

PENN MEDICINE LANCASTER GENERAL HEALTH IS...



MEMBER, PENN MEDICINE

Bringing Advanced Services to Lancaster

As part of the University of Pennsylvania Health System (Penn Medicine), our modern and innovative not-for-profit health system offers patients virtually every type of medical service, from the most advanced cancer, cardiology and neurology care, to groundbreaking clinical trials that save lives and prevent disease. We continually invest in modern facilities and technologies that make our care safer, more effective, and responsive to the needs of our region.



PATIENT CARE

Home of Pennsylvania's fourth-ranked hospital, founded in 1893.

Penn Medicine Lancaster General Health's physicians, nurses, and staff provide nationally recognized, highly reliable, personalized care to patients with a wide range of surgical and medical conditions. Using state-of-the-art technology and science, our clinical teams take an interdisciplinary approach to better understand the fundamental mechanisms of disease, which leads to more precise and personalized treatments. Doctors and nurses collaborate with pharmacists, social workers, and nutrition and rehabilitation professionals as part of a comprehensive care team in locations across Lancaster County and beyond.



EDUCATION

Educating for excellence in health care practice, leadership and continuous acquisition of knowledge.

The Lancaster General Hospital Family Medicine Residency Program is among the nation's first programs and routinely recognized as one of the best in the United States. This includes a No. 1 national ranking in a 2021 survey by Doximity, a digital platform for medical professionals.

Pennsylvania College of Health Sciences is a private, Middle States-accredited four-year college exclusively focused on health care, offering associate, bachelor's, master's and doctoral degree programs, as well as certificate programs, to more than 1,900 students.

