YOUR SUPPORT OUR IMPACT

2019 ANNUAL REPORT





DEAR FRIENDS.

2019 was truly a landmark year for Methodist Le Bonheur Healthcare and the Methodist Healthcare Foundation — and guite simply — we couldn't have accomplished all that we did without your support, partnership, and advocacy. On behalf of our Foundation team and board of directors, we are very proud to present to you our 2019 Annual Report.

A tremendous highlight of 2019 included the opening of the beautiful new Shorb Tower at our flagship Methodist University Hospital. The building - named in honor of former Methodist Le Bonheur Healthcare President and CEO, Gary Shorb – opened in May, and philanthropy played a key role in making this commitment of care for our community possible. Many friends, grateful patients, community members and construction partners made gifts to support critical areas of care for our patients within the new hospital. In April, we commemorated the opening of Shorb Tower by celebrating with our donors and partners, including a memorable reception on the rooftop.

In this 2019 Annual Report, you will read personal stories that highlight the incredible impact our organization has on the lives of our patients and the communities we serve. You will also learn how support from our donors has enabled us to launch innovative ways to care for our patients, including access to care, literacy advancement, treatment innovations, and compassionate outreach to the most vulnerable members of our community.

We were fortunate to have a very successful 2019 with our fundraising efforts, and our events which set fundraising and attendance records.

The funds raised enabled us to enhance the care we provide to our community in key service areas, including cancer, transplant. cardiology, sickle cell disease, mental health and hospice. At the end of this report, we are so pleased to recognize our generous and caring donors.



Left to right: Nick Bragorgos, Andie MacDowell, Zach Pretzer

As the philanthropic arm of this great healthcare system, it is our honor to partner with you. Thank you for all you do for Methodist Le Bonheur Healthcare and the Methodist Healthcare Foundation!

Zach Pretzer, President

Methodist Healthcare Foundation

Nick Bragorgos, Chair Methodist Healthcare Foundation Board

Meuh & Brogner

OUR MISSION

To support the life of Methodist Le Bonheur Healthcare by inviting community philanthropic partners to invest in the parts of our mission that demand enhancements in research, facility or programs.

OUR VISION

To improve every life we touch.

OUR VALUES

Service, Quality, Integrity, Teamwork, Innovation



Humanitarian & Help Funds \$603,196

Hospice **\$761,776**

Transplant \$348,016

Sickle Cell **\$601,602**

Neuro, Cardiology, Cancer \$696,304

Research/Education \$2,066,123

Community Health \$615,159

Unrestricted \$759,533

****50.451,709**



233 TRANSPLANTS

1,288,116 Clinic Visits ()



943 VOLUNTEERS



44,874
HOME HEALTH VISITS

40,521 SURGERIES

of Associates say MLH is a great place to work

9,855 DONATIONS



HOSPITALS

2,400+ **MEDICAL PROVDERS**

381,807

Emergency Department Visits

Clinics & Outpatient Centers

5,466 **BIRTHS**



60,947

HOURS

10,623

Full-Time Associates

Hospital Discharges

2ND LARGEST

Private Employer in Shelby County

\$225,000,000+ in Community Benefit

Charity Care, Medicare/TennCare, Medical **Education & Community Health Service**

100 BEST COMPANIES TO WORK FOR

by Great Place to Work and FORTUNE in 2019



CONLEYS' COMMITMENT CULMINATES WITH TRANSFORMATIONAL GIFT

When NBA Basketball star and former Memphis Grizzlies point guard, Mike Conley, arrived in Memphis as a rookie, he was determined to make an impact on and off the court.

To support a cause that is close to his heart and would also impact the Memphis community, Mike created the Mike Conley Bowl 'n Bash fundraiser. And in 2011, after hearing about Methodist's plans to create a Comprehensive Sickle Cell Center, Mike committed himself to making that a reality.

Since then, Mike and his wife, Mary, have served as tireless advocates and supporters of the Methodist Comprehensive Sickle Cell Center and the patients it serves, hosting 11 Mike Conley Bowl 'n Bash fundraisers, giving personally, and leveraging their platform to increase awareness about the disease.

Mike shared, "Sickle Cell is a disease that has impacted my family directly. Working with Methodist over the years, I witnessed first-hand how they worked with patients to try to improve their quality of life and, often at times, with limited resources available to them."

With the Conleys' support, the Center has grown to include a highly specialized and skilled multidisciplinary team that provides quality, comprehensive care to over 350 adult patients with sickle cell disease annually.

Dr. Kenneth Ataga, the Plough Foundation Endowed Chair in Sickle Cell Disease and Director of the Center for Sickle Cell Disease at the University of Tennessee Health Science Center, said, "With his interest and support, Mike Conley has increased awareness for sickle cell disease in Memphis and the surrounding areas. His gift is an important step to improve the care of patients at our Center. With the Conleys' support, we are able to expand the Center's team, launch meaningful collaborative research studies, conduct community education, and offer a robust patient support program—all of which we see as necessary to offering truly comprehensive, quality care."

