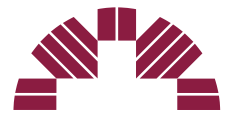


2021

COMMUNITY IMPACT REPORT



MOUNT CARMEL  
Foundation

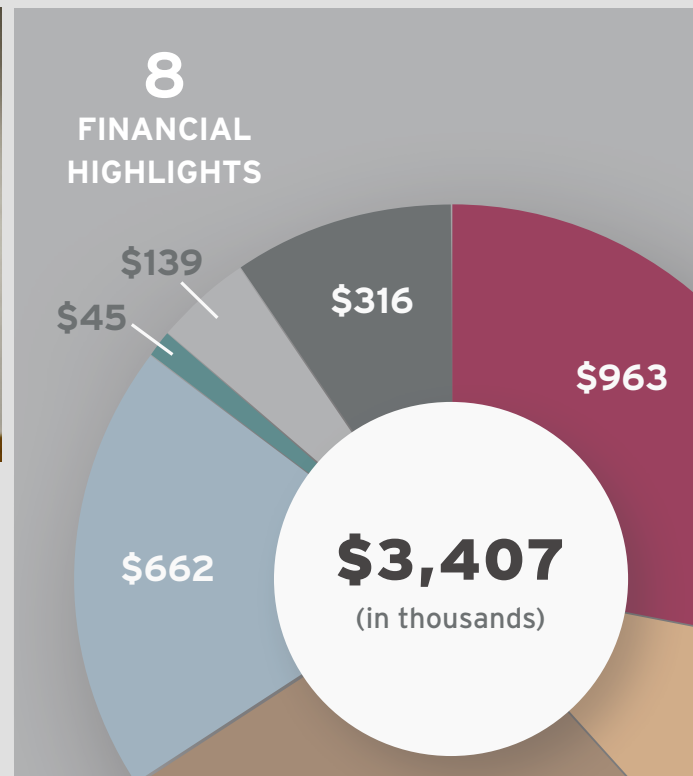
A Member of Trinity Health



CARRYING OUR  
*legacy* FORWARD



# WHAT'S *inside*



## SIGN OF THE CROSS

### at Mount Carmel

For more than 135 years, Mount Carmel has been a beacon of faith, hope and service in central Ohio. We are grounded in our Catholic roots and strive to provide a feeling of serenity to everyone who steps foot on our grounds. Pictured on the front of this year's community impact report are three crosses that are of great importance to our system. The cross featured on the top left of the front cover is located in the chapel at Mount Carmel East and the cross featured on the right is located in the chapel at Mount Carmel Grove City. The cross on the bottom left was transferred from Mount Carmel West, beautifully restored and now stands in the serene gardens at Mount Carmel Grove City.



A Member of Trinity Health



## 2021

### COMMUNITY IMPACT REPORT

Dear Friends,

As we look back on another year of pandemic challenges, we are grateful to be part of a mission-driven organization that is committed to providing excellent healthcare for all. With your support, Mount Carmel has remained true to its promise of putting people at the center of everything we do. During these difficult times, that has made all the difference.

We start by extending our gratitude to our colleagues. These nurses, physicians and other colleagues are not only compassionate and courageous caregivers, but they are exceedingly generous as well. In the face of extraordinary circumstances, our Colleague Giving Campaign raised \$487,000 that is being invested in programs that support our patients, our colleagues, and our community.

We are also thankful for the generosity of all of our donors, including those who made it possible to raise \$1 million in the first year of the two-year Our Legacy of Learning Campaign for the Mount Carmel College of Nursing. This campaign will provide funding for student scholarships and student emergency funds as well as faculty and technology innovation.

Finally, we are grateful for the Mount Carmel Foundation Board of Trustees and their ongoing, engaged, and compassionate leadership. Most recently they made the important decision to elevate our strategic focus on racism by launching a new board committee to work on eliminating racism within the organization and our community.