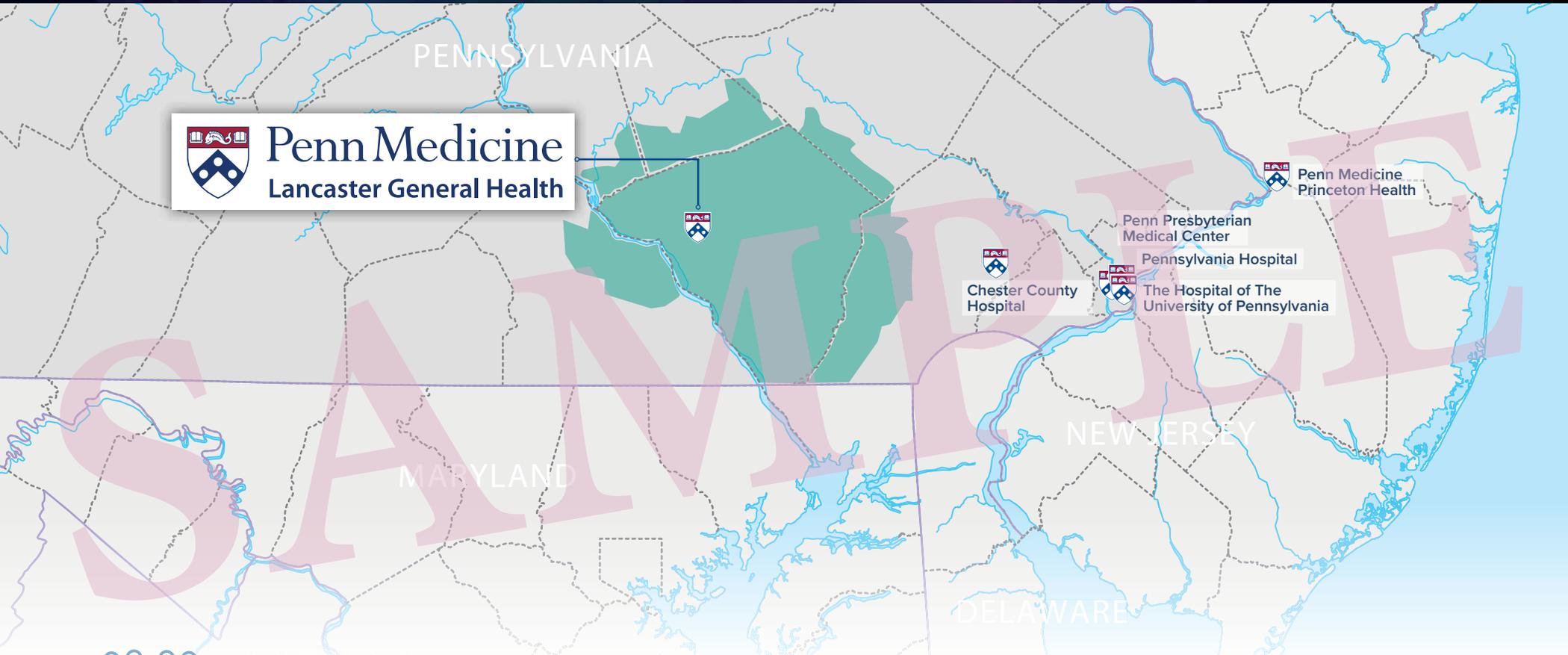


COMMUNITY SERVICE

Reaching beyond our walls to address the region's health priorities.

Since our beginnings more than 128 years ago, supporting the community has been a cornerstone of our mission. We improve the health and well-being of the communities we serve by identifying and addressing the most pressing health concerns, which includes investing more than \$50 million over the next 10 years to remove lead paint in homes with young children and increasing access to healthy food and nutrition education.

Advancing health equity is a foundational component of LG Health's ongoing efforts to make Central Pennsylvania the healthiest community to live, work and play.



 **Penn Medicine**
Lancaster General Health



935,000 people

Serving Lancaster County and its surrounding area



10,000 Talented and dedicated professionals

Penn Medicine Lancaster General Health serves Lancaster County and its surrounding region – home to nearly 935,000 people. We are powered by more than 10,000 talented and dedicated professionals, all committed to providing a comprehensive continuum of compassionate, safe and effective care for all. As part of Penn Medicine, patients benefit from a health system that serves southeastern Pennsylvania and southern New Jersey, creating more options for advanced services for patients no matter where they live.

CLINICAL FACILITIES

Lancaster General Hospital (LGH) is ranked fourth-best in Pennsylvania by *U.S. News & World Report* in 2021. LGH offers southcentral Pennsylvania's most advanced range of outpatient and inpatient specialty services, including cardiology, neurology and pediatrics, a Level 1 Trauma Center, and critical-care units for trauma care, and medical and surgical intensive care.

 525 beds

 104,725
(# of ED visits in FY21)

 5
consecutive
Magnet designations

Lancaster Rehabilitation Hospital is a joint venture with Kindred Healthcare, offering care to patients with brain, spinal cord and orthopedic injuries; neurological conditions; and other injuries and illnesses requiring inpatient rehabilitation.

 59 beds



The Suburban Pavilion features an extensive array of outpatient services, plus primary and specialty physician practices, all in one centrally located suburban Lancaster campus. Featured services include Ann B. Barshinger Cancer Institute, Neuroscience Institute, pain management, wound care, laboratory testing, cardiology, optometrist services, radiology services, mammography, aquatic rehabilitation, outpatient surgery and physical therapy.

 95 beds

 4,182
births

Women & Babies Hospital (WBH) is a specialty hospital and adjoining outpatient center dedicated to the health of women at every stage of life and their newborns. WBH provides comprehensive maternity services, surgical care, specialty services, and educational programs. In 2021, WBH earned recognition from *U.S. News & World Report* in its inaugural list of Best Hospitals for Maternity Care.

Lancaster Behavioral Health Hospital is a joint venture with Universal Health Services, offering adult and adolescent inpatient care and outpatient services, including the only inpatient pediatric behavioral-health unit in Lancaster County.

 126 beds



The Downtown Pavilion, conveniently located adjacent to Lancaster General Hospital, features a variety of outpatient services, as well as primary- and specialty-care practices and an urgent care location. Additional services include diagnostic imaging, including mammography and MRI; lab tests; sleep studies; and physical therapy.



