



MethodistSM
Le Bonheur Healthcare

2021 Annual Report



MISSION

Methodist Le Bonheur Healthcare, in partnership with its medical staffs, will collaborate with patients and their families to be the leader in providing high-quality, cost-effective patient- and family-centered care. Services will be provided in a manner which supports the health ministries and Social Principles of The United Methodist Church to benefit the communities we serve.

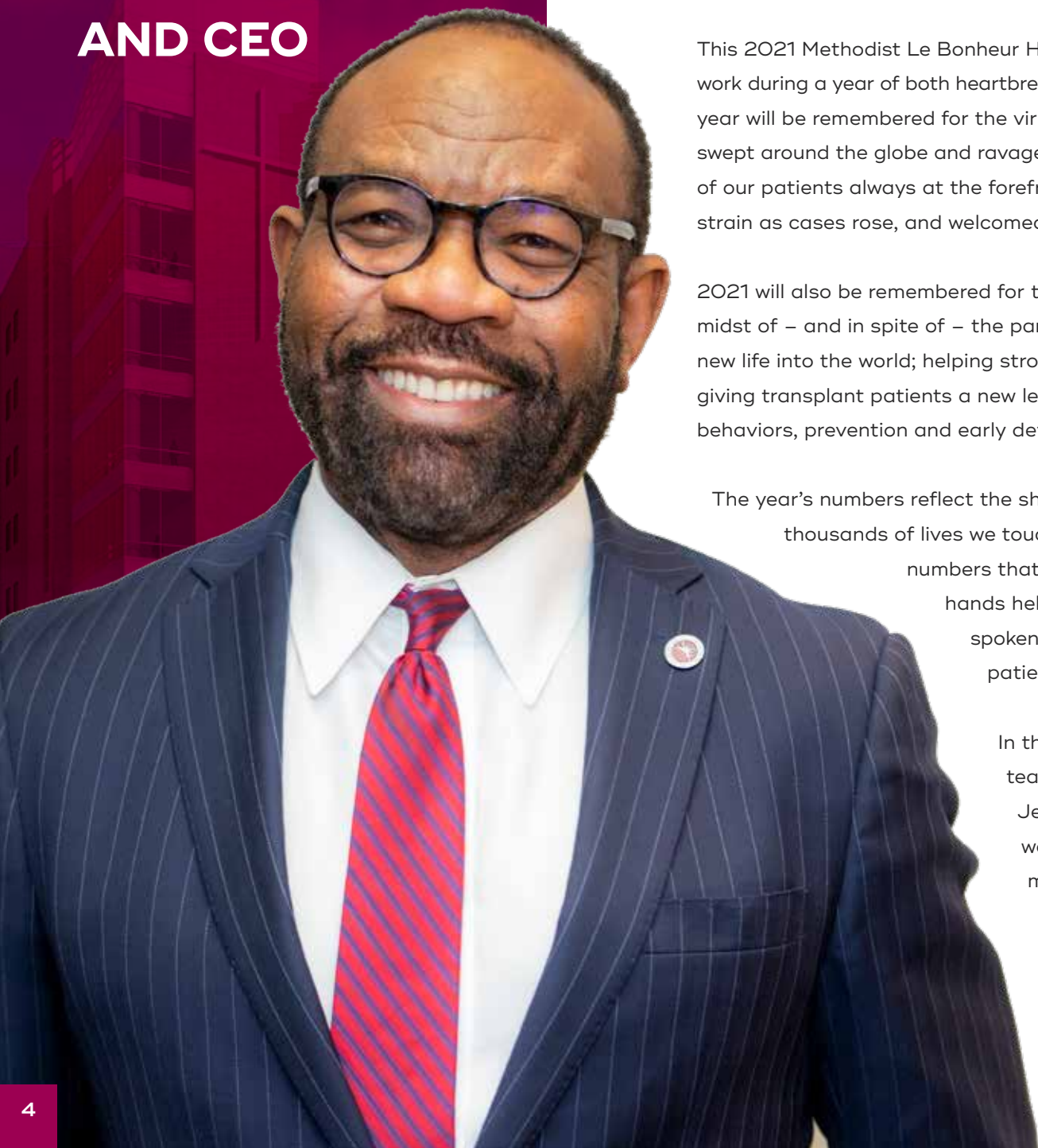
VISION

Methodist Le Bonheur Healthcare will be nationally recognized for excellence in clinical quality, patient safety and compassionate care to improve every life we touch.

