



BUILDING HEALTHIER
COMMUNITIES

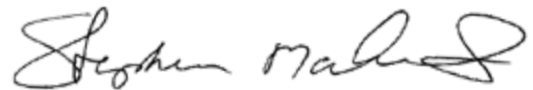
FOR ALL

Social stewardship at OhioHealth

OhioHealth hospitals and care sites serve communities across Ohio, and we believe in being more than just a healthcare provider. **Guided by our values — compassion, excellence, inclusion, integrity and stewardship** — we are dedicated to delivering exceptional care while supporting the well-being of our communities and the environment.

This report highlights how we make a positive impact, from engaging with the patients we serve to fostering a supportive workplace for our team members. It also outlines our efforts in sustainability, our commitment to community health and the principles that guide our organization. Through these pillars of social stewardship — our people, our community focus and sustainability initiatives — we strive to achieve our vision of exceptional care for all.

I invite you to learn more about our dedicated efforts toward social stewardship and join us on this journey to advance our mission to improve the health of those we serve and the community around us.



Stephen Markovich, MD

President and Chief Executive Officer
OhioHealth



Bringing care to **your** *community*

OhioHealth is a not-for-profit health system based in Columbus, Ohio that has been serving our communities since 1891. We work to reinvest our successes back into the communities we serve by:

- + Improving access to health services.
- + Enhancing the health of our community.
- + Advancing health and medical knowledge.
- + Supporting sustainable practices and committing to corporate responsibility.

Our reach

Owned*

- 1 RIVERSIDE METHODIST HOSPITAL
- 2 GRANT MEDICAL CENTER
- 3 DOCTORS HOSPITAL
- 4 GRADY MEMORIAL HOSPITAL
- 5 DUBLIN METHODIST HOSPITAL
- 6 HARDIN MEMORIAL HOSPITAL
- 7 MARION GENERAL HOSPITAL
- 8 O'BLENESS HOSPITAL
- 9 MANSFIELD HOSPITAL
- 10 SHELBY HOSPITAL
- 11 GROVE CITY METHODIST HOSPITAL
- 12 BERGER HOSPITAL
- 13 SOUTHEASTERN MEDICAL CENTER
- 14 VAN WERT HOSPITAL
- 15 PICKERINGTON METHODIST HOSPITAL

Managed*

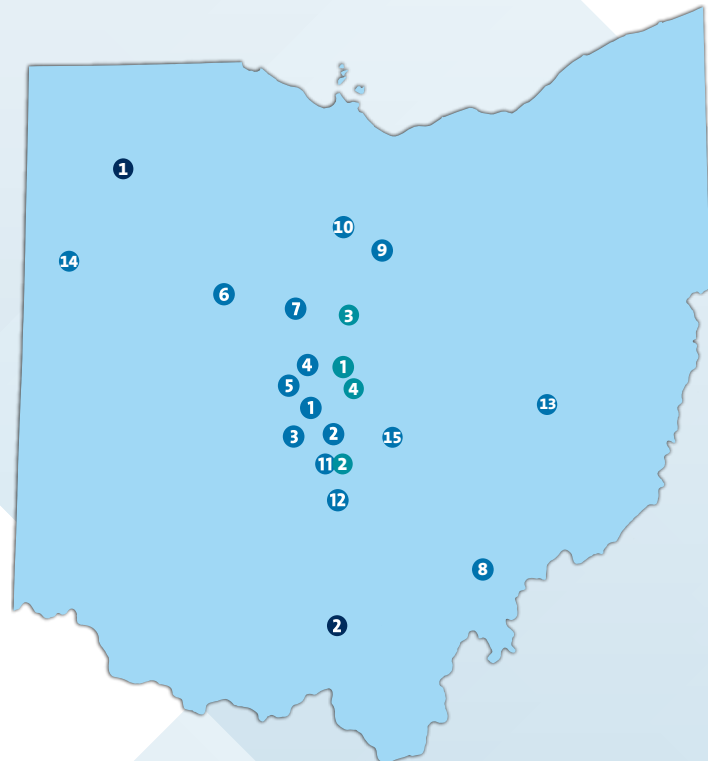
- 1 DELAWARE MEDICAL CAMPUS
- 2 GROVE CITY METHODIST HOSPITAL
- 3 MORROW COUNTY HOSPITAL
- 4 WESTERVILLE MEDICAL CAMPUS

