

2023 ANNUAL REPORT



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Vice President of Marketing & Communications: Jimmy Phillips
 Executive Editor: Doug Walker
 Managing Editor: Ben Riggs
 Creative Manager: Kelly Long
 Design: Jim Bartosik
 Writing: Kettering Health staff
 Photography: John Rossi, Lee Ann Yahle, AGI Studios, Gregory Miller, Todd Joyce, Kettering Health staff, and contributed photos

Who we are

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 **health, healing, and hope**.

MISSION

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

VISION

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

VALUES

Trustworthy
 Innovative
 Caring
 Competent
 Collaborative



“Our imagination is the only limit to what we can hope to have in the future.”

—Charles F. Kettering

Healthcare is changing—breathtakingly fast.

Yesterday's frontier is tomorrow's status quo. And to meet consumers where they are, healthcare's leaders need to anticipate and respond to their needs. Not react to them.

Why? Because it's not just our legacy; it's our identity.

Charles F. Kettering, our namesake, said, **“You can't have a better tomorrow if you are thinking about yesterday all the time.”** And we've long upheld the sentiment of that statement and the man who said it. We've brought cutting-edge healthcare technology to the Midwest; developed elevated standards of care to regularly perform above the national average; adopted bedside practices that see the patient as more than their ailment; and risen above the challenges posed by our ever-shifting economy and industry.

But that was yesterday.

More is demanded of our service lines, our teams, and our care providers than ever. New frontiers in the digital experience, new disruptors in the patient journey, and new challenges to the security of staff and patients pose new questions for us today:

- How will we meet consumer demands beyond the walls and halls of our hospitals?
- How do we learn to make the best use of AI-assisted clinical technology and maintain the irreplaceable human element in patient care?
- How do we cultivate employee engagement and ensure we meet employees' evolving professional expectations?
- What is the real-world impact of faith-based healthcare in today's changing world?

These are questions Kettering Health—its leaders, care providers, and support staff—are answering right now. We're employing Nuclear Medicine techniques that take the fight to cancer before it starts; advancing history-making brain surgeries; and securing better access to health education and preventative medicine. These advancements and countless others show that we're not just answering today's questions—we're prepared for tomorrow's challenges.

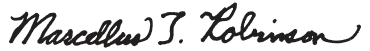
Why?

Because at Kettering Health, improving the healthcare experience is more than our legacy.

It's our identity.


 Mike Gentry, CEO




 Marcellus Robinson, Board Chair



System Achievements

In 2023, we saw our system—our care providers, teams, leaders, and support staff—achieve many exciting things in 2023. Because of their commitment to excellence and compassion, our organization made significant targeted improvements in patient care, employee satisfaction, and our financial standing.

By the numbers

- 15,038 employees
- 1,194 physicians on staff
- 1,185 volunteers
- 1,486,649 outpatient visits
- 6,182 babies delivered
- 1,581 licensed beds
- 69,175 discharges
- 374,631 emergency visits



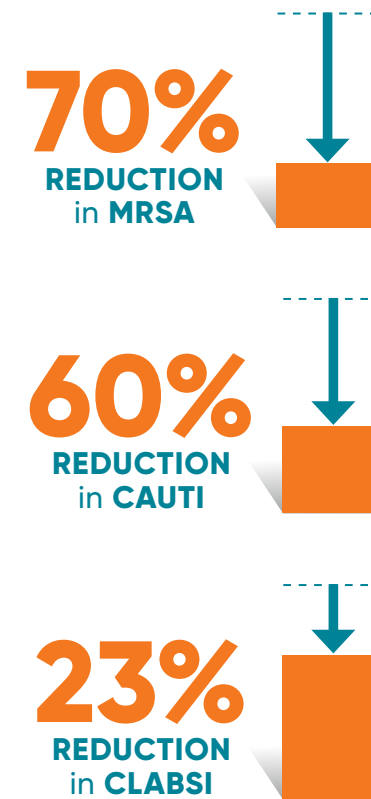
Mission and Culture

Our system continued to focus on employee satisfaction and connection to mission. As a result, we reduced our overall employee voluntary turnover—the voluntary departure of an employee by their own decision. And we did this during a year in which healthcare organizations throughout the U.S. saw the opposite.



