



inspira HEALTH

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ANNUAL REPORT
2019

A Letter from the President and CEO

“At Inspira, we are changing the lives of the people of South Jersey through clinical excellence, a sharp focus on patient care and continued innovation.”

In 2019, we focused on increasing access to care across southern New Jersey. Most notably, our Inspira Medical Center Mullica Hill opened in December. This hospital is a beacon of health and life, providing exceptional care to our community. But we didn't just focus on large-scale projects. We also expanded into under-served parts of New Jersey, opening ambulatory health centers so patients don't have to travel as far when they need care. We understand that when you don't feel well, it's vital to be close to home.

We also focused our efforts on helping to fight some issues that directly impact our community's health. Our new Quit Center helps patients stop smoking so they can lead a healthier life. And to help combat the opioid epidemic, we opened a Medical Detox unit in Bridgeton.

This past year was marked by innovation. Innovation starts with a curious person—

someone willing to ask how they can do something better. To keep pushing forward, we supported ideas, added a healthy mix of technology and put our minds together to come up with new ways to keep our community healthy, and better treat them when they aren't feeling their best. We hosted a pitch contest to gather ideas from some of the region's brightest college students and we explored how new technologies, such as artificial intelligence and virtual reality, can improve how we treat patients.

We also continued our capital campaign to raise funds for the new Inspira Health Medical Center Mullica Hill and the expansion at Inspira Health Medical Center Vineland. Together, with the support of community members, local businesses and members of the Inspira family, we reached our stretch goal of \$23 million.

That's all while maintaining a focus on clinical excellence, patient safety and creating a “Wow” experience. Our mission is to provide high quality health services that improve the lives of all we serve. We are living that every day. With that in mind, we look forward to a bright future.

—
John DiAngelo

**Inspira Health
President and CEO**



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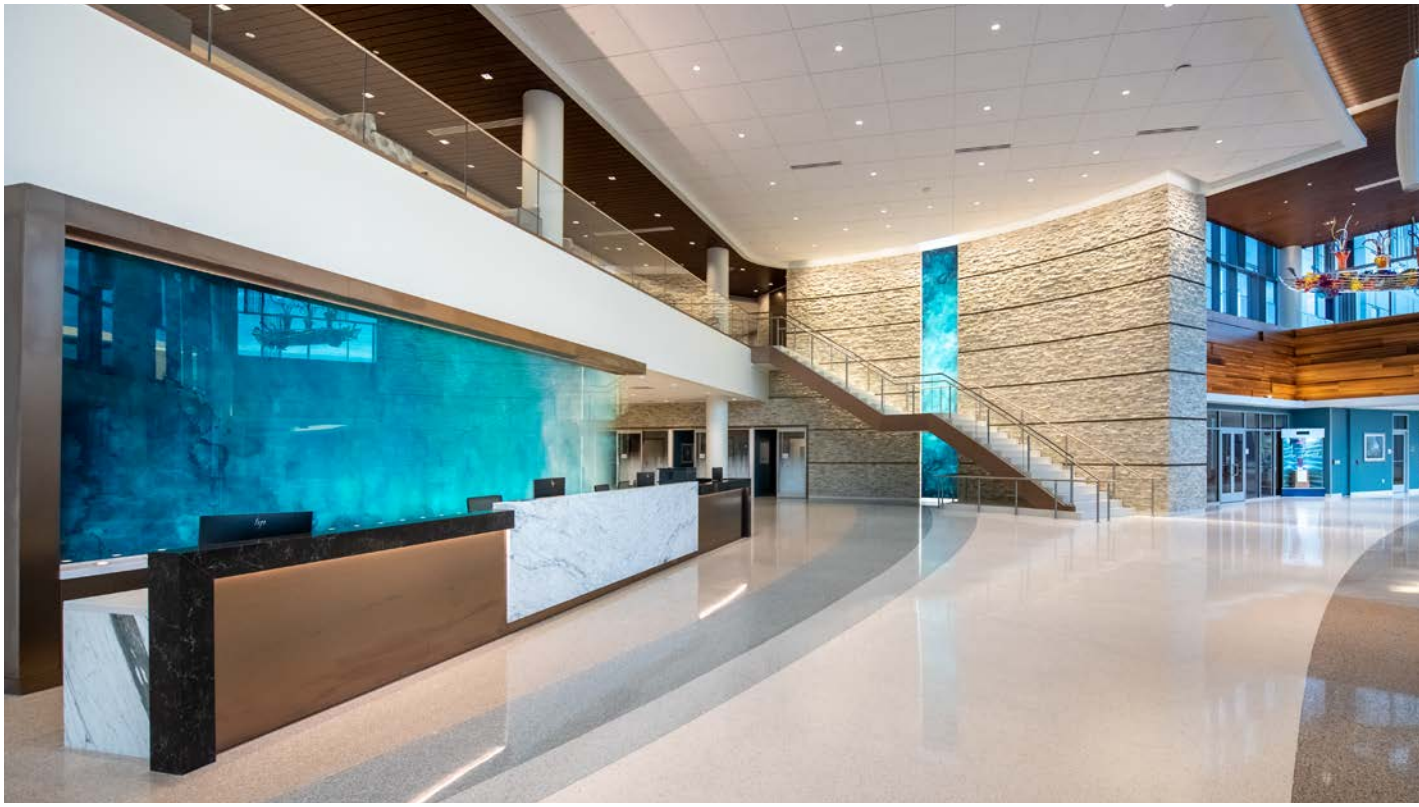


