

2021  
ANNUAL REPORT

**Kettering**  
HEALTH

Be Your Best





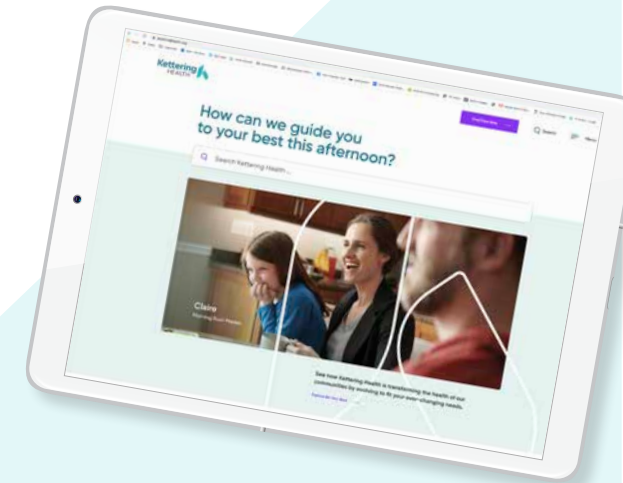
# A bold declaration and a promise from Kettering Health to its patients

**When Kettering Health's new brand launched in May 2021, the system made a promise to its patients: We promise to be our best, to help you be your best.**

Being our best means making sure that patients can find the care they need when they need it, which is why Kettering Health introduced a new naming structure. Every medical center and facility now starts with "Kettering Health," as the Kettering name is an established, trusted pillar of our community. The names also include a geographic locator. By uniting under the Kettering Health name, we make it easy for our community to find and access the high-quality care they expect from Kettering Health.

The new brand also presented an opportunity to update Kettering Health's visual identity. In addition to our name, we updated our logo and colors to ensure our brand reflects the high-quality, faith-based care displayed across the system every day. The sleek, modern logo and new colors are now visible throughout our system and community, in places like an entirely redesigned and updated website, emergency and transport vehicles, employee uniforms, and building signage.

Carla Parker is a 20-year veteran of Kettering Health Dayton, and a Caring award winner, who served on the designated COVID-19 unit during the height of the pandemic.





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As a **faith-based organization**, we believe our work is a calling to care for **God's people**. We aspire to bring His light to others in tangible ways—to bring **hope, healing, and health**.



**VISION**  
 Kettering Health will be recognized as the leader in transforming the healthcare experience.

**MISSION**  
 To improve the quality of life of the people in the communities we serve through healthcare and education.



**VALUES**  
 Trustworthy • Innovative • Caring  
 Competent • Collaborative

## From the Leadership

**Kettering Health began a new chapter in 2021.** In May, we transitioned from Kettering Health Network to Kettering Health, updated our visual identity, and started the process of further unifying our organization to ensure our care is as coordinated and accessible as possible.

This also gave us the chance to send a powerful promise to those who trust their lives to us—that we will always be our best, so they can feel their best.

This exciting chapter was not without difficulty, of course. The COVID-19 pandemic continued, as variants spread and put pressure on healthcare systems around the world.

However, the real story of 2021 is that in the midst of change and extreme circumstances, our family continued to show up and provide the best care possible every day—no matter what. Each year, the Annual Report is our chance to reflect on, and share with you, all that Kettering Health has accomplished. We are so proud of what we achieved in 2021 and are excited for what the future holds for western Ohio, and for Kettering Health.

Thank you for supporting us as we follow in the steps of Jesus, by providing healing to our communities.

*Dave Weigley*  
**Dave Weigley**  
 Chairman of the Board of Directors  
 Kettering Health

*Fred Manchur*  
**Fred Manchur**  
 Chief Executive Officer  
 Kettering Health





# Our Care in Action

Kettering Health's mission comes to life at the intersection of patient-centered care, innovation, and compassion for each person. When Michael McKay and his family found themselves in a medical emergency, Kettering Health was there for them—from the moment they knew they needed help, to the lifesaving surgery that gave Michael a second chance.



