



Phoebe

COMMUNITY
REPORT

2021

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BY THE NUMBERS

 **814,393**
POPULATION SERVICE AREA

 **4** ACUTE CARE
HOSPITAL CAMPUSES


 **42**
COUNTIES SERVED

 **5,575**
PHOEBE FAMILY MEMBERS


 **213**
VOLUNTEERS


 **\$65M**
IN COMMUNITY BENEFIT*


 **\$1.95B**
TOTAL ECONOMIC IMPACT

 **92,839**
ER VISITS

 **20,632**
ADMISSIONS**

 **792**
BEDS

 **16,784**
TOTAL SURGERIES

 **2,389**
BIRTHS

DEAR COMMUNITY MEMBERS,

This is an incredibly exciting time to be part of the Phoebe Family. We emerged from the COVID pandemic stronger than ever and are now in the midst of transformative projects that will enhance the quality and accessibility of our care and ensure Phoebe is well-prepared to meet the healthcare needs of the people of southwest Georgia for decades to come.



Phoebe has become a state and national leader in healthcare workforce development. A growing shortage of nurses and other healthcare providers is the greatest challenge facing health systems today, but we are not sitting back and waiting for others to find solutions to that problem. Phoebe is taking bold and innovative actions to inspire young people and help our communities grow and prosper. We have expanded our education partnerships in numerous ways. We created the Phoebe Health Science Pathway that puts students at 4C Academy on the road to healthcare careers while they're still in high school. We partnered with Ignite College & Career Academy in Americus to support and offer work opportunities to their students on the healthcare track. We developed a virtual reality game as part of our outreach to middle school students to teach them about careers available in healthcare. And we are helping area colleges – including Albany State University, Georgia Southwestern State University and Albany Technical College – educate more healthcare students.

In the fall of this year, the Phoebe Living & Learning Community will open on our Albany campus as the new home of the expanded Albany Technical College nursing program. It will also include apartments for students so they can live where they learn and train. By collaborating with our many partners and helping them grow their healthcare programs, we are providing new education and career opportunities that will keep bright young southwest Georgians here at home – increasing the pipeline of healthcare professionals for Phoebe and other healthcare providers in our area.

Years of work by our trauma team paid off in March, when we officially earned designation as a Level 2 trauma center from the Georgia Department of Public Health. Our new Trauma & Critical Care Tower will be home to that modern and advanced trauma center and will also include a vastly expanded neonatal intensive care unit and a new adult intensive care unit. After the tower opens in late 2024, our current emergency center will be completely overhauled to create one large and seamless new ER.

We continue to expand our network of primary care, urgent care and specialty care clinics and send our mobile wellness clinics on the roads throughout southwest Georgia, taking healthcare directly to underserved communities. At Phoebe Sumter, we've invested resources to expand cancer care and improve our ability to serve behavioral health patients. And we have vastly improved the emergency center at Phoebe Worth to ensure quick access to quality emergency care to folks in and around Sylvester.

“Phoebe is more connected to the communities we serve than ever, and I have never been more proud to be part of an organization.”

As part of our journey to become a high reliability organization, committed to achieving a goal of zero patient harm, we completed Safety First and Superior Service training with our entire staff. And, we unveiled The Phoebe Way – our promise to make every life we touch better by putting Safety First, offering Superior Service and providing Exceptional Care to everyone, every day.

I believe Phoebe is more connected to the communities we serve than ever, and I have never been more proud to be part of an organization. Phoebe has been a vital institution in southwest Georgia for more than 110 years, and I can't wait to see what we accomplish together in the years to come.

SCOTT STEINER
President & CEO

01

OUR COMMITMENT

THE PHOEBE WAY



In 2023, we launched **The Phoebe Way** – the guiding mantra that helps shape our workplace culture. It’s our promise to make every life we touch better by putting **Safety First**, offering **Superior Service** and providing **Exceptional Care** to everyone, every day. While it’s not a new philosophy, we gave it a refresh with new programming, education and tools to make providing these three pillars **second nature for us all**.

THE THREE PILLARS OF THE PHOEBE WAY:

Safety First isn’t just a motto. It’s our pledge to stay on a path of continuous improvement, so we’re always learning how we can do even more to keep our patients safe, secure and informed.

As a high reliability organization, we continually reevaluate our operations, create new processes and develop strategies to improve decision making and avoid errors. Our goal is to guarantee safe, quality care for every patient, every time we have the privilege of caring for them.

Superior Service is how we all deliver consistently positive patient experiences. Our commitment includes training, tips, reminders and a collective standard we hold each other to. It’s how we deliver the best patient care and service to everyone, every day.

Exceptional Care is what we believe our patients and communities deserve. By staying up to date with the latest technology, treatments and accreditations we are committed to “always get better.”