New Hospital

“Imagine a modern hospital with the latest technology and top-flight physicians and nurses in a comfortable, caring, patient-centered environment. We did. We imagined all of that and more.”

JOHN DIANGELO,
5th Annual South Jersey Healthcare Forum
Rowan University
July 17, 2019

New Hospital







Innovation

“Each innovation starts with a curious person, with someone who asks, ‘How can we do this better?’ And then, wow!, comes up with an answer, an idea, an innovation.”

JOHN DIANGELO,
Video to Inspira Employees
April 22, 2019

Innovation



Smart room technology at Inspira Mullica Hill creates a seamless experience for patients, their loved ones and their caregivers. The communication tools include an interactive in-room TV that helps the patient know who is in their room, lets them communicate with their care team, view information about their care and watch entertainment programming.

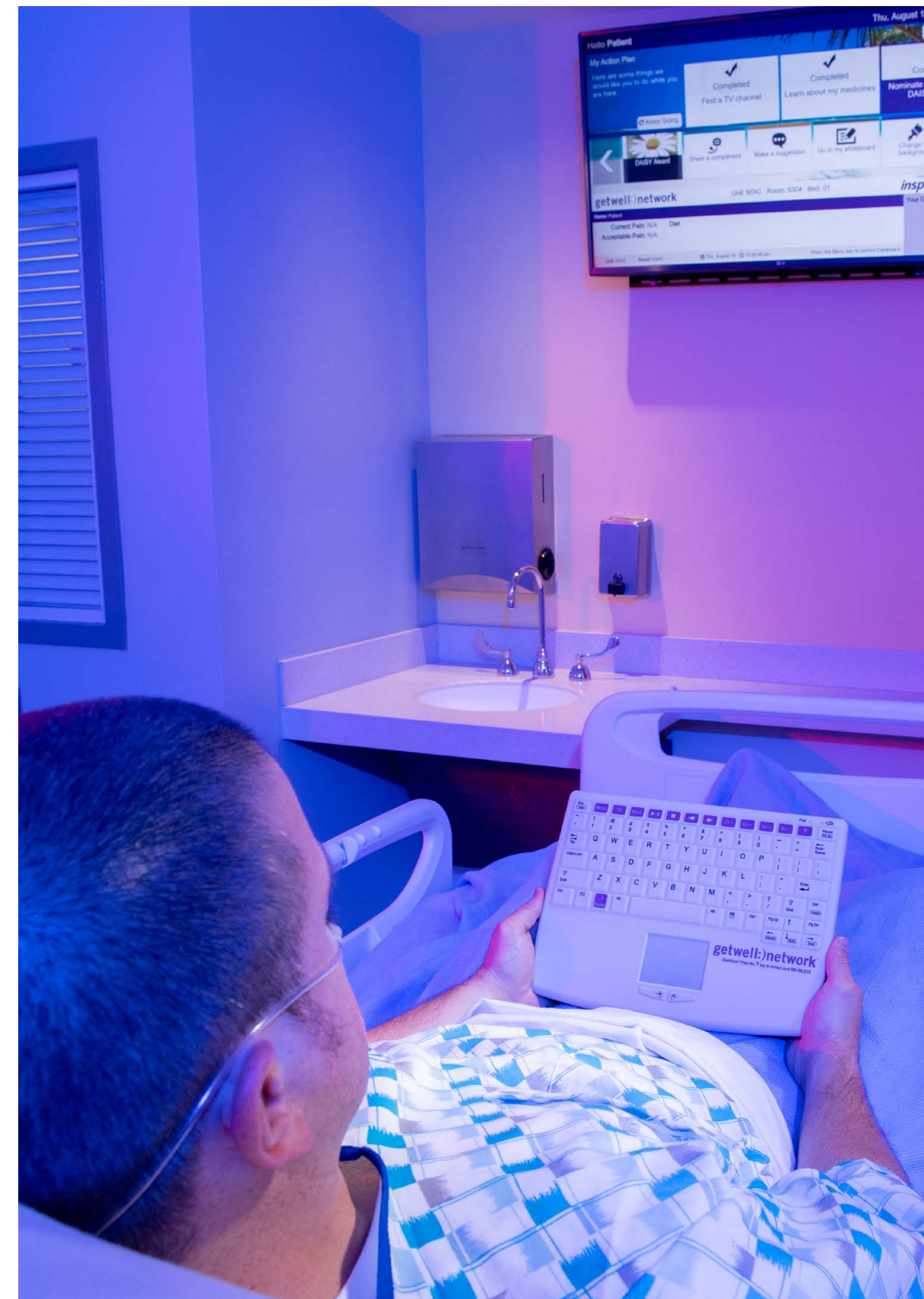


Using a technology called holoportation, Natalie Harris, RN, wears a special headset during a portion of her home care visit to Mary Codner of Millville, a patient in this pilot program. The device allows the medical director of Inspira's Living Independently For Elders (LIFE) Center, at a remote computer, to see the patient, review vital statistics and examine any areas of concern as if he was in the patient's home himself. The information gets documented at the LIFE Center and in the patient's electronic medical record.



It was a straightforward ask. Submit a written proposal for the development of two web applications that will meet specific existing needs at Inspira Health. Known as a reverse pitch, the call went out to South Jersey colleges and universities. Twelve submissions were received within the two-week deadline.

Rowan University students Shane Price of Franklinville and Ryan MacAdams of West Deptford were awarded \$40,000 for their two proposals, upon delivery of the web applications in September.