## A Miracle and a Second Chance: **THE MCKAYS' STORY**

Michael McKay and his wife, Lee-Ann, awoke to an unremarkable Saturday. With little on their to-do lists, they looked forward to a lazy day around the house. But then Michael felt a sharp pain in his neck.

He tried to walk it off. But a potentially tweaked back soon gave way to a completely numb left leg. Lee-Ann found Michael scooting down the stairs, unable to trust his body to walk him down safely.

"We drove to the emergency room at Kettering Health Greene Memorial just down the road," Michael said. "Thankfully we were only a short distance from that hospital."

Two CT scans revealed a dissected aorta in Michael's heart. He would need emergency open-heart surgery.

A sobering quiet blanketed Michael's room as he and Lee-Ann waited for his lifesaving procedure.

"One of the first things that I told Lee-Ann was, 'I don't want you to be angry at the Lord for what's going on here. I don't want you to be bitter.' I know a lot of people blame God for the things that happen in their life that they might consider evil or bad. But I didn't want my wife and kids to wrestle with that," Michael said. "I wanted them to know their dad and their husband was dying very grateful for the life that he had been given."

With tear-stained cheeks, Lee-Ann took what Michael said to heart.

"I remember thinking, 'How am I here at this point right now with my husband sharing these last words with me?'" Lee-Ann said. "And my heart just felt like it was breaking at one minute, but the next minute I just felt this overwhelming sense of love and thankfulness to the Lord because I left that conversation knowing that first and foremost, my husband loved the Lord. And second that he loved the kids and me."

Lee-Ann needed every ounce of that gratitude to endure. She settled into

the waiting room at Kettering Health Main Campus, where Michael had been transferred for his surgery, having no idea she'd wait for news about Michael for almost 11 hours.

Still, she found pockets of solace in friendly faces along the way.

"One of the guys in the ambulance found me and said, 'Your husband wanted me to tell you that he loves you very much,'" Lee-Ann recalled. "I thought, 'Lord, what a sweet blessing to have.'"

What were hours of waiting for everyone else felt like minutes for Michael. The first

words Michael remembers hearing when he woke shaped his story as much as the ones he thought would be his last.

"The first thing the nurses and doctors told me was that it was a miracle," Michael said. He didn't want to leave his wife and kids behind, and knew he had plenty of memories yet to make with Lee-Ann and his children.

And thus began the period Michael calls his "bonus round": the extra time Michael never expected to have.

## Care at Its Best

Miracles, like the one experienced by the McKays, happen every day at Kettering Health because of the remarkable, quick, and coordinated care of our employees and caregivers. As a system of outpatient facilities and medical centers throughout western Ohio, care is never far from those who need it.





# Finding Her Voice

Every day, Kettering Health meets and treats incredible members of our community.

Their stories shape the way we deliver care, and they inspire us with their spirit and courage. Read the story of Jeri Ward, who is using her experience to give a voice to the voiceless.

## SPEAK with Intent

### FROM ADVOCATE, TO PATIENT, TO ADVOCATE: JERI WARD'S STORY

Jeri Ward heard a pop, then a fizzle in the back of her head.

All she could do was toss her laptop to the floor, getting her husband Dean's attention. The nonsensical words that escaped Jeri's lips were so shocking, she giggled. But the fear in her eyes told her husband this was serious.

Finally, she forced the right word out: "hospital."

Jeri entered the emergency room and realized she could not remember her social security number—or any numbers. Jumping into action, the Emergency team ordered a CT scan that confirmed their fears: Jeri was having a stroke. The complexities of the blood clots in Jeri's brain required a three-hour thrombectomy—a procedure that typically takes an hour. Jeri was awake the whole time.

"Here I am, just 30 years old, lying on a surgery table, and I can see my brain on the screen in front of me," Jeri said.

Unable to speak or move, Jeri the advocate, the humanitarian, the voice, had to be Jeri the patient. Her body gave her no choice. As Jeri cried, unable to communicate, her nurse anesthetist held her hand for the entirety of the procedure. "It made me feel a bit more calm," Jeri

said. "I stopped crying at that point because I felt that human connection."

