



More than healthcare. **PEOPLECARE**



COMMUNITY REPORT
FISCAL YEARS 2019/2020 (JULY 2018 - JUNE 2020)

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OUR MISSION

To enhance the health and well-being of every person we serve.

OUR VISION

Deliver world-class healthcare to every person, every time.

OUR VALUES



We serve with compassion.



We pursue excellence.



We honor every voice.

Content and images in this report may reflect activity prior to the COVID-19 pandemic and the subsequent introduction of protective measures at all Wellstar facilities. Read more about our ongoing pandemic response and protocols on pages 10-11.

Join us on the journey to be **MORE THAN HEALTHCARE.**

Healthcare is changing to meet the ever-evolving needs of patients, consumers and communities. At Wellstar Health System, we actively listen to those we serve to understand those needs and address them with skill and compassion. Nationally ranked and locally recognized for high-quality care, a diverse and inclusive culture and exceptional team members—Wellstar is people taking care of people.

While the COVID-19 pandemic has created challenges for us all, our commitment to serve patients, families and communities across Georgia remains unchanged. Our dedication to uphold our Mission and enhance the health and well-being of every person we serve, regardless of circumstance or diagnosis, remains steadfast. That's because we know that healthy individuals build healthy, resilient communities.

Listening has always been a priority at Wellstar. Beginning in July 2018, we spent 18 months gathering feedback from more than 8,000 Georgians, including team members, community partners, patients and consumers. Their input was our North Star, helping to guide our strategy and ensure that Wellstar is positioned as the healthcare partner of choice in the communities we serve.

From these conversations, we learned that consumers want a health system that shows compassion and empathy while fostering a strong patient-provider partnership and giving consumers control over their healthcare journey. Consumers told us they want tailored, quality care that values them as individuals. This insight aligns with our belief that healthcare is a partnership, a journey from birth to end of life. Our greatest asset in this effort is the dedicated, diverse care teams that staff our hospitals, offices and facilities—the extraordinary physicians, nurses and others on the front lines, and behind the scenes.

By combining research insights with patient feedback and critical regional insights from our 2019 Community Health Needs Assessment (CHNA) with the Georgia Health Policy Center, Wellstar refined our Mission, Vision and Values and established a new brand identity.



Candice L. Saunders
President & CEO



Otis A. Brumby, III
Chair, Board of Trustees

The result? A renewed commitment to excellence with a personalized, integrated approach that is *more than healthcare.*

The Community Health Needs Assessment (CHNA) findings helped us identify opportunities to support people in our community. Being a not-for-profit health system permits Wellstar to offer care when and where it's needed most. In 2019, we provided \$785 million in charity care, unreimbursed care and community programs. Through more than 450 community partnerships, we deliver meaningful programs in areas that go beyond traditional medical services, like literacy, housing and food insecurity. By addressing essential needs, we continue to make a difference in the health and prosperity of the community today, and in the future.

Our CHNA further confirmed that integrating healthcare services across our entire system is vital to meeting community needs and bringing high-quality, compassionate care to more people. From our hospitals to health parks and medical offices, we are steadfast in our belief that providing the best care in the world revolves around your needs.

Thank you sincerely for entrusting us with your health and that of your loved ones. Your support of our system, including the life-changing work of the Wellstar Foundation described in this report, sustains us and inspires our journey to serve with excellence. Together, we will achieve "More than healthcare. PeopleCare."

Candice L. Saunders
President & CEO

Otis A. Brumby, III
Chair, Board of Trustees



ZACCARE

When 23-year-old Zac DiGiorgio volunteered to install some shutters at his parents' home, he never imagined his kind gesture would nearly cost him his life. A loud noise brought Zac's dad Chris running to find his son had fallen from the ladder and was having a seizure. Emergency responders delivered Zac to Wellstar Kennestone Hospital where he was diagnosed with a life-threatening traumatic brain injury. Surgeons at the Kennestone Neuro ICU performed successful cranial surgery. But treatment, including use of a ventilator, had badly damaged Zac's lungs. With their son in a medically induced coma, his parents agreed to an experimental procedure known as ECMO to oxygenate Zac's blood. It worked. Weeks after the fall, Zac woke up, 80 pounds thinner and eternally grateful to his care team. Within months of his final procedure, Zac had completed a half-marathon and was on his way back to the life he loves.

"Thanks to Wellstar, the only person who can tell that I had a life-threatening brain injury is my barber who sees the scar when he cuts my hair."

– Zac DiGiorgio

MATTHEWSCARE

Deidra and Bow Matthews' first experience with Wellstar Cobb Hospital was the birth of their children Chase and Canon. Over the years, that connection deepened as the family faced, and overcame, health challenges including Deidra's bariatric revision surgery and Bow's cardiomyopathy, a type of heart failure. Through it all, their physicians persisted in finding personalized solutions. When Bow's condition proved resistant to treatment, his cardiologist, Ravi Edupuganti, M.D., urged him to get serious about making changes in diet and exercise. Bow felt empowered to make a difference in his life, which led to action. The result was 84 pounds lost, health regained and confidence restored. From childbirth to broken bones and mended hearts, the Matthews family has enjoyed a close personal relationship with their Wellstar physicians. Their experience is proof that when patients and care partners work together, families are healthier and happier, too!

"Wellstar is the health system that gave me a second chance at life. A second chance to hold my wife and children. A second chance to fight."

– Bow Matthews



BRETT CARE

Brett Faucett was, quite literally, at a crossroads. While driving to a meeting, the 39-year-old felt numbness in his left arm. He could ignore the symptoms and keep going, or turn around and head to the Wellstar Kennestone Hospital Emergency Department. Brett made the right choice. At the ED, he was diagnosed with a “widow maker” heart attack—a 99% blockage of a major artery. A stent was inserted to open the artery, and within 24 hours Brett was back home with his family. Several years later, Brett was on a flight when he experienced chest pain. Upon landing, he was rushed to Wellstar Atlanta Medical Center where a second heart attack was confirmed. This time, he was placed on a strict diet and exercise regimen, with great results. Today, Brett is looking and feeling well. He credits his family and his cardiologist for giving him the support and expert care he needs to stay well.

“My family has a dad and a husband thanks to Dr. Paul Douglass and his amazing team.”

– Brett Faucett

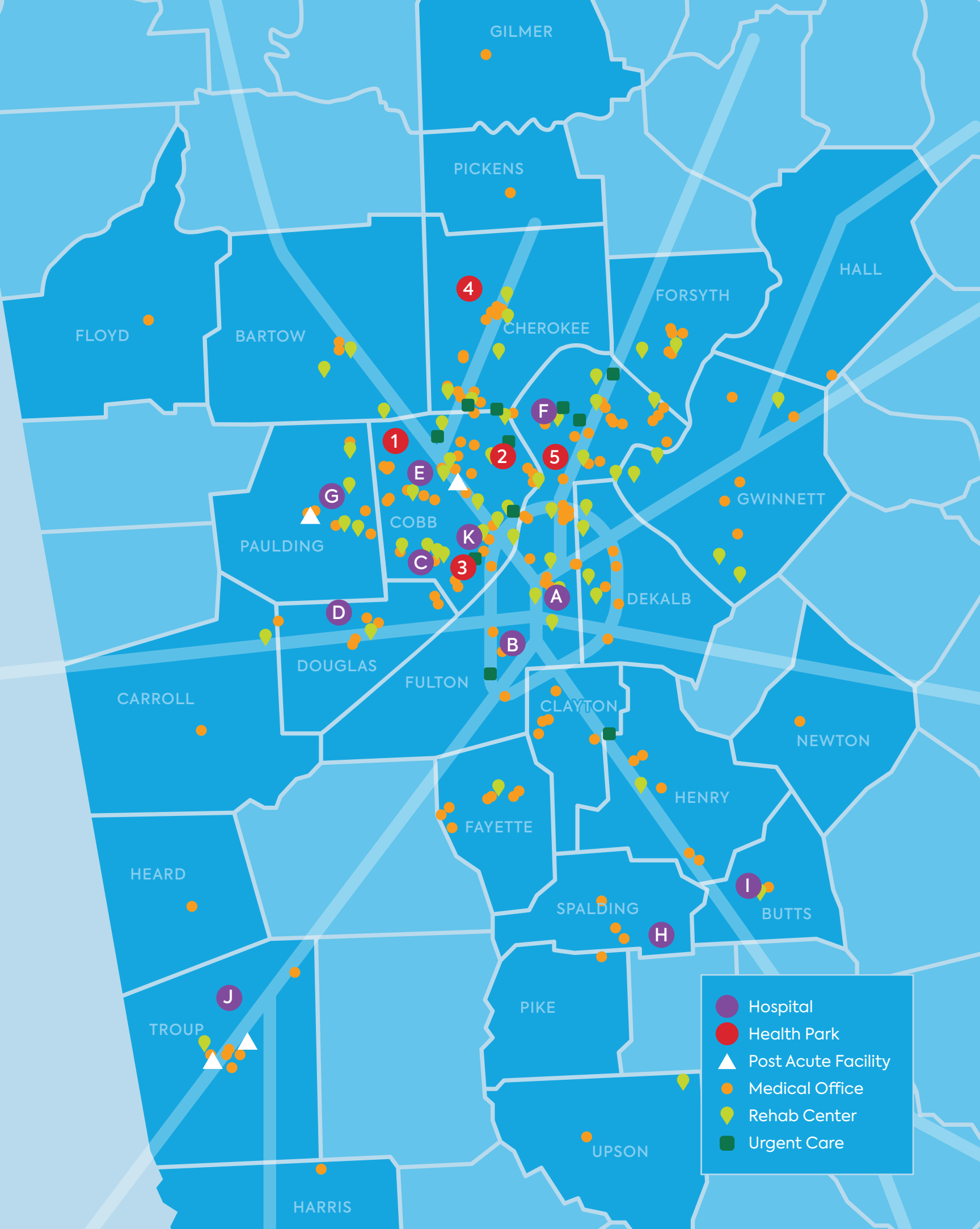


FRANK & LLEN CARE

After nearly 55 years of marriage, Frank and Llen Ryan are committed partners on life’s journey. But they’re not in it alone. Their pursuit of health is a long and successful partnership with their Wellstar physicians. From primary care to complicated diagnoses, treatment, surgery and therapy, Wellstar has provided the Ryans the best in PeopleCare for more than 20 years. The couple has had their share of challenges, like Llen’s Type 2 diabetes and debilitating back pain and Frank’s cancer, heart disease and Parkinson’s. Through it all, their Wellstar care team has held up the medical side of the partnership, while the Ryans do their part by choosing healthy habits. Today the couple is living their best, healthiest life. Frank plays tuba in a band, while Llen creates art and pays it back as a dedicated Wellstar volunteer. Eating well and walking at Kennesaw Mountain are part of their daily routine.