Affiliate*

- 1 BLANCHARD VALLEY MEDICAL CENTER
- 2 SOUTHERN OHIO MEDICAL CENTER

60+

OUTPATIENT LOCATIONS



*As of FY 2024



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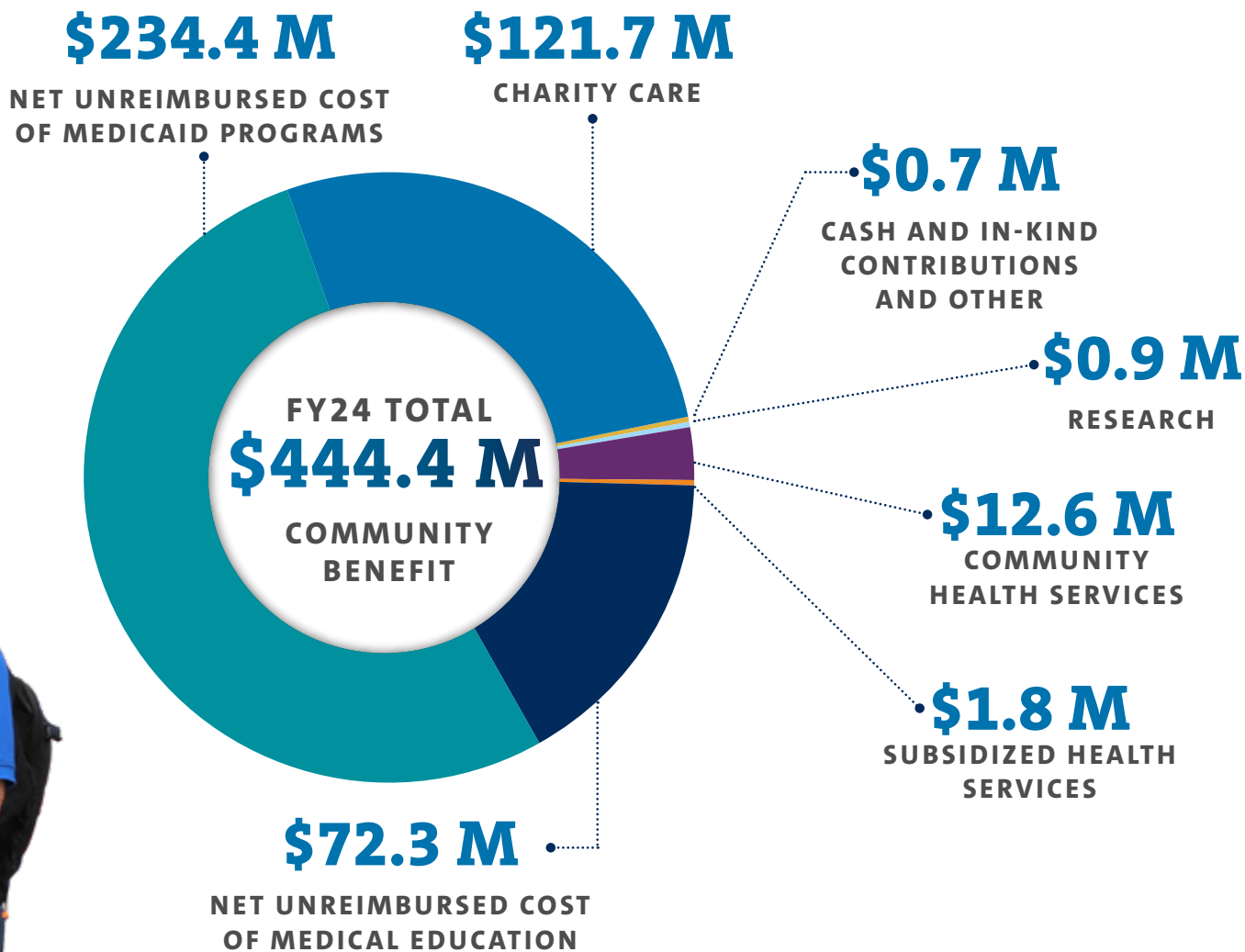
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How we support our community

Our community benefit is OhioHealth's mission in action — part of our work to help those less fortunate and to improve the health and wellness of the communities we serve.





In fiscal year 2024 (FY 2024), OhioHealth provided **\$444.4 million in community benefit**, including \$121.7 million in charity care for people who lack insurance or the means to pay for care, and more than \$234.4 million in Medicaid costs not reimbursed by the state or federal government.