Jeri's surgery ended around 3 a.m., and her husband had sat panicked in the waiting room for almost four hours. Akil Patel, MD, neurosurgeon, delivered the news to Jeri's husband. She had made it through the surgery, but there was a long road ahead. The next 10 months held challenges for Jeri that most people expect to face only once in life—learning to speak, write, and even eat again.



Jeri Ward's new voice has some of her husband Dean's English accent—a testament to his help in her recovery.

“Knowing that people go to the hospital because of the education that I've shared makes me feel like all this terrible time and struggle and heartache and depression and anxiety was worth it.” Jeri Ward

Her stroke took a lot from her. But there is one thing it gave her—a new voice. As she learned to speak, Jeri lost her Southern accent, adopting one infused with her husband's English accent. Though her voice may sound a bit different, she's using it the same way—to advocate for others.

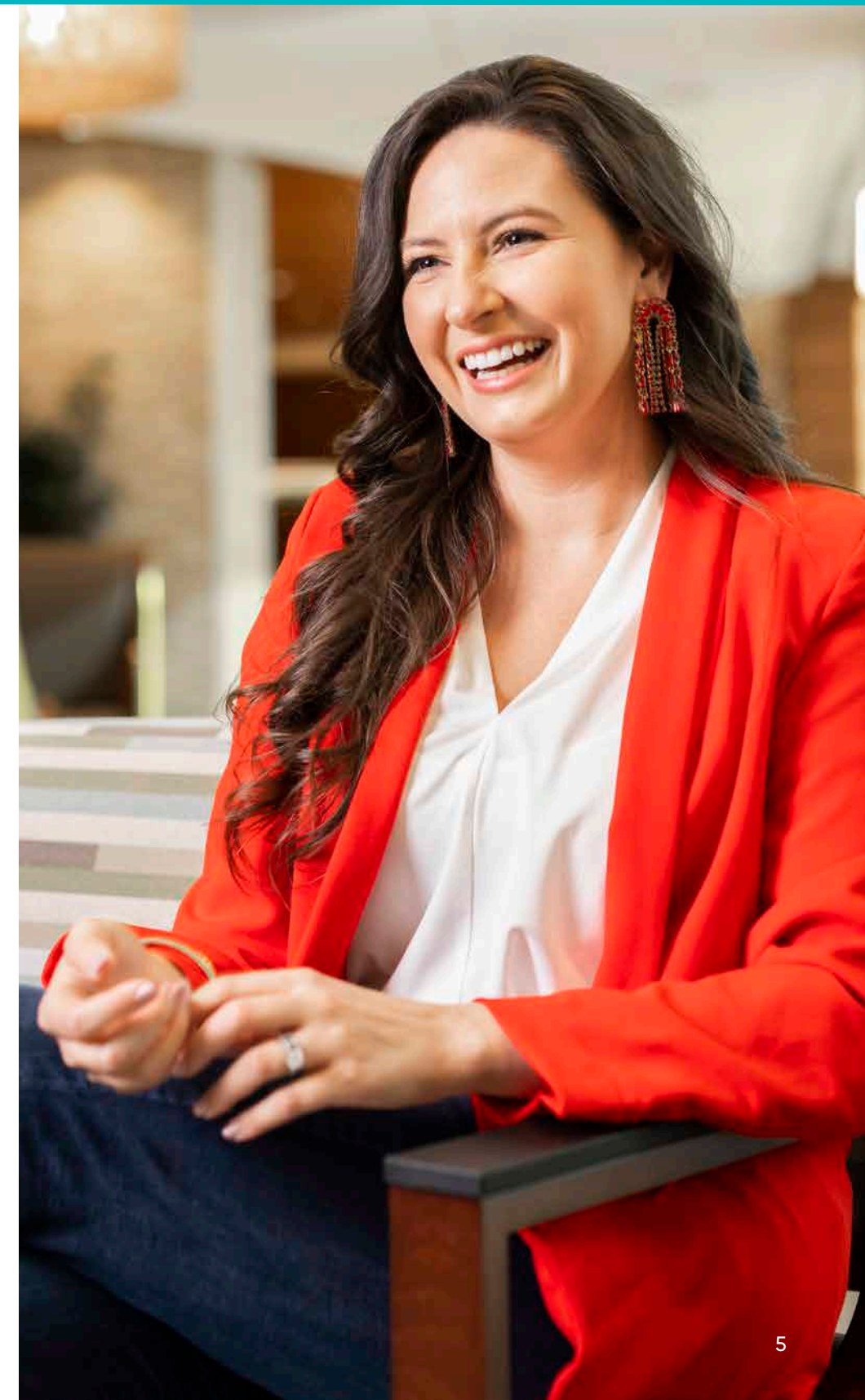
She didn't know it at the time, but this moment where she felt most powerless would determine the trajectory of the rest of her life. Jeri now works at Life Connection, a nonprofit that coordinates lifesaving organ donations. She brings a perspective to her job many other professionals may not have.

