

HEALING, Perseverance & HOPE

2020
Annual Report



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

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

OUR VALUES

Service

Quality

Integrity

Teamwork

Innovation

“

Your support ignited the innovation, compassion and courage of our MLH heroes during one of the most challenging years in our 103-year history.

”

- Zach Pretzer, President, Methodist Healthcare Foundation

A MESSAGE OF GRATITUDE

From Our **President & Board Chair**

Dear Friends,

The year 2020 was truly a year like no other. We at Methodist Le Bonheur Healthcare are inspired by the generosity of partners like you. Your generosity promoted **healing**, enabled our caregivers to **persevere** amidst great challenges, and inspired us to have **hope** despite so much uncertainty.

Your advocacy, prayers and generosity advance our mission to care for our entire community, regardless of financial or social constraints, and we are immensely grateful.

While we all faced great challenges in 2020, the stories shared within this annual report highlight how partners, caregivers, donors and community members like you helped us rise to the call to care for our region during a global pandemic.

Through financial and in-kind contributions, donors like you walked alongside our caregivers to promote the health and well-being of our community. In 2020, your meaningful support provided supplies and PPE to our frontline workers, expanded tutoring to students facing reduced access to educational resources, elevated the level of care available to patients with sickle cell disease, expanded community access to mental health services, and addressed the social needs of patients and families as a critical component to promoting their holistic health.

The COVID-19 pandemic shined a light on the critical role of Methodist Le Bonheur Healthcare in our community and also the invaluable role **YOU** – our generous donors – play in advancing our faith-based, healing mission. Your support ignited the innovation, compassion and courage of our MLH heroes during one of the most challenging years in our 103-year history.

Inspired by you, now more than ever, we are committed to our mission and to promoting the health and well-being of our community.

Thank you for all you do for Methodist Le Bonheur Healthcare and the Methodist Healthcare Foundation.



A handwritten signature in dark ink that reads "Zach Pretzer".