The net unreimbursed costs of medical education were \$72.3 million — \$14.4 million in subsidized and community health services, \$0.7 million cash and in-kind contributions, and another \$0.9 million in research.

People and **Community**



Volunteering and giving back

OhioHealth is made up of more than **30,000 associates, 5,000 providers — 400+ of whom are residents and fellows — and 1,500 volunteers.** All are committed to each other and the communities we serve in more than 50 counties across the state of Ohio.

MissionMatters

OhioHealth's associate volunteer program, Mission Matters, was launched in 2015 to promote and encourage volunteerism across our footprint.

IN FY 2024



3,981
ASSOCIATES
VOLUNTEERED



MORE THAN
27,660
VOLUNTEER HOURS
WERE COMMITTED



BENEFITING
634 LOCAL
ORGANIZATIONS.

As stewards of better health for the communities we serve, OhioHealth recognizes the value of well-being that volunteerism brings to our organization. Volunteering offers a sense of belonging and pride, creating positive change for our associates. It boosts productivity by reducing stress, and extends the collaborative spirit of our work when teams can connect by doing good.



In early 2024, OhioHealth Hardin Memorial Hospital joined together with West Ohio Food Bank to ensure residents living across Hardin County have access to healthy, fresh food. In just over six months, we were able to assist a total of **1,508 families and distribute 166,859 pounds of product** (food and non-food items).

learn more

Click here to learn more about our partnership with the West Ohio Food Bank

Click here to read about the Hardin Memorial Hospital Food Drive



OhioHealth associates are actively engaged in the towns, communities and cities where they live, work and play.

MORE THAN 65% OF OHIOHEALTH LEADERSHIP
serves on community and government boards.


Providing expert insights

OhioHealth's Speakers Bureau gives our communities the opportunity to connect with our subject matter experts on a myriad of healthcare topics. In FY 2024, 140 OhioHealth physicians, clinicians and associates spoke at **more than 63 Rotary**

Clubs, town hall meetings, chambers of commerce, and civic gatherings, offering compelling conversations around oncology services, human trafficking, heart health, maternal and infant mortality and many other topics.



OhioHealth's associate giving campaign is designed to support colleagues and the community through philanthropy. In 2023, **more than 3,000 associates contributed over \$915,000 in donations** directed to both the OhioHealth Foundation and the United Way.



2023 CAMPAIGN TOTAL
\$915,000+

TOTAL ASSOCIATE PARTICIPATION
3,110



300 OHIOHEALTH FOUNDATION FUNDS, UNITED WAY AND COMMUNITY ORGANIZATIONS SUPPORTED

Community *health* and medicine



OhioHealth Wellness on Wheels (WOW) has been a national model for mobile healthcare for more than 30 years. Like a doctor's office on wheels, WOW delivers primary care and women's health services to patients regardless of their ability to pay. In FY 2024, thanks to WOW's prenatal care, **more than 350 unique patients were served resulting in over 95 healthy births.** Wellness on Wheels is committed to reducing the infant mortality rate and consistently has birth statistics that

are lower than those in Franklin County, the state of Ohio and national trends. Wellness on Wheels received more national acclaim with a live appearance on **ABC's Good Morning America 3** in New York City.

The appearance was in partnership with the March of Dimes and highlighted how WOW brings care, support and education to patients.

learn more

[Click here to watch the Good Morning America 3 segment.](#)

Through significant support from Buckeye Health Plans and Ohio Medicaid Partners, WOW is expanding to Southeast Ohio. Rural areas often considered healthcare deserts will now receive trauma-informed, culturally sensitive women's health and prenatal services, family medicine, health screenings and vaccinations.





Vital resources for survivors

OhioHealth Sexual Assault Response Network of Central Ohio (SARNCO) is the rape crisis center for the Franklin County region and is part of the larger umbrella of OhioHealth Sexual Violence Services. SARNCO provides immediate care to survivors of sexual assault at OhioHealth Emergency departments and other hospitals across central Ohio. **Its services also reach all 88 counties in Ohio through a statewide 24/7 helpline and an online chat function** that allows for private and confidential conversations with advocates. SARNCO offers, without cost, emotional support, crisis response and community resource information to survivors of sexual assault and interpersonal violence. It does so through intervention and prevention programs.

