

From the CEO

The dedication and work of our hospital is found throughout our deep relationship with our community. Community can be defined as a fellowship with others as a result of sharing common attitudes, interests, and goals. This unique relationship and the resulting improved overall health status of our residents is the remarkable output of our work together.

Many diverse efforts are how we provide tangible and defined community benefits each year. Whether it is in pandemic education, vaccinations and testing, recruiting health providers, loaning members of our leadership team to serve on local boards, acting as a training site for area health students, or in a myriad of other collaborative health improvement initiatives, our work provided \$1.34 million dollars in direct community benefit in 2022.

While hospitals continued to experience challenges with continuing COVID-19 impacts this year, UNC Health Lenoir adapted with countless strategies. We thank you from the bottom of our hearts for your ongoing enthusiasm and support for UNC Health Lenoir.

This report provides a snapshot provided by UNC Health Lenoir to improve the health and well-being of our community. We are proud to have collaborated with local partners to promote health and wellness in our community. Our goal is to



connect with our community to provide quality care in every interaction, each and every day of the year.

It is an honor to serve on your behalf,

Robert A. Enders, Jr.
Robert A. Enders, Jr
President and CEO



**FY 2022
UNC Lenoir Health Care Community
Benefit Highlights Include:**

Revenues Written Off to Charity Care	\$9,824,830
Revenues Written Off to Bad Debt	\$22,440,013
Programs/Services	\$687,264
Health Professions Education	\$333,604
Cash and In-kind Contributions to Community Groups	\$138,058
Physician Recruitment expenses	\$140,991
Grants Received for Community Health Improvement	\$40,724
Salaries & Benefits	\$77,090,474

FY 2022 by the numbers....

Admissions	5,365
Average Daily Census	67
Patient Days	24,470
Emergency Room Visits	37,090
Radiation Therapy procedures	18,838
Surgeries	3,816
Deliveries	420
Meals Served	169,023

In Lenoir County, 2022 challenges include:

- 90th lowest of 100 NC counties for overall health outcomes
- 21.1% reporting in poor or only fair health vs 18% in NC
- 35.4% of children live in poverty vs 20% in NC
- 28.5% of adults are obese
- Persons with disability 24% (2016-2020)
- 26.5% of adults are sedentary versus 23% in NC
- 14% uninsured
- Per capita income was approximately \$24,894 for county residents vs \$32,993 NC average (2016-2020)

- Median household income \$39,923 for county residents vs \$56,642 NC average
- Bachelor's degree or higher, age 25+ is 15.5% vs 32% NC average
- UNC Lenoir patient population is 69% government sponsored
- 11.3% uncompensated care (charity care and bad debt) makes up Hospital payor mix
- 37.2% children in single-parent households vs 27.4% NC average

Grocery Cart Conversation Series

A free community nutrition education program led by registered dietitians was provided in eleven ongoing monthly sessions at the Piggly Wiggly on Heritage Street in Kinston.



Team Henry walked for Parkinson's Awareness on the hospital walking track

Cancer Center Volunteer Lay Navigation

Once a diagnosis of cancer is received, patients often feel overwhelmed. Volunteer lay navigators, supervised by the social worker in the Cancer Center, help patients identify and remove barriers to care while linking them to available cancer support resources. The Lay Navigator sees each new patient in consult and makes supportive phone calls to patients recently finished with treatments. Lay Navigator made over 123 supportive phone calls in FY 2022. Over 158 in person volunteer hours were donated by the Lay Navigator in FY 2022.

COVID 19 Community Partnership and Education

UNC Lenoir Health Care worked closely with the Lenoir

County Health Department to provide community COVID 19 education and multimedia health promotion, and support for COVID testing and vaccination at community events. A community resource guide was developed and promoted for testing sites in community. UNC Lenoir implemented community and staff COVID vaccine clinics.

Physician Recruitment

UNC Lenoir added five new medical providers to the clinical staff in 2022. The new physicians will be practicing in our community and cover the following specialties: obstetrics and gynecology, hospital medicine, family medicine, and general surgery.



All newborns receive a newborn discharge basket.

It's My Hospital Today

It's My Community Health

Corporate Health Services

Services included (35) corporate clients, (29) worksite wellness visits with (456) employee contacts. Biometric screenings, flu shots, CPR training, urine drug screens, and targeted health education for risk factor reduction were provided.

Stroke Prevention and Care

The Stroke Program at UNC Lenoir Health Care is accredited by the Joint Commission Survey for Certification as a Primary Stroke Center. We were recertified for the third time in September of 2021 and will undergo our fourth certification survey in 2023. Stroke patients are followed using the COMPASS (Comprehensive Post-Acute Stroke Services) program. The Stroke Program Coordinator follows patients post discharge and is with the patient at the follow up Neurology appointment. Health coaching, risk factor management, and assistance in accessing community resources for the patient and their caregiver is provided. The patient is also offered a community paramedic home visit free of charge. The program is a Wake Forest Baptist Telestroke site. We were awarded The 2022 American Heart Association Get with the Guidelines Gold plus Award, Target Stroke Honor Roll Elite, and Target Type 2 Diabetes Honor Roll for excellence in meeting stroke care quality metrics.

Diabetes Wellness Program

Located in the Minnie P. Stackhouse Diabetes Center, the ADCES accredited Diabetes Wellness Program provided free diabetes self-management education and follow up management to (119) individuals living with diabetes.