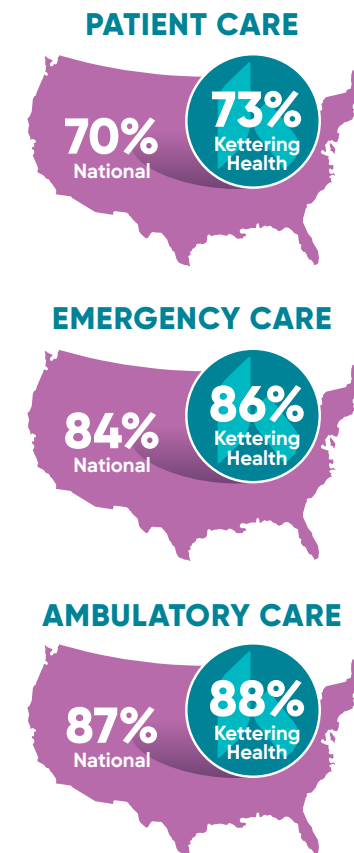
Quality and Safety

We're committed to protecting our patients while they're in our care, especially from those illnesses and injuries that may come from a hospital stay. Through implementing new technology and continuing to elevate our standards of care, we saw reductions in in-hospital pressure injuries (bed sores) as well as in-hospital infections, including MRSA (a skin infection), CAUTI (a catheter-associated urinary tract infection), and CLABSI (a bloodstream infection).



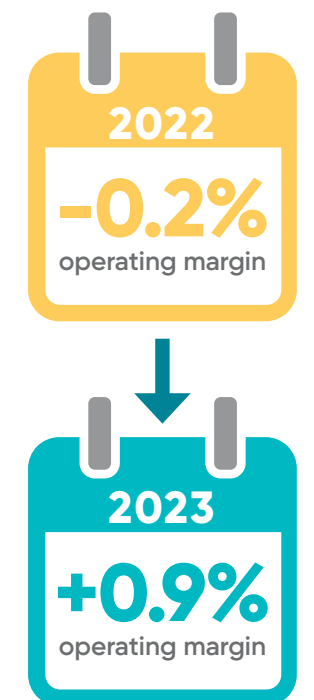
Patient Experience

Hearing directly from our patients ensures we make improvements based on their input, not our assumptions or biases. Through the HCAPS surveys that patients take after their hospital stay, we're given a quantified, measurable score indicating patients' overall satisfaction with our care and communication. Our HCAPS scores exceeded national averages, including in patient care, emergency care, and ambulatory surgery.



Finance

Our operating margin is defined by our ability to operate at a surplus. It's essentially what remains from our being reimbursed for care after normal business expenses, and we use it to invest back into our organization, such as OR equipment, exam tables, expansion of departments, and IT infrastructure. Along with improving our overall financial standing, we grew our operating margin. And we'll continue to improve it to ensure we equip our teams with what they need to continue giving the best possible patient care.



Year at a Glance

In 2023, we came together as a system to lean into the attributes, values, and hallmarks of Kettering Health that make us our communities' first choice in healthcare.

We asked ourselves important questions about what we do and how we do it—all because of our **why**: the patient. Throughout the year, we accomplished incredible milestones, charted new paths in patient care, welcomed new leaders, and extended the message of whole-person, compassionate care that can always be found at Kettering Health. We accomplished a lot throughout the year, and we couldn't be prouder of our teams, care providers, support staff, and volunteers. Among all our accomplishments, though, we're most proud of our steadfast dedication to our community—to the patients we cared for, are caring for, and will care for. Because our patients are, and will always be, our **why**.



Honoring Cancer Care Patients and Care Providers at the Crucial Catch Game

In October, we celebrated those who have gone and are going through cancer treatment, their families, and their care providers at the Cincinnati Bengals' Crucial Catch game. Many survivors were a part of this special celebration, including

Tom Beery (esophageal cancer survivor) who sang the national anthem, Heidi Siens (breast cancer survivor) who served as "Ruler of the Jungle," and Judy Ippisch (breast cancer survivor) who delivered the game ball.



Saving Hands, Saving Lives

Fifteen uninsured Dayton-area residents received free hand surgery at the Kettering Health Hand Center of Excellence as a part of the **sixth annual** Hand Day.

Each of these patients received surgery and all follow-up care completely free of charge to

help them find relief from painful symptoms they may not have otherwise been able to address.

Hand Day Dayton is an event that acts as an extension of Touching Hands, the American Society for Surgery of the Hand's humanitarian mission.

A Lifesaving Achievement

Dr. Brian Ondulick performed his 2,000th robotic surgery at Soin Medical Center!