SARNCO amplified its reach through grassroots outreach efforts and a marketing campaign driven by dollars awarded from a federal earmark grant, enabling them to **deliver essential support services to over 1,000 survivors.**

AFTERCARE ADVOCACY	101	SURVIVORS SERVED
HELPLINE ADVOCACY	897	SURVIVORS SERVED
HOSPITAL ADVOCACY	451	SURVIVORS SERVED

Community workers at OhioHealth O’Bleness Hospital

O’Bleness Hospital’s community health workers act as advocates for better health. Located in a region that’s considered a maternity care desert, it’s especially important that we have employees dedicated to bridging health disparity gaps for patients.

The community health workers meet with first-time obstetrics patients, assess their

needs, offer maternal health guidance and review the resources available to them during their pregnancy. This usually leads to referrals to programs like the Ohio Women, Infants & Children (WIC) Program that provides supplemental food, and education about nutrition for pregnant and breastfeeding women, infants and children.



In FY24, community health workers provided more than 1,600 program referrals ranging from insurance assistance and dental appointments to new diapers and car seats.

CenteringPregnancy

CenteringPregnancy is a nationally accredited prenatal education and support program based at OhioHealth Grant Family Medicine that’s available to expecting mothers in central Ohio. This group care model helps to reduce infant mortality rates and pre-term births, increase breastfeeding among new mothers and support safe sleep habits for newborns.

In FY 2024, 27 women participated in CenteringPregnancy at Grant. This resulted with 96% of patients being able to breastfeed at the time of discharge and a pre-term delivery rate of only 4% which is significantly lower than the county, state and federal pre-term birth rates of over 10%.

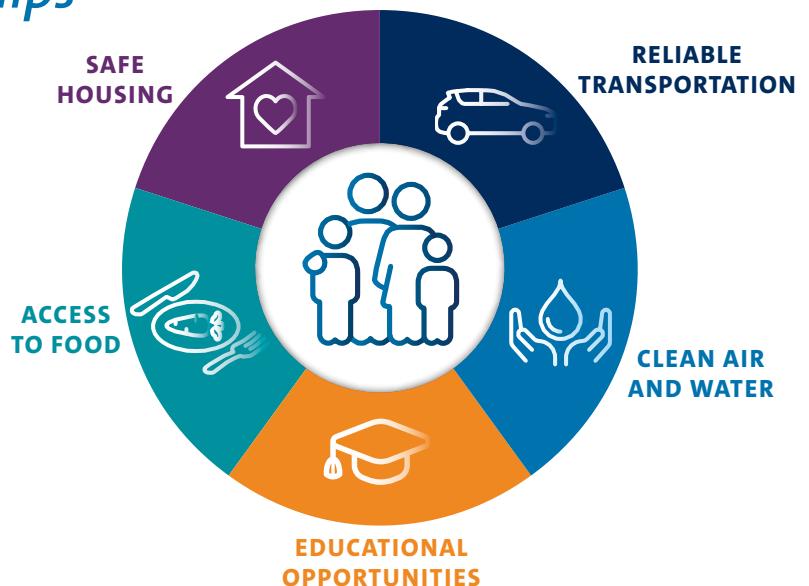


Centering
Pregnancy

Addressing health equity

Improving social drivers of health through community partnerships

Social drivers of health – social and economic conditions like safe housing, quality education and reliable transportation – contribute to 80% of a patient’s overall health outcomes. They also contribute to health disparities and inequities. If you can’t access a grocery store with healthy foods, you are less likely to have nutritious meals.



OhioHealth partners with Mid-Ohio Food Collective in support of its “Food as Medicine” Program. If a patient screens positive for food insecurity during a healthcare visit, OhioHealth connects them to food assistance resources at the care site and refers them to community-based food pantries and meal programs. **Since November of 2023, 449 patients have been referred to the Mid-Ohio Pharmacy** which provides them with access to free, healthy food.

OhioHealth Doctors Hospital Community Clinic and Care

At OhioHealth, screenings and interventions for the social determinants of health are a common practice and system priority. Doctors Hospital is the second busiest emergency room in Franklin County. At the end of FY 2024, a community clinic and care model was brought to Doctors Hospital as a strategic response to provide better, more integrated, access to care for a community in need. Having a community clinic means reducing emergency room admissions and re-admissions because patients without acute healthcare needs can still be seen same day.