VALUES

SERVICE
QUALITY
INTEGRITY
TEAMWORK
INNOVATION

A LETTER FROM OUR PRESIDENT AND CEO



With unrelenting resilience, resourcefulness and courage, our MLH team remains on the frontlines of the COVID-19 battle after two long years – meeting each challenge with every ounce of energy and talent they possess.

This 2021 Methodist Le Bonheur Healthcare Annual Report highlights our work during a year of both heartbreak and inspiration. There is no doubt the year will be remembered for the virulent Delta and Omicron variants that swept around the globe and ravaged our communities. With the well-being of our patients always at the forefront, we navigated moments of severe strain as cases rose, and welcomed moments of relief as cases declined.

2021 will also be remembered for the exceptional care we provided in the midst of – and in spite of – the pandemic. This is our daily work; bringing new life into the world; helping stroke victims not only survive, but thrive; giving transplant patients a new lease on life; and promoting healthy behaviors, prevention and early detection.

The year’s numbers reflect the sheer scale of our work and the thousands of lives we touched. But behind these statistics are numbers that can’t be measured – the number of hands held, the number of encouraging words spoken and the number of prayers shared with patients, family members and colleagues.

In the face of epic challenges, the MLH team stood tall. But we didn’t do it alone. Jeep enthusiasts drove our healthcare workers through icy winter streets to make sure extreme weather would not keep us from our patients. Celebrities stepped up to headline educational and fundraising events. And when our system was under the weight of the Delta variant, a Tennessee National

Guard contingent joined us in the trenches as we battled the largest wave of new patients. Most important were the hundreds of thousands of Mid-Southerners helping us inch closer to normalcy by getting vaccinated.

But we did not allow the volatility of the *present* to slow down our drive to build an even stronger MLH for the *future*.

As we look forward, we aim to live up to the trust our community places in us. We are trusted to focus on maintaining the highest safety standards for our environments of care. We are trusted to always put patients at the center of all we do. We are trusted to provide the public with critical information on infection rates, prevention measures and vaccine efficacy. And we are trusted to lend our unique, frontline perspective to the discussions about confronting the health disparities across socioeconomic and racial lines that tragically persist. It is our Power of One culture and resilient spirit that continually help us to meet and exceed all of these expectations.

On behalf of our board of directors and our leadership team, I invite you to peruse this report and take inspiration from stories of dedication, determination and courage. These are the stories of people with compassion in their hearts and expertise honed over lifetimes of service, all working together for the purpose of improving every life they touch.

With our best wishes for your good health,

Michael Ugwueke, MPH, DHA, FACHE
President and CEO

2021 BY THE NUMBERS



28,175
Telehealth Visits



35,523
Surgeries



12,781
Associates



5,744
Babies Delivered



36,459
Home Care Visits



2,395
Providers



288,754
Emergency Visits



56,691
Total Inpatients



443,901
Patient Care Visits to MLH Practices



172,002 COVID-19
Tests Administered



4,506 COVID-19
Inpatients Cared For



\$251M Invested in
Community Benefit

DEDICATION TO OUR PATIENTS AND FAMILIES

Leading the Way in Safety and Patient Experience

In 2021, a year when COVID-19 surged and placed renewed pressure on our Associates and organizational resources, all five of our adult hospitals received “A” grades in patient safety from **The Leapfrog Group**, an independent national watchdog organization committed to healthcare quality and safety. In addition, Methodist Le Bonheur Healthcare was the only area health system to earn all 4 and 5 stars out of 5 on Medicare’s patient experience report.

“Our primary focus is to provide our patients with outstanding care, and our ‘A’ grades solidify our unrelenting promise to deliver the safest and highest quality care to our patients,” said Methodist Le Bonheur Healthcare President and CEO Michael Ugwueke. “As part of our commitment to transparency and continuous improvement, the grades reflect our strong performance on national Centers for Medicare and Medicaid Services measures and our voluntarily submitted safety surveys to Leapfrog.”

Award-Winning Care in Action

- Methodist Surgery Center Germantown was recognized on the list of America’s Best Ambulatory Surgery Centers by **Statista** and **Newsweek** – and led the category in both Reputation and Key Performance Data.
- Wolf River and Le Bonheur East were among only 13 ambulatory surgery centers named by **The Leapfrog Group** to their inaugural list of Top Ambulatory Surgery Centers.