Inside this year's report, you will find stories that exemplify the generous and compassionate spirit that is evident throughout the organization. We talked with mission leaders William Hubbard and Sean Lansing about their efforts to provide colleague care over the past 18 months. We've also highlighted community health and well-being programs, which further demonstrate our organization's unwavering commitment to the central Ohio community.

Despite the current challenges, we believe there are numerous reasons to be grateful. We also know that our mission to be a trusted health partner for our communities could not be more evident than it is today. For that, we are truly grateful.

With Gratitude

Deanna Stewart  
President  
Mount Carmel Foundation

John Trydahl  
Board of Trustees Chair  
Mount Carmel Foundation





# 2021 COMMUNITY IMPACT


Mount Carmel's work to improve the health and well-being of our communities — especially the most vulnerable — is a hallmark of our Catholic identity. And thanks to donors like you, we've been able to invest millions of philanthropic dollars annually to support high-quality, compassionate, people-centered healthcare for all.





 **WOMEN WITH HEART DISEASE DESERVE FOCUSED AND COMPASSIONATE CARE** in facing their diagnosis. That's why the Mount Carmel Foundation is proud to fund Mount Carmel's Women's Heart Program, which serves the central Ohio community at Mount Carmel East and Mount Carmel Grove City. The Women's Heart Disease Support Group and WomenHeart Champions offer support and education to over **100** patients and survivors of heart disease.


 **THE MOUNT CARMEL FOUNDATION PROVIDES FUNDING FOR OUR FORENSIC NURSE DEPARTMENT**, which serves more than **1,000** patients annually who are the victims of crime. These nurses provide compassionate, skilled care that's dedicated to supporting our patients in the critical, sensitive period after trauma.

 **THROUGH GENEROUS SUPPORT FROM KEMBA FINANCIAL CREDIT UNION**, the Mount Carmel Street Medicine team purchased two specialized vehicles that will be used to provide focused support to community members in meeting their needs, whether that's transportation to and from medical appointments or reaching camps of folks living on the land. The Street Medicine Program performs more than **5,000** clinical interactions annually.

 **THE CENTRAL OHIO COMMUNITY HAS SEEN A NEARLY 74% INCREASE IN DRUG OVERDOSE DEATHS** compared to last year, with the unsettling downstream economic and social effects of the COVID-19 public health crisis being the primary culprit. The Mount Carmel Foundation invested over **\$100,000** in the Community Health & Well-Being Peer Recovery Support Program to continue its commitment to those struggling with substance abuse by providing peer-recovery supporters. These supporters helped **1,950** members of the community connect with critical resources and support to begin their healing process.

 **CAREGIVERS OF LOVED ONES WITH NEUROLOGICAL CONDITIONS LIKE DEMENTIA ARE OFTEN OVERLOOKED** and under-supported in the spectrum of care. By funding Innovative Caregiver Support classes, the Foundation provides free cutting-edge education and support to over **200** caregivers and loved ones of Mount Carmel patients with neurological conditions.

 **HEART DISEASE ACCOUNTS FOR 1 IN 4 DEATHS IN THE UNITED STATES**, affecting people from every walk of life. To confront these alarming statistics and support our patients diagnosed with heart disease, the Foundation funds a comprehensive effort to equip over **500** underserved patients annually with education and equipment that enable them to lead healthier lives by monitoring their vitals at home, making important diet changes, and finding ways to adapt to their new life post-diagnosis.

 **THE MOUNT CARMEL FOUNDATION IS PROUD TO SUPPORT OUR FRONTLINE CAREGIVERS** with innovative, educational opportunities and support. Over **9,000** Mount Carmel colleagues across the health system have access to programs like professional development courses, implicit bias training, resiliency rounding, mindfulness education, and respite spaces.





# SHOWING WE care



It should be no surprise to anyone that the last 18 months have been especially stressful for healthcare professionals. When COVID-19 first appeared in early 2020, it disrupted the healthcare system in numerous ways. Elective procedures were put on hold. Visitors were restricted from hospitals. And personal protective equipment was in short supply. In the earliest days of the pandemic, no one knew much about the disease they were fighting, but our colleagues were courageous and compassionate as they continued to serve others.

