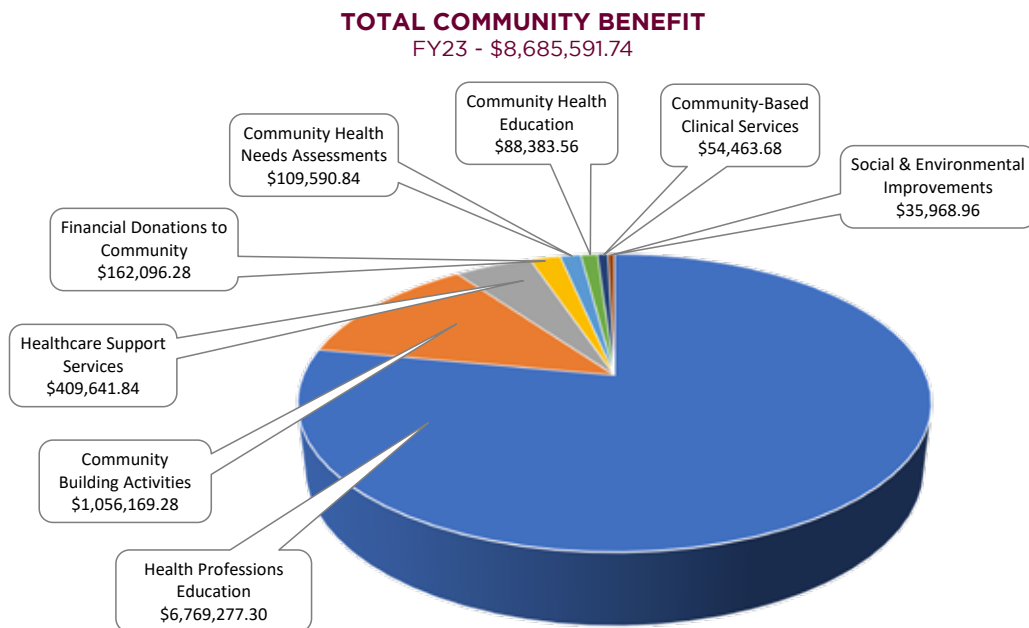
- ARH has worked to bring farmers markets to many of its facilities over the past two years, allowing employees, patients and visitors access to healthy, affordable local produce.
- ARH's Students Against Destructive Decisions group in Beckley has built and maintains "Blessing Boxes" throughout the county that are full of shelf-stable food to be taken by anyone in need.



Participants learn healthy eating tips and recipes at ARH's Diabetes Support Group

FINANCIAL DONATIONS TO THE COMMUNITY

The Corporate Sponsorship Committee has approved \$103,450 in financial donations and sponsorships in FY23. These targeted donations and sponsorships help us meet our Community Needs assessment goals.



HEALTH EDUCATION AND SCREENINGS

BREAST CANCER AWARENESS

Each year, ARH Community Development and staff across the system educate hundreds of people about breast cancer and early detection. ARH offers \$50 mammogram specials in October and, in an effort to accommodate busy schedules, we offer “Mammo Screening Saturday” at all of our Commission on Cancer Accredited sites. Events such as Breast Cancer Awareness Bowls at high schools across our system and “Think Pink” activities that mix education with fitness, help us in our mission to educate.

STROKE MONTH PROGRAMMING

Our Community Development department works closely with neurology to provide stroke screening events and “Brain Protectors” school programming to every community in May. In 2023, we conducted 26 stroke risk screening events, at which more than 1,000 assessments were performed.

COLON CANCER SCREENING DAYS

In 2023, Community Development focused on educating the public as to the importance of colon cancer screenings by hosting Colon Cancer Screening Days. At these events,

eligible participants registered for take-home colon cancer screening kits, or FIT Kits (Fecal Immunochemical Test Kits), learned about colon cancer by touring the “Incredible Colon” (a 12-foot walk through inflatable) and spoke to community partners about programs designed to assist with screening costs or copays.

LUNG CANCER STRATEGIC FOCUS 2023

Two goals of our recent strategic plan are to educate and encourage early detection and prevention of lung cancer and to increase the number of low-dose CT scans throughout the ARH system. As part of this strategy, Community Development committed to organizing and hosting 14 lung cancer educational events per quarter (one per community).

These events included Lunch and Learns about lung cancer and low-dose CT, Love Your Lungs, and events focused on the dangers of tobacco use. Also, as part of this initiative, smoking cessation programs have been developed for staff and the community, the ARH Low Dose CT Screening Program was expanded, and more education on screening guidelines was provided to physicians and staff.



EMPLOYEE TESTIMONIAL



SAVING LIVES THROUGH EDUCATION

Have you ever seen someone smile while talking about colonoscopies?