Meeting Every Challenge with Innovation

Methodist Le Bonheur Healthcare's passionate clinical care teams brought experience, dedication and teamwork to the system's response to the ongoing COVID-19 pandemic.

Innovation amid challenge is central to the story of Methodist Le Bonheur Healthcare. We found new ways to respond to the needs of our patients, all while keeping everyone safe.

Watchful Care from the Comfort of Home

The implementation of our **COVID-19 Remote Patient Monitoring** system was a game changer, relieving our overworked staff while giving us the ability to provide care for patients in the safety of their homes. The program enrolled 258 patients in 2021.

Spotlight on Monoclonal Antibody Clinics

Methodist Le Bonheur Healthcare's **monoclonal antibody clinics** administered more than 4,200 infusions system-wide, helping many of our patients avoid serious illness and hospitalization.

In September 2021, we were honored to host Tennessee Department of Health Commissioner Lisa Piercey, MD, at our Hacks Cross infusion center, discussing with her the challenges of supply levels and expressing gratitude for the state's help.

A Higher Level of Hope for Children at Risk

"REGEN-COV is another tool in the fight against COVID-19 that we can use for children with high-risk conditions, such as heart and lung disease or obesity, who are infected with the virus and have some symptoms, but are not sick enough to require hospitalization," explains Sandy Arnold, MD, Le Bonheur's chief of pediatric infectious diseases and principal investigator with REGEN-COV trial.

When we were presented with an opportunity to bring REGEN-COV to children in a clinical trial, nurses Sarah Barve, Laura V. Boywid and Brandy Vaughn answered the call. Their dedication to innovative care made this trial a reality.

Here for Our Patients So They Can Be There for What Matters

Shirley Bailey suffered a stroke at her home on the day that, by chance, her granddaughter was coming over.

Lying on the bathroom floor, Shirley could hear her granddaughter knocking and calling out, but could not move. Her granddaughter acted quickly, breaking down the door and dialing 911.

At Methodist University Hospital, doctors treated Shirley’s stroke, removing a blood clot. Shirley awoke in the intensive care unit feeling like a new person. “I feel like it’s a miracle even to be here,” she said. “The nurses were wonderful, and I received exceptional care.”

A year after her stroke, Shirley got to dance at her granddaughter’s wedding. “It was special because my granddaughter is the one who found me.”



Experts in Stroke-Related Care

All five Methodist hospitals were recertified by DNV GL Healthcare – Methodist University Hospital as a Comprehensive Stroke Center and the others as Primary Stroke Centers. This recertification affirms the hospitals’ readiness to handle a full range of stroke-related medical issues.

“With the high prevalence of strokes in this region, having a network of stroke centers here at Methodist Le Bonheur Healthcare to offer the best possible treatments makes a huge impact on the lives of patients, their families and the community,” said Chris Bonham, director of neuroscience.



25 Years of Friendship. One Life-Saving Day.

The Reverend Colenzo Hubbard, founder of Emmanuel Center and St. Joseph’s Episcopal Church in Memphis, regularly visited a nephrologist. The health of his kidneys fluctuated for years, but eventually they worsened until his medication wasn’t doing enough to correct the problem. As a result, he was added to the kidney transplant waiting list.

Lee Giovannetti and Colenzo had been friends for more than 25 years. During their many talks, Colenzo shared that his kidneys were failing, and that his only hope was to receive a new kidney. Lee said throughout their decades of friendship Colenzo has never asked him for anything – “And he never asked me for a kidney.”

Still, Colenzo’s diagnosis was weighing heavily on Lee’s heart. So, he began the application process of becoming a living organ donor. While most individuals have two kidneys, a person can lead a normal life with one healthy kidney.

On average, a kidney from a living donor has the potential to last about 15–20 years, almost twice as long as a kidney from a deceased donor. In some instances, a donor may not be the most compatible match for the recipient, which was the unfortunate case for Lee and Colenzo.

“At first, I thought, ‘Well, that’s that. I guess it wasn’t meant to be.’ But then I learned about the National Kidney Registry Program. Ultimately, I could donate my kidney to Colenzo, which made it an easy decision to participate,” said Lee.

His kidney donation through the registry launched a chain of donations that ended with a kidney delivered that same day to Colenzo. By the end of that day, both men were recovering from successful operations – friends now bonded for life.



Life-Saving Transplants Break a Record in 2021

The year 2021 was record breaking for the James D. Eason Transplant Institute at Methodist University Hospital. With 317 transplants completed – including 199 kidney transplants, 107 liver transplants, three pancreas transplants and eight kidney and pancreas transplants, with 27 of the transplanted organs coming from living donors – Methodist Le Bonheur Healthcare remains dedicated to leading the way.