**Throughout it all, healthcare workers have not only had to respond to challenges to their physical safety, but the psychological impact has been all-encompassing as well.** Many are fearful of spreading the disease to their loved ones. Others struggle with the amount of death they witness on an almost-daily basis. And a national staffing shortage, especially for nurses, means that some workers are dealing with a higher volume of work, longer hours, and far less recuperation time.

“Our colleagues are facing stress inducers on multiple levels, and any one of them would be a reason for concern,” said Sean Lansing, Mission Leader. “When they all stacked up at the same time, we identified colleague care as a priority.” To be clear, colleague care was not a new idea at the time. Even though colleague care teams had been used throughout the healthcare system for a while, the pandemic created an inescapable urgency to ramp up and extend these efforts.

## Resiliency Rounding

Colleague care took on many forms, but people talking to people emerged as the primary method of communication. In this peer-to-peer model, volunteer workers use rounding carts to connect with their colleagues on an informal basis to ask how they’re doing and to create an opportunity for voicing any concerns. They might share a snack, well-being resources, or a quick word of encouragement, but the overall goal is to make personal connections and show appreciation in a way that helps reduce stress.

*With so many people working remotely, the need for virtual resiliency rounding quickly became apparent. Known as Resiliency Moments, these weekly sessions address different themes related to resilience, from gratitude to community building and more.*

“Resiliency rounding started with professionals who knew about stress reduction, and then we started using peers,” said William Hubbard, Mission Leader. “The peer volunteers are typically non-clinical folks, but not always. They could be nurses or they could be administrators. It’s about connecting people to each other so the team becomes a source of strength and renewal.”

## Community Support

During the early part of the pandemic, Operation Gratitude garnered strong community support for healthcare workers. Some people and organizations went so far as to donate meals to every worker in the hospital. It was a tremendous and heartfelt expression of their support for the hard work that was taking place. But that support started to wane by the fall of 2021.

**To revitalize community involvement, students at some of the Catholic schools in the area started writing cards and drawing pictures for healthcare workers.**

## Clap-ins & Clap-outs

Clap-ins and clap-outs started as an expression of appreciation from a local church that wanted to personally thank healthcare workers. They showed up with signs and noise makers and clapped their hands from where they stood at the entrances and exits to the hospitals. As the hospital workers made their way in and out of the hospital, they were greeted with roaring applause.

**“It was such a positive moment in the midst of a difficult time in the middle of a cold, dark winter,”** Hubbard said. More community groups wanted to get involved, so we created a sign-up schedule for clap-in-clap-outs so they could take place on a semi-regular basis.



## Therapy dogs

Therapy dogs have been used in patient settings for quite some time, but in the early days of the pandemic they were restricted from the hospitals. Now that they’re back in supporting patients, they’re also being used to help reduce stress for healthcare workers. In the ICU, for instance, the dogs cannot enter patient rooms, but they can be in common areas like nurses’ stations, where they’re greeted with open arms by our staff.

## Current State

The pandemic is not over, and we continue to face challenges. Through it all, our dedicated healthcare professionals continue to work together, putting other things aside to focus on their patients. **“These colleagues believe in our mission and are living our values, and they feel called to do the sacred work of healing,”** Hubbard said.

When the vaccines were first rolled out, it created a moment of hope and a sense that the end of the pandemic may be in sight. Then everyone realized that wasn’t the case. When the number of sick and dying once again spiked during this past summer and again this fall, it was nothing short of demoralizing.

## Expressing Gratitude

Still, there are many things to be thankful for, beginning with the support of the Mount Carmel Foundation. **“Without their financial support to start the resiliency rounding, I don’t know where we would be,”** Hubbard said. “Operations budgets were extremely stressed with the impact of COVID-19.”

Individuals who have taken on the role of volunteer resiliency rounders certainly deserve some thanks as well. These individuals and their supervisors were immediately on board with this project and were willing to give two or more hours a month to focus on their colleagues. “These folks have seen their workload increase, and they are stressed out. Now we have stressed-out colleagues responding to stressed-out colleagues,” Hubbard explained.