Innova



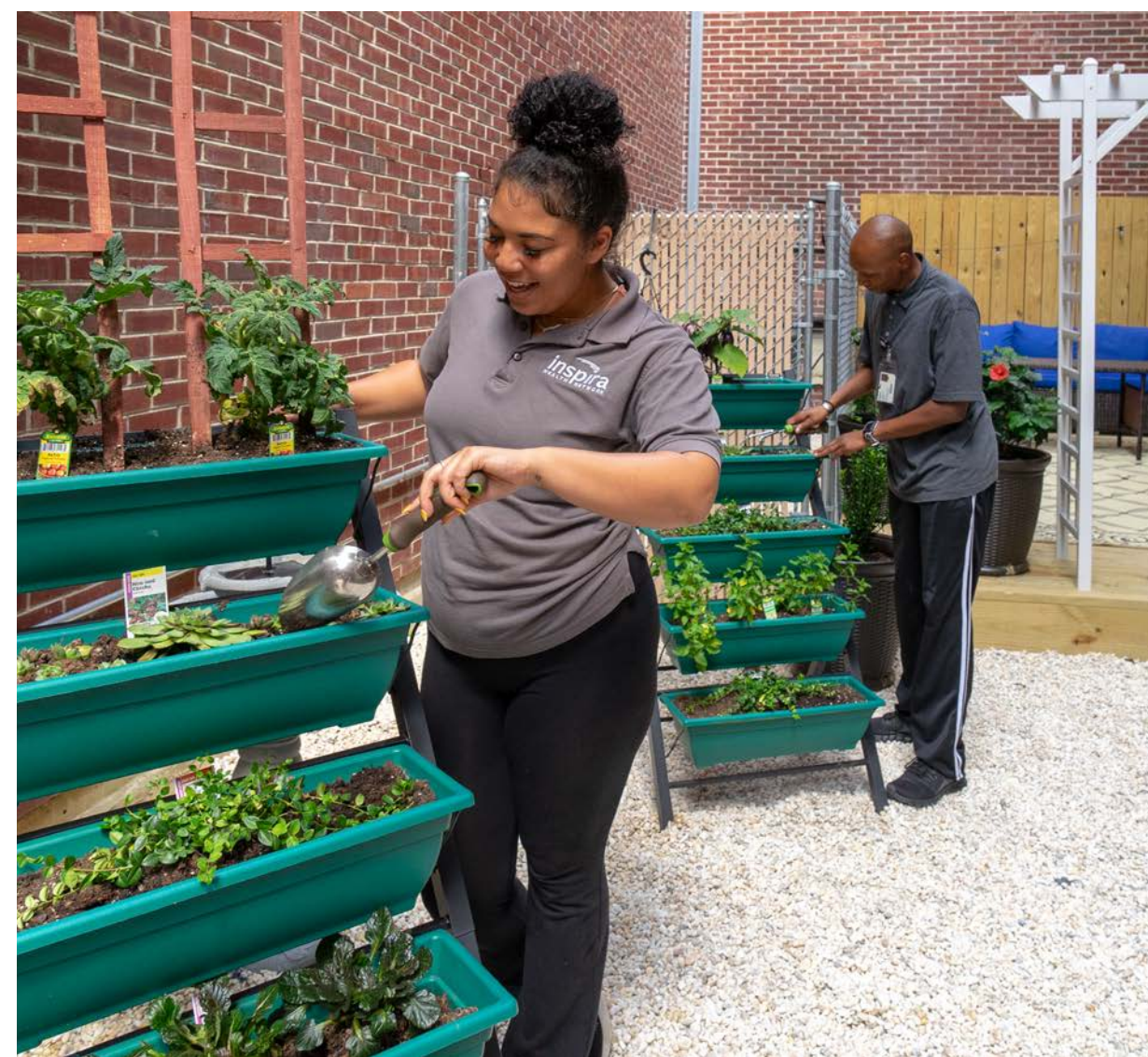
Around the Community

“My goal is to make sure I can take care of my community in my community.”



JOHN DIANGELO,
NJTV News
November 8, 2019

Around the Community



◀ A newly constructed garden deck area, funded entirely by gifts made by Inspira employees through the annual employee giving campaign, provides a tranquil green space for Behavioral Health patients and staff.



▲ Inspira Medical Group opened a new primary care office in Sicklerville. In 2020, new ambulatory services for sleep, lab, rehab and imaging will also be offered at this location.

◀ A new inpatient Acute Medical Detoxification and Addiction Treatment Unit opened at Inspira Health Center Bridgeton. At the open house, Mayor Albert Kelly of Bridgeton and Linwood Mahoney, RN, Medical Detox unit, discussed the value of this service.



▶ On June 2, the Inspira Cancer services staff gathered with our cancer patients to celebrate National Cancer Survivors Day at Green Brand Park in Pittsgrove.



Foundation

“All of us are impacted by this campaign. Some of us will work in newly built or upgraded facilities. Some of us will have friends who need our community wellness programs. Some of us may need Inspira’s health care services.”

JOHN DIANGELO,
Invest. Impact. Inspire.
Capital Campaign Celebration Event,
November 8, 2019, Mullica Hill

Foundation



◀ The Alicia Rose Victorious Foundation donated Alicia's Art Cart, along with funding for lounge enhancements and social programs, to Inspira Foundation to benefit the Child and Adolescent Behavioral Health program. In 2019, more \$3.5 million was raised from thousands of donors to fund patient programs and services, advance cutting-edge technology, and support facility enhancements.