Putting Our Heart Into Every Transplant

20-month-old Lyric Everhart was born with idiopathic dilated cardiomyopathy, a severe heart abnormality that would have killed her within five years. After six weeks of waiting, she became the first patient to receive a heart transplant at Le Bonheur Children’s Hospital. Two days after her surgery, Lyric was brushing her teeth, playing with dolls and blowing bubbles.

Today, Lyric is a thriving six-year-old with a whole lot of heart. Her transplant team was led by Surgical Director of the Heart Transplant and Ventricular Assist Device Program Umar Boston, MD, Executive Co-director of the Heart Institute Christopher Knott-Craig, MD, and Executive Co-director of the Heart Institute and Chief of Pediatric Cardiology Jeffrey A. Towbin, MD.



Ella Morrissey

Five Years. 50 Transplants.

The Heart Institute at Le Bonheur Children’s Hospital recently performed its 50th heart transplant while celebrating the fifth anniversary of its very first patient, Lyric.

Seventeen-year-old Ella Morrissey from Weatherby Lake, Missouri, received the Heart Institute’s 50th heart transplant on December 5. Diagnosed with hypertrophic cardiomyopathy at age 10, Ella managed her condition through medications and an implantable cardioverter defibrillator to prevent cardiac arrest. After an intense bout of arrhythmia that required four shocks from her ICD, Le Bonheur cardiologists determined that Ella needed a heart transplant. Today, she’s recovering well and celebrated the new year with a new heart.



Lyric Everhart



Award-Winning Care – for Everyone, Everywhere

We're privileged to touch so many lives on our journey, wherever the patient is along theirs. Every location in the Methodist Le Bonheur Healthcare network is committed to reaching new horizons every day in care quality and patient experiences. While it's impossible to tell every story in just a few sentences, the recognition our teams receive provides a high-level view of what we do.

Continuing Commitment to the Highest-Quality Nursing Care

In 2021, Le Bonheur once again achieved one of the highest national recognitions of care – the Magnet designation from the American Nurses Credentialing Center. Methodist North received Magnet designation in 2019, making it the region's first Magnet adult hospital.

Exceeding Standards in Bariatrics at Methodist Le Bonheur Germantown

Methodist Le Bonheur Germantown was recognized for high-quality bariatrics care through its accreditation by the Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program. This signals that we not only maintain nationally recognized bariatric surgical standards, we also strive for continuous quality improvement every day.

Together, we're leading the way in Memphis advancing safe, high-quality care for bariatric surgical patients.

Presenting Tennessee's First and Only ICU to Earn a Beacon Award for Excellence

The Intensive Care Unit at Methodist North received the Silver-level Beacon Award for Excellence from the American Association of Critical-Care Nurses. Signifying exceptional care through improved outcomes and greater overall patient satisfaction. For our nurses, this is an indication of a positive and supportive work environment characterized by a high degree of collaboration between colleagues and leaders.

The Methodist North ICU is the first and only adult ICU unit in Tennessee to receive this award.

Recognizing Olive Branch for their Dedication to Women's Health

Methodist Olive Branch was recognized as a Best Hospital by the Women's Choice Award – a coveted credential that identifies the nation's best hospitals. This award empowers patients to choose the best for themselves and their families.

The hospital was honored in four categories: patient safety, obstetrics, stroke center and outpatient experience.

Celebrating 10 Years of Patient- and Family-Centered Care in Hospice

As we honor the 10th Anniversary of Methodist Hospice Residence, we recognize the incredible work of our caregivers over the years. Here, our team provides comfort and care in a serene, homelike setting for terminally ill adult and pediatric patients in the final stage of life.

Because of the compassion and generosity of our community, Methodist Hospice was able to provide over 60,630 days of care to patients who were unable to pay, equaling \$3.8 million in care paid for by donors.



Breaking Ground. Expanding Services. Transforming Futures.

Clearing the Way for a Greener Present

In October 2021, at Methodist University Hospital, demolition began on the **Crews Wing**. Named after Superintendent James M. Crews, who served the hospital for 34 years, 25 of those as senior administrator, the Crews Wing first admitted patients in early 1972.

The eight-story, 150-bed, 130,000-square-foot James M. Crews Memorial Wing went on to house the hospital's first dedicated psychiatric unit.