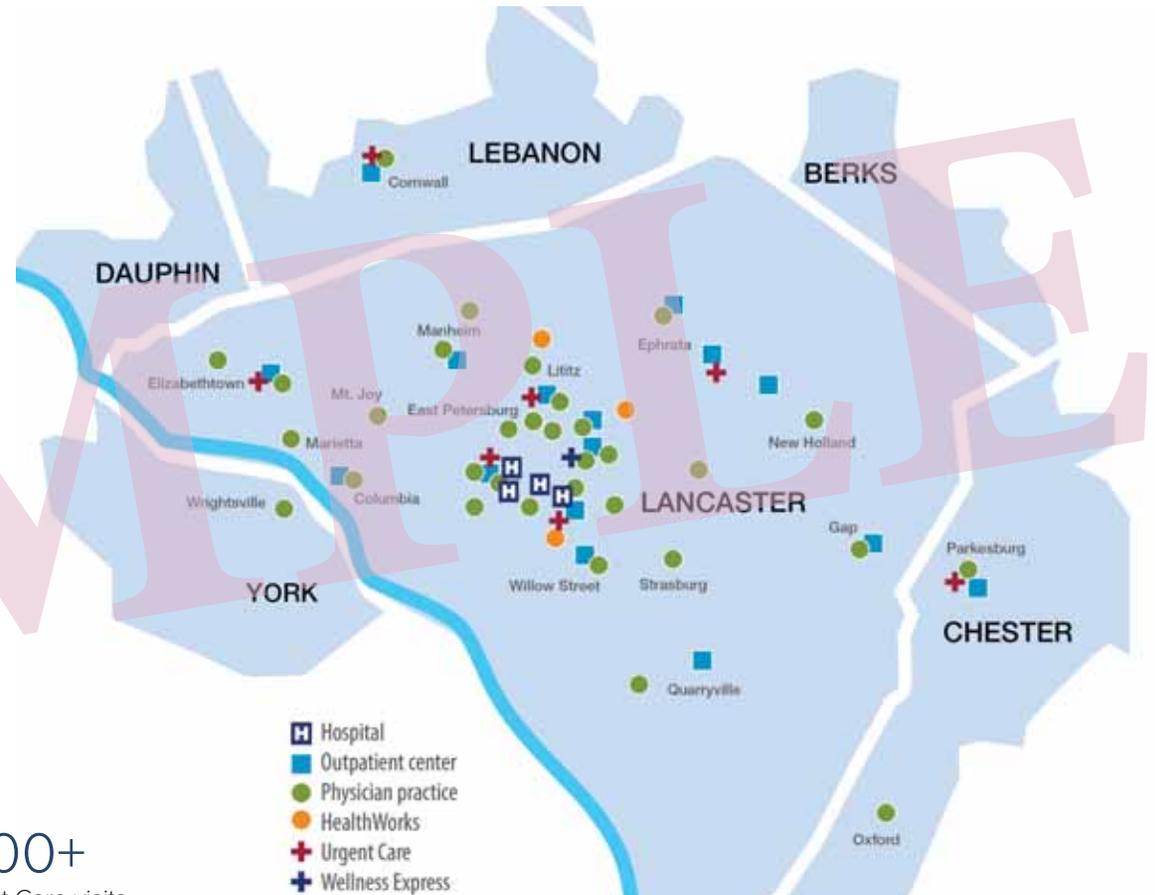
SPECIALIZED CARE... WHERE YOU ARE

ADDITIONAL AMBULATORY SITES

Lancaster General Health Physicians is a network of primary- and specialty-care practices throughout southcentral Pennsylvania. Penn Medicine Lancaster General Health's primary-care practices serve as the "front door" to our health system.

Penn Medicine Lancaster General Health offers our region's largest network of **urgent-care** centers, providing convenient care for illnesses or injuries that require prompt attention. Our urgent cares are located in Ephrata, Elizabethtown, Rohrerstown, Lititz, Parkesburg, Lebanon and downtown Lancaster.

Penn Medicine Healthworks partners with Lancaster County employers to offer innovative, customizable programs that engage and inspire employees to achieve and maintain good health, while also reducing costs for both patients and employers. Healthworks provides enhanced access with convenient same-day appointments and commonly prescribed medications right at or near the workplace. In addition, LG Health partners with Continuing Care Retirement Communities such as Landis Communities, Moravian Manor, and United Zion.



 **1.3 million+**
annual physician professional visits

 **129,900+**
annual Urgent Care visits

 **65+**
practices

 **7**
Urgent-care centers

 **356**
Average Urgent Care visits per day

 **2,170**
of Healthworks employee members

 **9,500**
visits across the three Healthworks practices

 **970+**
physicians on medical and dental staff

ADVANCING CANCER CARE IN CENTRAL PENNSYLVANIA

The **Ann B. Barshinger Cancer Institute (ABBCI)** at the Penn Medicine Lancaster General Health Suburban Pavilion brings together clinical experts, advanced technology, and a vast array of services to support the mind, body and spirit of patients and families. Our commitment to advanced medicine gives our community direct access to such revolutionary medical advances such as CAR T-cell immunotherapy treatments for cancer. ABBCI's experienced cancer specialists lead multidisciplinary teams dedicated to each major type of cancer and work with colleagues at Penn Medicine's Abramson Cancer Center, a world leader in cancer research, patient care, and education, to provide access to advanced diagnosis and treatment in Lancaster.