These surgeries include gall bladder removal, hernia repair, and bowel cases.

This accomplishment makes Dr. Ondulick one of the most experienced robotic surgeons in the Ohio.



Elevating Prostate Cancer Treatment

Kettering Health continues to lead the way in advanced cancer care by offering PLUVICTO®, the first and only FDA-approved targeted radioactive therapy drug for advanced prostate cancer that binds onto prostate cancer cells and releases radiation directly to those specific cells.

This heightened ability for pinpoint accuracy means treatment is more precise and targeted in its aim to locate and eradicate cancer cells. Studies show that PLUVICTO® is more effective at delaying cancer progression and increasing overall chances of survival than traditional treatment methods.

Supporting Our Heroes' Hearts and Minds

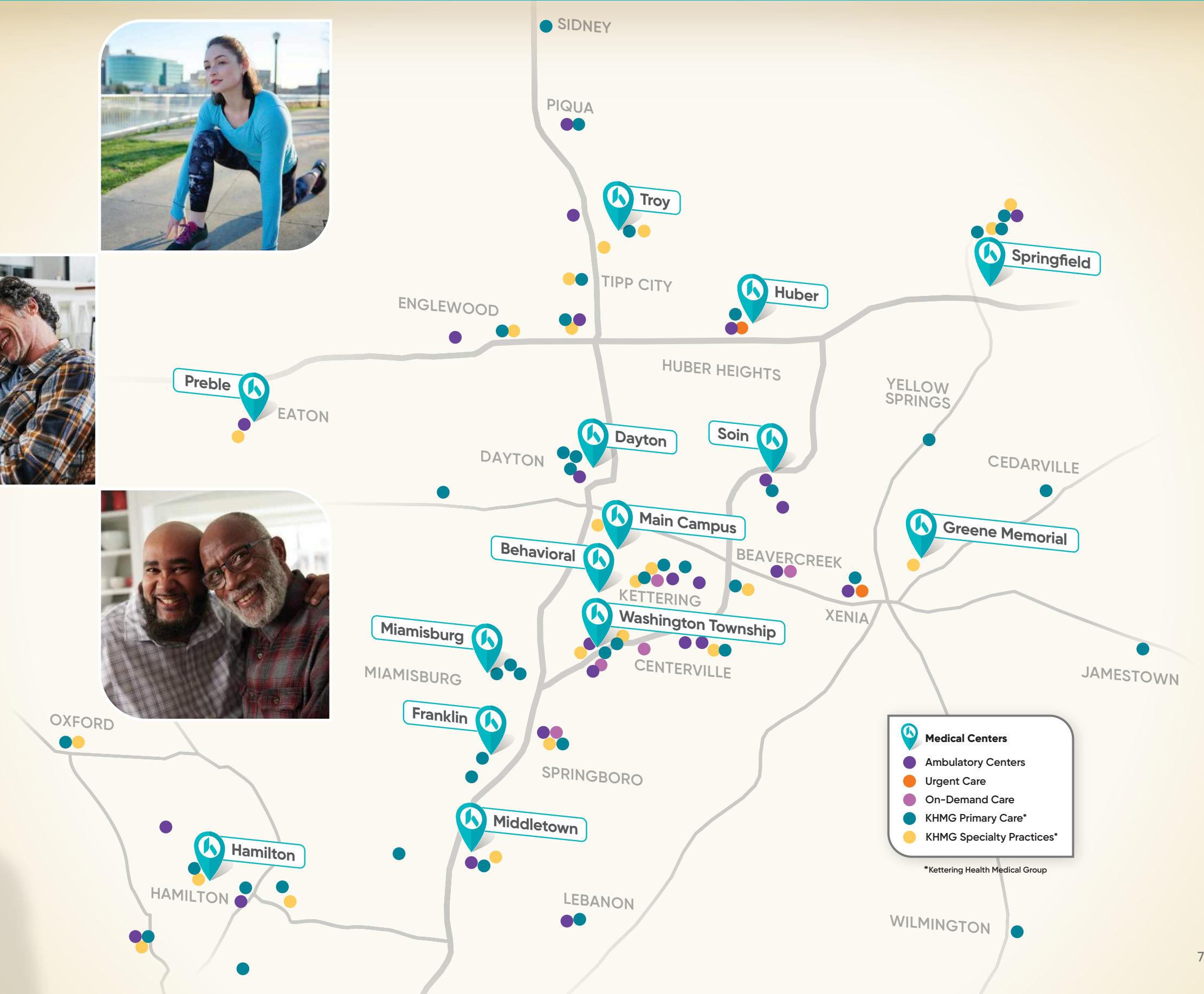
Chaplain Néstor Bruno, Kettering Health's director of Mission and Ministry, recently received the Employer Support Guard and Reserve Patriot Award. Emeka Buffong, a Kettering Health

chaplain, who serves in the U.S. Army Reserve, nominated Bruno. The Patriot Award recognizes supervisors for their support provided directly to the nominating service member.