Outreach education was provided each month reaching (485) community members. Additionally, a registered dietitian/diabetes educator provided (549) medical nutrition counseling sessions during this year. Rx Food Coupons (\$250.00) are provided to participants in \$5 increments to incentivize education by increasing local access to fresh fruits and vegetables at the Lenoir County Farmer's Market.

Minges Wellness Center

The on-site medically based fitness center for the community has 55 pieces of stationary exercise equipment with an average of 25 beginner's group exercise classes weekly. With a membership of 621 active individual members in FY22, members were allowed to participate with mask and screening requirements. Monthly membership rates of \$20 per month assist an underserved community to initiate exercise plans. Our program partners with Silver Sneakers, Silver & Fit, and RenewActive benefits for eligible

community members. A number of free physical activity oriented educational sessions are offered throughout the year to the community by exercise specialists.

Screening Events

Provided early detection and screening events of diseases/ disorders/risks including colorectal cancer (7), mammogram support (17), lung cancer (68) and blood pressure (4932).

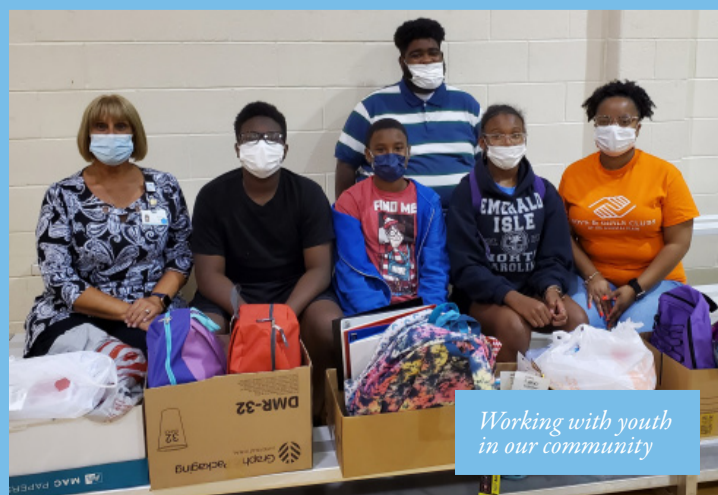


Down East Wood Ducks fight breast cancer.

It's My Community Stewardship

Employee Outreach in Community

UNC Lenoir employees show good community stewardship by participating in fundraising to support the American Cancer Society Relay for Life, Lenoir Hospital Foundation projects, and Lenoir-Greene United Way. Employees worked together to give time, talent and personal cash donations/pledges of \$98,348 during FY22 towards great causes in the community. Employees collected 16,793 pounds of food for 17 families in the Festival of Food and made donations to the pantries at, Mary's Kitchen, Cancer Center, 4 church food banks, Greene County Interfaith. Employees kept the long tradition of playing Secret Santa to 25 needy children in the community. Gifts this year were given to children within the Guardian Ad Litem program and from their own pockets.



Working with youth in our community

Community Health Needs Assessment and Health ENC

In 2021/2022, the cycle for completing community health needs assessment was initiated in Lenoir County by Lenoir County Health Department and UNC Lenoir Health Care. Lenoir County works within the Health ENC partnership in unifying regional process and timeline. Community input was obtained through survey process and input of community health leaders using the Lenoir County Alliance for a Healthy Community to collaborate and partner in establishing community priorities for the next three years. Community priorities were established as:

- + Wellness & Lifestyle
- + Immunizations & Infectious Diseases
- + Substance Abuse

The full 2021/2022 Lenoir County CHNA and Implementation Strategies as well as past assessments and strategies are found by going to <https://www.lenoirwellness.org/healthy-communities/>

Economic Development

Cash donations included support and sponsorships for Kinston/Lenoir County Chamber of Commerce, Community Council for the Arts, Pride of Kinston Downtown Development, Rotary of Kinston, Neuse Regional Library, LaGrange Spot Festival, Downeast Wood Ducks, BBQ Festival on the Neuse /Lenoir County Education Foundation, Neuse Regional Library, ECU College of Nursing 5K.

Kinston/Lenoir County Farmers Market

UNC Lenoir assisted underserved residents of the community having diabetes with access to local fresh fruits and vegetables through 50 incentive Rx coupons within program in partnership with Lenoir County Cooperative Extension. Additionally, UNC Lenoir provided several onsite healthy cooking demonstrations by a dietitian.

Cancer Center Program Outreach

The Cancer Center provides an on-site free food pantry for patients and their caregivers. Patients that are unable to eat certain foods or go grocery shopping due to fatigue, nausea, and other symptoms related to their oncology treatments or financial issues are welcome to any items in the pantry. Food, nutritional supplements and toiletry items are available in the pantry. Community groups and individuals provide numerous donations of items, as well as monetary donations to be used for needed purchases, throughout the year. The Cancer Center food pantry was included as a recipient of UNC Lenoir Health Care's 2021 Festival of Food Drive. Community education and outreach continued in FY 2022 with a total of 15 attendees in 5 meetings of the Ladies Cancer Support Group.

Community Health Education Programming

Community Health Education Programming for 446 participants in on and off-site health and wellness programming. Programming included heart, stroke, COVID-19, exercise, nutrition and other health education offerings.