“Staying well is a decision we make every day. We can never appreciate our Wellstar doctors enough for all that they do.”

– Frank and Llen Ryan



PEOPLE CARE EVERYWHERE

Wellstar At A Glance

As one of the most integrated health systems in Georgia, when we talk about serving the community, we mean it. Wellstar hospitals, health parks, medical offices and other facilities are conveniently located across metro Atlanta and in counties to the south. At every site, our team members are there to keep you and your family well by providing convenient, cost-

effective healthcare solutions. We're meeting the growing needs of our communities by thoughtfully expanding to provide more of the services that matter most—from rehabilitation to imaging, cancer treatment and urgent care. While our footprint may be larger, our mission remains the same—to enhance the health and well-being of every person we serve.

 11 inpatient hospitals	<table border="0"> <tr> <td>A Wellstar Atlanta Medical Center</td> <td>G Wellstar Paulding Hospital</td> </tr> <tr> <td>B Wellstar Atlanta Medical Center South</td> <td>H Wellstar Spalding Regional Hospital</td> </tr> <tr> <td>C Wellstar Cobb Hospital</td> <td>I Wellstar Sylvan Grove Hospital</td> </tr> <tr> <td>D Wellstar Douglas Hospital</td> <td>J Wellstar West Georgia Medical Center</td> </tr> <tr> <td>E Wellstar Kennestone Hospital</td> <td>K Wellstar Windy Hill Hospital</td> </tr> <tr> <td>F Wellstar North Fulton Hospital</td> <td></td> </tr> </table>	A Wellstar Atlanta Medical Center	G Wellstar Paulding Hospital	B Wellstar Atlanta Medical Center South	H Wellstar Spalding Regional Hospital	C Wellstar Cobb Hospital	I Wellstar Sylvan Grove Hospital	D Wellstar Douglas Hospital	J Wellstar West Georgia Medical Center	E Wellstar Kennestone Hospital	K Wellstar Windy Hill Hospital	F Wellstar North Fulton Hospital	
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 1 pediatric center	 2 senior assisted living facilities	 3 inpatient hospice units <small>Austell, Marietta, LaGrange</small>	 9 cancer centers										
 16 urgent care facilities	 300+ medical office locations	 34 imaging centers	 74 rehabilitation centers										

PEOPLE CARE ANYWHERE

Whether you need close urgent care, primary and specialty care medicine right in your neighborhood or prefer to log into a virtual health visit, Wellstar makes it easy to get quality care at your convenience.

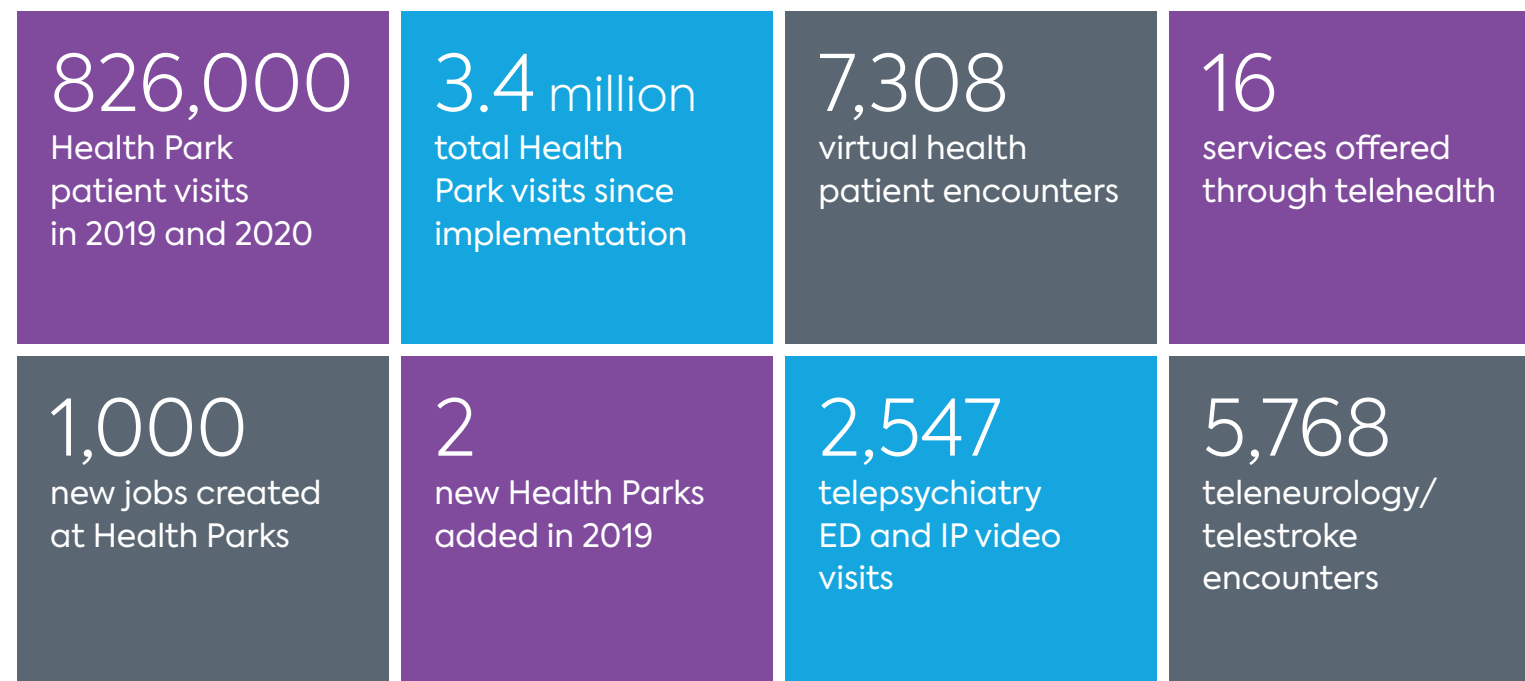
It's Wednesday afternoon and Donna has a routine visit scheduled with her Wellstar cardiologist. It's been a crazy morning with work and family duties. As Donna opens her laptop to begin her appointment, she takes a deep breath, and feels her heart rate slow. Thanks to Wellstar telemedicine, Donna can often visit with her care team from home, without battling traffic and parking.

Wellstar Health System continues to innovate, making care not only closer, but more convenient. That's because patients like Donna have told us that accessibility to physicians, nurses, testing and procedures matters more now than ever.

Whether it's a virtual medical appointment or a one-stop visit to her local health park for blood work and a quick bite, Donna loves knowing that the services she and her family need are as close as the neighborhood grocery store.

At Wellstar health parks, hospitals, physicians' offices and other locations, convenience goes hand in hand with collaboration. We know that the best healthcare is built on partnerships. When patients participate in their healthcare decisions, they feel better about the process and they experience more favorable outcomes.

FY 2019 – FY 2020 Wellstar Patient Engagement



Health Parks: Delivering the Best in Convenient PeopleCare

Healthcare consumers know what they want. That's why 2019 saw the opening of our two newest health parks—Cherokee and Avalon. At all five Wellstar health parks, the focus is on community and convenience. We deliver the neighborhood-based services you've asked for, like primary care, outpatient procedures, urgent care, imaging and specialty physician practices. Patients love our health parks experience, with lots of daylight and a modern, restful design.

Quality Care in Our Communities:

- 826,000 patient visits in 2019 and 2020
- Focus on families with primary care and prevention
- Friendly atmosphere with Bistro and Starbucks (per location)
- Community Education and Wellness Center for classes and programs
- Sponsorship of local health fairs and community events
- Easy parking
- Latest equipment and innovative procedures
- Integrated with other Wellstar hospitals and offices



Wellstar Virtual Health: PeopleCare Everywhere

At Wellstar, we know the world of medicine is everchanging and evolving. When it comes to cutting-edge research and technology, Wellstar remains ahead of the curve. Prior to 2020, Wellstar had a robust inpatient telehealth program, but the arrival of the global COVID-19 pandemic served as the catalyst for an accelerated system-wide initiative to provide virtual care everywhere. This effort surpassed unprecedented milestones for Wellstar Health System as a leader in providing virtual care, including:

- 2,547 Telepsychiatry ED & IP Video Visits
- 5,768 Teletroke/Teleneurology ED & IP Video Visits
- 2,033 WellstarON Urgent Care Video Visits

COMPLETECARE

From primary care to specialty medicine, our Service Lines are at the heart of the Wellstar care model. Our physician leaders drive collaboration while improving patient outcomes and experiences.

We are proud to deliver a full continuum of quality care for our communities, from birth to end of life. Our 12 service lines establish our strategy and define the way we care. Led by physicians and other clinicians, service lines support and connect people, processes and

technologies. From surgery to pediatrics, cardiology to women's health, experts within each specialty bring their insight and innovation to colleagues across our System. The result is better patient care and a healthier community.

Our services lines during FY 2019 – FY 2020



Behavioral Health

Our successful behavioral healthcare model gives patients 24/7 access to inpatient psychiatric services and support at all 11 Wellstar hospitals. Psychiatrists, psychologists and master's-level providers offer specialized care for those with cancer, heart disease, neurological issues and other emotionally challenging conditions.

250
behavioral health
specialists



Cardiovascular

The award-winning Wellstar Cardiac Network has earned a reputation for innovation and best practices. From irregular heart rhythms to open heart surgery, our specialists are leaders in the diagnosis and treatment of cardiac conditions, including pediatric cardiology. Across our System, we see more effective treatment, appropriate hospital stays and more happy homecomings.