Spanning and Serving Western Ohio

Transforming our area's communities through our unique approach to healthcare is central to our vision. Bringing together our passion for innovation and spirit of compassion, we aim to ensure that every neighbor will have access to the health, healing, and hope of God's love in a caring environment. And this past year, our employee family and the growing system of facilities they serve continued to remind our neighbors why they choose Kettering Health.



Main Campus

“ I love this hospital. The nurses, the doctors, the nursing assistants, housekeepers and nutrition department are the best. Every stay that I’ve had I’ve always felt welcomed and properly cared for. I highly recommend going to Kettering Health Main Campus for genuine care. ”

—Denise Scott

Google Star Rating
4.5 ★★★★★
 4,500+ reviews



Caring for Patients, Honoring Our Heroes

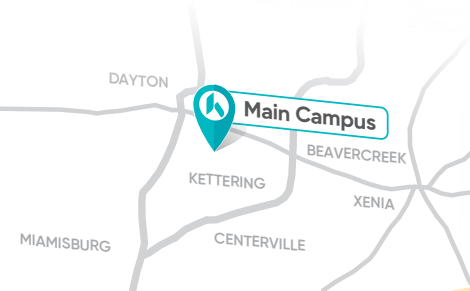
Erica Caserta, RN, recognized a patient’s Marine Corp tattoo and asked the patient’s wife if her husband served. She responded, “Yes. Vietnam.”

An Air Force veteran, Erica went above and beyond to ensure the patient received care that dignified and honored him all the way to the end.

She called her husband, also an Air Force veteran, who promptly bought an American flag and dropped it off at Kettering Health Main Campus. When the patient’s wife stepped out of the room, Erica laid the flag over him.

After he passed, Erica folded the flag and sent it with him to the morgue.

Main Campus leaders took notice of Erica’s compassionate action and saw an opportunity to create a program that provides flags to the families of veterans who pass away while at the medical center.



Dayton

“ I want to give a big shoutout to Kettering Health Dayton for taking such good care of me during my visit. They explained everything thoroughly to me: what was happening, what’s to be expected, etc. And everything was done in a timely matter. I didn’t have to wait forever to be seen. The entire staff did a fantastic job. I will definitely go back if another emergency arises. I would definitely recommend Kettering Health 100%. Thanks so much for the care you provided for me. ”

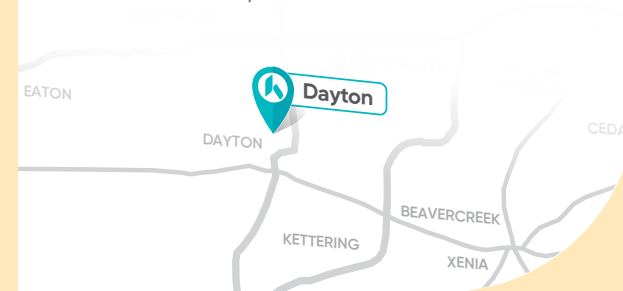
—Cheryl Phillips

Google Star Rating
4.5 ★★★★★
 1,985 reviews



A Heart Health Milestone

The cardiovascular team reached an exciting milestone with their 300th WATCHMAN surgery. Dr. Sameh Khouzam performed the surgery, which involves implanting the permanent device to prevent blood clots and reduce the stroke risk for people with AFib. This exciting milestone is but one important accomplishment among many for the cardiovascular team and all those committed to improving the heart health of those in Greater Dayton.



3,419 employees | **1,274** physicians on staff | **360** volunteers | **439** licensed beds | **327,592** outpatient visits | **2,580** babies delivered | **25,088** discharges | **50,224** emergency visits

1,699 employees | **753** physicians on staff | **89** volunteers | **279** licensed beds | **371,673** outpatient visits | **10,455** discharges | **40,940** emergency visits

Miamisburg

“I felt as if I was the only patient from registration to surgery and discharge. It was clean, it was impeccable. Will do more here! Loved the nursing staff. They were great with me and with each other. Good teamwork, leadership, and camaraderie. Definitely worth 10 stars if I could give more.”