"I firmly believe this was supposed to happen," Jeri said. "People always think I'm nuts when I say that, but it's really hard for medical professionals or people in law or research to understand stroke fully, because they never had it happen."

"I think going from not having a voice to being able to speak to people in 36 countries, it's magical. It's just insane. But I think that's a testimony to having willpower to overcome obstacles that seem impossible at the time."

Though Jeri always knew her purpose was rooted in service to others, everything clicked after her stroke.

"Knowing that people go to the hospital because of the education that I've shared makes me feel like all this terrible time and struggle and heartache and depression and anxiety was all worth it," Jeri said. "Without this experience, I wouldn't have been able to save as many lives as I have."





# 2021 at a Glance

As we look forward to what we will accomplish in 2022, it's important to reflect on 2021 and all Kettering Health achieved.

**13,029** employees  
**1,745** physicians on staff  
**1,014** volunteers  
**1,591** licensed beds  
**1,412,991** outpatient visits  
**6,029** babies delivered  
**67,433** discharges  
**331,884** emergency visits

## VACCINE CLINICS

When vaccines arrived in late 2020, Kettering Health quickly stood up community vaccine clinics in Dayton and Kettering, giving much-needed vaccine access to those in need.

It was a special day for 97-year-old Joe, who received his COVID-19 vaccine from Kettering Health pharmacist Zach—who also happens to be his grandson.



## EXPANSIONS IN 2021

Expansions occurred at Kettering Health Dayton, Kettering Health Miamisburg, Soin Medical Center, Kettering Health Franklin, and several primary care locations. Plans to build facilities in Centerville and Springfield and a new Years Ahead Primary Care 65+ were announced.



Soin Medical Center announced and began work on an expanded ICU. Thirty beds are expected to be added for general medicine and surgery patients.



Centerville Health Center



## HAND DAY

Orthopedic teams completed 28 surgeries on Hand Day. These surgeries were offered free-of-charge to under- and uninsured patients.



## KETTERING HEALTH CHATS

In conjunction with WHIO, Kettering Health experts from all specialties provided health tips, insight, and answers to listeners' questions about health and wellness during Kettering Health Chats.

Annual Wellness Visit with Laurie Bankston, MD

Kettering Health Springfield—the system's newest medical center—was announced in 2021 and opened in May 2022.



# Serving Our Communities

Kettering Health is made up of 14 medical centers, more than 120 outpatient locations throughout western Ohio, Kettering Physician Network, Kettering College, and four foundations—all dedicated to following in the footsteps of Jesus by bringing health, healing, and hope to the community.



Established in the spirit of innovation, Kettering Health Main Campus is the system's flagship medical center, serving patients throughout Greater Dayton since 1964. Consistently ranked one of the nation's best hospitals, Kettering Health Main Campus is known for its high-quality cardiovascular, brain and spine, and cancer care.