11
cardiovascular
subspecialties



Digestive Health

Whether it's mild heartburn or a serious condition like Crohn's Disease, our digestive health experts specialize in diagnosing and treating gastrointestinal diseases. We use the latest diagnostic and therapeutic procedures to find out what's causing symptoms and relieve discomfort. Gastroenterologists offer advanced endoscopy and screening for colorectal, esophageal and liver cancer.

12,000
gastrointestinal
procedures per year



Oncology

The Wellstar Cancer Network—where compassion meets innovation—now offers more community-based, world-class care through a partnership with Northwest Georgia Oncology Centers. Again in 2019, Wellstar was a winner of the Commission on Cancer's Outstanding Achievement Award for commitment to high-quality cancer care.

More than 20
cancer drugs tested in clinical
trials obtained FDA approval



Pediatrics

From sniffles to cardiac care, Wellstar is a comprehensive resource for kids' health, and parents' peace of mind. Our goal is exceptional care close to home. New services include pediatric neurology, urology and outpatient orthopedic surgery. Our full-service Pediatric Center received a 97% patient satisfaction score.

200,000+
pediatric primary
care visits annually



Primary Care

Primary care physicians—internists and family medicine specialists—manage both routine and specialized healthcare needs. From diagnosing and treating chronic conditions like allergies and diabetes, to screening and counseling, they treat the whole person, with an eye on family wellness and disease prevention.

270
employed and
affiliate providers



Hospital Medicine

Hospital Medicine physicians lead the medical team in managing and coordinating the care of hospital patients. Our innovative care delivery model involves interdisciplinary rounds that include the patient, their family, nursing, pharmacy, care coordination and other disciplines, to create tailored care plans for each patient.

More than 60%
of patients receive care in an
acute collaborative care unit



Musculoskeletal

Wellstar is a national leader in advanced, multidisciplinary treatment for relief of chronic pain from musculoskeletal disorders. We've earned the highest ranking for Total Joint Replacement. From expert diagnosis and proven treatments to innovative rehabilitation, the focus is on positive outcomes.

100+
physicians offer
multidisciplinary care



Neurosciences

Wellstar is home to the state's largest Joint Commission accredited stroke network, with eight stroke facilities, including a certified Comprehensive Stroke Center. Our board-certified neurosurgeons, neurologists and neurointerventionalists also treat back and spine pain, brain tumors, headaches and dementia. Annually, more than 2,000 patients choose Wellstar for spinal procedures.

4,000+
patients with stroke symptoms
treated annually



Pulmonary Critical Care

Wellstar is a nationally recognized leader in pulmonary medicine. Board-certified pulmonologists partner with other clinicians and specialists to diagnose and treat lung and breathing problems, lung cancer and sleep apnea. Wellstar Windy Hill Hospital is nationally known for treatment of COPD and pulmonary fibrosis.

100+
board-certified pulmonary/
critical care/sleep specialists



Surgical

A pioneer in laparoscopic and robotic techniques, Wellstar has earned a global reputation for excellence in surgery, thanks to the best people, processes and technology. In 2019, 700 Wellstar surgeons performed more than 75,000 surgeries. Advances like the da Vinci® surgical system mean shorter stays and faster healing.

#1 volume
for surgical procedures
in Georgia



Women's Health

Wellstar women's health specialists meet the healthcare needs of women across their lifetime. More than 340 providers care for patients at all stages, providing reproductive, breast, cardiac, imaging, oncology and urogynecology services close to home. We joyfully delivered personalized birth experiences for more than 15,000 moms and their new additions this year.

25,000+
obstetric, gynecologic and
breast procedures each year

EXPERTQUALITYCARE

Extraordinary clinicians are at the heart of extraordinary healthcare. Wellstar clinicians bring competence and compassion to every patient we serve.

Whether they're conducting an office visit or a research study, Wellstar physicians, nurses and other care team members heal, and lead, with compassion. Our expert team provides world-class healthcare to members of the community regardless of their circumstances and within a variety of care settings, including our hospitals, health parks and treatment centers.

Delivering PeopleCare starts with a commitment to safety and quality. Wellstar clinicians participate in Safety First, our safety and reliability program. It strengthens safety culture by reducing errors, improving communication

and reporting unsafe conditions. The impact of Safety First has been significant.

When it comes to the use of innovative technology and evidence-based practices, Wellstar clinicians lead the way. They're at the forefront of clinical trials that give patients access to promising new treatments. Physician leaders participate actively in the strategic growth and direction of our System. They contribute to every major decision and ensure that the voice of the patient is heard. Their commitment to wellness leads them out in the community where they teach, mentor and share their expertise.

“I've never wanted to do anything else, I can't even imagine doing anything else. Surgery for me is one of the reasons that life is good.”

Tony Griffith, M.D., Surgeon

“I take pride in treating female patients and solving issues that affect younger women.”

Jenifer Conde, M.D.
Obstetrics and Gynecology

“One day, I want to look back at my career and remember the people I helped. I'm happy I made a difference.”

Hans Lee, M.D.
Cardiovascular Disease
Cardiac Imaging

“The most powerful thing you can do to improve your health is to make lifestyle changes like diet and exercise and weight loss. The impact is more powerful than most medications.”

Ravi Edupuganti, M.D.
Cardiologist

“My fellow Wellstar physicians are partners in care. They share my commitment to the best in quality and outcomes for our patients.”

Paul Douglass, M.D., MACC, FSCAI
Chief, Division of Cardiology

“We know that patients who are supported do better. Group prenatal care decreases preterm births, low birth weight and anxiety, while increasing patient satisfaction.”

Joy Baker, M.D., FACOG, PMH-C, C-ERM, MT (ASCP)
Obstetrics and Gynecology

“I am thankful to be a nurse and thankful to be a part of Wellstar Spalding!”

Laura Moss, RN IMCU

“In addition to providing the best care to my patients, I find immense joy in playing an influential role in training the next generation of physicians. As a clinician it is a part of our Hippocratic Oath to educate future healthcare providers and leaders and provide compassionate care to our patients – I am extremely happy that I am able to do both at Wellstar.”

G. Waldon Garriss, III, M.D., MS, FAAP, MACP
Program Director, Internal Medicine

“I cannot help but say how proud I am to be part of the team.”

Elizabeth Peters, MSN, RN, SCRNP, Stroke Program Coordinator

“There are great advances being made in treating neurological diseases. And Wellstar supports us in providing the best care for our community. I love what I do. I love to be able to work with the patients, the whole rehabilitation team and the family.”

Vimala Nair, M.D.
Hospital Medical Director
for Rehabilitation Services

“I like the fact that when patients return after successful treatments I can see in their faces that their lives are really better.”

Thomas Chun, M.D.
Urologist

“The best part about my job is the patients that I have the opportunity to care for every day. It is very rewarding to help patients who come in and are in pain and unable to live the life they want and to be able to provide them the tools, medication, other treatments to get them back to the quality of life they desire.”

Kelly Weselman, M.D., FACR
Rheumatologist

“My patients, even those in their 90s, are successfully using Wellstar's MyChart portal to become more empowered about their medical issues and treatment.”

Ryan Cantwell, M.D.
Internal Medicine

SAFEHANDSONCARE

Wellstar leads an all-hands-on-deck effort to protect team members and patients through a historic pandemic.

The COVID-19 pandemic has resulted in an unprecedented time for our community, state and nation. Amid the pandemic, Wellstar has been collaborating and working to keep both team members and patients safe.

One focus has been on team member wellness and resiliency. Wellstar has developed resources and tool kits to support team members in self-care aimed at positively impacting mind, body and day-to-day life. A healthy team member is important in providing safe, quality care to patients. Wellstar also reinforces specific strategies to keep team members and patients healthy and reduce the likelihood of contracting COVID-19, such as:

- Continue to wear a face mask/covering in public.
- Stay at least 6 feet (about 2 arm lengths) from people who do not live with you.
- Wash hands often with soap and water for at least 20 seconds, especially after you have been in public places, or after blowing your nose, coughing or sneezing.

- Cover your mouth and nose with a tissue when you cough or sneeze—or use the inside of your elbow.
- Avoid crowds—the more people you are in contact with, the more likely you are to be exposed to COVID-19.
- Avoid indoor spaces that do not offer fresh outdoor air as much as possible; if indoors, bring in fresh air by opening windows and doors, if possible.
- Clean and disinfect frequently touched surfaces including tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks.
- Be alert for COVID-19 symptoms including fever, cough, loss of taste/smell and/or shortness of breath. Take your temperature if symptoms develop.

Help for our frontline team members

Wellstar started a “Helping Hands” initiative to support and provide additional staff/resources to assist our patients and families. Many administrative, non-bedside nurses volunteered to return to clinical areas to perform tasks such as personal care support, passing food trays, taking vital signs and contacting families unable to visit, to provide updates on their loved ones.

Keeping our team safe with Personal Protective Equipment (PPE)

During this challenging time, Wellstar has worked hard to ensure our team members have essential PPE to protect against COVID-19. Wellstar Supply Chain leadership has taken a number of actions, including an accelerated process for evaluation of new PPE items. As well, the System has established direct relationships with manufacturers to purchase PPE, removing a layer in the process and reducing the potential for counterfeit products. And we have addressed nationwide supply shortages to take pre-emptive action, such as purchasing critical materials in demand to protect patients, visitors and team members.

Due to proactive measures, Wellstar has not experienced a shortage of PPE. Our team members have always had access to the equipment needed to protect themselves, colleagues, families and patients.

Safety Skills

Team members routinely practice what we call our *Safety First Relationship and Reliability Skills* to reduce error and improve communication to keep ourselves and our patients safe. These evidence-based practices address the challenges of communicating effectively while wearing a mask or face covering:

- *Speak up* when more information is needed or if you feel something is unsafe.
- Ask *clarifying questions* when information is incomplete or vague.
- Work together by *cross-monitoring* team members to point out high-risk situations.
- *Read back* and *repeat back* to validate and verify critical information.
- Self-check using the *STAR* process: **Stop, Think, Act** and **Review** to help us focus and pay attention to detail.
- A strong safety culture that encourages open communication of concerns and unsafe conditions for timely correction and improvement.