In 2019, Mike and Mary announced that they would make a donation of \$500,000 to the Methodist Comprehensive Sickle Cell Center – a perfect culmination of their many years of support and passion.

Mike explained, "The patients suffer enough with this disease as is. They shouldn't also have to struggle to find treatment. To ensure a better quality of life for patients being treated with the disease, Mary and I made the pledge of \$500,000 to provide upgrades and patient support resources."

With this gift, Mike and Mary have contributed and helped raise over\$1 million to support



Methodist in delivering care to patients living with sickle cell disease. In recognition of their generosity and commitment, the Center's clinic space was named The Mike and Mary Conley Comprehensive Sickle Cell Clinic.

Mike concluded, "We hope that this donation and the funds raised over the years from the Bowl 'n Bash will make a positive impact on those who need it most for years to come."

350+

patients with sickle cell disease received comprehensive care 88%

of St. Jude patients chose Methodist for adult sickle cell care 7

research studies and clinical trials underway

200+

community members
reached through health fairs
and education events

35%

of patients received supportive resources





HOME-BUILDER BELIEVES EVERYONE DESERVES A BEAUTIFUL FINAL HOME

Karen Garner, owner of Magnolia Homes, knows first-hand how meaningful a place like the Methodist Hospice Residence can be for families and their loved ones.

"My mother left her job and came to live with me for 22 years to help me with my children, so I could start my business. She was my best friend, and my children adored her. She was an angel. She was just a very thoughtful and giving person who had the need to serve others," Karen shared.

When her mother, Dorothy Roberts, was diagnosed with terminal cancer, Karen sought out the best care possible for her and learned that the nearest residential hospice was, at that time, 150 miles away.

So, Karen chose to care for Dorothy in her home, "We started having a Methodist Hospice nurse come out. She just put me at ease and made me feel comfortable with the process. She would come whenever I needed her – even in the middle of the night."

With the help of Methodist Hospice and additional caregivers, Karen provided 24-hour care for Dorothy until she passed away to be with the Lord.

During this time, Karen was contacted by the Methodist Healthcare Foundation about a plan to build a Hospice Residence.

She said, "I had a courtyard at my model home with beautiful landscaping and a water feature. They modeled the courtyard at the Hospice Residence after it, because they wanted that same home-like feeling. I felt so honored."

Understanding so personally how meaningful such a place could be for loved ones, Karen chose to make a commitment to help create the Methodist Hospice Residence.

"I felt the need to do it. We all want our families to have the best care. So, I committed," Karen added.

In 2010, she attended the Methodist Hospice Residence groundbreaking, and was moved by the courtyard design inspired by her project, "Instead

of long hallways with rooms on each side, this facility had windows and doors that open into this incredible courtyard where patients can go outside with their loved ones to sit and pray, or talk, or meditate, or just be together. That, to me, gives you peace."

Since then, Karen has continued to support Methodist Hospice in many meaningful ways.

For five consecutive years, she and her son and business partner, Reggie Garner, Jr., have sponsored the Night Life for Methodist Hospice event.



In 2015, she hosted an event called The Bathtub Party, which raised over \$22,000 to purchase a therapeutic bathtub for the Hospice Residence to allow patients to experience the comfort of a warm bath.

And in 2019, Karen planned the House Party for Hospice fundraiser at her new home where she raised over \$33,000 for Methodist Hospice.

"You know, when you think about it, family is what this is all about. The facility is your last home, and we all want the best last home and best care for our loved ones."

179

patients received charity care

81

children attended Methodist Hospice's Camp BraveHearts Family Grief Camp \$606,231

in charity care provided

2,910

days of hospice care provided in 2019 to patients unable to pay



READING PROGRAM STRIVES TO PROMOTE HEALTH THROUGH LITERACY

Looking beyond the traditional concepts of promoting community health, Methodist's Mission Integration Division launched an innovative new program in 2019 to promote literacy among Memphis elementary students as a critical step in promoting health literacy and overall health.

With grant funding from the Urban Child Institute, Methodist partnered with BookNook, an interactive, digital reading and language platform, to launch the Congregational Collective for Reading Literacy.

"We recognize that low health literacy serves as a key social determinant of health," said Albert Mosley, Senior Vice President and Chief Mission Integration Officer for Methodist Le Bonheur Healthcare. "Through our community and congregational relationships, we are exploring the impact that reading literacy plays in health literacy. This unique program is working to improve reading levels among the students we are serving in order to positively impact their future health outcomes."