THE PHOEBE WAY IN ACTION:

3,000+ employees completed **Superior Service Training**
(all campuses)

Instituted **post-discharge phone calls** with all inpatients
(Phoebe Putney Memorial Hospital)

“No Pass Zone” reaffirmed
No employee should pass a patient room where a call light is on
(Phoebe Putney Memorial Hospital)

New **Patient & Family Advisory Councils** launched
(Phoebe Putney Memorial Hospital, Phoebe Sumter Medical Center)



Freddreck Wilson
Transporter
Phoebe Putney Memorial Hospital

“ You’ve got to have compassion and a pleasant attitude because people are sick, and they need some type of compassion to make their day a little bit brighter. ”



Tina Young, CNA
Acute Care
Phoebe Worth Medical Center

“ We are a small-town community. A lot of the time we are caring and giving back to the elderly who looked after us when we were growing up. Helping the patients, seeing the patients and putting a smile on their face – it’s an honor. ”



Kylie Corbin
Patient Account Representative
Phoebe Sumter Medical Center

“ It really is a great small family hospital. You kind of get to know everybody. You see everybody in the halls. You say hey. It’s just that old southern charm. Excellent place to work. ”

TRAUMA & CRITICAL CARE



Phoebe is now the only Level 2 trauma center south of Columbus. We earned that designation from the state of Georgia in March of this year, and we are now pursuing national verification from the American College of Surgeons. This designation will allow us to treat more trauma patients and ensures we follow best practices in trauma care. By the end of this year, our Emergency & Trauma Center will move into our new **Trauma & Critical Care Tower** which will also house a new neonatal intensive care unit (NICU) and an adult intensive care unit (ICU). Once construction is complete, the current emergency center will be completely remodeled, resulting in one seamless, large and modern emergency and trauma center.

NEONATAL INTENSIVE CARE SERVICES



As part of Phoebe's designation as one of the state's six regional perinatal centers, our NICU team cares for premature babies from 22 Georgia counties. Often, because of the incredible need for neonatal services, our amazing NICU team is caring for more than 40 babies. This project will take us from 11,000 square feet of NICU space to 45,000 square feet and will include overnight accommodations for families.

ECONOMIC IMPACT

The new Trauma & Critical Care Tower is a testament not only to Phoebe's commitment to provide the region's most comprehensive healthcare services, but to continue to be southwest Georgia's most vital economic engine.



CARE EXPANSION



New Trauma Center & Expanded Emergency Department

19K to more than **53K**
Square Feet

71
Total Treatment Areas

30
General Exam Rooms

9
Critical Care Observation Rooms

6
Behavioral Health Rooms

4
Trauma Rooms



Expanded Intensive Care Unit

38 to **58**
Beds



Expanded Neonatal Intensive Care Unit

11K to **45K**
Square Feet

20
New Beds

Overnight accommodations for families

DIVERSITY & INCLUSION

Phoebe showed our commitment to **Diversity, Equity & Inclusion (DEI)** by launching the Phoebe Diversity Council in November 2020. It brings together a group of employees from across the health system who are committed to creating an inclusive workplace culture where every individual feels welcome, valued, respected and heard.



BUSINESS RESOURCE GROUPS (BRG)

BRGs are voluntary, employee-led groups whose aim is to foster a diverse, inclusive workplace aligned with Phoebe's Mission, Vision and Values. Phoebe's first BRG was our Women's Network, which seeks to build a network of support and inclusion across the organization. Other BRGs include the Phoebe Global Community Network, which was created by international employees, and New Employee Network that was launched in an effort to support new employees through their first year as members of the Phoebe Family.



COMMUNITY INITIATIVES

Throughout the year, the **Phoebe Diversity Council** sponsors different community initiatives giving employees the opportunity to volunteer in the communities we serve. From partnering with local non-profit organizations on our MLK Day of Service to reading to children at Family Tree, Phoebe Family members are dedicated to serving the community outside the walls of the hospital.

DEI HIGHLIGHTS



85%

Score on the National Diversity Council's Diversity Index Survey (2023)



60

Diversity Council members from across the health system



65+

Phoebe Family members have read to children at Family Tree



100+

Cultural and moment-in-history recognitions



100%

Employee DEI training



20+

Women participants in mentoring program

ADDITIONAL HIGHLIGHTS

- Development of a **Supplier Diversity Program** to increase our spending with local, minority, women, veteran and disabled business owners.
- Created and implemented an **"Inclusive Hiring Practices"** training for hiring managers.
- Received the **Community Partner Award** from the Arc of Southwest Georgia for our commitment to hiring employees with physical and intellectual disabilities.

02

COMMUNITIES & PARTNERS

COUNT ON PHOEBE

Phoebe's dedication to patients goes beyond the walls of our hospitals. We are more than just a place you come to for healthcare. From the patients we treat to the people we employ, to the programs and organizations we support, Phoebe remains dedicated to making an impact in the communities we serve and to making every life we touch better.



"When teen pregnancy changed my life, I knew I could count on Phoebe."

JASMIN COLLINS
Small Business Owner



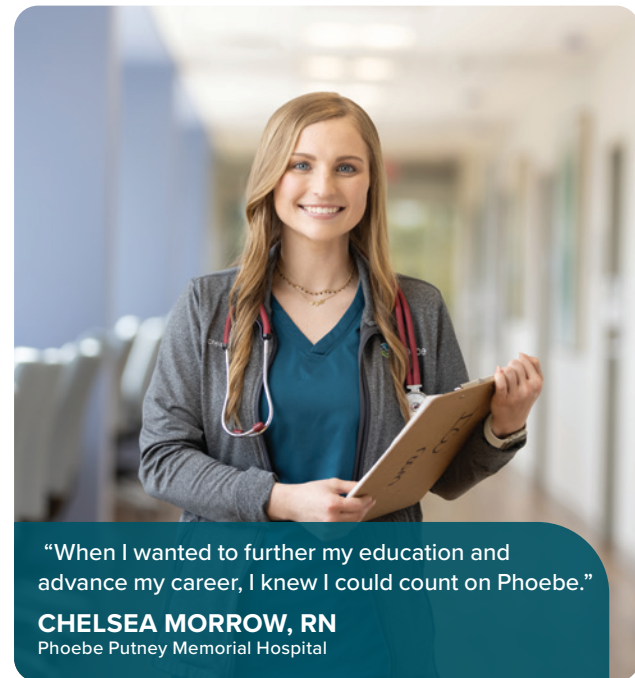
"When I needed cancer care close to home, I knew I could count on Phoebe."