—Lisa Sutherland

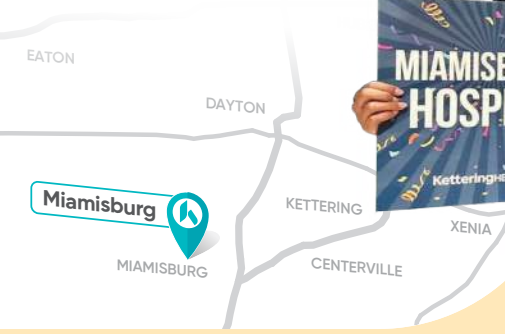
Google Star Rating
4.6 ★★★★★
1,500+ reviews



Celebrating 45 Years of Care, Envisioning Decades of Excellence

Every year, the teams at Kettering Health Miamiisburg have good reasons to celebrate their community and the care they provide them. But 2023 brought an especially exciting reason: 45 years of being Miamiisburg’s home of compassionate, lifesaving care.

A lot changes in 45 years. And the same is true for Kettering Health Miamiisburg. But one thing that hasn’t changed is our team’s commitment to patient care. Time and time again, the team members at this medical center have risen to every challenge and met countless patients and their families with the innovative, compassionate care that makes them their neighbors’ first choice in care.



840 employees | 1,271 physicians on staff | 104 volunteers | 126 licensed beds | 146,275 outpatient visits | 5,513 discharges | 26,637 emergency visits

Washington Township

“My experience was very welcoming and professional. Everyone was very kind to me and quick to respond if I needed something! I have been to plenty of hospitals and my experience here was by far the best! The doctors and surgical staff were very friendly and took the time to make sure I understood everything. My pain was kept under control my whole stay.”

—Jessica Rodeffer

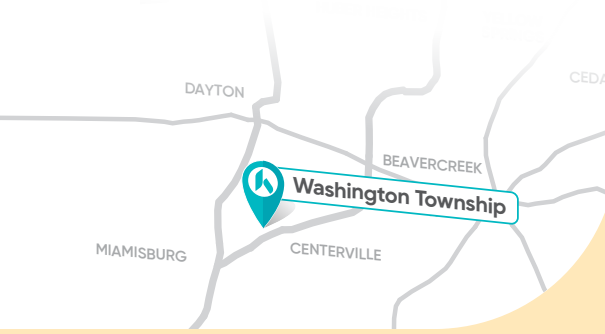
Google Star Rating
4.6 ★★★★★
1,700 reviews



A Legacy of Care, a Future of Hope

Kettering Health Washington Township celebrated their 45th anniversary—marking an exciting milestone in the facility’s legacy and impact in the community. To help celebrate, members from the Dayton Philharmonic performed in

the lobby along with other ways the staff celebrated and reflected on the role Kettering Health Washington Township’s teams have played in the community—and the countless lives they’ll impact in the years to come.



689 employees | 753 physicians on staff | 68 volunteers | 128 licensed beds | 163,692 outpatient visits | 2,057 babies delivered | 6,067 discharges | 15,517 emergency visits

Hamilton



“All the staff, from the aides to the doctors, treated me with great compassion and concern. From the ED to the ICU, they were attentive, making sure that all questions were answered. I will have no problem going there again if I need hospital care. I would like to thank them all.”

—Thomas Harrison

Google Star Rating
4.5 ★★★★★
1,364 reviews

An Exciting Visit for Cancer Care Staff and Patients

The Cancer Care teams at Kettering Health Hamilton know what it means to work together for a mission bigger than themselves. They give their all to care for patients and their families as they face one of life's most challenging health battles.

That's why it was a real treat for both care providers and patients when Cincinnati Bengals Head Coach Zac Taylor came to visit. In addition to giving his time, Coach Taylor handed out support packages to patients and visited with them. He also spent time talking to and encouraging

the staff, who themselves understand what it means to bring their skills and expertise together for one common mission: the best health for patients.