COMING IN SUMMER 2022: PROTON CENTER

Construction is nearly complete at the Ann B. Barshinger Cancer Institute Proton Therapy Center, Pennsylvania's second location to offer proton therapy for cancer patients. As a member of Penn Medicine, a global leader in this innovative therapy, the Proton Center at ABBCI is bringing this emerging technology in cancer treatment to our community.

How it works: Proton therapy uses a positively charged proton beam that enters the body at a lower dose of radiation than conventional radiation therapy. When the beam hits the cancer it's targeting, the dosage increases. The beam then stops, preventing the radiation from moving through healthy tissue and exiting the other side of the body. This enables healthy tissue to be spared, while maximizing the chances of attacking cancer cells.

CAR T-cell therapy: A revolutionary treatment that extracts a patient's T-cells, which are then re-engineered in a lab, and re-introduced into the patient's body with the goal of attacking and killing their cancer cells.



6,000+
patients treated with proton
therapy at Penn Medicine



2nd
proton therapy
in Pennsylvania



38,000+
patients treated at ABBCI
since opening in 2013

ENHANCING TRAUMA & EMERGENCY CARE

LEVEL 1 TRAUMA CENTER: REDEFINING EMERGENCY CARE

Lancaster General Hospital's Emergency Medicine team provides comprehensive, round-the-clock care for patients with a wide range of illnesses and injuries. LGH is the only accredited Level 1 Trauma Center in Lancaster County. In addition to a trauma surgeon onsite 24 hours a day and a dedicated operating room, Level 1 trauma centers offer access to a full spectrum of advanced medical and surgical specialists, as well as trauma research and physician residency programs.

EMERGENCY DEPARTMENT EXPANSION PROJECT

The Lancaster General Hospital Emergency Department expansion is the culmination of years of planning to ensure the most efficient approach to access advanced emergency services within the region. Our new expansion opens in late summer 2022, followed by the renovation of the existing Emergency Department entrance, triage, and treatment rooms 18 months later. When complete, the expansion will increase the Emergency Department to 95 beds with the capacity to serve 140,000 patients annually.

The project also includes a new and expanded food-service department, increasing the number of meals served by 20%. Serving as the hospital's communal hub for patients, visitors and health system employees, the Central Table Eatery features a broad selection of healthy foods and combines a restaurant-style format with stations offering handcrafted healthy and locally-sourced food in a comforting environment.



EXPANSION PROJECT INCLUDES:



63 beds to 95 beds
Emergency Department



5 to 10
Increase in behavioral-health
treatment rooms



2 to 4
Increase in the number
of trauma bays



13 additional
Pediatric treatment rooms



85,000 to 140,000
Annual patient capacity growth



COMBATting COVID-19

ON THE FRONT LINES OF A PANDEMIC

As the COVID-19 pandemic enters a third year, Penn Medicine Lancaster General Health employees continue to demonstrate an unwavering commitment to giving their best to our patients, community and each other. Our talented, compassionate team have worked together to provide essential care. Those on the front lines performed the difficult and at times heartbreaking work of caring for our very sickest patients. We thank our dedicated employees for their courageous service of our community.

Since the beginning of the pandemic, Penn Medicine Lancaster General Health has led community-wide public health interventions to limit the spread of the virus and prevent severe illness, hospitalization, and death in our community. Those efforts have included establishing a comprehensive testing and contact tracing program, operating one of the largest community vaccination centers in the state, and opening additional community vaccine clinics with a focus on increasing convenient access for the diverse communities we serve.