**ACCOMPLISHMENTS**

- "A" from the Leapfrog Group Hospital Safety Grade
- "Gold Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- "High-performing" in abdominal aortic aneurysm repair, spinal fusion, colon and lung cancer surgery, heart attack and failure, hip fracture and hip replacement, kidney failure, knee replacement, stroke, and maternity care by U.S. News & World Report for 2021-2022
- 50 Top Cardiovascular Hospital by IBM Watson Health

**3,283** employees  
**1,322** physicians on staff  
**311** volunteers  
**85** residents and fellows  
**330,624** outpatient visits  
**2,616** babies delivered  
**494** licensed beds  
**23,121** discharges  
**48,375** emergency visits

Kettering Health Miamisburg is a full-service medical center, located minutes from the Dayton Mall. Residents of Warren, Butler, and southern Montgomery counties have quick and easy access to high-quality healthcare. Orthopedic and weight-loss surgeries have long been cornerstone services at Kettering Health Miamisburg.



**ACCOMPLISHMENTS**

- "Gold Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- "High-performing" for kidney failure by U.S. News & World Report for 2021-2022
- "A" from the Leapfrog Group Hospital Safety Grade
- Expanded inpatient rehab unit by 12 beds

**871** employees  
**1,266** physicians on staff  
**113** volunteers  
**139,769** outpatient visits  
**154** licensed beds  
**9,112** discharges  
**26,037** emergency visits

“The whole fun of living is to try to make something better.”  
 Charles F. Kettering

# Kettering Health HAMILTON

Reflecting the power of community, Kettering Health Hamilton opened in 1929 after dedicated citizens raised funds for their own community hospital. Today, Kettering Health Hamilton is a full-service, award-winning medical center providing care to Butler County.



## ACCOMPLISHMENTS

- "A" from the Leapfrog Group Hospital Safety Grade
- "Gold Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- Chest Pain Center Accreditation from the American College of Cardiology
- "High-performing" for kidney failure by U.S News & World Report

**932** employees  
**335** physicians on staff  
**170** volunteers  
**169,215** outpatient visits  
**637** babies delivered  
**220** licensed beds  
**6,969** discharges  
**33,692** emergency visits

# Kettering Health TROY

Kettering Health Troy opened in 2019 and is located in the heart of historic downtown Troy. The three-story, 135,000-square-foot medical center features cutting-edge cancer care, inpatient and ICU beds, and primary care services. Kettering Health Troy was the system's first medical center in Miami County.



## ACCOMPLISHMENTS

- "Silver Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- Opened a new Kettering Health Breast Center location

**242** employees  
**1,263** physicians on staff  
**27** volunteers  
**54,787** outpatient visits  
**28** licensed beds  
**1,486** discharges  
**19,926** emergency visits

“High achievement always takes place in the framework of high expectation.” Charles F. Kettering



Dedicated to whole-person care, Kettering Health Dayton has been rooted in the osteopathic tradition since its founding in 1926. Affiliated with the Ohio University Heritage College of Osteopathic Medicine, Kettering Health Dayton is one of the largest osteopathic teaching hospitals in the nation.



**ACCOMPLISHMENTS**

- “Gold Plus” award from the American Heart Association’s Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- Opened a hybrid operating room and cath lab unit
- “High-performing” for knee replacements and kidney failure by U.S. News & World Report for 2021-2022

**1,779** employees  
**702** physicians on staff  
**52** volunteers  
**132** residents and fellows  
**366,964** outpatient visits  
**289** licensed beds  
**10,029** discharges  
**40,594** emergency visits

Improving care in the community, Kettering Health Washington Township has provided Greater Dayton residents with exceptional healthcare since 1978. Like its sister medical center, Kettering Health Dayton, Kettering Health Washington Township is an osteopathic teaching hospital.



**ACCOMPLISHMENTS**

- “A” from the Leapfrog Group Hospital Safety Grade
- “Gold Plus” award from the American Heart Association’s Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- Performed over 10,000 surgeries

**647** employees  
**702** physicians on staff  
**53** volunteers  
**132** residents and fellows  
**169,215** outpatient visits  
**1,962** babies delivered  
**129** licensed beds  
**4,426** discharges  
**15,235** emergency visits

“Speaking the truth in love, we are to grow up in every way into him who is the head, into Christ, from whom the whole body, joined and held together by every joint with which it is equipped, when each part is working properly, makes the body grow so that it builds itself up in love. Ephesians 4:15-16”



## SOIN MEDICAL CENTER

Offering convenient care in a nurturing atmosphere, Indu and Raj Soin Medical Center opened its doors in 2012 to serve residents of Greene, Clark, Montgomery, and Miami counties.