988 employees	279 physicians on staff	182 volunteers	220 licensed beds	118,109 outpatient visits	725 babies delivered	7,090 discharges	35,950 emergency visits
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Troy



“Kettering Hospital in Troy deserves every star! My son needed to go to the ER twice recently and got admitted once for an unexpected surgical procedure. Every single person that we encountered there was professional, knowledgeable, and friendly. The entire team eased our minds during some scary experiences. We are thankful that we chose Kettering Health Troy for these emergencies.”

—T. Robb

Google Star Rating
4.7 ★★★★★
896 reviews

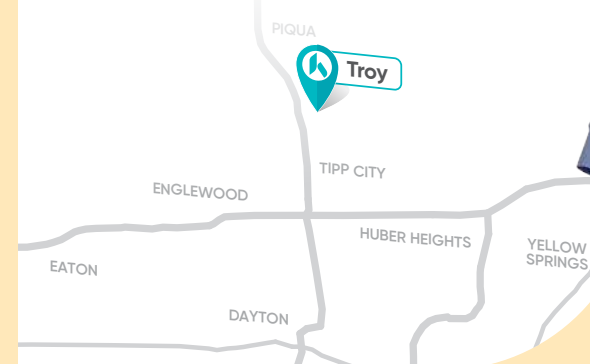
The Future of Surgery

Congratulations to Dr. Erin O'Neill for completing her 100th robotic-assisted surgery!

Dr. O'Neill has been a surgeon at Kettering Health Troy since July 2022. In that time, she has proven to be a skilled, disciplined, compassionate surgeon specializing in minimally

invasive and robotic-assisted surgery. Such surgeries include breast, hernia, gallbladder, appendix, and bowel procedures.

Dr. O'Neill also performs surgeries at Kettering Health Dayton and Kettering Health Washington Township.



289 employees	1,271 physicians on staff	35 volunteers	28 licensed beds	65,466 outpatient visits	1,863 discharges	19,371 emergency visits
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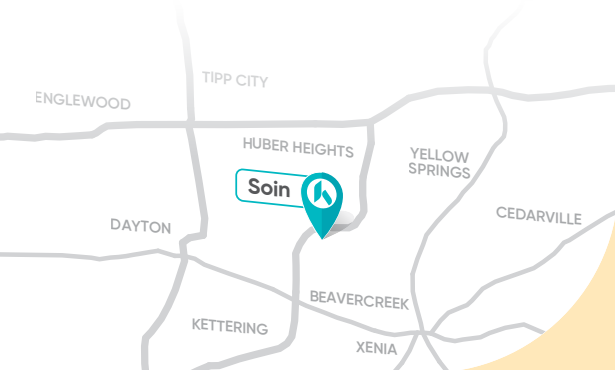
Soin Medical Center



“No one wants to go to the hospital. But if you have to go, Soin is the place to go. Everyone was caring, polite, compassionate, and knowledgeable. From the person who brings the food, the aids, the technicians, to the docs, they really were exceptional. They took great care of me from start to finish. If you ever have to go to the hospital, Soin should be your first choice.”

—Larry Stauffer

Google Star Rating
4.5 ★★★★★
2,826 reviews



Alisha Scott: Preceptor of the Year

Alisha Scott, a nurse on the MS4W unit at Soin Medical Center, was named Preceptor of the Year. She was chosen from many nominations at Soin Medical Center, Kettering Health Greene Memorial, and Kettering Health Springfield.

Alisha was nominated for her dedication to patient care, commitment to education, and positive attitude. Her nomination shared:

“Alisha is the greatest example of a Kettering Health employee. She goes above and beyond caring for her patients and proves continually to be a trustworthy caretaker. She advocates for her patients and is always on the lookout for how she can better serve her unit. As a new nurse, I have a lot of questions. Alisha never once laughed or made me feel stupid for asking for help ... Her easy-going, determined attitude is contagious. If I am half the nurse Alisha is, I will be forever grateful.”



Greene Memorial



“A lot of times it’s the little things in life that make a difference. The experience my mother and family had with mom’s recent stay at Kettering Health Greene Memorial was wonderful. Everyone we came into contact with was so kind and considerate. It made the situation we were going through easier to bear. The doctors, nurses, nursing assistants, and cleaning staff are excellent at the big AND little things in life as they care for and comfort their patients.”

—Susan Lockhart

Google Star Rating
4.4 ★★★★★
465 reviews



Becoming Part of a Team and Legacy

Sami Haley, a Xenia High School student, became a resource employee with Environmental Services at Kettering Health Greene Memorial. Sami is a graduate of the Enclave Program, which has taught employment skills to students with disabilities at Kettering Health Greene Memorial for the last 35 years.