▲ At the request of John DiAngelo, Peter Galetto Jr. designed and created this glass art, *Journey to a Better Life*, specifically for the lobby of Inspira Medical Center Mullica Hill. "When a patient or a guest in the hospital sees it, I hope it brings a smile to their face and/or a belief that nothing is impossible. Life is a journey and if we put our best efforts towards it, we can make a difference in our community," shared Galetto.



▶ Hundreds gathered to celebrate the first Inspira Health Grand Gala on June 8 at the Borgata Hotel Casino & Spa in Atlantic City. They were the first to hear that the Inspira Foundation reached their \$20 million capital campaign goal—six months ahead of schedule!



And, as members of the network's boards and the capital campaign leadership committee assembled on the stage to unravel a banner behind him, John DiAngelo, president & CEO, made another surprise announcement— a new goal of \$23 million had been set.



With an eye on the future of philanthropy in South Jersey, Inspira Health merged its Cumberland/Salem and Gloucester County fundraising arms. Several trustees of the Inspira Health Foundation gathered recently. In the picture are: seated left, Kevin Gibala; Patricia Chieffo; Genevieve Witt; Penny Sager-Rossi and Robin Love, DVM, co-chairs; Kathy Schultes; Beth Barry; standing left, Robert Conner; Michael Husband; Robert Odorizzi; John DiAngelo; Gary Galloway; and William Gruccio. To see a complete list of board trustees, visit InspiraFoundation.org ▶



This goal, achieved in November, benefited the new Inspira Medical Center Mullica Hill, the new leading-edge cancer center, our growing residency program, critical projects at Inspira Medical Center Vineland, as well as building programs throughout southern New Jersey to address the greatest health needs our communities.