In the first year, utilizing existing partnerships in the faith community through the Congregational Health Network, Methodist launched afterschool and summer reading programs at 12 congregations and faith-based sites utilizing the BookNook tablet-based curriculum, which focuses on core reading competencies and offers opportunities for students to read alone, challenge each other, and participate in team building exercises.

"Third grade reading is a predictor not just of academic and economic success, but of lifelong health and well-being," said Michael Lombardo, CEO and Founder of BookNook. "It is unacceptable that reading scores have not improved in the United States in the last 10 years, and we are excited to work with Methodist and Urban Child Institute on this extremely important work for hundreds and eventually thousands of Memphis students."

So far, this program has served 979 Memphis students in kindergarten through 5th grade and is already seeing positive outcomes.

Among students who participated in the reading program during the 2019 summer break, 95% either maintained or improved their reading level – a marked advancement from the common loss of reading level proficiency that occurs during summer months.

For the partner sites hosting the program, the BookNook platform and program resources are enhancina their after-school and summer ministries. Charon Hubbard. **Program Director** at the Emmanuel Center, shared. "BookNook helps so much with our program management. We love that the kids can sian on when



they get here and start interacting, and then when a full group arrives they can all do activities together. It really is fun, and the kids love it."

In 2019, Urban Child Institute renewed their funding for the program to continue and expand to serve more children throughout 2020–21.

Gary Shorb, Executive Director of the Urban Child Institute and former Methodist Le Bonheur Healthcare President & CEO, shared, "The Urban Child Institute's focus on early childhood literacy led to discussions with Methodist about the evidence-based application of technology through BookNook. Methodist's commitment to mission, enthusiasm for the work, and faith-based connections through the Congregational Health Network made them the perfect partner."

979

students served through Congregational Collective for Reading Literacy 150+

attendees at the 2nd Annual My Sister's Keeper Summit \$28.6M+

investment by MLH, grants, philanthropy and service contracts

20+

evidence-based and best-practice community outreach programs



A 35-YEAR TRANSPLANT JOURNEY INSPIRES GRATITUDE & GIVING

Winn Stephenson's inspiring transplant story has uniquely paralleled his career in Information Technology.

After developing a love for Information Technology while studying at the University of Memphis (then known as Memphis State), Winn started his career writing code. He joined FedEx in 1979 where he worked until he retired as Senior Vice President of Technology Systems in 2004.

"I just grew up with FedEx. As it grew, I grew, and I was fortunate enough to have some pretty great jobs along the way," he shared.

While with FedEx, Winn saw the implementation of technologies that transformed the workplace and innovations that helped FedEx become a world leader in shipping.

Similarly, Winn's liver transplant story spanned over 35 years, during which time advancements in medical knowledge enabled him to receive a lifesaving liver transplant.

Winn first became sick in 1985. He recalled, "Suddenly I had become very jaundiced, very weak, and generally miserable. I went to the hospital for a liver biopsy and other tests, but at that time, my condition did not match any diagnosis."

So, Winn was sent home without a diagnosis and with no plan for treatment.

"By the grace of God, my unknown liver disease went into remission on its own, and I was able to lead a fairly normal life for many years."

Then in 2000, the symptoms returned, and Winn became very ill. He was sent to Methodist University Hospital where he was assessed again. His bloodwork was sent to a diagnostic facility for analysis, and an answer finally arrived.

Winn shared, "In those previous 15 years, much research had been done on liver maladies, and they were able to give me a name for my illness: autoimmune hepatitis."

With a diagnosis, Winn was put on steroids and other drugs, which slowed the disease progression for 10 years, until in 2010, Dr. James Eason confirmed that Winn would need a liver transplant. Later that year, Winn and his wife, Judy, received the call their family was praying for, "I was sitting in my lounge chair watching TV when Dr. Eason called and said, 'We have a liver for you. Do you want it?' I said, 'I think so!"

Judy added, "I remember, he said, 'It's Dr. Eason. He's got a liver. What do I do?' and I said, 'Take it!'"

That same evening Winn received his liver transplant at Methodist University Hospital.

"What I always tell people about my story is how the medical industry makes these little, small improvements all the time. In 1985, if my liver failed, they wouldn't have been able to help. Then in 2010, my procedure was not a routine thing, but it was not an out-of-the-ordinary thing. Today, they have advanced even further to where they are doing living donor transplants," Winn said.

Winn credits these medical advancements for saving his life, allowing him to see their daughters, Jennifer and Kim, grow up, get married, and eventually welcome two granddaughters.

The Stephenson's transplant experience and Winn's unique connection to technological advancements, inspired them to become generous donors to the James D. Eason Transplant Institute.

Winn explained, "We give to support research, to support the new hospital, to support the fine doctors, to look towards the future. It really gets better all of the time, and I thank the Lord that I lived long enough to take advantage of this wonderful program."