INNOVATIVECANCERCARE

An advanced method of removing a breast cancer tumor offers an alternative to the traditional choices.

Traditional methods for treating breast cancer are a mastectomy (removal of the entire breast) or lumpectomy (removal of the tumor), followed by radiation (either whole breast or partial breast).

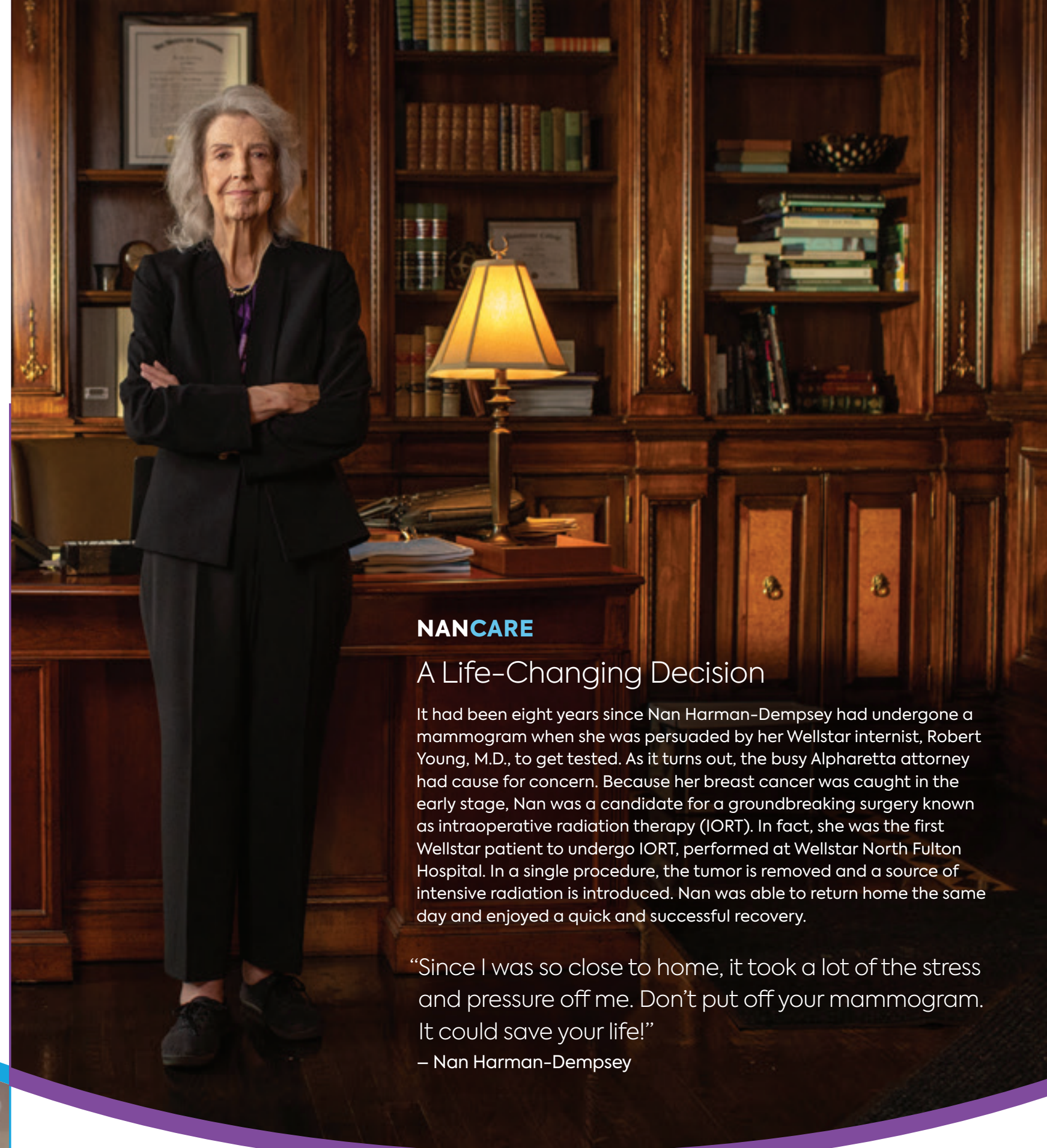
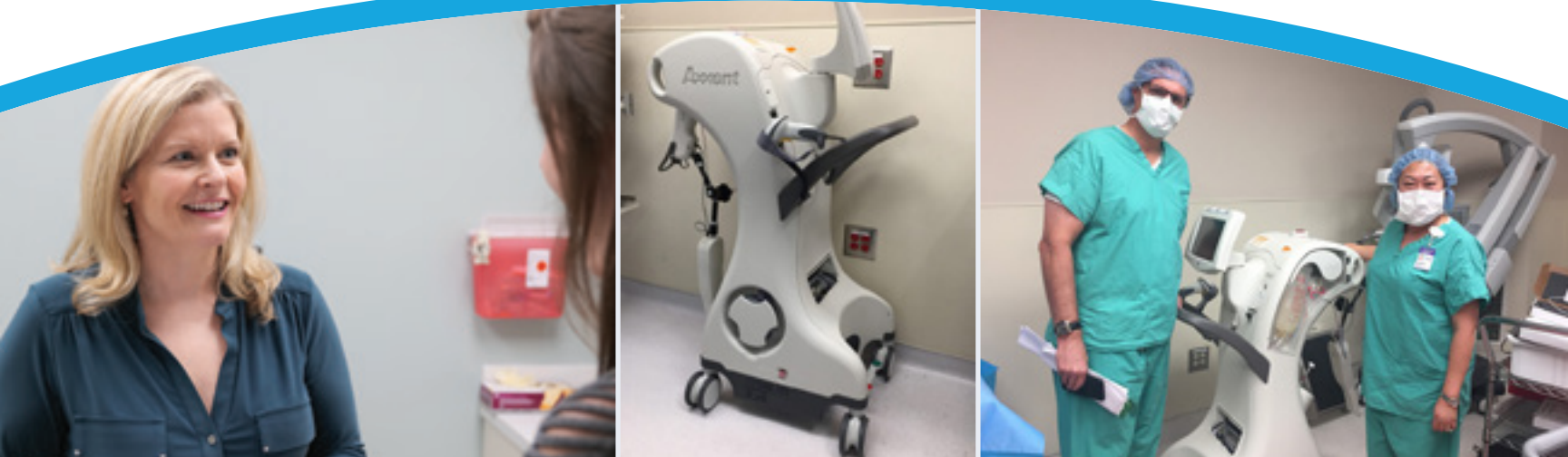
Intraoperative Radiation Therapy (IORT) was introduced at Wellstar North Fulton Hospital in 2019 and has been enthusiastically embraced. The two-part, single-procedure method involves removal of the cancerous tumor and introduction of high-dose radiation through a saline-filled balloon that is removed during the operation. The best candidates for IORT are patients over 40 with a small tumor that has not spread outside the breast.

According to Wellstar radiation oncologist Mark McLaughlin, M.D. (pictured in the right image below), IORT saves patients time and money. He describes the method as a “game changer,” as

it can reduce the number of patient radiation visits from 25 to zero. Other benefits include less involvement of other tissues, quicker recovery and a better cosmetic result.

Dr. McLaughlin teamed up with Wellstar breast surgeon Laura Pearson, M.D., (pictured in the left image below) to perform the first Wellstar IORT procedure. Says Dr. Pearson, “IORT is unique because it requires close collaboration from the care team. From start to finish, we work together to ensure the procedure is successful.” Adds Dr. McLaughlin, “With treatments like IORT, Wellstar patients can get back to their lives sooner and live life to the fullest.”

Investment in innovations like IORT means more choices and better outcomes for Wellstar patients. IORT is currently offered at Wellstar North Fulton and Wellstar Kennestone hospitals.



NANCARE

A Life-Changing Decision

It had been eight years since Nan Harman-Dempsey had undergone a mammogram when she was persuaded by her Wellstar internist, Robert Young, M.D., to get tested. As it turns out, the busy Alpharetta attorney had cause for concern. Because her breast cancer was caught in the early stage, Nan was a candidate for a groundbreaking surgery known as intraoperative radiation therapy (IORT). In fact, she was the first Wellstar patient to undergo IORT, performed at Wellstar North Fulton Hospital. In a single procedure, the tumor is removed and a source of intensive radiation is introduced. Nan was able to return home the same day and enjoyed a quick and successful recovery.

“Since I was so close to home, it took a lot of the stress and pressure off me. Don’t put off your mammogram. It could save your life!”

– Nan Harman-Dempsey

PEOPLE CARING FOR PEOPLE

Wellstar puts patients and team members at the center of everything we do—enhancing the health and well-being of every person we serve. It’s more than our mission, it’s who we are.


Like the patients we serve, our Wellstar team members have a choice. That’s why we’re working harder than ever to provide a rich and rewarding employment experience, with great benefits, opportunities for career growth and a commitment to diversity, equity and inclusion. At the same time, we’re doing more to attract the best candidates for our positions.

It’s working. Whether serving at the bedside or behind the scenes to provide world-class patient care, Wellstar team members are making a difference in patients’ lives. Working in healthcare is more than a job for our nurses, physicians and care team members. It’s an opportunity to contribute. That passion sets us apart.

This year we took important steps to transform the way we seek and attract top candidates and ensure a diverse, inclusive workforce. Among the changes was the creation of a skill-specific talent sourcing team. We also conducted extensive research to ensure that our workforce planning strategies are the best in the business—strong, yet nimble and responsive to changing needs.

These efforts were recognized. In every Wellstar facility, team members distinguished themselves on the job, achieved a satisfying work/life balance and pursued opportunities for education and advancement. On a System level, Wellstar was recognized with awards, including “Best Workplaces for Diversity” (Fortune Magazine) and “Best and Brightest Companies to Work For” (National Association for Business Resources).