In the first four months of the Community Clinic at Doctors Hospital, 1,000 patients were seen. Almost half screened positive for social determinants of health that cause barriers to care including transportation limitations, food and housing insecurity, and a lack of insurance.

Medical Respite

Medical Respite provides transitional housing for patients experiencing homelessness. Medical Respite patients are still in the process of healing and are too ill or frail to recover without proper housing but not ill enough to remain in hospital care. At OhioHealth Grant Medical Center, through

The walk-in clinic is changing behaviors for a vulnerable population. Patients are given financial assistance, provided with connections to social services, have shown an increase in their health literacy and, ultimately, leave the clinic with an appointment to see a primary care physician.



In the first four months of Community Care at Doctors Hospital, 1,000 patients were seen.



a partnership with Lutheran Social Services, they focus on whole health and ensuring patients have a safe place to heal. **We provide these patients with follow-up care, meals and access to resources to attain self-sufficiency, helping, on average, more than a dozen patients daily.**



Women and families

Mobile Mammography

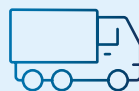
Along with Wellness on Wheels, mobile health is not a new service for OhioHealth patients. Life-saving mammograms are being delivered to women across the state from Athens to Franklin to Shelby Counties. Women who are unable to access mammograms due to financial limitations, barriers to transportation, or because there were no services in the area, can now get vital breast health screenings through a mobile mammography unit.

Underserved women in more than 50 counties, including the Amish and Mennonite communities, and the socioeconomic disadvantaged – all of whom face a higher mortality rate from breast cancer because screening services were limited – have access to mammograms.

learn more

Click here to read more about the expansion of mobile mammography to the north region

The mobile units travel to care sites, school grounds, community fairs and employer locations.



IN FY24

3 MOBILE
MAMMOGRAPHY
UNITS

PROVIDED

4,464
MAMMOGRAMS.

Mothers' Milk Bank

Every day, there are hundreds of babies around Ohio who need donated breast milk, and there isn't enough available to meet the demand. The OhioHealth Mothers' Milk Bank collects, pasteurizes and distributes donated breast milk to hospitals around the country, giving hope to families in need.

As the only milk bank in Ohio, a small team is tasked with meeting a great need – **one that is projected to grow by 30% in the next two years.**

OVER **35,000** OUNCES
of donor milk are distributed
each month. 



JUST **1** OUNCE can be
a day's worth of food for
3 PREMATURE BABIES.



Addiction and Behavioral Health

One night in June of 2023, Larry Boganwright was admitted to the Emergency department at OhioHealth Marion General Hospital. Fortunately for Larry, Katie Herdman was on duty as the substance use navigator at the hospital's newly operating Addiction Medicine Clinic. Substance use navigators determine a patient's needs and connect them to resources to help overcome barriers to recovery. **Larry became the clinic's first patient to celebrate one year of sobriety.**

Learn more

[Click here to learn more about Larry's journey to recovery](#)

Making care and wellness more accessible for seniors

UpBEAT

UpBEAT, an OhioHealth program supporting adults age 55 and older in Southeast Ohio, believes that health, wellness and the vitality of our older adult populations is about more than diagnosis, treatment or rehabilitation. It's about having the opportunity to become more physically and socially engaged, to stay healthy and well. UpBEAT provides a range of free benefits and services, including health and lifestyle educational seminars, exercise programs, social activities, a monthly newsletter and volunteer opportunities. In FY 2024, **UpBEAT increased attendance from the prior fiscal year, expanded in-person activities and added six new programs** that reflect the needs of active members.