W. FRANK WILSON
Community Advocate



"When we needed a partner to feed our community, I knew we could count on Phoebe."

FREDANDO JACKSON
Executive Director, Flint River Fresh



"When I wanted to further my education and advance my career, I knew I could count on Phoebe."

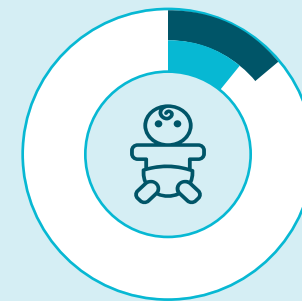
CHELSEA MORROW, RN
Phoebe Putney Memorial Hospital

COMMUNITY HEALTH NEEDS ASSESSMENT

Every three years, Phoebe analyzes data and gathers community input to produce a Community Health Needs Assessment. This process guides us as we set priorities to help improve the overall health of our community.

In 2023, a new implementation strategy was put in place for the **Community Health Needs Assessment** that was completed the year prior. The priorities that Phoebe and our community partners will focus on during the next three years are:

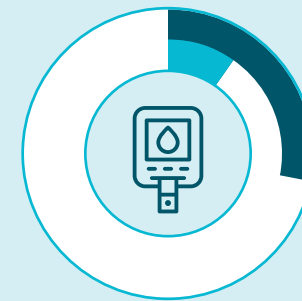
- Improving birth outcomes & reproductive responsibility
- Preventing & managing diabetes
- Cancer prevention & treatment
- Behavioral health
- Addictive disease advocacy
- Violence & injury prevention



16.5% **12.4%**
Low & Very Low Birthweight Infants
(Percent of All Live Births)



225 **168**
Cancer-Related Deaths
(Per 100,000 People)



98.8 **27.2**
Diabetes-Related Deaths
(Per 100,000 People)



8.2 **15.4**
Suicide-Related Deaths
(Per 100,000 People)

● Combined rates for Dougherty, Sumter and Worth counties. ● Georgia Average

Source: OASIS, Georgia Dept. of Public Health, County Health Rankings
Please note these are not averages but combined rates

SERVING OUR COMMUNITY

One of the major ways Phoebe gives back to the community is by providing free healthcare to many patients who cannot afford to pay medical bills. In fact, Phoebe is one of the top providers of charity care in the country. According to a recent report from Modern Healthcare magazine, Phoebe provided \$63,000,000 in charity care in 2022, representing 6.61% of our operating expenses. That percentage was the second highest nationally among small healthcare systems (those with less than \$1B in total revenue).

HEALTH FAIRS

Each year we host health fairs for men, women and children which provide health screenings, overall health education and cancer screening information. Additionally, Phoebe hosts a mentoring event for young boys in conjunction with the men's health fair called **Ties That Bind**. The event brings dozens of male community members together with young boys to not only teach them how to tie a tie but inspire them to be the best they can be.



Phoebe administration and physicians spoke to more than 450 attendees at the 2023 Women's Health Fair.



A police officer teaches a young boy how to tie a tie at the 2023 Ties That Bind event.



\$28,928 was contributed to community health fairs for more than **850 men, women and children.**



COMMUNITY WELLNESS CENTER

Our current Phoebe East location will be the site of our new Community Wellness Center, which will provide:



Education on prevention, healthy living, nutrition & disease management



Health screenings & vaccines



Access to affordable treatment, medicines & food



Partnership with Albany Area Primary Health Care to provide mental health services

\$2 million INVESTMENT

COMMUNITY CONTRIBUTIONS

\$956,421

provided financial and in-kind support to area non-profit organizations

4

community gardens through partnerships with Flint River Fresh in Albany and Sumter County and The Village Community Garden in Sylvester

3,250

prescriptions filled for indigent or uninsured patients totaling

\$123,971

\$295,538

provided in community health education services through free classes and seminars to

10,631

individuals in 2023

\$431,791

invested in the School Nurse Program to cover approximately

12,103

students in primary service area given access to healthcare

\$259,406

in financial support provided to the Network of Trust in-school interactive outreach program for young community members

19 teens enrolled in the Teen Parent Program



HABITAT FOR HUMANITY

Phoebe is teaming with Habitat for Humanity to help revitalize the neighborhood around our main campus in central Albany. We donated five properties near the hospital to Habitat and pledged to fund the construction of one of the homes. In October 2023, our organizations celebrated the groundbreaking of the first Habitat home adjacent to Phoebe. We know Habitat homeowners will be great neighbors, and we look forward to more of them moving in over the next several years.

NURSE-FAMILY PARTNERSHIP



Phoebe's Nurse-Family Partnership teaches first-time moms how to have a successful pregnancy and develop parenting skills to create better futures for themselves and their babies. Through this program, specially-educated nurses make regular visits to moms-to-be, starting early in the pregnancy and continuing through the child's second birthday. Nurses provide support, education and counseling on preventive health practices, including thorough prenatal care from their healthcare providers, improving diets and reducing any use of habit-forming substances. The program also supports a healthy postpartum experience for mother and baby and supports healthy cognitive, physical and emotional growth and development for the child.