If the answer is no, you've probably never talked to ARH Regional Community Development Manager Kelly Elkins.

On any given day, Elkins can be found out in the community talking to the public about the importance of regular healthcare and preventative screenings.

She exudes passion on every subject, but it comes across just a little bit more when she speaks about the importance of colonoscopies.

"We found out my father had cancer the day of my mom's funeral," Elkins said.

Her father, then 72 and living "his best retired life," hadn't felt well and had recently undergone testing. He hadn't, however, had regular colonoscopies.

"It was Stage 4 when we found out," Elkins said. "It had spread throughout his body."

Nine months after burying her mother, Elkins was by her father's side as he took his final breath.

"It was definitely tough," she said. "I was his best buddy."

Until recently, the recommended screening age for colon cancer was 50, so in 2013, Elkins, at just 35, had some time to go.

"But I always knew I would get one when it was time," she said.

That time came in January 2023 when Elkins reached the new recommended age of 45.

"I was a little worried, but the doctor made me feel very, very comfortable," she said of her experience at Beckley ARH Hospital.

When the procedure, which she said lasted less than an hour, was over, she received good news.

"It was a wonderful sigh of relief," she said. "It was, 'OK, now I get to continue doing what I do. Being a mom and being out in the community helping others.'"

Before her test, Elkins shared her father's story with those she educated. Now, she shares not only the story of her family's loss, but of her own experience with a test proven to save lives.

"I want people to know that there are healthy outcomes from screening," she said. "Good can happen and if I can help someone else by sharing my stories and my experiences, I feel like that is my purpose."



Dr. Scott Harrison provides care for a gentleman injured in the July 2022 flood.



ARH & ARH FOUNDATION **RESPOND TO EASTERN KENTUCKY FLOOD**

In the days, weeks and months following the deadly floodwaters that swept across eastern Kentucky in the early morning hours of July 28, 2022, assistance poured into the region from well beyond the borders of the Bluegrass State.

Though the volunteers and organizations that lent assistance – via manpower, donations and simply prayer – are too plentiful to count, it's safe to say that few, if any, went further in lending a hand than Appalachian Regional Healthcare.

As news slowly trickled in revealing both the catastrophic physical damage as well as the numbers of those killed and missing, ARH leapt into action. The response was swift and involved the hard work, talent and commitment of employees from every level of the organization.

Because of ARH's hospitals' and clinics' unique placement directly in the heart of the affected areas, the system was uniquely positioned for immediate response. The efforts, led by ARH Head of Security Paul Buta, were made easier as the system's internal supply chain and support system lent themselves perfectly to the creation of distribution "hubs," through which much-needed food and supplies could be pushed out quickly.

Supplies and donations came from throughout Kentucky and across the country. ARH established a command center at its Lexington, Ky., corporate office. Day after day, traffic lined up outside as those looking for ways to help dropped off donations. ARH employees – including President and CEO Hollie Phillips and other members of

senior leadership – sorted through the supplies and helped load them onto trucks which were then sent out to those who needed them most.

In the flooded communities, more ARH employees – many of whom suffered damage and even total loss in the flood – volunteered their time, sorting and distributing aid to victims, shelters, churches and other organizations in need. Within a week, a more than 34,000 square-foot former JCPenney storefront in Hazard was converted into a distribution center, equipped with everything from food and water to cleaning supplies, clothing and furniture and, eventually, heaters and other goods needed for long-term assistance.

At the same time, the ARH Foundation for Healthier Communities established the ARH Foundation Flood Relief Fund. The efforts were up and running by mid-day July 28, with the introduction of “I Love Appalachia” t-shirts, which debuted on the ARH Team Shop, with all proceeds going directly to the fund. Soon after, the foundation began accepting donations.

In December, as colder winter days approached, the foundation turned its attention to 59 families, still displaced by the flood and living in temporary housing at Jenny Wiley State Park. Each of those families was gifted \$5,000.

But ARH’s efforts did not stop as the calendar turned to a new year.

In January 2023, the foundation began working with the Long-Term Recovery Groups in each of the impacted counties. It also continued to seek donations through various fundraisers including February’s Hearts for Hope and the June raffle for a 2016 Mercedes-Benz 300 SLK Roadster, donated by a kind benefactor.

As of June 30, 2023, the ARH Foundation Flood Relief Fund had received more than \$1.31 million from 326 generous donors.

Additionally, recognizing the need to address the trauma children might have experienced as a result of the flood, the ARH Foundation founded Camp Noah. The weeklong summer camp, which took place in June and July in Breathitt, Floyd, Knott, Letcher, Perry and Pike counties, was designed to help teach children how to better deal with the emotions often experienced after traumatic events.