Transformation of the Crews Wing will allow for a beautiful greenspace to serve as the hospital's front vista, at the corner of Bellevue Boulevard and Union Avenue. Passersby will be welcomed by the gorgeous Shorb Tower as they approach Methodist University Hospital.

Leading Change in West Tennessee

Expected to be complete in Spring 2022, Le Bonheur is opening a 21-bed **inpatient pediatric unit** at Jackson-Madison County General Hospital to help increase access to expert, cost-effective care.



Elevating the Delivery of Pediatric Care

In late August, we broke ground on the heart of Le Bonheur's future strategic direction – a \$95.5 million investment that includes a **four-story hospital expansion** dedicated to providing children with the most complex care that only our pediatric experts can give.

The project includes enlarging the cardiovascular and neonatal floors, surgical recovery area and main floor. It will increase our number of critical care beds, ultimately providing every child access to the level of care they need.

DEDICATION TO OUR ASSOCIATES



Caring for Associates, Healing the Community

Healing takes place beyond the hospital walls. Creating optimal outcomes, and keeping patients and Associates healthy and safe, also takes place within the community. This is 2021 at a glance.

Facing a Different Kind of Storm

When the **February 2021 blizzard** shut down businesses, and many local hospitals were left with little to no water, we came together as a community. We used tanker trucks to bring in 25,200 gallons of water, boosted water pressure and brought in resources from unaffected facilities.

As we helped our neighbors, our neighbors helped us. The **Mid-South Jeep Club**, an organization of Jeep owners, shuttled healthcare workers to and from work in the snow for more than a week.

A Mandate to Help Keep Everyone Safe

As the Delta variant spread throughout the Memphis region, affecting patients both young and old, it put a serious strain on our resources used to care for patients, and we arrived at a pivotal moment in our battle against the COVID-19 pandemic.

Methodist Le Bonheur Healthcare leaders made the decision to establish a vaccine requirement for all Associates and providers, along with all on-site students, volunteers and vendors. By the vaccine deadline, more than **98% of our Associates were fully vaccinated** or had an approved medical or religious exemption.



Protecting the well-being of our patients, their families and our Associates will always come first.

First MAAP Grads Make the Grade

Tanya Myers decided to participate in the **MLH Associate Advancement Program** soon after it began accepting applications.

The program is designed to provide Associates opportunities to fulfill career aspirations to build long-term economic stability. Before making a final decision, Tanya researched requirements and courses of study for different programs and immediately knew that the MAAP program, in partnership with the University of Memphis, was the right path for her.

She believed that a role in healthcare leadership would allow her to make the biggest impact on her community and best serve patients and their families.

“Being a Methodist Le Bonheur Healthcare MAAP graduate has empowered me to grow, dream and encourage others to continue their education,” Tanya said.

“The resources at Methodist Le Bonheur Healthcare and the University of Memphis were great, and they truly prepare you for your career after graduation. I now have a foundation that I can build upon and, more importantly, the tools necessary to begin my journey into the healthcare leadership field. Graduating from MAAP forever changed my life.”

Within a few weeks of graduating, Tanya was selected for her first leadership role: clinical supervisor at our **Hacks Cross Minor Medical Center**.



Exemplary Leadership. Exceptional Dedication.

Throughout the year, our leadership team was recognized for their exemplary leadership, inspirational vision and steadfast commitment to impacting the Mid-South for the better.

In January, MLH President and CEO Michael Ugwueke was named a recipient of the **Harry S. Hertz Leadership Award** from the Baldrige Foundation, recognizing role model leaders who challenge, encourage and empower others to achieve performance excellence. Soon after, he was honored with the Tennessee Hospital Association **CEO of Distinction Award**, the organization's highest honor.

"Michael encourages an open and collaborative working relationship within the MLH workforce," said Richard Aycock, MD, gastroenterologist and medical staff representative of the MLH Board of Directors. "He leads by example, demonstrating across the MLH system the importance of being at our best, every day, for those we serve," added Dr. Aycock.

Chief Nurse Executive Nikki Polis was named a **2021 Healthcare Hero** by the *Memphis Business Journal*. Nikki led MLH through the harrowing and confusing morass of the pandemic, and chaired our Vaccine Task Force.

Several members of the Le Bonheur Children's Hospital team were also named **2021 Healthcare Heroes** – including Chief of Pediatric Hospital Medicine Cynthia Cross, MD, Chief Operating Officer Brandon Edgeron and Nurse Practitioner Jamila Smith-Young.