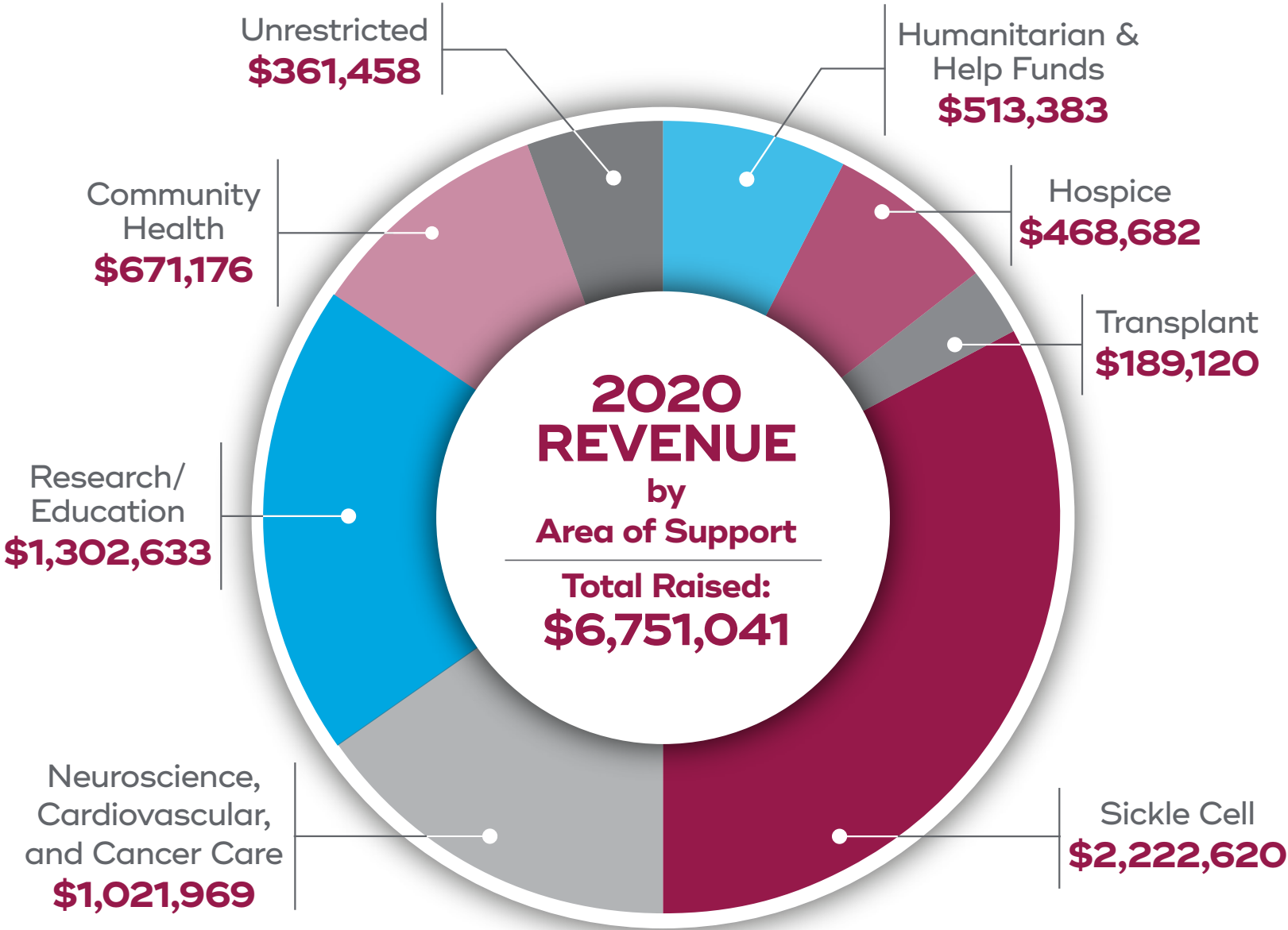
Zach Pretzer, President
Methodist Healthcare Foundation



A handwritten signature in dark ink that reads "Nick E Bragorgos".

Nick Bragorgos, Chair
Methodist Healthcare Foundation Board

2020 BY THE NUMBERS





4,389

Donors



283

Organ Transplants



40,892

Telehealth Visits



6

Hospitals



35,157

Surgeries



5,607

Babies Delivered



8,851

Donations



140,686

COVID-19 Tests Administered



\$239+ Million

in Community Benefit

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



15,628

COVID-19 Patients
Cared For



113,682

Hospital Discharges &
Minor Med Visits



1,140

Virtual & In-Person
Event Attendees



**Methodist Le Bonheur
Healthcare Associates were
inspired and driven by the
“hope that they might help one
more patient survive and see
one more patient go home
to their loved ones.”**

COMMITMENT ALWAYS

Crises Don't Last... Commitment Does

In 2020, Methodist Le Bonheur Healthcare Associates tirelessly worked on the frontlines and behind the scenes to rise to the challenges presented by the COVID-19 public health crisis.

As the rest of our community and world were told to stay home in order to stay safe, MLH Associates – doctors, nurses, technicians, pharmacists, respiratory therapists, dietitians, transporters, environmental services team members, administrators and so many others – left their homes each day to face uncertainty, hard work, mental and physical challenges, suffering and loss.

Every member of our team who continued their roles supporting our patients truly rose to the occasion and provided selfless, compassionate, and skilled care to our community. When we look back on 2020, their heroic commitment to our mission and to our patients is what stands above all else and so clearly conveys the vision of Methodist Le Bonheur Healthcare to improve every life we touch.

Methodist Associates cared for 15,628 patients diagnosed with COVID-19 and administered 140,686 COVID-19 tests in 2020.