### ACCOMPLISHMENTS

- "A" from the Leapfrog Group Hospital Safety Grade
- "Gold Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- "High-performing" in kidney failure, spinal fusion, and maternity care by U.S. News & World Report for 2021-2022

**1,183** employees  
**627** physicians on staff  
**203** volunteers  
**38** residents and fellows  
**124,081** outpatient visits  
**814** babies delivered  
**176** licensed beds  
**8,851** discharges  
**46,290** emergency visits

## Kettering Health GREENE MEMORIAL

Established to meet the needs of Greene County, Kettering Health Greene Memorial has provided quality healthcare as a medical center since 1951.



### ACCOMPLISHMENTS

- "A" from the Leapfrog Group Hospital Safety Grade
- "Gold Plus" award from the American Heart Association's Get With the Guidelines® Plus Quality Awards, showing excellence in stroke care
- Five-star rating from the Centers for Medicare & Medicaid Services for overall quality
- "High-performing" for hip fractures by U.S. News & World Report for 2021-2022
- Distributed 2,932 vaccines to 1,514 patients at their COVID-19 vaccine clinic

**235** employees  
**322** physicians on staff  
**36** volunteers  
**118,057** outpatient visits  
**41** licensed beds  
**624** discharges  
**16,654** emergency visits

“Put on then, as God’s chosen ones, holy and beloved, compassionate hearts, kindness, humility, meekness, and patience. Colossians 3:12”



# Additional MEDICAL CENTERS

With the new Kettering Health naming structure, five facilities, formerly designated as stand-alone emergency centers, are now Kettering Health medical centers.

These facilities provide lifesaving care to areas where there is not a Kettering Health facility with inpatient beds. However, because of the care they provide and the level of service they offer their communities, we were proud to welcome them as medical centers in December of 2021.