Called to Serve. Determined to Make a Difference.

In addition to the individuals named on the list, the *Memphis Business Journal* also designated Le Bonheur Children's Hospital's Home Visitation Programs as a **2021 Healthcare Hero**. These programs are designed to assist low-income, first-time mothers from pregnancy through their children's second birthdays. The aim is to improve pregnancy outcomes, child health and development and economic self-sufficiency of the family by strengthening the bond between parent and baby.

The Tennessee Hospital Association also honored pulmonologist Paul Deaton, MD, and registered nurses Hanan McNamee and Callie Lillard of Methodist Le Bonheur Germantown with the **COVID-19 Healthcare Hero Award** for their work in caring for a severely ill pregnant patient and her baby during the early months of the pandemic.

“It’s a special calling to be a nurse or medical professional, maybe even more so now,” said Dr. Aycock. “Throughout this pandemic, we continue to see shining examples of unparalleled courage and compassion.”

An Associate on a Mission Makes Miracles Happen

The day a patient came into the Methodist Medical Group–Champion Hills/Southwind practice where Medical Assistant **Brittney Griffin** works, the staff instantly sensed something was wrong.

Primary care physician Lee Magro, MD, ordered lab tests, revealing the patient, who had returned home to await the results, needed urgent care. Dr. Magro told Brittney to contact the patient immediately and tell him to get to an emergency room without delay.

Brittney quickly went to work. But when the patient and his emergency contact failed to answer after multiple attempts, she tracked down the patient’s address, located the manager of the apartment complex where he lived and pleaded with them to check on the patient.

The patient was found unconscious, and was rushed to the hospital by ambulance.

Others might have given up after several phone calls, or simply left a voicemail. But Brittney went above and beyond to help the patient.

“She saved his life,” said Dr. Magro. “I don’t think he would have survived the night if it hadn’t been for her.”

Brittney’s persistence and passion paid off. For demonstrating dedication and determination, she was recognized with the **Miracle Award**, which honors individuals or teams that go above and beyond to make a difference in the lives of the patients we serve.

Today, Brittney is more determined than ever to continue making a difference. In addition to her full-time job, she’s also in nursing school studying to be an RN, taking the next step in expanding her ability to provide exceptional care.

“She works during the day, is up at night studying, taking care of her family and is always here, on time, taking care of her patients,” said Practice Manager Charlotte Johnson. “She is truly a miracle, and it makes me proud to work with her.”



DEDICATION TO OUR COMMUNITY

Committed to Battling Every Surge

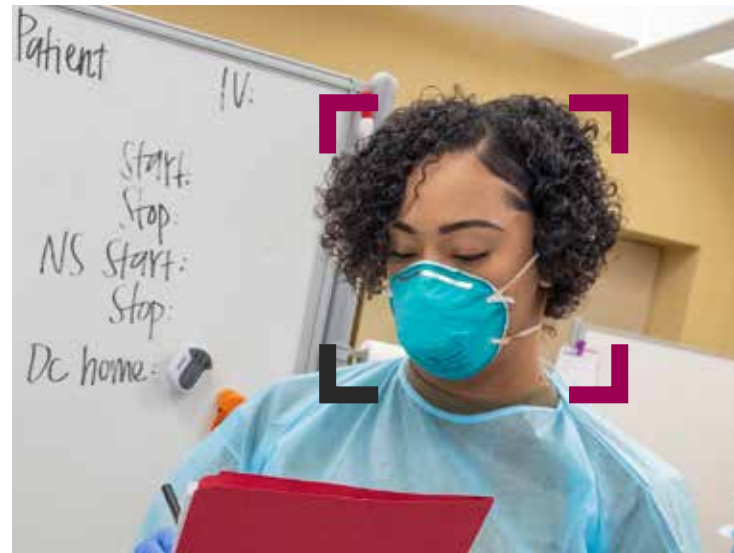
In June, months into our second year battling COVID-19, we reached a pandemic low of only 14 hospitalized COVID-19 patients across our six hospitals. Then the Delta surge hit, and within a matter of weeks, our team was caring for hundreds of COVID-19 inpatients.

Despite the availability of safe and effective vaccines, it was devastating to see COVID-19 cases rising – including in children and young adults who were left fighting for their lives. To help combat the surge, we welcomed 28 Tennessee National Guard members temporarily to our staff. In addition, the State of Mississippi assigned 18 additional relief staff members to Methodist Olive Branch.