Lansing volunteers as a resiliency rounder and is quick to point out that it becomes a give-and-take situation. “From minute one, these rounds were opportunities for real connection. I’ve cherished that genuine connection and how much value it brings,” he said. “It’s what we mean when we talk about becoming a community of healers. Our buckets can be filled, and people experience a little more wholeness.”

Finally, everyone is grateful to Mount Carmel leadership for the way they’ve championed colleague care. None of this would be possible without their support. “At every leadership table, the importance of our colleagues and their care cannot be overstated,” said Lansing. **“As mission leaders, that’s what we’re supposed to be in the Catholic healthcare system. We care about people and about creating a caring environment.”**

# PLEASE join us

Members of the community who want to help can do several things:



DONATE TO THE  
MOUNT CARMEL  
FOUNDATION



WRITE TO  
HEALTHCARE  
PROFESSIONALS



DONATE SNACKS  
AND DRINKS



GET  
VACCINATED



PRAY

**IF YOU HAVE QUESTIONS about how to get involved, contact the Mount Carmel Foundation at [givetomc@mchs.com](mailto:givetomc@mchs.com) or call 614-546-4500.**

*“I want people to realize that colleagues who are showing up to work in hospitals are tired and stressed, and they are putting that aside because they know their patients need the best of them.”*

– William Hubbard  
Mission Leader, Mount Carmel  
Health System







*hope*  
FOR THE POOR  
& UNDERSERVED



**Reaching Beyond The Walls Of Our Hospitals**

If there's a story that perfectly demonstrates the success of Mount Carmel's Community Health and Well-Being programs, it begins with Clarice. Traumatized and depressed over the death of her soul mate of more than 20 years, Clarice started to drink heavily to cope with the loss. Individuals at the Peer Support Program, which is part of our Urban Health Management programming, stepped in to help and transported Clarice to a community partner for alcohol detoxification.

Clarice eventually transitioned into a residential program where she engaged in recovery, found a job, and regained the trust of her loved ones. Today Clarice is sober and credits the folks at the Peer Support Program for not giving up on her – even when she'd given up on herself.

The Peer Support Program is just one of the many initiatives designed to extend the Mount Carmel mission beyond the walls of the hospitals and health centers to community members with limited access to basic health services and little or no ability to pay for them. Here are a few more of our flagship programs:

**Healthy Living Center**

The von Zychlin Healthy Living Center (HLC) offers free health and wellness programs, including cooking and nutrition, diabetes prevention, exercise, healthy babies and families, and wellness and stress management. With a private conference room, computer stations, and children's area, the HLC is designed as a place to read, meet, relax, or socialize with others. These programs are made possible through generous donor support. Thank you for helping Mount Carmel's Community Health and Well-Being programs, which touched thousands of lives this past year alone.

As a health ministry with a charitable mission, the Mount Carmel Health System offers numerous uncompensated benefits to the community. In fiscal year 2021, the value of that uncompensated care was \$141,480,037 – a significant demonstration of our ongoing commitment to providing care for the poor and underserved in central Ohio.

**Street Medicine Program**

The Street Medicine Program provides free urgent medical care to individuals experiencing homelessness, refugees, immigrants, victims of human trafficking, and anyone who

is unable to access medical care. A team of healthcare professionals travels in a mobile coach to various central Ohio sites where they offer everything from common medications and limited vaccinations to a host of primary care referrals.

**Urban Health Management**

The Urban Health Management programs serve people living in the Columbus area who lack transportation, housing, food security, safety, and education, as well as those with language and socio-economic barriers. Assistance ranges from diabetes and obesity programming to helping individuals who are ready to pursue a path to sobriety.

**Crime & Trauma Assistance Program (CTAP)**

CTAP offers free outpatient mental health counseling for individuals and groups who've experienced trauma, including human trafficking. Available to children, adolescents and adults, the program includes specific psychotherapy techniques that enable people to heal from the symptoms and emotional distress that can result from disturbing life experiences.