Our clinical teams and leaders also worked diligently to continue other services and programs in order to meet the holistic health needs of all patients in Memphis and the Mid-South safely, efficiently and compassionately. This effort is evidenced by our successful expansion of telehealth services, providing 40,892 telehealth visits last year.

When asked what kept them going, MLH Associates overwhelmingly responded that they were inspired and driven by the hope that they might help one more patient survive and see one more patient go home to their loved ones.

As we reflect on their continued courageous service to our community, we want to express our deepest gratitude and admiration.

Donations of Inspiration & Hope

From the very beginning of the COVID-19 pandemic, our community has found many ways to encourage and support our mission, work and caregivers. Generous gifts of PPE, meals for frontline caregivers, posters and celebrations of support, and monetary donations from our donors, community members and business partners inspired and furthered our work.

\$1 MILLION+ donated by **1,000+** individuals and corporate partners to the COVID-19 Relief Fund

350,000+ N95 masks and **7,500+** hand-sewn masks donated by community members

88,000+ pairs of gloves donated

22,000+ face shields donated

THOUSANDS of meals provided to healthcare workers by community members and businesses

13,000+ drinking cups with lids provided to MLH Associates by AutoZone

TREATS, SHOES and other **GIFTS** of thanks donated by caring partners, including Nike, Joseph Stores and the Hershey Company

COUNTLESS decorated sidewalks, posters and caravans outside our facilities showed support to our healthcare workers





We hope to assist healthcare leaders in developing advanced care for patients with sickle cell disease where it is needed most – in Memphis and the Mid-South.

– Ron Belz, chairman of the Belz Foundation

Images were taken prior to COVID-19.



TRANSFORMATIONAL CARE

Belz Foundation Gives to Elevate Sickle Cell Care

Despite the challenges presented by the COVID-19 pandemic in 2020, the Belz Foundation chose to make a transformational \$2 Million donation to benefit the Methodist Healthcare Comprehensive Sickle Cell Center – the largest donation in the Center’s history.

“Our family has a long history of giving back to our Memphis community. Partnering with the Methodist Comprehensive Sickle Cell Center is a natural fit to further our commitment to enhancing the lives of our neighbors through high quality care,” said Ron Belz, chairman of the Belz Foundation.

The Center is a collaborative partnership, including St. Jude Children’s Research Hospital and the University of Tennessee Health Science Center (UTHSC), with the goal to elevate the level of sickle cell care available for one of the largest and most complex patient populations in the country.

“With this donation, we hope to assist healthcare leaders at Methodist, St. Jude and the University of Tennessee Health Science Center in developing advanced care for patients with sickle cell disease where it is needed most – in Memphis and the Mid-South – with the Transition Clinic program to include everyone who needs these services,” Belz added.

Over five years, the gift will help Methodist elevate sickle cell research efforts to develop better treatment and curative treatment options, expand patient support services to address their holistic needs, provide transitional care navigation to help young adults move from pediatric to adult care, and expand education and community outreach focused on increasing the number of physicians and scientists specializing in sickle cell disease.

As a result of the generous support of individual donors, businesses and foundations, the Methodist Healthcare Comprehensive Sickle Cell Center opened its doors in 2012.

In 2018, Kenneth Ataga, MD was appointed the Director of the Center for Sickle Cell Disease at UTHSC and Methodist Plough Endowed Chair of Hematology. In his role, he is working to develop a cohesive, quality, community-wide approach to sickle cell care and curative treatments.

To provide expert medical leadership, Marquita Nelson, MD joined the team in 2020 as the medical director of the Methodist Comprehensive Sickle Cell Center and assistant professor of medicine in the Division of Hematology/Oncology at UTHSC.

Through Methodist’s strong partnership with St. Jude, the St. Jude–Methodist Sickle Cell Disease Transition Clinic was established to address the challenge of care breakdown for young adult patients. As a result, approximately 90% of St. Jude’s young adult sickle cell patients now transition to Methodist for treatment. The Belz Foundation gift will directly support these continued efforts.