Our caregivers were grateful when Delta cases waned, but as the year came to a close, the hyper-contagious Omicron wave swept through our community. Our dedication to heartfelt care persevered once again, this time in the form of new tools to help patients and reduce pressure on our health system.

From remote patient monitoring to expanding our antibody infusion capacity, our expertise and efforts received national attention.

ABC News broadcast live from Methodist Le Bonheur Healthcare for *Good Morning America* and *World News Tonight*, highlighting the swell of our inpatient census and the growing concern of the Delta variant in the community.



Spotlight On: This Is How We Live

Patients and families are always at the heart of everything we do. So, in a time of widespread misinformation, we regrouped and solidified our commitment to providing clear, accurate information on COVID-19 and vaccine safety.

From newscasts, live events and launching a community-wide vaccination campaign, we answered questions, addressed concerns and debunked myths.

Our local awareness campaign, “**This Is How We Live**,” partnered with neighborhood churches, school systems and community groups in an effort to boost vaccination rates.

Combined with our community partnerships, **This Is How We Live** led to an increase in vaccination rates, especially among disparate patient populations and those at high risk.



**41,000+
COVID-19
Vaccines
Administered**



With a Little Help from Our Partners

To increase awareness and address concerns about vaccine safety, we partnered with Shelby County Schools, 85 local congregations and several African American and Latinx organizations, including Jack & Jill of America, 100 Black Men of Memphis, Las Americas and Iglesia Nueva Vida.

“ I’m just ready to get back to work. There’s nothing like being there and interacting with your students. We’re a family. We’re happy to move forward and we’re stronger together. ”

Laurance Oliver
8th Grade Math Teacher, Cummings Optional School

Making a Difference in Health Equity

Growth takes support. From establishing clinical experiences that educate future healthcare providers at Meharry Medical College to providing Shelby County Schools with vaccination and mental health services, we're dedicated to nurturing our community through outreach, education and advocacy.

Ensuring Diversity in the Next Generation of Physicians

The Methodist Le Bonheur Office of Medical Education and Academic Affairs collaborated with **Meharry Medical College** to diversify the next generation of physicians, address healthcare equity within our community and create a foundation of trust between minority patients and healthcare providers. Together, we established OB/GYN residency rotations at Methodist South and Methodist Le Bonheur Germantown that meet the Accreditation Council for Graduate Medical Education requirements.

Not only did we improve their ability to see patients more quickly and learn evidence-based strategies, but we also welcomed two Meharry Clerkship students with Memphis roots into rotation.

A Foundation for Our Shared Future

For years, we've been the contracted healthcare provider for Shelby County Schools, and each year we deepen our commitment.

- We deliver **health and mental health services** to Shelby County Schools employees and their families.
- Our Mission Integration team partners with the Urban Child Institute and the Tennessee Department of Education on **BookNook**, an innovative literacy program for young children within Shelby County Schools, to help improve reading skills.
- The Urban Child Institute, Le Bonheur and Memphis and Shelby County Schools piloted a program at five South Memphis schools to determine the effectiveness of having a **dedicated nurse and health clinic** embedded in schools.
- Le Bonheur's COVID-19 experts advise school leaders on recommended measures to keep children safe at school and **provide vaccinations for staff and students**.
- Le Bonheur therapists provide **on-site therapy at schools** to assist children with developmental delays.
- Our Chief of Staff Cato Johnson serves as chair of the governor's subcommittee to review **Tennessee education funding**.





Continuing Our Commitment to Community Care

In the midst of COVID-19, we remained dedicated to supporting the community we are privileged to serve.

We hosted drive-thru health fairs, sponsored farmers markets, conducted virtual lunch-and-learn sessions and many other community activities throughout the year. These events were vital to the surrounding community, because while they provided health education, they also provided a safe environment for much-needed social interaction.

Going Beyond the Walls of the Hospital

Methodist South hosted a drive-thru event in October in recognition of **Breast Cancer Awareness Month**.

“It is important for our community to be reminded of the importance of mammogram screenings,” said Methodist South President Ocpivia Stafford. “Even though we are in a pandemic, regular screenings are still encouraged for prevention and early detection of breast cancer.”

Attendees received breast cancer awareness resources, t-shirts, a healthy snack pack and cheers from the Havenview Middle School cheerleading squad.

Thinking Outside the Traditional Definition of Care

Methodist North sponsored a stress management workshop for nearly 50 Craigmont Middle School teachers.

