

2023 Community Benefit Report



From the CEO



Onslow Memorial Hospital is proud to be our community's hospital; serving a diverse population with unique health and wellness needs. We are honored to extend our expertise and compassion outside the walls of our hospital. Community – developing partnerships, establishing strong relationships, acknowledging and supporting individual needs – is what motivates us to continue strong outreach efforts to benefit each citizen we serve.

As an affiliate of UNC Health, we use the One UNC Health Values – One Great Team, Leading the Way, It Starts with Me and Carolina Care – to guide our work and relationships. These values inform our decisions on community outreach and engagement. Whether it be through education, health screenings, training the next generation of healthcare providers, serving on local, state and national boards or collaborating with stakeholders for health improvement, our team of healthcare professionals are a part of the fabric of this community.

We wholeheartedly thank you for your ongoing support of your community hospital. Together we will continue to build strong partnerships in support of the health and well-being of every individual in Onslow County and surrounding communities.

This report provides a snapshot of the community benefits provided by Onslow Memorial Hospital. It highlights the collaborative partnerships that make it possible to effectively promote health and wellness as well as demonstrates our commitment to making the necessary investments to ensure the highest quality of care and services for every individual we serve.

Sincerely,

Penney Burlingame Deal, DHA, RN, FACHE
President, Onslow Memorial Hospital

FY 2023

Onslow Memorial Hospital Community Benefit Highlights Include:

Revenues Written Off to Uncompensated Care	\$54,827,384
Cash and In-kind Contributions to Community Groups	\$1,092,547
Salaries and Benefits	\$77,178,285

FY 2023 by the numbers

Admissions	5,533
Average Daily Census	89
Emergency Department Visits	55,746
Radiation Treatments	5,954
Surgeries	8,899
Deliveries	1,446
Meals Served	101,389
Clinic Visits	37,621

In Onslow County, health challenges include:

- 34% of adults are obese.
- 13% of Onslow County is uninsured.
- 18% of Children are in poverty.
- 14% reporting poor or fair health.
- 19% of adult use tobacco.
- 35.1% of infants and families receiving WIC benefits.
- Bachelor's degree or higher is 35.7%
- Persons with disability 15.1%

Onslow Memorial Hospital Foundation

In February of 2023, the Foundation held its second Casino Royale fundraising event. The funds raised were used to finalize the Building for Babies campaign. This event raised over \$100,000 to complete Building for Babies.

In October of 2022, the Foundation held its annual Miles for Mammos 5k. The funds generated from this event provide free screening mammograms to individuals in Onslow County who are underinsured or uninsured. The event brought in over 150 participants.



It Starts With Me

Patient Experience

- Maternal Child Services
 - 85th percentile PG Rank
- Intensive Care Unit
 - 93rd percentile PG Rank
- Cardiac Rehab
 - 99th percentile PG Rank
- Onslow Radiation Oncology
 - 98th percentile PG Rank
- SurgiCare
 - 87th percentile PG Rank
- Onslow Internal Medicine and Primary Care
 - 91st percentile PG Rank
- Outpatient Rehab- Occupational Therapy
 - 98th percentile PG Rank

*PG Rank is from Press Ganey Surveys

One Great Team

CHEW Packout

Onslow Memorial Hospital held its biannual CHEW Packout. During this event, teammates collected food items to fill over 750 bags to support the United Way of Onslow County Children Healthy Eating on Weekend (CHEW) program.



build portable gardens. OMH teammates provided health education and resources for the community.

National Night Out

OMH had a strong representation at National Night Out with over 30 volunteers. National Night Out is a chance for organizations and members of the community to connect with each other. OMH teammates provided pool safety education, face painting, and health screenings to the community.



Bucket Brigade

OMH supported the Bucket Brigade, a community event with Salvation Army, for members of Onslow County to

Leading the Way

Health Screenings

OMH provided early detection and screening events for diseases/disorders/risks for colorectal cancer, skin cancer, hearing tests, and general health screenings. Our Stroke Nurse coordinator provides free health screenings and stroke prevention at the Library on the first Friday of the month in addition to participating in events throughout the year.

Stroke Care and Prevention

Onslow Memorial Hospital has made stroke care and education a top priority through community outreach. We continue to provide regular stroke screenings and education surrounding stroke risk, and prevention at various functions throughout Onslow County. Onslow Memorial Hospital also received the American Heart Association's Target: Type 2 Diabetes Honor Roll award. The award aims to ensure patients with Type 2 diabetes, who might be at higher risk for complications, receive the most up-to-date, evidence-based care when hospitalized due to stroke.

Onslow Memorial Hospital is a Joint Commission Advanced Primary Stroke

Hospital, featuring a comprehensive system for rapid diagnosis and treatment of stroke patients presenting to the emergency department.

Community Health Needs Assessment

In partnership with the Onslow County Health Department, OMH completed the 2021 Community Health Needs Assessment.

Community priorities were established as:

- Healthy Living
- Health Equity & Health Disparities
- Mental & Behavioral Health
- Physical Activity & Exercise

In 2023, OMH supported these priorities through:

- Providing 2,212 mammograms
- 35 participants for the year in Understand Breastfeeding Classes
- Providing health education to 25,000 people through events

Carolina Care From a Family You Can Trust

Patient Navigation

OMH has a skilled and caring team to eliminate and reduce barriers to patient care. This team consists of a Cancer Navigator, Patient Navigator, Patient Service Advocate, and a Patient Service Representative in the Emergency Department.

Patient Family Advisory Council

We are proud to announce that this year marked the 15th anniversary of our Patient and Family Advisory Council. While membership has changed throughout the years, the goal of working together to redesign healthcare services to best meet the needs of patients and families as not waived. We can't be more appreciative of this partnership with our patients and their families. They continue to guide service improvement initiatives to enhance patient satisfaction, staff morale and system deliveries. We look forward to collaborating with our patients and families through the PFAC for another fifteen years!