ARH is proud of its response following the devastation of the flood, but the need is ongoing and so is its commitment to help.

To donate to the ARH Foundation, please visit www.arh.org/donate or reach out to foundation@arh.org.



In December 2022, the ARH Foundation presented a check for \$295,000 to flood victims sheltering at Jenny Wiley State Park. Pictured (l-r): Kentucky State Representative Ashley Tackett-Laferty, Senior Political Advisor Rocky Adkins, Kentucky Gov. Andy Beshear, ARH Director of Community Development Danielle Harmon, ARH Vice President of External Affairs Rocky Massey, ARH Director of External Affairs Dalton Hatfield and Kentucky Lt. Gov. Jacqueline Coleman.



AWARDS AND RECOGNITIONS

ARH is consistently recognized for its medical excellence. Over the past year, our system and hospitals have received an abundance of accolades.

FORBES AMERICA'S BEST-IN-STATE EMPLOYERS 2023

The ARH system was listed as one of Forbes' America's Best-in-State Employers 2023. Evaluation for the prestigious award was based on in-state indirect recommendations, national in-industry recommendations and direct recommendations. As part of the evaluation, employees were asked to give their opinions on a series of statements surrounding work-related topics, including working conditions, diversity, salary and potential for development.

U.S. NEWS & WORLD REPORT HIGH PERFORMING HOSPITALS 2023

Beckley ARH Hospital, Harlan ARH Hospital, Hazard ARH Regional Medical Center and Tug Valley ARH Regional Medical Center were named by U.S. News & World Report to its 2023-2024 Best Hospitals as High Performing Hospitals for the treatment of congestive heart failure and/or chronic obstructive pulmonary disease (COPD). This is the highest distinction a hospital can earn for U.S. News' Best Hospitals Procedures & Conditions ratings.

MCDOWELL ARH AMONG TOP 20 CRITICAL ACCESS HOSPITALS

McDowell ARH Hospital was named one of the Top 20 Critical Access Hospitals (CAH) in the nation for Patient Satisfaction. The designations were awarded to the hospitals scoring highest in-patient satisfaction by the Chartis Center for Rural Health.

ARH NAMED AMONG “MOST WIRED”

For the third consecutive year, ARH was recognized as a “Most Wired” organization by the College of Healthcare Information Management Executives (CHIME). The recognition was based on the Acute and Ambulatory sections of CHIMES’ annual survey, which assessed the adoption, integration and impact of technologies in healthcare organizations at all stages of development.

EDUCATION FIRST EMPLOYER

As an Education First Employer, ARH is partnering with the Kentucky Community and Technical College System (KCTCS), Kentucky Gov. Andy Beshear and TEAM Kentucky to help sustain and build a stronger workforce. Education First is a new initiative geared for leading companies across the Commonwealth in key sectors, including healthcare, manufacturing and skilled trades.

HEALOGIC CENTER OF DISTINCTION

The Paintsville Hospital ARH Wound Healing Center was named a Center of Distinction by Healogics®, the nation’s largest provider of advanced wound care services. The center achieved outstanding clinical outcomes for 12 consecutive months, including a patient satisfaction rate higher than 92 percent.

EKY FLOOD RELIEF RECOGNITION

ARH was recognized by the Hazard and Perry County Chamber of Commerce for its relief efforts in the aftermath of the deadly July 2022 flooding that devastated a large portion of eastern Kentucky.

ARH IS HONORED FOR COMMITMENT TO STROKE CARE

NATIONALLY RECOGNIZED FOR PROVIDING HIGH-QUALITY STROKE CARE

Highlands ARH, McDowell ARH, ARH Our Lady of the Way and Morgan County ARH were recognized by the American Heart Association “Get with The Guidelines” for demonstrating a commitment to following up-to-date, research-based guidelines for the treatment of stroke. Additionally, Hazard ARH Regional Medical Center received four American Heart Association “Get with The Guidelines” achievement awards.

OUTSTANDING COMMUNITY EDUCATION IN STROKE PREVENTION

Mary Breckinridge ARH Hospital was awarded the “Service Award” by The Norton Healthcare/ University of Kentucky HealthCare - Stroke Care Network for fiscal year 2022.

The annual Service Award is earned through outstanding community education and public awareness efforts.

PRIMARY STROKE CENTER CERTIFIED

- Hazard ARH Regional Medical Center

ACUTE STROKE READY CERTIFIED

- ARH Our Lady of the Way (Martin)
- Beckley ARH Hospital
- Harlan ARH Hospital
- Highlands ARH RMC (Prestonsburg)
- Middlesboro ARH Hospital
- Whitesburg ARH Hospital





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