During the workshop, instructors guided the staff through mindfulness exercises and activities like a painting experience and breathing techniques.

Meeting Families Where They Are

Methodist South also hosted the Mommy & Me Baby Expo for expectant mothers and caregivers. This family-friendly, drive-thru event provided prenatal information, car seat and breastfeeding education and healthy snacks and giveaways. Attendees were also able to meet the hospital’s maternity team.

Dedicated to the Mind, Body and Spirit

Our Mission Integration team established a free 24/7 hotline to help those struggling with hardships. Open to the Mid-South community, our chaplains offered invaluable spiritual care to people coping with a serious illness, grieving the loss of a loved one or dealing with depression and anxiety – fielding more than 54,500 calls in 2021.

Raising Funds, Lifting Spirits

The Bush Sisters Inspire Action and Donations

Methodist Healthcare Foundation hosted the 19th Annual Methodist Healthcare Luncheon, featuring keynote speakers Barbara Pierce Bush and Jenna Bush Hager. The event raised more than \$255,000 for the faith-based, healing mission of Methodist Healthcare and will be used to address priority areas of need.

Michelle Williams Shines at My Sister’s Keeper Event

Broadcast live from the Hattiloo Theater in Memphis, Michelle Williams of Destiny’s Child headlined this year’s event speaking on the importance of mental health for Black women. My Sister’s Keeper raised \$36,000 for programming specifically for Black women, with more than 200 women attending this event.

Awareness and Support Builds for Sickle Cell Patients

This year, we launched Supper for Sickle Cell. With 40 households joining virtually and more than \$22,000 raised, the first year laid the groundwork for growth and expanded awareness and support through Supper for Sickle Cell for years to come.

Meteorologist Jim Jagers Races to Help Raise Money for Children’s Health

WREG News Channel 3 meteorologist Jim Jagers and his team of cyclists visited 35 schools, businesses and churches across 333 miles in Shelby County, Tipton County, Lauderdale County, West Memphis, Arkansas and Oxford, Mississippi, to raise more than \$230,000 for Le Bonheur to be used for pediatric research and care for all children regardless of their ability to pay.

Nationwide Support of Le Bonheur’s Mission

The 17th Annual Pumpkin Run and Family 5K returned to an in-person event in 2021. More than 1,300 supporters from 37 states participated in person or virtually to raise over \$93,000 to support Le Bonheur’s mission of hope and healing for children.



SYSTEM LEADERSHIP

Michael Ugwueke, MPH, DH, FACHE
President & Chief Executive Officer

Sarah Colley, JD
Chief Human Resources Officer

Trey Crabb
Chief Business Development Officer

Kathleen Forbes, MD, MSHM, CPE, FAAFP
Executive Vice President,
Academic Group

Ron Fuschillo
Chief Information Officer

Cato Johnson
Chief of Staff, Public Policy
and Regulatory Affairs

Chuck Lane
Chief Financial Officer

Wayne Lipson, MD
Chief Medical Officer

Albert Mosley, M.Div., Ed.D.
Chief Mission Integration Officer

Michael Paul
Chief Strategy Officer

Nikki Polis, PhD, RN
Chief Nurse Executive

Monica Wharton, JD, FACHE
Executive Vice President
& Chief Administrative Officer

FACILITY LEADERSHIP

David Baytos, FACHE
President, Methodist Olive Branch Hospital

Gene Cashman
President, Affiliated Services

Rebecca Cullison, FACHE
President, Methodist Le Bonheur Germantown Hospital

Florence Jones, DNP, RN, FACHE
President, Methodist North Hospital

Marigay Miller
Chief Operating Officer, Physician Enterprise

Tim Slocum, FACHE
President, Methodist University Hospital

Ocpivia Stafford, PharmD
President, Methodist South Hospital

Michael Wiggins, DBA, FACHE
President, Le Bonheur Children's Hospital

MEDICAL STAFF LEADERSHIP

Randy Davis, MD
President-Elect

Paul Carruth, MD
President

Carl Sanchez, MD
Vice-Chief of Staff

L. Madison Michael, MD
Chief of Staff

Richard Aycock, MD
Representative to the Board

I'm often asked what gives
me strength to keep going
in the face of the unrelenting
pressure of this marathon
pandemic. **It's simple.**
**At MLH, we draw
strength from
one another.**

Michael Ugwueke,
President and CEO





MethodistSM
Le Bonheur Healthcare

methodisthealth.org