\$233,333 invested by Phoebe in the Nurse-Family Partnership, and **60** first-time mothers were part of the program in 2023.



ELEVATION PROJECT

Phoebe partnered with Morehouse School of Medicine and Albany-area churches for the Elevation Project. The partnership focuses on prostate cancer awareness. Together, the organizations hold community events to offer information and free prostate screenings. Since its inception, we have had:



9 community health fairs with Elevation Project, **477** men tested
9% had abnormal PSAs, and **3** prostate cancers were found

FLINT RIVER FRESH

Phoebe's partnership with Flint River Fresh continues to grow. In addition to partnering on community gardens, the organizations launched a pilot program called **Fresh Rx**, a study with diabetic patients. Through this prescription-for-produce program, uninsured patients of Phoebe Primary Care of Albany received fresh produce every other week for six months. Patients were monitored with a goal of helping them better control their A1C levels through healthier eating.



MOBILE WELLNESS CLINICS



ON THE ROAD TO BETTER HEALTH

Phoebe's Mobile Wellness Clinics take healthcare directly to our underserved communities. Fifty percent of southwest Georgians have serious health issues. Our mobile clinics help improve access to primary care, specialty care and chronic care management for people who may have difficulty traveling to a doctor's office. With the help of our two Phoebe Wellness Clinics, we are working to remove barriers to care and making real improvements to the health and wellness of our communities.

MOBILE WELLNESS CLINICS ARE EQUIPPED WITH:

- 2 Full Exam Rooms
- Medical Refrigeration
- Laboratory
- Waiting Area
- 1 Full Bathroom
- Wheelchair Accessibility



Representative Sanford Bishop helped secure \$1 million in funding for two additional Mobile Wellness Clinics. The two additional units, which will hit the road this year, will improve access to healthcare and health education in rural areas and underserved communities throughout southwest Georgia.



BY THE NUMBERS

107
TOTAL EVENTS

18
HEALTH FAIRS

5,067
MILES TRAVELED

1,237
VACCINES
DISTRIBUTED

6,148
COMMUNITY MEMBERS
PROVIDED HEALTHCARE

13
SWGA
COUNTIES VISITED

OUR VOLUNTEERS



Volunteers are at the heart of Phoebe and make an enormous impact on our patients and their families. Phoebe Volunteers are well-trained individuals who complete annual training just so they can serve our patients and help our employees “to make every life we touch better.” They truly exemplify our values of safety, community, compassion, service and commitment.

BY THE NUMBERS



\$250,000

GIFTS FROM THE HEART DONATION TO PHOEBE FOUNDATION



213
VOLUNTEERS



51
NEW
VOLUNTEERS



30
SERVICE AREAS
COVERED



30,000
VOLUNTEER HOURS

VOLUNTEER APPRECIATION WEEK

Each April during National Volunteer Week, we recognize our incredible volunteers for their hard work and dedication. In 2023, we held an open house and a special reception to show our continued appreciation for their invaluable assistance throughout our hospital.



PET THERAPY

Phoebe’s Pet Therapy group has 12 volunteers and 13 volunteer dogs. Each month they visit with patients and employees. Pet therapy offers many benefits: lowers blood pressure, releases endorphins to produce a calming effect, decreases anxiety and depression, and provides comfort. **In 2023, they gave 262 volunteer hours.**



RAMP BUILDERS

For nearly 20 years, Phoebe has partnered with the Sowega Council on Aging to provide this invaluable community outreach program. **Since 2011, Phoebe Volunteer Services has donated \$360,000 to the Retired Senior Volunteer Program ramp builders, building approximately 1,600 ramps.**

03

EDUCATION

LIVING & LEARNING



In January 2023, Phoebe broke ground on the Living & Learning Community, an innovative partnership with Albany Technical College (ATC). A \$50 million investment, the Living & Learning Community will address the critical nursing shortage by creating an expanded nursing school for ATC, along with 80 apartments so nursing students can live on the same campus where they will learn and train. The Living & Learning Community will welcome its first students July of this year.

BY THE NUMBERS

80
APARTMENTS

50K
SQ. FT. OF
LEARNING SPACE

80K
SQ. FT. OF
LIVING SPACE

\$50M
COMMUNITY
INVESTMENT

200
EXPECTED NURSING PROGRAM
ENROLLEES EACH YEAR

INVESTING IN THE FUTURE OF CARE

The nursing shortage is the most critical challenge facing hospitals across the country. Phoebe has become a leader in healthcare workforce development, finding innovative ways to address the problem. The benefits of the **Living & Learning Community** will be felt throughout our health system and across the region by:

Creating a **long-term pipeline** of nurses & other health professionals

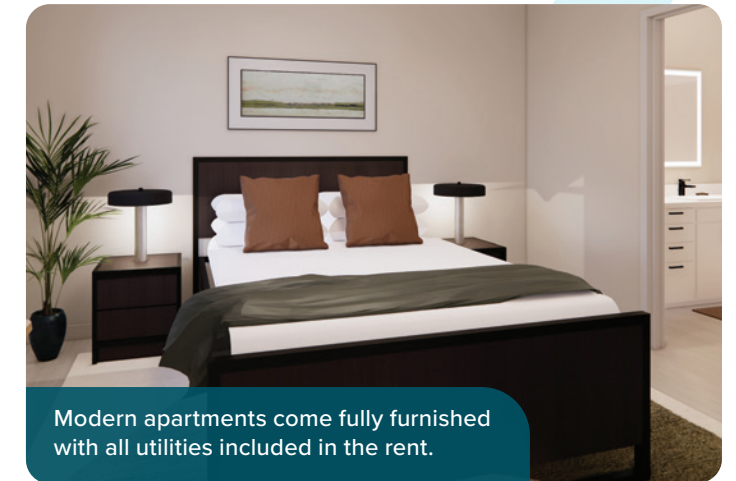
Enhancing **nurse retention**

Leading the way for **workforce innovation** for other health systems

\$50 million
INVESTMENT



Learning space includes classrooms with advanced technology and innovative labs for hands-on learning.



Modern apartments come fully furnished with all utilities included in the rent.



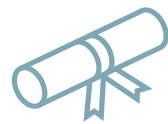
Plenty of private study spaces and common areas to foster communication and collaboration.

CULTIVATING CAREERS



For decades, Phoebe has been a leader in fostering and investing in educational partnerships to expand programs and spark interest in healthcare careers. From hands-on education to research opportunities, area high school and college students have the chance to gain real-world clinical training under the guidance of a highly qualified education team. In addition, Phoebe proudly partners with medical and pharmacy colleges as an on-site training facility, giving students the opportunity to gain direct patient care experience.

FACULTY SUPPORT TO ENSURE ACCESS



Phoebe invested **\$2.7 million** to address the long-standing nursing shortage by partnering with institutions of higher learning to support nursing infrastructure, helping to create **1K+** new nursing slots.

Additional New Program Development

- **90** Health Sciences & STEM Campers each summer
- **20** EMT Scholarship Recipients per year
- **20** CNA Interns per year
- **Middle School** Career Exploration Virtual Platform with SCAD
- **ASN & BSN** Program Startups

INVESTING IN OUR FUTURE WORKFORCE



Since opening in June 2020, the **Phoebe Simulation & Innovation Center** helped train more than **15,000** individuals. From employees to new nursing graduates, the SIM Lab provides year-round realistic training that enhances quality of care, safety and workforce development.

\$5.3M

State-of-the-Art Simulation & Innovation Center

22K

Square feet of advanced education & training space

\$2.2M

Invested in clinical education for **1,335** students pursuing healthcare related degrees.

\$695K

Invested in developing and expanding enrollments in nursing & other medical programs

\$1.6M

Invested in clinical education & training to **1,029** nursing students

\$576K

Invested in clinical supervision & training to **306** pharmacy & other allied health professionals



FAMILY MEDICINE RESIDENCY



For 30 years, the **Phoebe Family Medicine Residency** program has been the cornerstone of Phoebe's commitment to improve access to quality care and ensure we are able to meet the healthcare needs of our region for years to come. Residents spend three years in Albany treating patients and honing their skills under the guidance of an outstanding team of faculty members, and our goal is that most of them stay in southwest Georgia to practice medicine after they graduate.

PROGRAM DIRECTOR

Dr. Clifford Dunn took over as director of the Phoebe Family Medicine Residency program in June 2023. A proud graduate of Phoebe's residency program and faculty member, Dr. Dunn cares deeply about the program and our residents.



BY THE NUMBERS



72%

OF GRADUATES START
THEIR CAREER IN THE
STATE AND REGION



9

FACULTY
MEMBERS



156

PHOEBE FAMILY
RESIDENCY GRADUATES



22

CURRENT NUMBER
OF RESIDENTS
IN PROGRAM



STUDENT HOUSING

The Flaggstone Medical Student Housing Complex is home to rising healthcare professionals. Family medicine residents, medical students and pharmacy students are able to learn and train while having access to affordable, fully-furnished rooms, social spaces and HealthWorks gym.

Current Residents

20 Phoebe Family
Medicine Residents

5 MCG Pharmacy
Students

8 UGA Pharmacy
Students



04

GIVING BACK

PHOEBE FOUNDATION

Established in 1989, the **Phoebe Foundation** is an essential part of our health system, supporting initiatives as well as helping both patients and Phoebe employees. With the support of our generous donors, the Foundation is able to make a real difference in the lives of those we serve, providing lifesaving technology and services in southwest Georgia.

Foundation Stats:

- **1,656** Patients helped through Patient Assistance Funds
- **\$7.8M+** Provided for hospital initiatives
- **\$840K+** Funded by Children's Miracle Network
- **\$24K+** Provided by Employee Assistance and Disaster Aid

CHILDREN'S MIRACLE NETWORK HOSPITALS



As one of the five Children's Miracle Network Hospitals (CMN) in the state, Phoebe is fortunate to receive lifesaving equipment, programs and education from this incredible nonprofit organization. Every dollar raised for CMN in our service area helps infants and children in our community.

Phoebe's Neonatal Intensive Care Unit (NICU) is an invaluable part of our health system. As a regional perinatal center, we serve infants from 22 counties. Our team is often on the road, answering urgent calls to bring babies in crisis to our NICU. Through funding provided by CMN, we were able to purchase a new NICU ambulance to provide the safest and most high-tech transport option to ensure babies get the care they need as quickly as possible.