**Welcome Home & Moms2B**

In an effort to combat central Ohio's high infant mortality rate, the Mount Carmel Welcome Home program offers in-home wellness visits for new moms and their babies. A specially trained registered nurse checks the mom's health and the baby's weight, umbilical cord, safe sleeping environment, and eating habits, answers questions about breastfeeding, and provides helpful educational information.

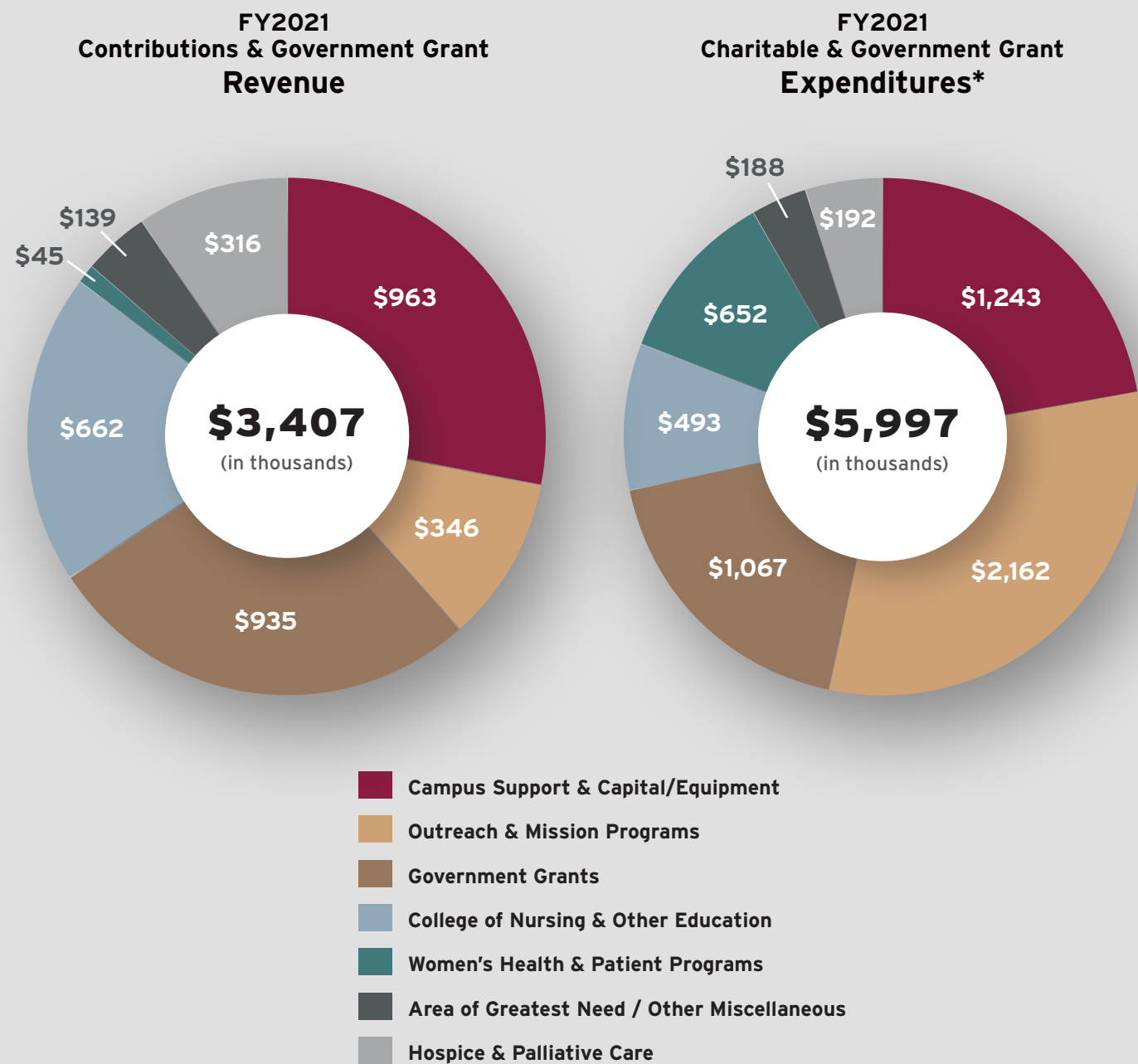
The Moms2B program provides free education, nutrition support, and nurturing designed to help pregnant women with limited resources deliver full-term babies and maintain their babies' health throughout the first year of life.