“We are so excited for this donation and what it means for our patients. Philanthropy really has been the driving force in advancing our Comprehensive Sickle Cell Center. Now, the Belz Foundation’s gift will greatly advance the level of care for patients living with sickle cell disease to not only improve their quality of life but also their life expectancy,” said Zach Pretzer, Methodist Healthcare Foundation President.

We are recognizing this transformational gift through the creation of the Belz Foundation Sickle Cell Fund at the Methodist Healthcare Foundation. In addition, the Center’s infusion and emergency care program and its medical directorship are now named in the Belz Foundation’s honor.

545
patients

90%
of St. Jude sickle cell
patients transitioned to
Methodist for adult care

1,943
patient encounters

894
telehealth visits

12
research studies underway



The support from the Humanitarian Fund was incredible. I was so grateful to my fellow Associates who immediately stepped in to help. God richly blessed my family at a time of serious need, and I saw how essential it was to help others in their own dire circumstances.

- Carri Opprud, RN, Methodist Le Bonheur Germantown Hospital

GIVING AT HOME

MLH Associates Give to Help, Heal One Another

Often when community members think of Methodist Le Bonheur Healthcare Associates, and especially in 2020, they likely think of their heroic, selfless and compassionate service to patients.

Something that is lesser known is how MLH Associates also generously support one another during challenging times.

For 45 years, through the annual Humanitarian Fund Campaign, the Methodist Healthcare Foundation has partnered with Associates across the healthcare system to raise funds to support their colleagues in times of great need.

Bob Plunk, Methodist Healthcare Foundation Director of Stewardship, helped lead the campaign for over 25 years and shared, “The Humanitarian Fund is the ultimate testament of MLH’s culture and faith-based mission. We often say that, ‘The Fund is provided BY MLH Associates FOR MLH Associates.’”

In 2020, despite the incredible challenges COVID-19 presented, 2,241 MLH Associates chose to donate to the Humanitarian Fund Campaign, raising \$448,594 to help fellow Associates in need.

As a result of this inspirational generosity, the Humanitarian Fund Committee, comprised of MLH Associate volunteers, awarded more than 600 grants to help Associates facing challenging circumstances including the loss of a loved one, health challenges, injuries and home fires.

Following a life-altering injury, Carri Opperud, a nurse at Methodist Le Bonheur Germantown Hospital, faced multiple surgeries and was unable to work. The associated medical costs, coupled with her loss of income, left her fearful of how she would pay her bills.

Following her supervisor’s suggestion, Carri submitted an application to the Humanitarian Fund and received financial assistance.

Carri shared, “The support from the Humanitarian Fund was incredible. I was so grateful to my fellow Associates who immediately stepped in to help. God richly blessed my family at a time of serious need, and I saw how essential it was to help others in their own dire circumstances.”

Bob added, “Over the years, we have heard so many heartbreaking stories of MLH Associates experiencing the challenges that life presents that we may not be able to prepare for financially, emotionally or spiritually. Our Foundation is so humbled by the many compassionate Associates who give from their own pockets, year after year, to help others who they may not even know or work with.”



Carri Opperud, RN

45-year

legacy of MLH Associates
helping one another

\$448k+

given by Associates

2,241

Associate donors

609

grants provided
to Associates in need

111

grants provided to
Associates due to COVID-19

“When we learned about this opportunity to support kids in Memphis – especially those who are struggling to read – it was a decision made both from the heart and from the head. When you look at so many health outcomes, they trace back to early literacy.”

– Aasma Khandekar, MD,
the Khandekar Family Foundation



Images were taken prior to COVID-19.



Khandekar Family Foundation



Judy and Winn Stephenson

BEYOND OUR WALLS

As Schools Closed, **Philanthropy Stepped In to Promote Literacy & Health**

In 2020, due to COVID-19, Methodist Le Bonheur Healthcare's Community Collective for Reading Literacy program faced great challenges to address the growing need for reading support resources among Memphis and Mid-South students.