SUPPORTING OUR PATIENTS



In 1987, Phoebe established the Light House as a comforting place for cancer patients and their loved ones. Sadly, a storm destroyed the building in 2017, taking away our patients' peaceful refuge. In 2020, Phoebe opened the newly constructed Light House in the 500 block of West 2nd Avenue. A \$2.6 million investment, this new Light House was made possible through donations to the Phoebe Foundation. Since opening, the Light House has had more than 2,000 overnight patient stays.



Phoebe Hospice at Willson Hospice House offers compassionate services in a peaceful and unique setting. The Willson Hospice House opened in 2010 and serves an average of 1,500 patients per year. It was made possible through generous donors and continues to be supported through contributions to the Foundation. Willson Hospice House provides inpatient hospice care and respite care in a comfortable place for patients and their families.

SUMTER FOUNDATION

Phoebe Sumter Foundation helps touch the lives of thousands of individuals throughout Sumter and neighboring counties. The Foundation focuses on four key areas – charity, medicine, education and science – playing an integral role in supporting many of Phoebe Sumter Medical Center's initiatives. Between philanthropic events and generous donations from employees and community members, the Phoebe Sumter Foundation is able to provide support to patients and Phoebe employees, technology enhancements and much more.

Foundation Stats:

- **\$42.5K** Raised for local cancer patients through annual events (Sumter Pink Walk & Lights of Love)
- **\$220K+** Total funds raised
- **\$4.5K+** Provided in employee assistance and disaster aid
- **316** Employees give through PEACH campaign

HELPING TO MEET THE NEEDS OF PATIENTS



The Phoebe Sumter Foundation reached its \$250,000 goal for the oncology clinic expansion project at Phoebe Sumter Medical Center. Additionally, the renovation will help accommodate the needs of patients and increase access to care.

In 2023, the Foundation worked with the hospital to create a behavioral health unit adjacent to the emergency room, ensuring patients and family members have a safe space for those with behavioral health needs.

The Foundation also purchased all the necessary e-ICU equipment needed for the partnership with Hicuity Health, which will enhance our intensive care. This telehealth collaboration with our onsite bedside ICU teams will ensure our patients continuously receive the highest quality expert critical care 24 hours a day, seven days a week.

RAISING MONEY FOR CANCER PATIENTS



Two special events are held each year to raise money for local cancer patients. Sumter Pink, held in October, invites participants to walk in honor or memory of a loved one. In 2023, more than 250 walkers participated.

Lights of Love is a beloved annual tradition that kicks off the holiday season. Thousands of lights are lit on the tree in honor of local cancer patients and their families. Together, Sumter Pink and Lights of Love raised a total of \$51,295 in 2023.

05

INSIDE PHOEBE

OUR SERVICES

BARIATRICS

Phoebe Bariatrics is a nationally accredited, comprehensive program with a goal of long-term success for our patients. Since the program began in 2014, the bariatric team has completed more than 720 bariatric surgeries. In 2023, Phoebe Sumter Medical Center was included as one of only 101 hospitals in the United States on Money.com's first-ever Best Hospitals for Bariatric Surgery list.



CANCER CARE

The Phoebe Cancer Center is accredited by the Commission on Cancer and offers patients the chance to stay close to home while receiving the most advanced cancer treatments – from radiation and chemotherapy to stem cell apheresis and clinical trials. In 2022, the Phoebe Oncology Wellness Center opened, creating a dedicated place for Phoebe cancer patients to heal, recover and enjoy survivorship while focusing on the wellbeing of their mind, body and spirit.

The Oncology Clinic at Phoebe Sumter brings state-of-the-art technology and the highest quality service to those who live in and around Sumter County. Our main goal is to offer comprehensive oncology/hematology outpatient care from screenings and diagnosis to treatment. The clinic is undergoing an expansion project to help increase access to care.



GASTROENTEROLOGY

Our team of experienced gastroenterologists and advanced practitioners provides patients with timely diagnoses and treatment of digestive and liver disorders. In March 2023, the new specialized digestive room at Phoebe Putney Memorial Hospital opened. It features state-of-the-art equipment allowing advanced procedures to be done in the endoscopy suite rather than the operating room. Our patient-centered approach to prevention, diagnosis, and treatment is at the core of every interaction.



HEART & VASCULAR

In 2023, Phoebe marked the 40th anniversary of the region's first open-heart surgery, which expanded the availability of advanced, lifesaving care in this part of the state and has led to continual growth and advancement of cardiovascular care. In 2022, Phoebe was the first in the region to complete complex valve-in-valve replacements, patent foramen ovale (PFO) and atrial septal defect (ASD) closures to repair holes in the heart without requiring open-heart surgery. Additionally in 2023, Phoebe physicians performed the first MitraClip transcatheter mitral valve repair (TMVR) and implanted a Cardiac Contractility Modulation (CCM) device to treat weak and failing heart muscles, making Phoebe the only hospital south of Eatonton, Georgia, and north of Tallahassee, Florida, to offer the device.