Kettering Health Middletown



Kettering Health Preble



Kettering Health Piqua



Kettering Health Huber

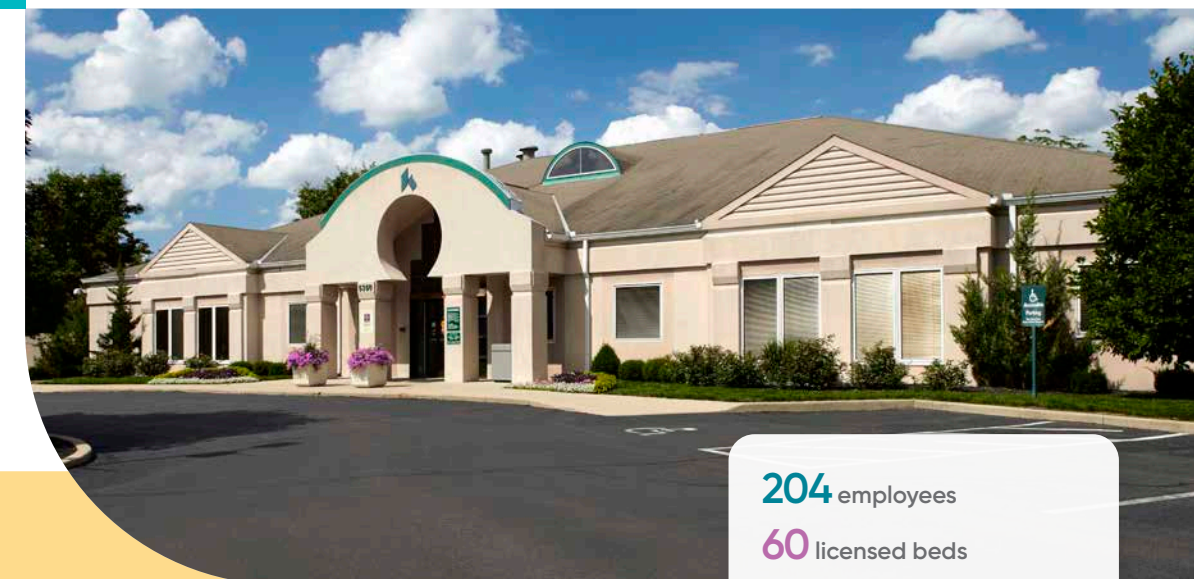


Kettering Health Franklin

EMERGENCY VISITS	
14,606	Kettering Health Franklin
23,940	Kettering Health Huber
19,005	Kettering Health Middletown
12,728	Kettering Health Piqua
14,172	Kettering Health Preble

## Kettering Health BEHAVIORAL MEDICAL CENTER

Offering compassionate care, Kettering Health Behavioral Medical Center's team of doctors, social workers, nurses, psychologists, mental health technicians, and counselors has been providing confidential mental health services for more than 20 years.



204	employees
60	licensed beds
2,815	discharges



# PHYSICIAN NETWORK

Will be Kettering Health Medical Group

Kettering Physician Network is a medical group of more than 700 physicians and advanced practice providers with an extensive range of specialties, staffing an ever-growing number of outpatient facilities, health centers, and clinics throughout western Ohio.



Katie Ruhlman, CNP



Soumya Nadella, MD



Jorge Arzola, MD

In 2021, Kettering Physician Network opened a new Years Ahead Health Center, two On-Demand Care locations, and announced plans for expansions in Jamestown, Ross, and Centerville.

**479** physicians  
**300** advanced practice providers  
**2,102** employees  
**200** locations

# COLLEGE

A fully accredited college offering degrees in health sciences, Kettering College was founded in 1967 as a division of Kettering Health Main Campus. Kettering College consistently has board-pass rates that exceed the national average and has been ranked among the best value degrees in healthcare education.



### ACCOMPLISHMENTS

- 90.9% nursing board pass rate, exceeding national average
- 100% respiratory care board pass rate
- 1.5% default rate, which is well below national average of 7.3%

**1,180** students  
**267** graduates  
**120** employees

### DEGREES OFFERED

- Health sciences
- Human biology
- Nursing
- Occupational therapy
- Physician assistant studies
- Radiology and imaging
- Respiratory care
- Sonography







**KETTERING HEALTH FOUNDATION**

Kettering Health Foundation promotes excellence in healthcare, research, and medical education through funds serving Kettering Health Main Campus and its associated facilities and programs.

- Raised more than \$2.9 million
- Distributed more than \$1.3 million
- Assisted over 1,500 patients, students, and employees

**SUPPORTED**

- Kettering College with over \$150,000 in scholarships
- Molecular imaging with over \$1 million
- Women's Wellness Fund with \$85,000



**GRANDVIEW FOUNDATION**

Grandview Foundation is committed to education that supports the unique osteopathic approach to healthcare, the delivery of high-quality medical services, and research that supports and furthers these initiatives.

- Raised more than \$1.05 million
- Distributed more than \$2.1 million

**SUPPORTED**

- Cassano Health Center renovation and expansion campaign
- Da Vinci dual console robot with over \$1.1 million
- Teaching Kitchen at Gem City Market



**FORT HAMILTON HOSPITAL FOUNDATION**

The Greater Hamilton community continues to generously donate to several fundraising efforts, helping Kettering Health Hamilton expand services and bring state-of-the-art technology to the Hamilton area.

- Distributed more than \$1.3 million to Kettering Health Hamilton and the community

**SUPPORTED**

- \$1 million for the latest technology, including new cardiac cath equipment and the da Vinci Xi surgical robot



**GREENE MEDICAL FOUNDATION**

Greene Medical Foundation fosters community partnerships to advance Kettering Health's care facilities in Greene County.

- Raised \$70,000 for Soin Medical Center Educational Fund
- Distributed \$417,000 in support of Soin Medical Center and Kettering Health Greene Memorial

**SUPPORTED**

- Peerless Technologies Corporation Critical Care Training Center partnership with United States Air Force with over \$300,000
- Grants to cancer patients totaling \$80,000