It’s an honor to be consistently recognized, but just as important is the insight and inspiration we gain from benchmarking our performance. Through comparison with other organizations that value what we value, we can better identify performance gaps and leverage that knowledge for improvement, raising the bar as we go.



NAFE
Top Companies for Executive Females – 10 years running



Companies that Care Honor Roll
12 years running



Best Adoption-Friendly Workplace
Dave Thomas Foundation for Adoption
Best Adoption-Friendly Workplace – 4 years running

ASHLEY CARE

Life comes full circle for this team member

At 26, Ashley Irwin was a young woman on the move. A graduate of Auburn University, Ashley was working in fundraising at United Way of Greater Atlanta in September 2011 when a flareup of her Crohn’s disease sent her to Wellstar Kennestone Hospital, where she had been born. Ashley was recovering at home when what she believed to be a severe migraine turned out to be a stroke. Complications led to emergency brain surgery at Kennestone and a couple of weeks in ICU. Following a successful rehab and recovery, Ashley continued her non-profit career by joining the Wellstar Foundation in 2016 as a development officer.

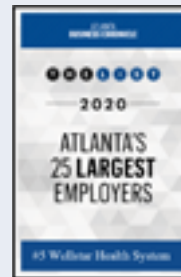
Fast forward eight years to September 2019 when Ashley and her husband Kevin returned to Kennestone to welcome their first child! As she held little Luke for the first time, Ashley was overcome with awe and gratitude. “From my birth, to my stroke and the birth of my son, Wellstar has always been there for me,” she says.



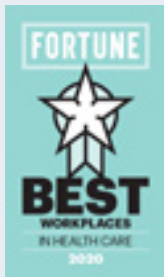

Best and Brightest Companies to Work For
2017, 2018, 2019, 2020



Great Place to Work Certified
Aug. 2019–Aug. 2020



Atlanta Business Chronicle
Atlanta’s 25 Largest Employers – 2020



Fortune Best Workplaces in Health Care
2019, 2020

HONORING EVERY VOICE

Wellstar has a long-standing commitment to diversity, equity and inclusion—a commitment that was strengthened in 2020.

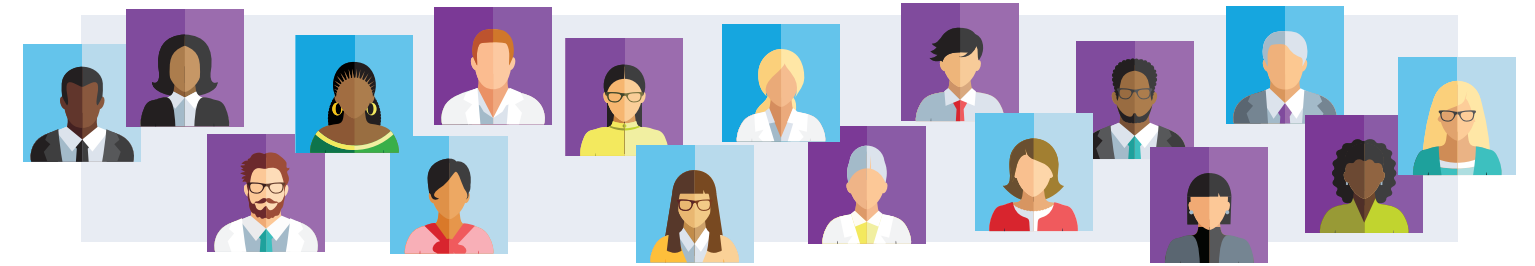
Early in the year, Diversity, Equity & Inclusion (DEI) representatives across the System conducted listening sessions with team members so that all voices had a venue to be heard. The sessions also provided an opportunity to learn about the actions and responses team members wished to see Wellstar take to help drive positive change for our communities and our team.

Those sessions inspired the creation of the Wellstar DEI Advisory Council comprised of leaders, team members and physicians. The Wellstar DEI Advisory Council actively works to create a diverse, equitable and inclusive environment,

where everyone feels valued and heard—and where racism and discrimination of any kind are not tolerated. A Leader Toolkit was also developed to equip leaders with the resources they needed to support in-depth, honest conversations about diversity, equity and inclusion with our team members. The toolkit features facilitator tips, an explanation of terms, background material and extensive resources.

Our network of 12 site-based Inclusion Councils are an essential asset to all DEI initiatives. While most have been in place for several years, three were added in 2020 in response to the listening

Key Outcomes of the Wellstar Diversity, Equity & Inclusion Advisory Council



Workforce Diversity

to best reflect the communities we serve.

Culture of Inclusion

to ensure diversity, equity and inclusion are integrated into our performance and behavioral structures.

Culture of Competence

so we're serving, speaking and acting with compassion in all things.

Health Equity

to provide safe and culturally appropriate care for every person, every time.

Community Engagement and Supplier Diversity

to become an even stronger partner for our communities.

sessions. The Wellstar DEI Advisory Council works in collaboration with our established Inclusion Councils to ensure the voices of our team members are reflected in all the work we do and enable a connected cycle of feedback across our system. With the recent launch of Inclusion Councils within Wellstar Medical Group and Shared Services, every Wellstar facility and department is working to advance DEI. Together, these cross-functional team members keep a pulse on the unique needs and opportunities at each of our sites and work closely with an Executive Sponsor to drive work forward.

“The events of 2020 presented for all of us, as individuals and as an organization, an opportunity to reaffirm our commitment to diversity, equity and inclusion. We are working tirelessly to ensure Wellstar is not only a place where racism and discrimination of any kind is not tolerated, but also an environment where everyone is able to be their full and authentic self,” says Garry Gross, Operational Leader of the Wellstar DEI Advisory Council.

We are committed to serving with compassion, pursuing excellence and honoring every voice.



Working Mother
Best Companies for Dads – 2020



Working Mother
Best Companies for Multicultural Women – 2019



Fortune
Best Workplaces for Diversity – 2018, 2019



Diversity Best Practices
Inclusion Index Company – 2020

Diversity, equity and inclusion are embedded in how we live out our values every day at Wellstar.



Serve with compassion

We treat every person we serve, and each other, with kindness and empathy.



Pursue excellence

We are constantly striving to grow and do better. Through educational programs and professional development, we create opportunities for each of us to learn more about promoting diversity, equity and inclusion.



Honor every voice

We recognize that our diverse perspectives, experiences and identities are our strength. We listen to and value what every person has to say and celebrate what makes each of us different and unique.

PURSUING EXCELLENCE

Our team members have earned a reputation for skill, compassionate care and dedication. That reputation again translated into numerous awards and accolades.

For healthcare professionals, the most meaningful recognition of all is a word of thanks from a patient on the mend or a hug from a grateful family member. Over the years, Wellstar team members have consistently earned the respect of the healthcare and business communities. Awards and recognition shine the spotlight on individual and team excellence. Wellstar teams and facilities were the proud recipients of awards in safety, stroke care, surgery, management, patient outcomes, engagement and other areas.

Wellstar team members are more than clinicians, techs and administrators. They're healthcare professionals who help advance their chosen fields by reaching higher. The honors they receive bring them respect, while inspiring others. From facility-based awards to international recognition, our people shine.

Though this is only a partial list of recognitions, we are honored by each and every accolade.



AMERICAN HEART ASSOCIATION®

The American Heart Association® (AHA) recognizes hospitals for their success in using Get With The Guidelines® and Mission: Lifeline® to improve quality of care and outcomes for heart and stroke patients.

GET WITH THE GUIDELINES®

Heart Failure Achievement

Wellstar Douglas Hospital – Gold Plus
Wellstar Kennestone Hospital – Silver Plus
Wellstar Paulding Hospital – Bronze

Resuscitation Achievement

Wellstar Kennestone Hospital – Silver Plus

Target Stroke Elite Plus

Wellstar Spalding Regional Hospital – Gold Plus
Wellstar North Fulton Hospital – Gold Plus
Wellstar Kennestone Hospital – Gold Plus
Wellstar Atlanta Medical Center – Gold
Wellstar Atlanta Medical Center South – Gold

Stroke Elite

Wellstar Cobb Hospital – Gold Plus
Wellstar Douglas Hospital – Silver Plus
Wellstar Paulding Hospital – Bronze

Target Type 2 Diabetes

Wellstar Atlanta Medical Center – Honor Roll

MISSION: LIFELINE®

STEMI Receiving

Wellstar Cobb Hospital – Bronze
Wellstar Douglas Hospital – Silver
Wellstar Kennestone Hospital – Silver
Wellstar North Fulton Hospital – Silver
Wellstar Paulding Hospital – Silver
Wellstar Spalding Regional Hospital – Silver
Wellstar West Georgia Medical Center – Silver
Wellstar Atlanta Medical Center South – Bronze

NSTEMI

Wellstar Douglas Hospital – Silver
Wellstar Kennestone Hospital – Bronze
Wellstar Paulding Hospital – Silver
Wellstar Spalding Regional Hospital – Silver
Wellstar West Georgia Medical Center – Bronze



LIFELINK OF GEORGIA

LifeLink Platinum Award

Wellstar Atlanta Medical Center was honored for its commitment to saving lives through organ, eye and tissue donations.



GEORGIA HOSPITAL ASSOCIATION

Patient Safety & Quality Summit Awards

The Wellstar System Medication Safety Department, Wellstar Medical Group, Wellstar Windy Hill Hospital and West Georgia Home Care took honors from GHA for publications and initiatives that advance safety and quality.



SOCIETY OF THORACIC SURGEONS

Recognition

Kudos to Wellstar Kennestone Hospital for earning two stars in every rated category.



WATSON HEALTH

IBM Top 100 Hospitals

Wellstar West Georgia Medical Center was selected as one of the top-performing hospitals in the U.S. based on clinical, operational and patient-satisfaction metrics.



FLORIDA STERLING COUNCIL

Governor's Sterling Award Recipient

Wellstar Paulding Hospital was honored for excellence among Florida and Georgia organizations that have implemented successful quality management systems.



LEAPFROG HOSPITAL SAFETY GRADE

Grade A for Fall 2019

Wellstar Douglas, Kennestone and Paulding hospitals received recognition for their efforts to keep patients from errors, injuries, accidents and infections.