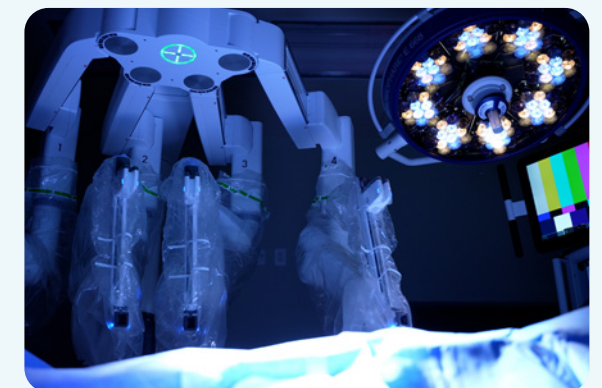
ORTHOPAEDICS & SPORTS MEDICINE

Phoebe Orthopaedics & Sports Medicine specializes in the diagnosis and treatment of many orthopaedic conditions. From congenital conditions to sports medicine injuries in teens and adults, our team of experts offers a full range of solutions for strength and mobility.

In January 2023, Phoebe Orthopaedics & Sports Medicine unveiled its 25,000 sq. ft. expansion project. The renovated clinic features a large physical therapy gym and new treatment, procedure and x-ray rooms. Plus, each physician has their own spacious pod and exam rooms. This modern and efficient space allows our team to serve more patients.

GENERAL SURGERY

Phoebe General Surgery is proud to have a highly experienced team of board-certified general surgeons serving Albany, Americus and surrounding communities. Our surgeons perform surgeries for a wide range of conditions affecting the body. In 2022, Phoebe Putney Memorial Hospital was the first hospital in southwest Georgia to offer the transoral incisionless fundoplication (TIF®) procedure using the innovative EsoPHYX® device. Shortly after, Phoebe Sumter began performing the same procedure. This innovative incisionless surgery treats patients who suffer from daily heartburn or other symptoms of reflux.



In 2023, Phoebe expanded its robotic surgery program by adding an additional da Vinci robot at Phoebe Putney Memorial Hospital and one at Phoebe Sumter Medical Center – the first robotic surgery system for the hospital in Americus. The da Vinci robotic surgical system provides many advantages to our patients, including quicker recovery times and shorter hospital stays.

PHOEBE PUTNEY MEMORIAL HOSPITAL



Founded in 1911, **Phoebe Putney Memorial Hospital** is the health system's flagship hospital and one of Georgia's largest comprehensive regional medical centers with 691 beds.

QUICK FACTS

DNV-GL accredited
691 licensed beds
60K ED visits annually
12.1K surgeries annually
1,891 births annually



ECONOMIC IMPACT

4,722 Employees*
7,269 Jobs Created**
\$346M in wages and benefits
\$57M in community benefits***
\$1.7B total economic impact



“ I am continually impressed by Phoebe's commitment to patient safety and continuous improvement. The investment we make in providing top quality physicians and comprehensive services is a testament to our dedication ensuring the healthcare needs of southwest Georgia are met. ”

Deborah Angerami, CEO
 Phoebe Putney Memorial Hospital

With 22 years of experience in healthcare, Deborah Angerami moved to Albany from Florida in October 2022 to take on the role as CEO.

SERVICES INCLUDE:

- Behavioral Health
- Cancer Care
- Critical Care
- Diabetes Care
- Diagnostics & Imaging
- Dialysis
- Gastroenterology
- General Surgery
- Heart & Vascular
- Hospice & Palliative Care
- Neonatal Intensive Care
- Neurology
- Neurosurgery
- Orthopaedics
- Plastic Surgery
- Rehabilitation Services
- Sleep Center
- Trauma & Emergency Care
- Women's & Children's

*Phoebe Putney Memorial Hospital, Phoebe Physicians, Phoebe Putney Health System
 **Additional full-time jobs supported by the hospital in Dougherty County and around the state
 ***Does not include uncompensated care
 Source: Community Benefit Report FY2023; Georgia Hospital Association (GHA) Economic Report 2022

PHOEBE SUMTER MEDICAL CENTER



Phoebe Sumter Medical Center was built from the ground up in 2010. A 76-bed community hospital in Americus, it offers patients high-quality care with access to advanced equipment and technology close to home.

QUICK FACTS

DNV-GL accredited
76 licensed beds
22.4K ED visits annually
4.5K+ surgeries annually
500+ births annually



ECONOMIC IMPACT

683 Employees
1,085 Jobs Created*
\$51M in wages and benefits
\$6M in community benefits**
\$254M total economic impact



“ Phoebe's mission, vision and values is what drew me to take this position. Life's highest calling is to 'make every life we touch better,' and I am committed to doing my part in ensuring that happens here at Phoebe Sumter every day. ”

Carlyle Walton, CEO
 Phoebe Sumter Medical Center

Carlyle Walton was named CEO of Phoebe Sumter in September 2022 – with more than 30 years of healthcare experience.

SERVICES INCLUDE:

- Acute Care
- Bariatrics
- Cancer Care
- Cardiac Rehabilitation
- Cardiology
- Critical Care
- Diagnostics & Imaging
- Emergency Care
- General Surgery
- Orthopaedics
- Palliative Care
- Rehabilitation Services
- Remote Stroke Care
- Sleep Center
- Women's & Children's

*Additional full-time jobs supported by the hospital in Sumter County and around the state
 **Does not include uncompensated care
 Source: Community Benefit Report FY2023; Georgia Hospital Association (GHA) Economic Report 2022

PHOEBE WORTH MEDICAL CENTER



Phoebe Worth Medical Center, a 25-bed critical care access hospital in Sylvester, provides high-quality care and state-of-the-art healthcare services to the community. Patients have access to advanced imaging and specialty care services.