COVID-19 TESTS PERFORMED:



416,000 tests
(through December 2021)

228,000 individuals (nearly half of the county's population)



INVESTMENT IN COVID PROTECTION:



240,000 vaccines
Administered by Lancaster County
Community Vaccination Center (approximately)



6,000
Maximum daily vaccination capacity



9,500
Black residents received either one or two doses of the vaccine
at the Community Vaccination Center (approximately)



24,000
Latino residents received either one or two doses of the vaccine
at the Community Vaccination Center (approximately)



3,000 vaccines
Additional vaccines provided by community clinics

COVID INPATIENTS CARED FOR:



5,500+
through December 2021



COMMUNITY SERVICE

Penn Medicine Lancaster General Health serves as an essential community asset and leader every day by improving the health and well-being of the communities we serve. We partner with community organizations on specific strategies that promote health equity so everyone in our community has an opportunity to achieve their full health potential. Advancing health equity is an ongoing effort as LG Health strives to make Central Pennsylvania the healthiest community to live, work and play.

LEAD-FREE FAMILIES

Lead poisoning is a common and devastating environmental threat, particularly to young children: There is no safe level of lead exposure, and lead poisoning is not reversible.

It is estimated that close to 91,000 Lancaster County homes have lead hazards, often from lead-based paint. In 2021, Penn Medicine Lancaster General Health launched **Lead-Free Families** (LFF), a 10-year, \$50 million commitment to measurably reduce the presence and impact of lead in more than 2,800 Lancaster County homes, while also providing community education and support services for families. It's the first such program in the country to be completely funded and led by a health system.

 **91,000**
Lancaster County homes have lead hazards

 **10-year**
commitment

 **2,800**
Lancaster County homes

FOOD FARMACY

Food and nutrition play important roles in maintaining good health, as well as managing and preventing chronic disease. Penn Medicine Lancaster General Health's **Food Farmacy** program is one component in our larger **Food is Medicine** community-benefit initiative, which addresses barriers to healthy eating, particularly for low-income, food-insecure individuals and families.

Patients in the program meet regularly with a Penn Medicine Lancaster General Health registered dietitian at a food pantry, where they receive nutrition counseling and “shop” for healthy food for themselves and their families. In a recently concluded two-year pilot, participants experienced less food insecurity and reductions in body mass index, hemoglobin A1C, and blood pressure.

The Food Farmacy is currently expanding to include six food pantry partners, as well as additional registered dietitians. Penn Medicine Lancaster General Health will invest \$2.9 million over five years to continue to ensure that participating food pantries offer healthy options for all.

 **\$2.9 million**
Investment

 **5**
Years

 **139**
total patient enrollments

 **Over 16,000**
pounds of food distributed



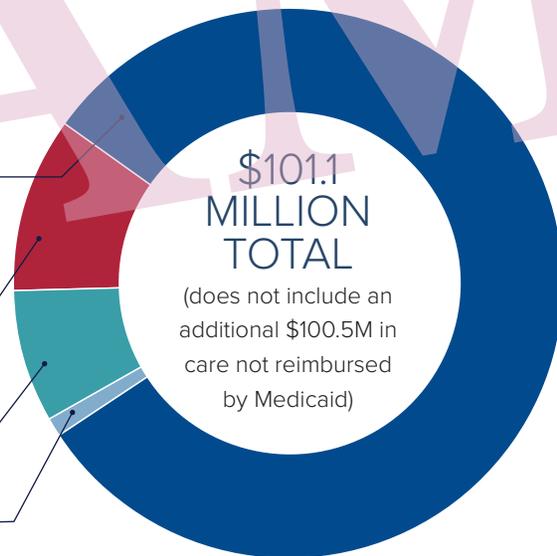
COMMUNITY SUPPORT

Building a healthy community extends beyond providing health care. We support local governments, school districts and community improvement initiatives, in addition to caring for those who are medically underserved. Penn Medicine Lancaster General Health provides care to anyone, regardless of their financial means or insurance coverage.

The following summary describes our costs during our last fiscal year to provide health-care services to people with little or no ability to pay.

COMMUNITY BENEFIT IMPACT (FY21):

- \$81.7 MILLION** in Medical Assistance subsidy (Medicaid)
- \$10.5 MILLION** in education of future physicians and health professionals
- \$8 MILLION** in charity care
- \$900,000** in community programs and outreach



SUPPORTING THE CITY OF LANCASTER, SCHOOL DISTRICT OF LANCASTER, AND OTHER MUNICIPALITIES.

We have a long-standing history of serving urban, suburban and rural populations, representing a unique set of health care expectations, needs and challenges. We collaborate with a broad network of community organizations with the end goal to help develop a collection of strong programs and initiatives that successfully impact the overall well-being of our community.