THE JOINT COMMISSION

Gold Seal of Approval for Comprehensive Cardiac Center (CCC) Certification

Wellstar Kennestone Hospital became the first hospital in Georgia to earn this certification.



U.S. NEWS AND WORLD REPORT

16 Best Hospitals in Georgia

Wellstar Kennestone and Cobb hospitals made this prestigious list.



WORKING MOTHER

Top 10 Best Companies for Multicultural Women

Best Companies for Dads

100 Best Companies in the Nation

Wellstar Health System was recognized for a 12th year in a row.



Team Members Rally to Support Our Communities

On a beautiful June afternoon in 2019, more than 400 volunteer team members launched Wellstar's inaugural Day of Service. The focus was food insecurity. Participants hosted a pop-up food market, worked in a community garden, supported a state-wide network of food access agencies, created a mobile food pantry and prepared healthy bag lunches. "Wellstar Day of Service demonstrates how Wellstar is more than healthcare. As a healthcare organization, it is important that we support social determinants of health agencies like the Atlanta Community Food Bank and Feeding the Valley to ensure our communities have the proper nutrition to maintain overall health," says Shara Wesley, DrPH, Assistant Vice President, Wellstar Center for Health Equity.



BUILDING HEALTHIER COMMUNITIES

Wellstar is committed to addressing the full range of health needs within our communities.

From prevention and wellness programs to inpatient and outpatient care, we have the ability and desire to create lasting and impactful change in the health and well-being of the communities we serve across Georgia. The diversity in clinical and community interventions are profound in scope and complexity. Wellstar has several partnerships with community-based clinics that safeguard vulnerable community members—who may not have access

to primary care—to ensure they receive the care they need to stay healthy or manage their health conditions. For instance, Wellstar has begun to assess patients for food insecurity to connect those patients with food access support in their communities. These services also include the support of expecting mothers who may not otherwise have access to prenatal care.

Community health initiatives reach individuals beyond our hospital walls, including those without insurance and those with chronic conditions that must be managed. Below are some of our programs in 2019 and 2020.

Center for Health Equity

In 2019, Wellstar launched our Center for Health Equity in response to needs revealed by our triennial Community Health Needs Assessment process. The Center will provide oversight for System-wide strategies, initiatives and programs that are addressing health disparities that persist within six strategic domains:



Access to Primary Care



Behavioral Health



Cancer



Food Insecurity



Suicide



Women's Health

Supporting Growing Families

Wellstar is working to reduce the maternal mortality ratio in Georgia, especially among African-American women. Actions include reviewing and monitoring practices at all Wellstar hospitals. We support community education and services that reach more than 15,000 families each year. Wellstar also supports programs like Babies Born Healthy that provide subsidized prenatal services.

Wellstar Day of Service

In 2019, we launched the Wellstar Day of Service. It was a rewarding opportunity for team members to engage in community service, while also connecting. Our team members served over 1,000 hours supporting healthy food access agencies.

Community Safety-Net Clinics

Our community safety-net clinics provide medically underserved individuals with wellness exams, vaccinations and medication counseling. We also offer reduced-cost outpatient services in partnership with community-based clinics throughout our service area.

Congregational Health Network

This network leverages the strength of faith-based partnerships and serves as a bridge between our system and spiritual communities, supporting improvements in lifestyles and healthy habits. In 2019, we increased efforts to improve access to nutritious food. Outreach activities included community-based nursing through our Congregational Health Network, which supports more than 84 faith organizations.

Fighting Cancer

In our constant fight against cancer, we enhanced community screening to ensure that follow-up care is continuous and well coordinated. In partnership with the Wellstar Foundation, Susan G. Komen Greater Atlanta, and It's the Journey, we conduct free mammograms, with emphasis on underserved African-American and Hispanic women.

Food as Medicine Program

We also continue to prioritize food access and chronic disease management with our Food as Medicine Program. Through a partnership with Open Hand Atlanta, this intervention provides participants with medically tailored meals and food boxes, along with modules on chronic disease management and healthy food preparation.

Medical Interpretation Services

In 2019, Wellstar provided telephonic, video and onsite interpretation sessions. Documents were translated and offered in 20 different languages and braille. The increase in services and utilization displays Wellstar's strong ability to effectively communicate with our Limited English Proficient patient population.

MORE OUTREACH BETTER OUTCOMES

We seek to build healthier, more resilient communities by looking at health through a wide lens that includes not just office visits and bedside care, but education, outreach and prevention, as well.

Wellstar Population Health works to improve the health outcomes of the patients we serve. Underlying this work is the big idea that clinical outcomes are influenced by many non-medical factors. These are known as Social Determinants of Health. For example, the health of an individual with diabetes isn't only a matter of taking the right dose of insulin or regularly visiting the physician. It's also about the patient's access to healthy food and community services, housing status, education and employment.

To better understand these patients, their risks and factors that affect their health, Wellstar Emergency Departments have developed a Social Determinants of Health data collection process. The information gathered during ED visits will be used to identify community resources and other ways to meet non-clinical needs that impact health.

We know that disparities due to race, ethnicity, gender and socio-economic status influence clinical outcomes. During the pandemic, Population Health team members created predictive models using clinical history and demographics to identify the most vulnerable populations. These groups were targeted for outreach by our specialists, who provided resources and education to help protect them from the ravages of COVID-19.

Wellstar Health System also supported a System-wide expansion of telemedicine in 2020. Seeing a healthcare provider virtually not only reduces the chance for virus transmission, but also addresses inequities in transportation and access to services.



Shara Wesley, DrPH, is Assistant Vice President, Center for Health Equity and Community Outreach. Jeffrey Hines, M.D., is Medical Director of Wellstar Diversity, Inclusion and Health Equity. Together with other team members, they are leading the charge to provide equitable care for all, especially those disadvantaged by social, racial and economic factors.

“When the number of COVID-19 cases began to increase, hospital beds became scarce and persons were told to socially isolate at home. This further increased the need for our services and we were glad that we could be of assistance for our partners like Wellstar.”

Aleta McLean
Open Hand Atlanta Senior Director of Client Services

We reach individuals and families at all stages—from infant car seats to health education in schools and wellness programs for seniors in 2019–2020:



439,276
attendees at
community
health events

7,481
total events



19,682
individual
health
screenings



118,694
students learned
about important
health topics
through
5,580
school health
programs



3,568
Good Life Club
members

Equipment distributed by
Safe Kids Cobb County/
Safe Kids Spalding:

1,183 car seats
 718 bicycle helmets
 222 life jackets
 845 sleep sacks



3,834
car seat
inspections

WHEN THE NEED IS GREAT WELLSTAR IS THERE

Strong partners make strong communities. This year, reaching out was a team effort, and a labor of love.

Community Transformation Program

Technology advances health equity by improving access to preventive services and ensuring delivery of culturally competent care. In 2020, Wellstar launched the Community Transformation Program. The first cohort of community-based partners, generously supported by the Wellstar Foundation, will leverage telehealth and health applications to benefit more than 5,000 clients in Cherokee, Clayton, Cobb, DeKalb, Douglas, Fulton, Paulding, Pickens and Troup counties. These partners include Bethesda Community Clinic; Empowerment Resource Center; Healthy Mothers, Healthy Babies Coalition of Georgia; Good Samaritan Health Center of Cobb; and MUST Ministries.

Working Hand in Hand

When COVID-19 got in the way of a collaboration between Wellstar and Open Hand, the two dedicated community partners found a new way to improve the lives of those impacted by the virus. For several years, Open Hand, which delivers thousands of meals each day to those in need, has been a beneficiary of Wellstar's Day of Service. The two organizations have also collaborated on Food as Medicine, a prepared meal program. When both projects were halted in 2020 due to COVID-19, Wellstar and Open Hand worked together to ensure that patients treated for the virus don't come home to an empty pantry with no access to food. Wellstar Population Health identify food insecure individuals returning home to quarantine. They inform Open Hand, whose team members take over from there, delivering much-needed nutritious meals.



COVID-19 Pop-Up Testing

Adequate COVID-19 testing has been a top priority for the Center for Health Equity. After reviewing local and national data that identified African American and Hispanic/Latino communities as high-risk for COVID-19 infection, Wellstar partnered with local public health departments to bring free, quality tests into safe, familiar environments.

Together, Wellstar and community partners, like faith communities in Wellstar's Congregational Health Network, launched drive-thru and indoor pop-up testing sites. During testing events, residents also received "safety bundles" composed of prevention education, cloth masks, hand sanitizer and hygiene products.

INVESTING IN THE FUTURE OF NURSING

Building on their longstanding relationship, Kennesaw State University and Wellstar Health System are partnering to address Georgia's nursing shortage.

Thanks to an exciting and generous partnership with Wellstar Health System, Kennesaw State University (KSU), home to one of the state's premier nursing programs, will have the resources available to make great strides toward simultaneously addressing their students' needs and helping to tackle the state's nursing shortage.

Wellstar Health System is investing almost \$9 million in KSU's nursing program. This will

enable them to double the size of the nursing program from 512 to 1,024 students in just five years. In addition, this partnership will afford KSU the opportunity to hire new faculty and staff and to create an endowment to provide 50 student scholarships each year. This expanded partnership will ensure that KSU remains at the forefront of the critical effort to educate and train Georgia's next generation of exceptional nurses.

“Kennesaw State is fortunate to have a partner like Wellstar Health System who shares our commitment to excellence and community service, who believes in the potential of our students and who supports the work of our faculty and staff.”

– KSU President Pamela Whitten



Morehouse Internship

Chartered in 1981, Morehouse School of Medicine (MSM) confers Master of Public Health (MPH) degrees to a diverse cohort of health professionals each year. This year, Wellstar welcomed its first MSM MPH student intern, Raven Crowder, BS. Her experience supporting the Center for Health Equity's community-based COVID-19 response and food access projects complements her coursework in community-focused public health practice. Raven intends to enroll in a Physician Assistant degree program after graduation.