The program was launched in 2019 by Methodist and BookNook, an educational technology provider, with funding from the Urban Child Institute. It aims to promote reading grade level attainment among third graders in Memphis as an innovative strategy to improve long-term health and well-being.

Within the first year, the program launched with community congregations and non-profit organizations and served more than 1,000 students.

Then, in March 2020, everything changed.

Schools were abruptly closed, and the majority of summer programming was canceled or provided remotely. By the end of the summer, it was clear that the majority of elementary students would not be returning to in-person school or after-school programs for the foreseeable future.

These changes impacted more than 45,000 K-4th grade students in the Memphis and Mid-South community.

Anticipating the lasting, negative impacts on reading attainment for students in Memphis and the Mid-South, where many barriers already existed, including low rates of grade level reading attainment, high rates of poverty, and a wide technology gap, Methodist and BookNook sought new partners to rapidly scale the Community Collective for Reading Literacy.

Generous individual donors, companies and foundations provided their support, including the Urban Child Institute, International Paper Foundation, the Khandekar Family Foundation, Judy and Winn Stephenson and United Methodist Church congregations.

When asked why their family chose to support the program, Aasma Khandekar, MD, a Developmental-Behavioral Pediatrician and the daughter of Methodist physicians, Drs. Sofia and Alim Khandekar, shared, "When we learned about this opportunity to support kids in Memphis – especially those who are struggling to read – it was a decision made both from the heart and from the head. When you look at so many health outcomes, they trace back to early literacy."

She continued, "During the COVID-19 pandemic, so many kids are at home, and they are struggling with distance learning. I believe we can use reading to draw out challenges and focus on enjoyment and sharing as a very powerful way to connect with young people during this time."

Winn Stephenson, retired IT executive at FedEx, grateful Methodist patient and generous donor, added, "Having access to quality educational opportunities is critically important to one's ability to be successful later in life. Judy and I are proud to be able to support this initiative that is helping kids be more successful, have improved health literacy, and ultimately live healthier lives."

By the end of 2020, with the support of donor partners and the institutional commitments of both Methodist Le Bonheur Healthcare and BookNook, the program expanded to 75 sites, including 40 Shelby County Schools and 35 congregations and community organizations, registered 7,823 students to access BookNook, and provided reading tutoring to 2,785 students.

Totally committed to this project, Methodist and BookNook are already working to secure partners to continue to expand the program during the 2021-22 school year.

75

reading tutoring sites

7,823

students registered

2,785

students tutored

14,287

tutoring sessions provided

7,103

reading and literacy standards mastered

YOUR SUPPORT ELEVATES OUR CARE.

Thank You!

The Methodist Healthcare Foundation is honored to acknowledge our generous donors who contributed \$250 or more between January 1, 2020 and December 31, 2020. To view a complete listing of all donors who gave in 2020, visit www.methodisthealth.org/ourdonors.

\$1,000,000 +

Belz Foundation

\$250,000 - \$999,000

Apple, Inc.

The Urban Child Institute

\$100,000 - 249,999

Amanda & Chirag Chauhan

Cigna

Mr. and Mrs. Michael A. Conley, Jr.

Mrs. Karen Garner

Operation Gratitude

Power & Telephone Supply

\$50,000 - \$99,999

F & F Construction Company, Inc.

Rita and David Hankins

Judy and Winn Stephenson

\$25,000 - \$49,999

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Entercom Radio

Mary E. Morris Irrevocable Trust

Medical Anesthesia Group, P.A.

Rhodes College

Susan G. Komen Memphis-MidSouth

Lynne and Henry Turley

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\$15,000 - \$24,999

Agincourt Capital Management

Baker, Donelson, Bearman, Caldwell & Berkowitz, PC

Baxter

Emily and Nick Bragorgos

Dufresne Spencer Group

Methodist Healthcare Credit Union

Jana and John Pettey

Precision Surgical, Inc.