# FY2021 FINANCIAL *highlights*

FISCAL YEAR ENDED JUNE 30, 2021 — *unaudited*

The generous support of our donors have never before been more needed or appreciated. Thank you for helping us heal body, mind and spirit in the communities we serve.



\*Programs are funded through donor gifts, grants and endowment earnings.

## PARTNERS IN *hope*

The Virtual Partners in Hope Series was created in 2020 with YOU in mind. A platform for engaging with our donors and supporters, this series covers a variety of relevant topics and features Mount Carmel leaders and community subject matter experts. These rich discussions are led by Mount Carmel Foundation President Deanna Stewart.

### JANUARY 2021

#### Your Health Matters – A Frontline Discussion on the COVID-19 Vaccine

This event featured an in-depth Q&A session that addressed all things COVID-19 vaccine. We covered vaccine facts, immune responses, vaccine distribution for our most vulnerable, and the overall impact the COVID-19 vaccine will have on the health of our community.

**Guests:**

**Nicholas Kreatsoulas, DO, FACEP, EVP & Chief Clinical Officer, Mount Carmel Health System**

**Virginia Ruef, PharmD, MBA, BCPS, Regional Pharmacy Officer, Mount Carmel Health System**



### APRIL 2021

#### How Does Minority Health Affect Our Communities?

We believe that giving every person the ability to reach their full health potential is a core principle of public health. We continue to face unprecedented times with multiple challenges, including a public health crisis with COVID-19, an economic crisis, and a social justice crisis. For more than 130 years, Mount Carmel Health System has been committed to serving vulnerable communities and advocating for equity, including signing the City of Columbus Resolution declaring racism a public health crisis in 2020. This session allowed for a candid discussion on the status of wellness in communities of color, public health equity, and how we can work together to address social influencers of health.

**Guests:**

**Lilleana Cavanaugh, Executive Director, Ohio Latino Affairs Commission**

**Devray Kirkland, Chief Diversity Officer, Cardinal Health**

**Dr. Toni Johnson Liggins, Director, Medical Education, Mount Carmel Health System**

### AUGUST 2021

#### Mission + Partnerships = Impact

The health and well-being of our community is at the core of Mount Carmel's mission. During this session, we explored the programs that are impacting our patients beyond the walls of our hospitals. One of those programs, Mount Carmel Community Health and Well-being, provides physical, mental, and spiritual care to the underserved in our community and free holistic health and wellness programming at the von Zychlin Healthy Living Center on Mount Carmel's Franklinton Campus. This work is made possible only through strong partnerships with individuals and organizations.

**Guests:**

**Mark Decello, President and CEO, KEMBA Financial Credit Union**

**Brian Pierson, Vice President, Community Health & Well-being, Mount Carmel Health System**

**Kristina Kowastch-Beyer, Manager, Street Medicine, Mount Carmel Health System**

**Mary Jo Dickinson, Director of Operations, Community Health & Well-being, Mount Carmel Health System**

**Roxann Payne, Manager, Urban Health, Mount Carmel Health System**

PLEASE VISIT OUR WEBSITE: [mountcarmelfoundation.org](https://mountcarmelfoundation.org) to watch the live recordings of these informative sessions.



## 2021 MOUNT CARMEL FOUNDATION BOARD OF TRUSTEES



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*We serve together in the spirit of the Gospel as a transformative and healing presence within our communities. Please remember the Mount Carmel Foundation in your will.*



**MOUNT CARMEL**  
Foundation

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