Larry Boganwright and Katie Herdman

Associates and company *culture*

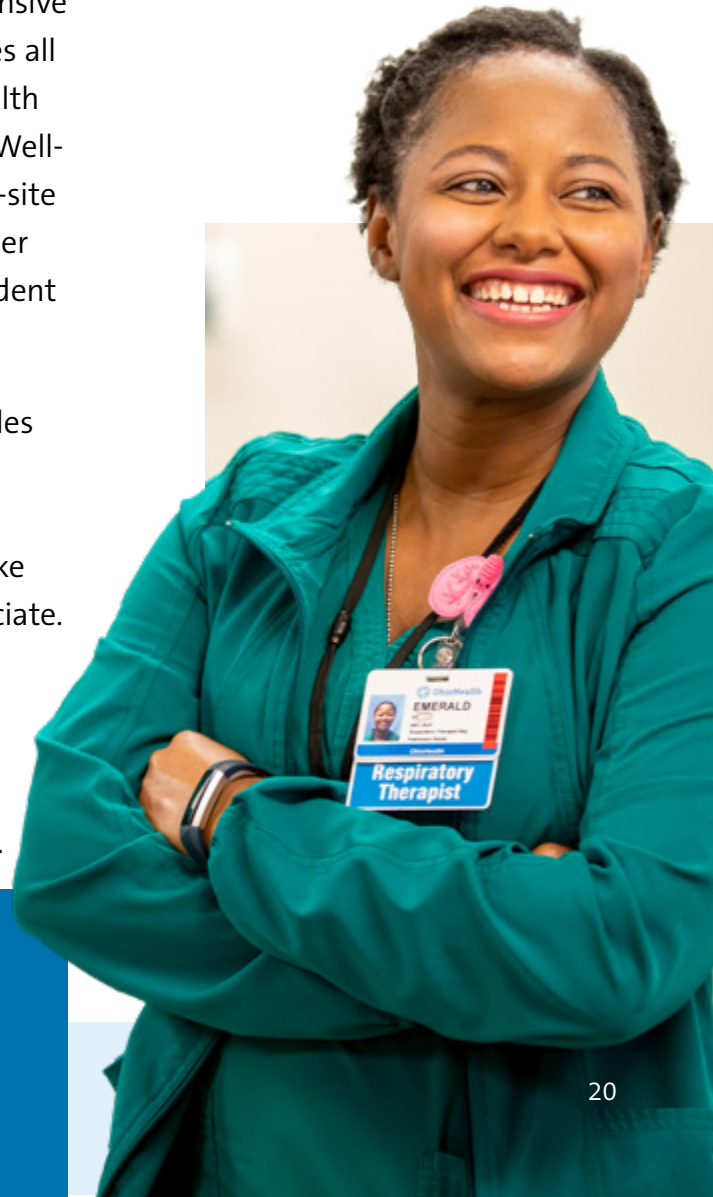
Employee well-being

OhioHealth Well-Being Center

The OhioHealth Well-Being Center is a comprehensive on-site, virtual and embedded practice that serves all OhioHealth associates and providers. At OhioHealth Doctors and Grady Memorial Hospitals, satellite Well-Being Centers were created to provide private on-site access to mental health clinician support and other well-being programs and services like critical incident support, mindfulness classes and counseling.

The OhioHealth WE Care support program provides evidence-based, immediate, short- and long-term emotional support to individuals and teams who experience distressing events in the workplace, like the death of a patient or verbal abuse of an associate.

WE Care Reflections events help reduce feelings of isolation and compassion fatigue by allowing participants to discuss their shared healthcare experiences in a psychologically safe environment.



OHIOHEALTH HELD
25 WE CARE
REFLECTIONS EVENTS

IMPACTING
1,750 ASSOCIATES
AND PROVIDERS

Enhanced mental health support for associates

OhioHealth continues to enhance and expand mental health support for associates so they can access confidential, high-quality and personalized mental healthcare where and when they need it. All associates, employed providers and dependents receive up to eight free counseling

and/or mindfulness sessions per calendar year through the Employee Assistance Program (EAP). Employees can speak with a licensed mental health clinician by phone via the OhioHealth Well-Being Connection, with 24/7 availability for emergent support needs.



ON AVERAGE **43** ASSOCIATES PER MONTH

received same-day support from independently licensed counselors.

Culture and belonging

OhioHealth actively promotes an environment of belonging through our hiring, professional development and organizational culture initiatives.

Our cardinal value is to honor the dignity and worth of every person, and we are committed to fostering a workplace where all associates are engaged, valued and connected to the OhioHealth community. We strive to ensure every associate feels their contributions matter and knows they are an integral part of our mission to serve our patients and communities.

By creating an inclusive environment, we seek to drive innovation, improve health outcomes and provide services that are accessible to everyone. Because of this focus, OhioHealth ranked on the 2024 Fair360 Top Hospitals and Health Systems list, a recognition awarded to U.S. employers for their excellence in promoting workplace fairness through talent strategy, supplier engagement practices and philanthropic commitments.

OhioHealth has **14 Diversity and Inclusion Councils for care sites and business units** and **nine Business Resource Groups (BRGs)**.



Since its launch, 24 student interns
have been hired into
Patient Support Assistant (PSA) roles.