233

organ transplants completed

104

liver transplants completed

124

kidney transplants completed

5

pancreas transplants completed

Our donors inspire our mission.

THANK YOU! We are honored to acknowledge our generous donors who contributed \$250 or more between January 1, 2019 and December 31, 2019.

To view a full listing of all valued donors from 2019, including our Humanitarian Fund, visit www.methodisthealth.org/ourdonors

DONORS

\$500,000 +

Mary and Mike Conley

\$250,000 - \$499,000

The Urban Child Institute

\$100,000 - 249,999

Estate of Dr. Alys H. Lipscomb

Winn & Judy Stephenson

The University of Tennessee

\$50,000 - \$99,999

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Mr. Keith Windmiller Mr. & Mrs. Michael L. Wood

Mr. Barry A. Yoakum

Dr. Jie Zhang

YOUR SUPPORT MATTERS

CELEBRATIONS WITH PURPOSE: 2019 EVENTS

LIVING WELL NETWORK MENTAL HEALTH BREAKFAST

The Living Well Network Mental Health Breakfast brought together more than 700 guests for an inspirational breakfast with Brendan McDonough, the lone survivor of the Granite Mountain Hotshots Firefighting Team. Generously sponsored by Cigna, FedEx, and Private Wealth Management,



proceeds benefitted the Dennis H. Jones Living Well Network, a community-wide resource dedicated to connecting individuals to behavioral health resources, providing education, and conducting outreach to promote awareness and combat stigma.

METHODIST HEALTHCARE GOLF CLASSIC

The Methodist Healthcare Golf Classic brought together 22 teams for a fun-filled day of golf at TPC Southwind. With the support of generous sponsors, including Title Sponsor, Agincourt Capital Management, the event benefitted Methodist Hospice's Camp



BraveHearts Family Grief Camp, which provides grief support, counseling, and hope to children who have lost a loved one.

LIVING AWARDS BENEFIT

The 37th Annual Living Awards
Benefit recognized George Cates,
Darrell Raber, D.Ph., Alim Khandekar,
M.D., Bryan Simmons, M.D., and
Good Shepherd Pharmacy for their
faith-based work impacting their
community's health and well-being.
The formal awards dinner took place
at the Peabody Hotel with over
400 guests in attendance. With



the generous support of sponsor partners, including Presenting Sponsors: Cigna, Johnson Controls, and Turner, proceeds from the event benefitted the mission of Methodist Le Bonheur Healthcare.

MIKE CONLEY'S BOWL 'n BASH

The 11th Mike Conley Bowl 'n Bash attracted a sell-out crowd of 40 bowling teams and over 250 guests for a family-friendly afternoon of bowling at Billy Hardwick's All Star Lanes. NBA Star, Mike Conley, returned to Memphis to host his final Bowl 'n Bash to benefit the Methodist Comprehensive Sickle Cell Center. The event was presented by



Orion Federal Credit Union and generously supported by All Star Sponsor, Ashley Homestore.

NIGHT LIFE FOR METHODIST HOSPICE

The 7th annual Night Life for Methodist Hospice event featured country singer, songwriter, and multi-instrumentalist, Caroline Jones, and attracted a crowd of more than 700 guests. With the support of the event chairs, Mitch and Kelly Jo Graves, Presenting Sponsor, Cigna, and Gold Sponsors, Agincourt Capital



Management, The Barnett Group, and Magnolia Homes, the 2019 event raised more money than any other year to benefit Methodist Hospice.

METHODIST HEALTHCARE LUNCHEON

The Methodist Healthcare Luncheon brought together a crowd of nearly 600 for an inspiring lunch at the Peabody Hotel. The event featured an intimate conversation with beloved film and television actress, Andie MacDowell, who shared her personal connection to heart health. Proceeds from the



2019 Luncheon, which was supported by Presenting Sponsor, Cigna, and Diamond Sponsor, FedEx, benefitted the faith-based, healing mission of Methodist Le Bonheur Healthcare.

METHODIST LE BONHEUR HEALTHCARE SYSTEM LEADERSHIP TEAM

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President & CEO

Kathleen Forbes, MD

Executive Vice President, Academic Group

Cato Johnson

Chief of Staff, Public Policy & Regulatory Affairs

William Kenley

Executive Vice President, Community Group

Chuck Lane

Chief Financial Officer

Albert Mosley

Chief Mission Integration Officer

Nikki Polis

Chief Nurse Executive

Carol Ross-Spang

Chief Human Resources Officer

Monica Wharton

Chief Legal Officer

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1211 Union Avenue, Suite 450 | Memphis, Tennessee | 38122 901.478.0704 | mhfoundation@mlh.org www.methodisthealth.org/give