Penn Medicine Lancaster General Health continued its direct financial support of local school districts, the City of Lancaster and other Lancaster County municipalities. Our approach helps local governments provide services and programs that enhance the health and overall well-being of our community. Financial support to local school districts helps employees and students stay healthy, enhances access to primary health care, and provides an entry point toward rewarding careers in health care.



AWARDS & ACCOLADES



In **U.S. News & World Report's** Best Hospitals rankings for 2021-22, Lancaster General Hospital was nationally ranked in Urology and Orthopedics, ranked fourth among Pennsylvania hospitals, and ranked first in Lancaster County. LGH also earned “high performing” rankings in five additional medical specialties.

Women & Babies Hospital joined U.S. News & World Report's inaugural Best Hospitals for Maternity Care list for 2021-22, earning the highest available rating of “high performing.”



CMS HOSPITAL COMPARE STAR RATINGS

LGH earned a five-star rating in 2021—the highest available—from the Centers for Medicare & Medicaid Services in its Hospital Compare Star Ratings, which summarizes more than 50 inpatient and outpatient quality measures.

Newsweek World's Best Hospitals

NEWSWEEK

LGH was once again named to Newsweek's list of World's Best Hospitals. The recognition highlights the best data-based comparison of hospital reputation and performance across countries.



MAGNET-RECOGNIZED FOR NURSING EXCELLENCE

LGH attained four-year Magnet® recognition for the fifth time in 2021, as part of the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program® for nursing excellence.

Healthgrades' America's 50 Best Hospitals

HEALTHGRADES' AMERICA'S 50 BEST HOSPITALS

LGH joined Healthgrades' America's 50 Best Hospitals list for 2021—the fourth time in a row—honoring consistent, overall clinical excellence across a broad spectrum of conditions and procedures.



AN 'A' FOR PATIENT SAFETY & QUALITY

In 2021, The Leapfrog Group, a national nonprofit organization committed to improving health care quality and safety, awarded LGH with an “A” Hospital Safety Grade for protecting patients from harm and providing safer health care, as well as a Top Teaching Hospital designation.



“MOST WIRED” HOSPITALS

LGH earned the 2021 College of Healthcare Information Management Executives (CHIME) Digital Health Most Wired recognition as a certified Level 8 in the acute and ambulatory categories.

LEADERSHIP

2022 EXECUTIVE LEADERSHIP*

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Physicians

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Organizational Effectiveness Officer

Tammy L. Ober
Senior Vice President, Service Lines
& Ancillary Services

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FAAFP**
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* As of June 1, 2022.

PENN MEDICINE LANCASTER GENERAL HEALTH HEALTH SYSTEM STATISTICS



From our emergency department and inpatient units to outpatient clinics across the region, the members of our care team put patients first in every setting. In 2021, we leveraged new technology more than ever, like telemedicine, mobile apps, and remote monitoring technologies to provide options that offer patients more convenience and enhance their safety, both when they are in our facilities and at home.



FISCAL YEAR BY THE NUMBERS (FY21)

 **805**
beds in service at four hospitals

 **9,300+**
employees

 **40,153**
surgeries

 **31,843**
inpatient discharges (includes births)

 **104,725**
Emergency Department visits

 **1.3 million+**
Penn Medicine Lancaster General Health Physicians office visits

 **970+**
Physicians on LGH Medical & Dental Staff

 **1.37 million+**
Outpatient visits

 **\$1.56 billion**
Annual health system revenues

 **\$101.1 million**
Community benefit

 **\$2.5 million+**
research expenditures

 **\$86 million+**
Capital investments

 **300,000+**
MyLGHealth online medical record participants

 **129,945**
Urgent Care visits

 **99,000+**
telemedicine appointments



PENN MEDICINE FISCAL YEAR 2021

LG Health is a member of the University of Pennsylvania Health System (Penn Medicine), which is consistently ranked among the nation's best overall and in multiple specialties by *U.S. News & World Report*. Penn Medicine includes the Perelman School of Medicine, a world-renowned teaching and research institution ranked among the nation's top 5 medical schools by *U.S. News & World Report*.



 3,406
Licensed Beds

 6,052
Physicians

 \$982M
Total Sponsored Research

 \$324M
In Charity and Underfunded Care
for Medicaid Families

 \$13.7B
Total Economic Impact in PA

 \$9.9B
Annual Operating Revenue

 47,035
System Employees



SAMPLE



Penn Medicine
Lancaster General Health

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