OUR BOARD OF TRUSTEES



Back row (left to right): H. Speer Burdette, III, Frank Ros, R. Randall Bentley, Sr., Ambica Yadav, T. Fitz Johnson, O. Scott Swayze, M.D. (Vice Chair), Candice L. Saunders, Otis A. Brumby, III (Chair), Gary A. Miller, Paul L. Douglass, M.D., Arif Aziz, M.D., Mitzi Smith Moore, D. Greg Morgan, James Larry Hornsby, M.D. Front row (left to right): Ed Richardson, Avril Beckford, M.D., John McKibben, W. Charles Brock, James Holmes, Charles Jones

Wellstar is people taking care of people. Our leadership encourages excellence with a personalized and integrated approach that is more than healthcare. It's PeopleCare.

As a not-for-profit health system, our members of the Board of Trustees enthusiastically volunteer their time and expertise, providing strategic direction and organizational support. Their commitment goes beyond the walls of the boardroom and into our hospitals and communities.

Board members, executives and physician leaders actively listen to and collaborate with team members. This impacts their decision-making and ultimately enhances the health and well-being of every person we serve.

Candice L. Saunders, our President and CEO, is a champion of pursuing innovation with personal connection. She has built her career around providing more community access to vital healthcare needs, addressing consumer health issues and improving operational efficiencies. Since she began her career as a registered nurse, she leads with the desire to ensure that Wellstar provides the best patient care and team member experience across our System.

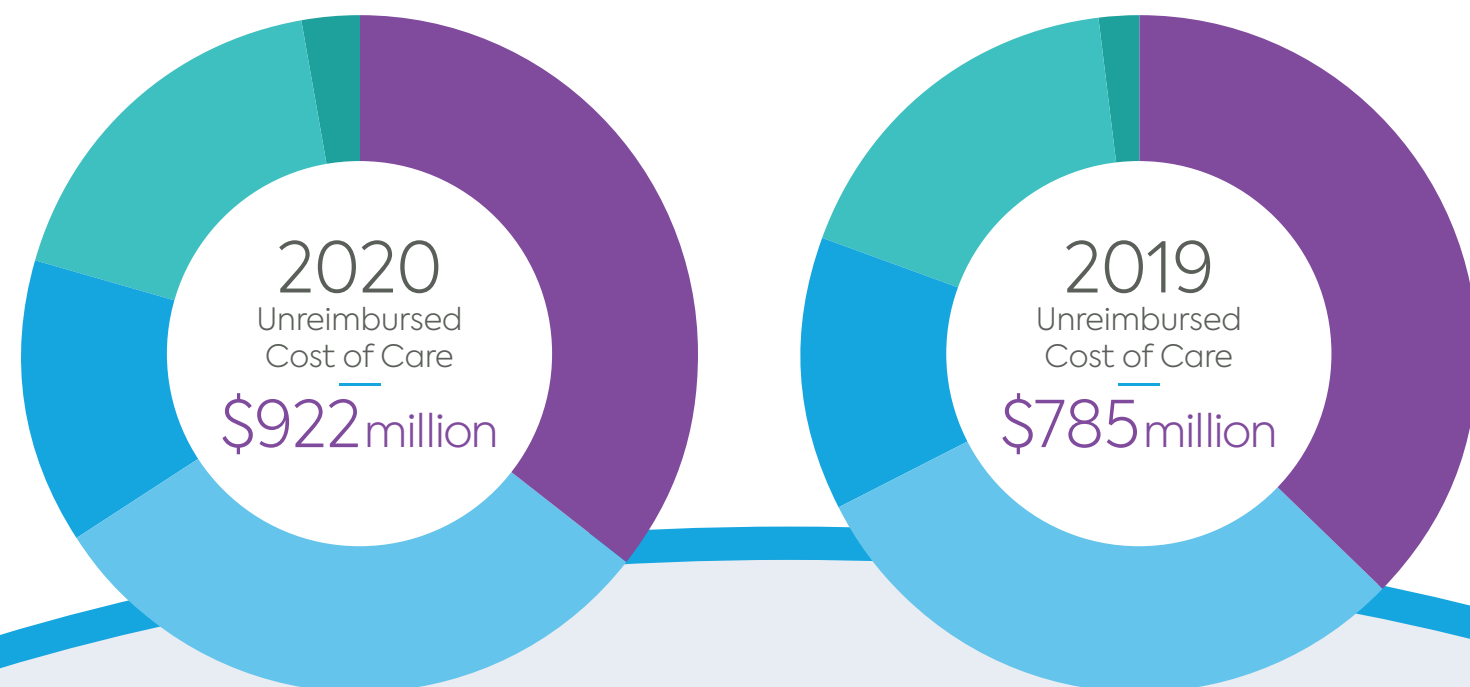
Candice sets the tone for our leadership culture by pursuing excellence, honoring every voice and serving with compassion. Those values, coupled with her unwavering dedication to providing world-class healthcare tailored for every person, every time, inspire our team members to also reach toward that vision.

PEOPLE CARE WHERE AND WHEN IT'S NEEDED

As a caring neighbor, it's our responsibility and privilege to provide the highest level of personalized care to individuals and families across a wide geographic footprint. As a not-for-profit network of interconnected hospitals, health parks, urgent care centers and medical offices, we provide patients with the services and resources they need to make the best healthcare decisions for themselves and their families.

We serve with an eye to value and consistency—delivering the same high level of service at every site in every community we serve.

As illustrated in the graph below, in 2020 Wellstar provided \$922 million in unreimbursed care. This figure reflects a large portfolio of community programs in schools, libraries and other settings. It covers unreimbursed charity care for those who are unable to pay. As well, it includes state and federal reimbursement shortfalls in covering the cost of care under Medicare and Medicaid for their beneficiaries.



- Cost of Charity Care
- Cost in Excess of Medicare Reimbursement
- Cost in Excess of Medicaid Reimbursement
- Other Unreimbursed Cost of Healthcare
- Cost of Community Programs

	FY 2020	FY 2019
Cost of Charity Care	\$ 329 million	\$ 293 million
Cost in Excess of Medicare Reimbursement	\$ 280 million	\$ 237 million
Cost in Excess of Medicaid Reimbursement	\$ 126 million	\$ 104 million
Other Unreimbursed Cost of Healthcare	\$ 162 million	\$ 136 million
Cost of Community Programs	\$ 25 million	\$ 15 million

AUDITED FINANCIALS

Combined Balance Sheets

in thousands	FY 2020	FY 2019	FY 2018
Assets			
Current Assets	\$ 1,294,406	\$ 836,145	\$ 754,086
Assets Limited as to Use	1,304,237	1,321,514	1,211,065
Property, Plant & Equipment	1,856,475	1,758,273	1,679,427
Goodwill	415,453	415,174	415,039
Other Assets	234,974	73,124	54,521
Total Assets	\$ 5,105,545	\$ 4,404,230	\$ 4,114,138
Liabilities & Net Assets			
Current Liabilities	\$ 842,515	\$ 565,050	\$ 433,655
Other Liabilities	1,150,252	775,252	613,651
Long-Term Debt	1,360,909	1,272,802	1,395,011
Net Assets	1,751,869	1,791,126	1,671,821
Total Liabilities & Net Assets	\$ 5,105,545	\$ 4,404,230	\$ 4,114,138
Combined Statement of Revenues & Expenses			
Total Revenues	\$ 3,772,712	\$ 3,564,028	\$ 3,216,319
Total Expenses	(3,652,975)	(3,366,217)	(3,061,182)
Revenues in Excess of Operating Expenses	119,737	197,811	155,137
Incremental COVID-19 Expenses	(43,216)	—	—
Provider Relief Funds Grant Funding	120,664	—	—
Electronic Medical Record Implementation Costs	—	—	(17,192)
Investment Income and Other	(24,019)	58,761	56,099
Funds to be Invested in Programs and Services	\$ 173,166	\$ 256,572	\$ 194,044

Wellstar invested \$314 million in both FY 2020 and FY 2019 and \$339 million in FY 2018 from purchases of PPE on cash flow in facilities, equipment and information systems technology. In our five-year capital plan, we will reinvest \$1 billion.

For reporting purposes, Wellstar follows federally mandated and other guidelines for patients, including:

Indigent: Patients at or below 125 percent of the federal poverty level.

Charity: Patients between 125 and 300 percent of the federal poverty level.

Medicaid: A federal- and state-administered program providing access to care for certain low-income and/or disabled individuals. On average, Medicaid reimburses physicians, hospitals and other providers less than the cost of care.

For 2019, the U.S. Census Bureau defined the federal poverty level as \$12,490 for an individual and \$25,750 for a family of four.

Source: U.S. Bureau of Labor Statistics (January 2019 data)

INVESTING IN A HEALTHIER TOMORROW

When we think of Wellstar, we think of hospitals, clinical-care teams, innovative treatment, cutting-edge research and compassionate patient care. Behind each of these is the quiet strength of the Wellstar Foundation.

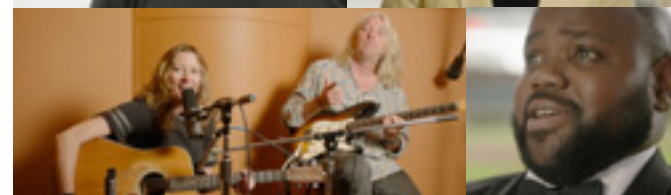
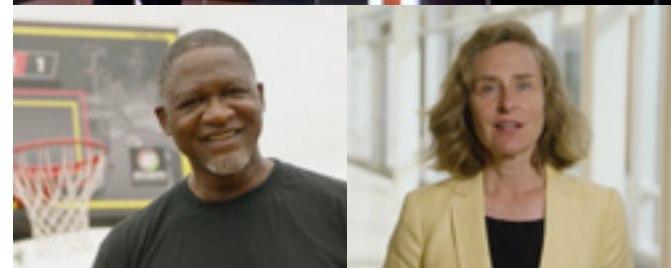
Whether in times of blessing or challenge, the Wellstar Foundation rallies for our System and community. That spirit has never been stronger than in 2020 when the Foundation was a source of compassionate innovation that lifted and cared for the community during the COVID-19 pandemic. Under the leadership of new President Julie Teer, the Foundation will continue to provide life-changing services, programs and support that make a profound impact on our community.