Talent Development

COLUMBUS STATE
COMMUNITY COLLEGE

Educational partnerships that attract, develop and retain top talent

In FY 2024, OhioHealth embarked on a historic investment through a 10-year venture with Columbus State Community College (CSCC) to double the number of their graduates in health sciences. **OhioHealth's \$25 million endowment will be coupled with \$95 million from CSCC and used for nursing, surgical technology, medical imaging, respiratory therapy and sterile processing programs** to address workforce shortages in those areas.

Southwestern City Schools and Tolles Career and Technical Center in Plain City launched a work-based learning program with OhioHealth to prepare students for roles in healthcare. Students in the program get hands-on experience at OhioHealth Doctors Hospital, OhioHealth Dublin Methodist Hospital and OhioHealth Grove City Methodist Hospital. Since its launch, **two dozen student interns have been hired into Patient Support Assistant (PSA) roles.**

Patient and associate *safety*

Associate compliance training

OhioHealth's compliance training for associates is designed so that all employees, both new hires and tenured professionals, understand and adhere to legal, ethical and organizational standards. This helps to maintain OhioHealth's integrity and fosters a safe and respectful workplace.



In FY24, an average of **30,000 active OhioHealth associates** completed compliance training on topics like ethics, infection prevention, safety and emergency preparedness and more.



WE are
SAFER
together

Becoming an HRO

OhioHealth is committed to creating a safe workplace in its investment toward becoming a High Reliability Organization (HRO). HROs are those that consistently function safely, efficiently and with high quality, even in a complex, high-risk environment such as healthcare.

In FY 2024, in its journey to become a HRO:



22,000 associates, 3,400 providers and 1,500 leaders completed Universal Skills training in-person to improve patient and associate safety.



424 associates and providers completed the more intensive Team Skills training to create safe team behaviors and habits in high-risk areas.



All 15 hospitals and almost 400 OhioHealth Physician Group (OPG) sites now participate in daily Tiered Safety Huddles.





Sustainability

Environmental health = Public health

In 2022, OhioHealth signed a climate pledge to reduce greenhouse gas emissions in support of equitable, resilient communities in the face of climate change.

Over 200 international health journals have cited climate change as a threat to public health. At OhioHealth, sustainability matters because it advances our vision to provide exceptional care for all. **With more than 15 hospitals and 200+ care centers across Ohio**, we have a responsibility and opportunity to reduce our environmental footprint in the communities we serve.

For OhioHealth, sustainability is about reducing waste, improving energy efficiency and removing chemicals of concern. It also means improving both patient and associate health and breaking down barriers so that everyone can access care.

learn more

[Click here to read about how a healthy planet means healthy people](#)



Today, OhioHealth is the only hospital system in the state to have signed this pledge to reach net zero carbon emissions by 2050.

learn more

[Click here to read about our pledge](#)

Working with an external partner, we are tracking and monitoring our greenhouse gas emissions, including our energy consumption, waste anesthesia gases, fleet vehicles, supply chain and more.

Signing the climate pledge was the next step to show our commitment and improve human health in our sustainability journey.

Sustainable product procurement

OhioHealth follows an Environmental Preferable Purchasing policy to ensure we purchase the most sustainable medical products and devices available through partners that are also aligned with our climate pledge.

Desflurane is an inhaled anesthetic gas used during surgery to keep patients from being aware of a procedure or feeling pain and is among the worst gases for the environment. When desflurane is given during a surgery, much of the gas is exhaled and released into the atmosphere. Once released, it can stay in the atmosphere for more than a decade, having a global warming impact.

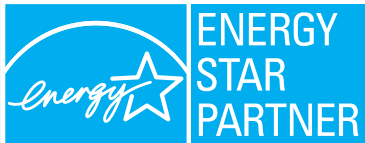
In support of OhioHealth's Net Zero by 2050 Climate Pledge, **we completely eliminated desflurane's use from our formulary.**

learn more

Click here to learn more about the impact of anesthesia on the environment



Smart *energy*



OhioHealth is focused on energy efficiency and has reduced our energy consumption per square foot (also known as energy use intensity or EUI) since our baseline measurement six years ago. **Our EUI reduction equates to an annual carbon avoidance of 45,000 metric tons.** In FY 2024, two of OhioHealth's regional hospitals earned ENERGY STAR® Certifications awarded by the U.S. Environmental Protection Agency. To earn this certification, commercial buildings must receive an ENERGY STAR score of 75 or higher (on a scale of 1 to 100), indicating that they operate more efficiently than at least 75% of similar buildings nationwide. This performance ranking equates to lower operating costs, lower energy consumption and fewer greenhouse gas emissions.

learn more

Click here to learn about O'Bleness's ENERGY STAR® certifications

Click here to learn about Mansfield's ENERGY STAR® certifications



OhioHealth has reduced our energy consumption per square foot by 17%, since our baseline measurement six years ago.