1,298 employees | 687 physicians on staff | 278 volunteers | 206 licensed beds | 164,214 outpatient visits | 790 babies delivered | 10,376 discharges | 41,570 emergency visits

424 employees | 685 physicians on staff | 69 volunteers | 41 licensed beds | 129,547 outpatient visits | 649 discharges | 16,805 emergency visits

Additional Medical Centers

These medical centers are extensions of our innovative, compassionate care throughout western Ohio. The teams who care within them embody our mission to every patient, expanding our reach of care and deepening our connection to the communities whose needs they meet. These facilities represent the reminder that wherever the Kettering Health "K" can be found, so can life-changing care.



Kettering Health Franklin



Kettering Health Huber



Kettering Health Middletown



Kettering Health Springfield



Kettering Health Preble

KETTERING HEALTH Behavioral Medical Center

Kettering Health Behavioral Medical Center, a service of Kettering Health Miamisburg, offers essential mental health care and resources. Through the center's experienced team of doctors, social workers, nurses, therapists, psychologists, and counselors, patients receive confidential mental health services. For more than 20 years, this facility has been meeting the mental health needs of the communities we serve.



Emergency visits

16,360
Kettering Health Franklin

22,759
Kettering Health Middletown

15,120
Kettering Health Preble

29,114
Kettering Health Huber

30,328
Kettering Health Springfield

210
employees

60
licensed beds

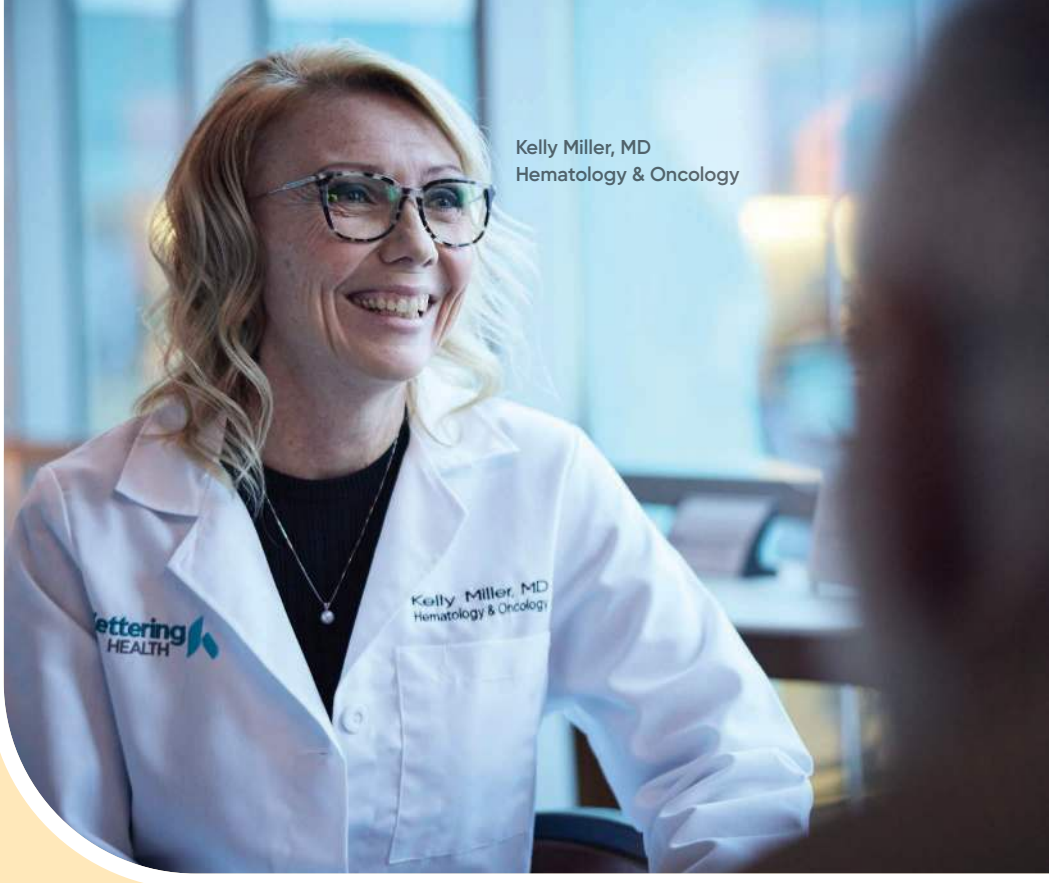
2,074
discharges

Medical Group

Kettering Health Medical Group is composed of more than 800 physicians and advanced practice providers who offer an extensive range of specialties. As we expand our reach through western Ohio, we bring our philosophy and message of patient-focused care to every patient, every time, in every community we serve.