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\$10,000 - \$14,999

B. Riley Wealth Management

Bank of America

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Goldsmith Family Foundation

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\$5,000 - \$9,999

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Lakeside Behavioral Health System

Carolyn and George Lotterhos

Memphis Light, Gas & Water

Mid-South Fair

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TCW/MetWest

Team Waste

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Union University Student Government

United Healthcare Services, Inc.

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\$2,500 - \$4,999

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Anne and Mike Keeney

Kroger Company Foundation

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The Marston Group, PLC

Memphis Funeral Home

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Shirley and Dan Mullally

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United Methodist Neighborhood Centers of Memphis, Inc.

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Martha and Frank Witherspoon

\$1,000 - \$2,499

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2020 FOUNDATION EVENTS

Despite our inability to gather as we would normally, donor partners and sponsors still found ways to come together and raise meaningful support for vital areas of care through Methodist Healthcare Foundation's 2020 events.

LIVING WELL NETWORK MENTAL HEALTH BREAKFAST

The Living Well Network Mental Health Breakfast was March 10 at the Hilton Hotel in East Memphis. With generous sponsors, including Cigna, Denise Wood and Private Wealth Management, and more than 570 guests in attendance, the event raised more than \$118,000 to support the Dennis H. Jones Living Well Network to continue its mission to improve access to mental health resources by combatting stigma, providing education and connecting individuals to care. The event featured Kevin Berthia and Kevin Briggs, who shared their inspiring story of a chance encounter on the Golden Gate Bridge where Berthia intended to commit suicide but chose to live after Briggs, a California Highway Patrolman, helped him find hope.



NIGHT LIFE FOR METHODIST HOSPICE

In its eighth year, Night Life for Methodist Hospice looked quite different from years past. Moving from an indoor concert hall to the beautiful outdoor venue, The Grove at GPAC, just over 100 in-person guests attended – compared to 700+ in previous years. Additional music lovers and Methodist Hospice supporters joined through a virtual concert experience that was simultaneously broadcast on October 22. Night Life 2020 featured country music singer and songwriter, Jimmy Allen. The event raised more than \$120,000 to provide compassionate, quality hospice care to patients in need thanks to the continued support of caring donors and sponsors including Cigna, Orion Federal Credit Union and Agincourt, as well as the Host Committee led by Kelly Jo and Mitch Graves.



METHODIST HEALTHCARE GOLF CLASSIC

Methodist Healthcare Foundation was proud to host a different – but still successful – Methodist Healthcare Golf Classic on October 12. The event, originally postponed and later moved to Chickasaw Country Club, brought together 24 sponsored teams for a competitive, fun day of golf. To keep golfers safely distanced, Methodist hosted a morning and afternoon flight, provided a golf cart for each player, and offered boxed breakfast and lunch outside. Thanks to the generosity of sponsors, including Turner Construction and Agincourt, the Golf Classic raised \$180,000 to benefit Methodist Hospice and Camp BraveHearts Family Grief Camp.



METHODIST HEALTHCARE LUNCHEON

For the first time in its 26-year history, the Methodist Healthcare Luncheon was completely virtual. On December 11, more than 330 guests joined together for an inspiring conversation and performance with Leslie Odom, Jr., Tony and Grammy award-winning artist and starring member of the original *Hamilton* Broadway cast. In addition to Leslie's conversation with WMC Action News 5 Anchor, Joe Birch, guests enjoyed a one-of-a-kind singing performance including original songs and hits from *Hamilton*. Despite the inability to gather in-person, the incredible generosity of sponsors, including Cigna and US Bank, and Leslie Odom, Jr.'s star power helped the 2020 Methodist Healthcare Luncheon raise more than \$116,000 to benefit Methodist Healthcare and the COVID-19 Relief Fund.



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