QUICK FACTS

DNV-GL accredited
25 licensed beds
10.4K+ ED visits annually



ECONOMIC IMPACT

170 Employees
205 Jobs Created*
\$15M in wages and benefits
\$2M in community benefits**
\$39M total economic impact



“Rural hospitals are vital parts of the communities they serve. We are thankful for Georgia HEART donors, who made it possible for us to make major improvements to our hospital. We are proud to serve people in Worth and surrounding counties, offering them increased access to services and the highest quality of care close to home.”

Kim Gilman, CEO
 Phoebe Worth Medical Center

SERVICES INCLUDE:

- Acute Care
- Diagnostics & Imaging
- Emergency Care
- Rehabilitation Services
- Remote Stroke Care
- Rural Health Clinic
- Sleep Center
- Swing Bed Services

*Additional full-time jobs supported by the hospital in Worth County and around the state
 **Does not include uncompensated care
 Source: Community Benefit Report FY2023; Georgia Hospital Association (GHA) Economic Report 2022

GEORGIA HEART



In 2017, Georgia's Rural Hospital Tax Credit Program was created as a way to support rural healthcare by providing tax credit for donors who give to eligible rural hospitals. Georgia taxpayers can receive a state income tax credit for 100% of the amount they contribute to Phoebe Sumter Medical Center and Phoebe Worth Medical Center through Georgia HEART.

HOW WE INVEST YOUR SUPPORT



With the help of generous donors who have chosen to invest in rural healthcare through the Georgia HEART Tax Credit, Phoebe Sumter and Phoebe Worth have been able to expand and improve facilities, technology and services.

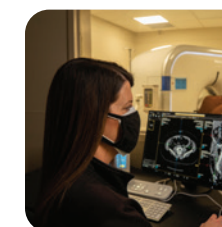
Together, Phoebe Sumter and Phoebe Worth have received more than \$10 million in Georgia HEART contributions.

New Equipment Upgrades



Phoebe Sumter

- Invested in updated MRI equipment to provide patients quality care.
- Purchased da Vinci Robotic Surgical System to perform minimally invasive procedures.



Phoebe Worth

- Upgraded Cat Scan (CT) Equipment that allows physicians to view amazing levels of definition inside the body to diagnose disease and injury.

Elevating Emergency Care at Phoebe Worth

Phoebe Worth's new Emergency Center opened in December 2023, expanding and enhancing treatment spaces, including a dedicated entry way for critical ambulance arrivals. In Emergency Medicine, every minute counts, and the new EC is equipped to ensure there's no delay getting patients to the care they need.



For more information on Georgia HEART Hospital Program, visit georgiaheart.org.

PHOEBE PHYSICIANS

Phoebe Physicians is passionate about making quality healthcare accessible to all. Our team of 340+ physicians and advanced practice providers are committed to delivering quality, compassionate and comprehensive care to our local communities.

QUICK FACTS

- 180** Employed Physicians
- 178** Advanced Practice Providers
- 11** Primary Care Clinics
- 34** Specialty Clinics
- 46** Locations



NEW LEADERSHIP

Early in 2024, Phoebe Physicians welcomed Dr. Estrellita Redmon as President. Previously, Dr. Redmon worked as the Chief Clinical Officer for Ascension Healthcare overseeing 900 providers at 250 clinical sites. An internal medicine physician, Dr. Redmon is also a published author of both a memoir about her son's battle with leukemia and a novel about a physician serving his rural hometown.



WHAT'S NEW



Phoebe Urgent Care

Phoebe Physicians expanded access to urgent care adding a new location in Lee County. Phoebe Urgent Care in Lee County is the latest in our growing network of walk-in clinics where patients of all ages can get quick, quality care for a wide variety of minor illnesses and injuries. Phoebe Urgent Care offers four convenient locations in Albany and Leesburg.



Phoebe Primary Care

Phoebe Primary Care added a new location to meet the needs of patients in Americus. Dr. Malcolm Floyd moved to a new location on Lee Street, providing a more convenient location for many who otherwise might not seek healthcare.



Phoebe Behavioral Health

Phoebe Behavioral Health recently completed a renovation adding four new group therapy rooms for adults and children – providing patients with increased access to care. Mental health is very important, and we are continually working to ensure our community has access to services needed.

CORPORATE HEALTH



At Phoebe Corporate Health, we understand that the best cure for an illness is to keep it from happening in the first place. Worker illnesses and injuries cost U.S. employers billions of dollars each year. Phoebe Corporate Health helps businesses and institutions in our region lower their costs through health screenings, educational programs and on-site prevention strategies. We offer an unmatched array of health and wellness services that help our corporate partners save money and help their employees stay healthy and productive.

Corporate Health Stats:

- **1,600** Average patient visits per month
- **1,300+** Workers' comp clinic visits
- **8** Telehealth visits per month
- **925+** Corporate partners
- **200** Average number of on-site visits per month

SERVICES INCLUDE:

- Biometric Screening
- CPR/First Aid Training
- DOT/Non-DOT Examinations
- Drug Screening
- Immunizations
- On-site/Mobile Services
- OSHA Physical Examinations
- Physicals
- Physical Therapy
- Telehealth
- Wellness Coaching
- Workers' Compensation



“ Our comprehensive range of occupational and environmental medicine services helps to ensure your workforce's wellbeing, allowing you to operate at maximum potential. ”

Dr. Kevin Smith

Medical Director, Phoebe Corporate Health, and the region's only board-certified occupational medicine expert