Rory Lewis, MD
Orthopedic Surgery



Kelly Miller, MD
Hematology & Oncology

Making History

Dr. Akil Patel, neurosurgeon with Kettering Health Medical Group Brain & Spine, played a vital role in the historical separation of twin brothers Pedro and Augusto as part of a collaborative two-year series of separation procedures with Dayton Children's Hospital. Dr. Patel is also featured in the official documentary about the boys and their separation surgeries, *Connected: The seemingly impossible separation of Pedro and Augusto*.

Read more about Dr. Patel's involvement with this history-making procedure.



Photo courtesy of Dayton Children's



Kettering College

Founded in 1967, Kettering College began as a division of Kettering Health Main Campus. Offering degrees in health sciences, Kettering College continues to rank among the best-valued degrees in healthcare education in the nation.

“Little things like having professors pray with you before an exam meant a lot. I didn't get this support and personal focus at a bigger college before I transferred here. It feels like family here.”

—Paig Hermiller,
Sonography graduate,
Kettering Health employee



Degrees Offered

- Bachelor of Science in Health Sciences with options in:
 - Healthcare Management
 - Health Sciences Online Completion program
 - Pre-Medicine/Pre-Dentistry
 - Pre-Occupational Therapy
 - Pre-Pharmacy
 - Pre-Physical Therapy
 - Pre-Physician Assistant Studies
- Bachelor of Science in Nursing (Online RN-to-BSN, LPN-to-BSN, A-BSN)
- Master of Science in Nursing - Leadership
- Doctor of Occupational Therapy
- Master of Physician Assistant Studies
- Associate in Radiologic Technology
- Certificate Programs in: CT, MRI, VIT, or CIT
- 3-year Bachelor of Science in Respiratory Care
- Bachelor of Science in Diagnostic Medical Sonography
- Community Health Worker Certificate



504
physicians

340
advanced practice
providers

1,420
employees

161
locations

133
employees

823
students

246
graduates

Foundations



KETTERING HEALTH FOUNDATION

Supported numerous programs and initiatives, including the oncology service line and Women’s Wellness Fund; the Employee Assistance Fund, which helped more than 275 Kettering Health families; and medical and continuing education for Kettering Health caregivers.

\$1.9 million+
raised in 2023

\$1.6 million+
distributed in 2023



GRANDVIEW FOUNDATION

Supported the purchasing of new equipment, such as a new birthing simulator; the supporting of education initiatives, such as resident stipends and culinary medicine; and the continued investment in the community, such as renovations to the Kettering Health Cassano Health Center and mammograms for patients needing financial assistance.

\$2.2 million+
raised in 2023

\$3.3 million+
distributed in 2023

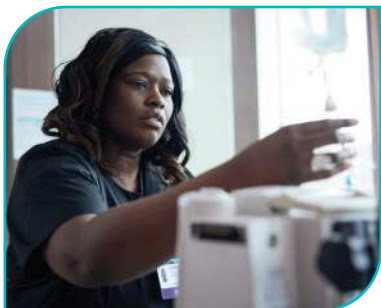


FORT HAMILTON HOSPITAL FOUNDATION

Supported the launching of the transportation pilot program in September, giving more than 300 rides to patients receiving care at the Center for Wound Healing and Cancer Center; initiated the Random Acts of Kindness program, allowing staff to purchase small gifts or provide meals to patients and their families; held the annual Ticket to Hollywood event—*Top Gun* themed—which was a huge success, raising \$130,000 to support the remodel of the Center for Wound Healing.

\$282,458
raised in 2023

\$62,750
distributed in 2023



GREENE MEDICAL FOUNDATION

Supported patient care through more than \$90,000 given for cancer equipment, more than \$11,000 in grants to support nursing continuing education, \$27,000 in support of our residents at Soin Family Medicine Residency as well as purchasing a Lucas Device to support Soin Medical Center’s operating room; and helped nearly 50 patients with cancer through grants totaling \$55,000 through Circle of Victory Fund.

\$270,136
raised in 2023

\$294,520
distributed in 2023