Healthy buildings

Our new hospitals and care sites are designed and constructed with standards that prioritize energy efficiency, waste diversion, EV stations and removing chemicals of concern from our building materials. To accomplish this, OhioHealth is **utilizing landfill diversion processes, developing native landscaping and offering electric vehicle charging stations.**

OhioHealth Pickerington Methodist Hospital was designed to not only be a healthy building, but a smart building. It was the first hospital in central Ohio to offer smart room technology allowing care teams to deliver quality care more efficiently and effectively. Every room features video capabilities, tailored digital patient education, a digital meal ordering platform and access to real-time patient information. This technology means spaces that are healthy and sustainable for both clinical staff, and for patients and their families.

learn more

Click here to learn more about smart room technology at OhioHealth Pickerington Methodist Hospital



Reducing waste

Nearly 1 million pounds of food waste enters landfills in central Ohio each day. Every time we divert waste from our landfills, we support the environment and mitigate any negative human health impacts.

In FY 2024, **more than 2,000 tons of general waste from OhioHealth facilities were diverted** from landfills through recycling, food digesters and composting. At OhioHealth Riverside Methodist Hospital, composted food scraps were used as natural fertilizer for flower beds on the care site's campus.

All of the cafeterias at OhioHealth's hospitals are 100% polystyrene- and PFAS-free, meaning food containers that can't be recycled or contain forever chemicals – those that are difficult to break down and persist in the environment – are no longer utilized.

OhioHealth Marion General Hospital developed a recycling program for blue wrap, the plastic that is wrapped around surgical instruments so that they remain sterile until use. Blue wrap is made from polypropylene, which is considered hard to recycle and often sent to landfills. However, sterile, uncontaminated blue wrap can be collected and recycled.

The hospital's operating room team built a box in the main lobby of the hospital to show how much blue wrap was being thrown away. In just one week, the box was full. We are now prioritizing a circular economy approach by purchasing back the blue wrap to create marketing bags, and replace other single-use plastic bags.

learn more

[Click here to learn about blue wrap recycling and other sustainability efforts](#)



In FY 2024, more than 2,000 tons of general waste from OhioHealth facilities were diverted from landfills, going instead to digesters for composting, being donated to local food pantries, or sent to farmers for animal feed.

Green *transportation*

OhioHealth has more than **100 electric vehicle charging stations**, more than any other organization in Ohio. We are prioritizing low- and zero-emission vehicles in our fleet and have partnered with a same-day logistics service provider, MedSpeed, to use electric vehicles to service the entire system.

The community now benefits by having access to free vehicle charging during the day.

By promoting electric charging accessibility, we are ultimately helping to reduce tailpipe emissions and improve air quality.

Learn more

[Click here about OhioHealth Mansfield Hospital's federal recognition](#)



Marion General Hospital
has recycled over
10,000 pounds of blue wrap.



Improve

the health of those
we serve



Thank You

To our community partners, donors, civic leaders, public officials and our grateful patients and families – thank you.

Thank you for entrusting your healthcare to us and for supporting our efforts to promote social stewardship.

This report outlines the positive effects of social stewardship on the health of our communities. Focusing on preventive care, health education and wellness means we can reduce disparities and uphold our mission: **to improve the health of those we serve.**



At the opening of this report, Dr. Markovich referenced the core values that make OhioHealth more than a health system, but a belief system. Our cardinal value is to honor the dignity and worth of each person. And by achieving that, we will be able to achieve our vision to provide exceptional care for all.

Thank you again for being a steward to help us build communities where everyone can thrive in good health.

A handwritten signature in black ink that reads "Karen Morrison". The signature is fluid and cursive.

Karen Morrison

President, OhioHealth Foundation
Senior Vice President, OhioHealth



This report was produced with 30% post-consumer recycled content.
It was printed with plant-based inks.



OhioHealth