The Foundation met community needs. As much of the world closed down in mid-March, the Foundation expanded its access, partnering with the Wellstar Center for Health Equity to bring testing and telehealth to underserved communities. The Foundation supplied tablet devices to critical care and COVID units so that hospitalized patients could communicate with loved ones. As well, the Foundation facilitated local business contributions of meals, funds and encouragement to benefit our frontline heroes—the hospital personnel.

Team members were more generous than ever in fiscal year 2020, and Foundation support of team members was returned with a resounding expression of appreciation. Despite financial constraints on many, team member giving rose to its highest level, topping \$1.3 million. Among many meaningful initiatives, this historic generosity permitted the Foundation to offer additional emergency financial assistance to team members in need, and to fund more scholarships to benefit the educational dreams of employees, families and dependents.

Jenna Weber's successful recovery from a stroke left her filled with gratitude for those who cared for her, from the moment she arrived at Wellstar Kennestone Hospital, through treatment and months of rehabilitation. Jenna, just 33 when she was stricken, expressed her thanks by hosting fundraisers at Dry County Brewing Co. in Kennesaw, where she is the tasting room manager. "Dr. Gupta and the team never gave up on me, and I am so thankful," she says. See more on Jenna's story on Wellstar's YouTube channel.

There was magic in the air at this year's Wellstar Foundation Starlight Grand Gala. Although this year's event was virtual, it was as big and bright as ever. The fundraiser was originally scheduled to support emergency and trauma services, but donations were redirected to the System's COVID-19 Relief Fund. The star-studded evening was hosted by Fred Blankenship. It included appearances by special guests Michelle Malone and John Driskell, Dominique Wilkins, the Nappy Roots and other celebrities. A benefit of the digital format was that the number of guests was unlimited; all who wished to could enjoy the gala from the comfort of their homes.



2020 IMPACT OF GIVING

\$5.76 million raised in fiscal year 2020

Wellstar is grateful for every dollar donated to the Foundation. However, Coronavirus (COVID-19) significantly impacted services and fundraising in FY 2020.

The financial toll of the pandemic on Wellstar was enormous. As we continue our recovery efforts, we are highlighting some of the advancements made possible thanks to contributions from our generous donors.

COVID-19 Impact

As one of the most extensive and integrated not-for-profit health systems in Georgia, Wellstar stood on the frontline in the fight against this pandemic. In response, the community overwhelmingly supported our healthcare workers by donating essential safety equipment, services and funding toward the Wellstar Foundation's COVID-19 Relief Fund.



600,000

PPE & medical supplies such as masks, gloves, hand sanitizer, gowns, etc.



300

tablets used to safely connect patients with physicians and their loved ones



200,000

meals for healthcare workers



\$928,000

COVID-19 Relief Fund, which supports Wellstar care sites and the communities we serve



Service Lines Supported by Community Donations

- Behavioral Health
- Cardiology
- Emergency & Trauma
- Hospice
- Neurology
- Oncology
- Orthopedics
- Pediatrics
- Women's Health



Hospital Enhancements

- **Critical Decision Unit Buildout** – Wellstar Paulding Hospital: A designated unit designed for patients who come to the Emergency Department and may need additional tests, treatment or observation requiring them to stay longer than a typical emergency department visit. The CDU helps to meet increased demand for emergency care in the area.
- **LUCAS Systems** – Wellstar Cobb Hospital: An easy-to-use, automated chest compression device that helps emergency workers deliver lifesaving care to patients in cardiac arrest.
- **Neuro Biplane** – Wellstar North Fulton Hospital: A hybrid operating room, offering biplane imaging capabilities and staffing support that make stroke and neurocritical care available faster and closer to home.

LIFETIME DONORS

Wellstar Foundation is grateful to the following generous donors whose cumulative lifetime gifts of \$100,000 or more have made a significant impact on the healthcare of those around us. Because of their support, Wellstar Health System can continue to improve access to care and find innovative ways to meet the healthcare needs of the communities we serve.

Abbott Laboratories
Anonymous
Anonymous
ApolloMD Business Services, LLC
Art Plumbing Company
Mr. George Avary*
Bank of America Merrill Lynch
Mr. and Mrs. W. Ray Barnes
Batchelor & Kimball, Inc.
BB&T
Dr. and Mrs. Gerald Bortolazzo
Mr. and Mrs. David Bottoms
Brasfield & Gorrie General Contractors
Bristol-Myers Squibb Company
Mr. and Mrs. Tony W. Britton
Mr. William C. Brock
Pamey J. Brotherton Estate
Snookie and Bernie Brown
William Michael Brown, M.D.
Mr. and Mrs. A. James Budzinski
Callaway Foundation, Inc.*
J. Bulow Campbell Foundation
Carlyle Fraser Employees Benefit Fund
Raymond M. Cash Foundation – Mrs. Karen C. Cash
CDH Partners, Inc.
The Charter Foundation, Inc.*
Mr. and Mrs. William Chegwiddden
Ms. Linda A. Clark
Cobb County Board of Commissioners
Cobb County Medical Society & Cobb County Medical Society Alliance
Cobb EMC Membership Service
Coca-Cola Refreshments, Inc.
Cork-Howard Construction Company – Mr. Gene Cork
W. Lamar Cousins, M.D.
Deloitte
Development Authority of Douglas County
Douglas County Economic Development Authority
Downey & Cleveland, LLP
DPR Construction Company
Dundee Community Association
Mr. James D. Dunn
Mr. John J. Elliott, Jr.
Drs. Tom and Christie Emerson
Epic Systems Corporation

James L. Fisher, M.D.
Mrs. Carolyn Power Flowers
Mr. and Mrs. Allen Franklin*
Gas South, LLC
Genentech, Inc.
Genuine Parts Company/NAPA
Georgia Power Foundation, Inc.
Mr. Michael J. Gordon
GreyStone Power Corporation
Mr. Jerry Hall
Hall Booth Smith, P.C.
Mrs. Jeanette Hardy
Mr. Johnny Hardy
Mr. and Mrs. Scott D. Hawkins*
Hill-Rom Co., Inc.
Terry and Brenda Hillhouse
Dr. and Mrs. Douglas C. Huber
The O.C. Hubert Charitable Trust
Inglett & Stubbs Inc.
It's The Journey, Inc.
Mr. and Mrs. Reynold J. Jennings
The Walter and Doris Johnson Foundation
Mr. William Jones
Estate of George Henry Keeler
The Laona M. Kitchen Foundation
Susan G. Komen Greater Atlanta
Ms. Despina Kutelis Estate
Lanier Parking Solutions
Mrs. Livvy Kazer Lipson
Lockheed Martin Aeronautics Company
Dr. and Mrs. Tom Malone*
Mr. and Mrs. Aymar Manning
Ms. Mary M. Manning
Marietta Board of Lights and Water
McKesson Provider Services
Dr. and Mrs. Mark P. McLaughlin
Medline Industries, Inc.
Merck & Co., Inc.
MetroAtlanta Ambulance Service
Mr. and Mrs. Edward C. Milligan
Milliken Foundation*
MiMedx Group, Inc.
Mobilized Fuels, Inc.
Northwest Georgia Oncology Centers, P.C.
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Now, more than ever, your support helps us take PeopleCare to the next level and realize our vision to deliver world-class care to every person, every time. Thank you for your commitment to a healthier tomorrow. Please see our giving opportunities below, and contact the Wellstar Foundation at **770-956-GIVE (4483)** or online at [wellstar.org/give](https://www.wellstar.org/give).



Use this QR code to go directly to the secure online donation page.

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Gifts to the Annual Fund back critical needs within the communities Wellstar serves by providing immediate support that bring advancements to the area faster.

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Transformational gifts make a significant difference in the lives of our patients by partially or fully funding major projects.

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Honor a loved one with a gift that helps fund life-saving programs and services in the name of someone you cherish.

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Wellstar stands at the frontline in the fight against Coronavirus (COVID-19). A contribution to this fund helps our continued involvement to support the community during the pandemic.

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Through this program, patients can recognize and honor the people who cared for them during their stay at Wellstar. Visit: [Wellstar.org/wccg](https://www.wellstar.org/wccg)

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Georgia taxpayers receive a 100% state income tax credit of the amount they contribute to qualified rural hospitals, such as Wellstar Sylvan Grove Hospital. Qualified corporations may also receive federal tax credits. Visit: [Wellstar.org/gataxcreditgiving](https://www.wellstar.org/gataxcreditgiving)

“With so many rural hospitals closing their doors, we are fortunate to have a Wellstar hospital of this caliber in our community. I am grateful for the opportunity to support the well-being of the community that supported me while in business here for so many years.”

– Tom Webb, Jackson resident



Giving Rural Hospitals a Leg Up

When Wellstar Sylvan Grove Hospital renovated its Emergency Department in 2019, no one could have predicted Emergency Departments across the country would be so critical in the fight against COVID-19. Thanks to contributions from the Georgia HEART Rural Hospital Tax Credit, the hospital was ready to meet the community's needs with a redesigned waiting room, enhanced Emergency Department patient rooms, upgraded equipment and more.

Of the \$3 million received through the program thus far, every dollar has gone toward services that advance care, such as:

- Portable x-ray machines in the newly renovated Emergency Department
- A radiology department expansion, including a full remodel and advanced CT scanner
- An outpatient rehabilitation center renovation, including new state-of-the-art equipment

While Wellstar Sylvan Grove is listed among the top 10 participating hospitals in terms of need by



Wellstar Sylvan Grove Hospital updates in 2019

the Department of Community Health, Butts County residents rely on this 25-bed hospital for a variety of services, including 24-hour emergency care, diagnostic imaging and more.

With continued public support of Wellstar Sylvan Grove, the 55-year-old hospital hopes to bring back its mammography program that was once discontinued due to a lack of resources, as well as upgrade all inpatient rooms throughout the hospital.

For more information on Wellstar Sylvan Grove Hospital, visit the Wellstar Foundation – Ways to Give web page, and click on the Rural Hospital State Tax Credit Program page.



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