Community Benefit

“Ten years ago, if you told me I was going to be in the housing business, I would have said you’re out of your mind. But we learned if people have a house, they are healthier, so ... we provide housing for people.”

JOHN DIANGELO,
Horizon Blue Cross/Blue Shield
Business to Business event
June 29 2019, Mullica Hill

Community Benefit

Good health really does start with healthy food.

Access to healthy foods has been identified as a major challenge for thousands of Gloucester, Salem, and Cumberland County residents.

Inspira partnered with the Food Bank of South Jersey, Community Foodbank of New Jersey, the Gloria Sabater Elementary School and Casimer Dallago Early Childhood Center in Vineland, the Millville Child Family Center, and the Woodbury Junior-Senior High School to provide monthly food pantries. The goal is to provide families in need with a month's worth of nutritious food and access to nutrition counseling at a convenient location, the local school that their children attend

The school-based pantries are expected to provide ongoing access to healthy food for more than 1,800 children and their families during the 2019 – 2020 school year.

Inspira has also teamed up with the food banks to open food pharmacies at its health centers in Bridgeton and Woodbury. Identified patients can visit these centers where they will receive nutritious food that is appropriate for any medical conditions they may have. Patients will also meet with an Inspira registered dietitian to learn more about healthy eating habits.



In early May, 15 employees from Behavioral Health volunteered for a move-in day, providing the needed labor and donations of household items to ensure the successful placement of a local man who had experienced chronic homelessness. By the end of 2019, 70 formerly homeless residents have been placed into their own homes.

Ending homelessness by 2020 in one of New Jersey's most poverty stricken counties – that's the goal of the Cumberland County Housing First Collaborative. Inspira Health, a founding member of the collaborative, provides logistical support, behavioral health expertise and more than \$150,000 in donations.



Everything from a giant Operations game to free screenings were offered at the annual Inspira Family Fun Fest held at the Veterans Memorial Park in Gloucester Township.

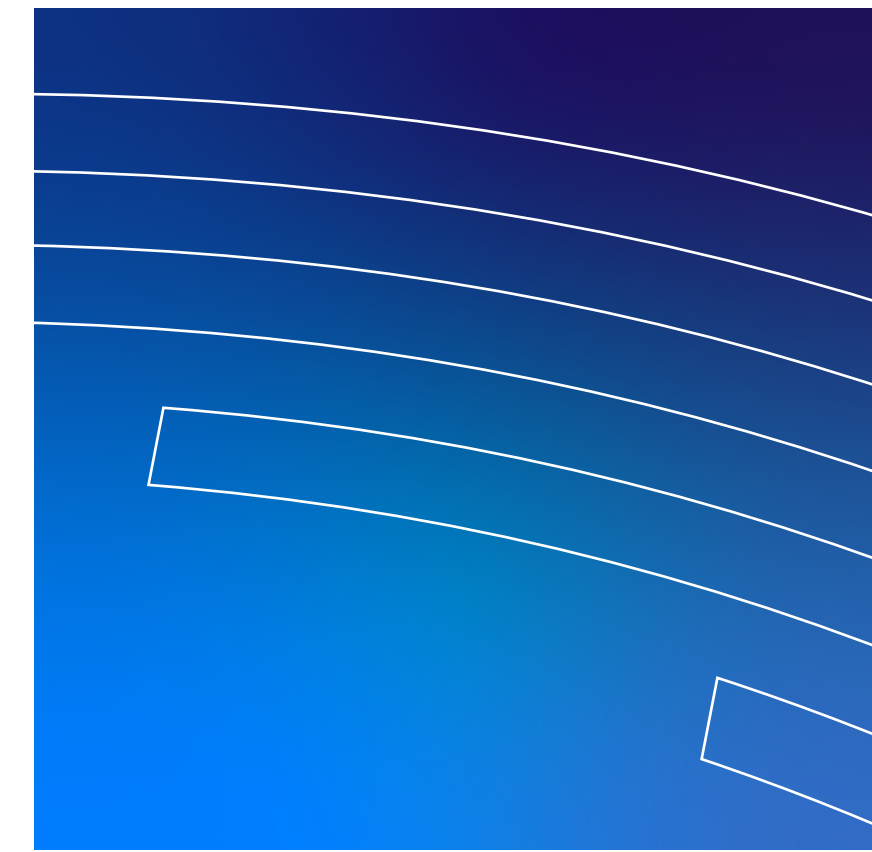
At one of the booths, the Inspira Pharmacy staff distributed free Detera pouches, a drug disposal product that provides an easy and environmentally-friendly way for people to deactivate and dispose of unused, expired, or unneeded medications in their own home. At this event alone, 800 bags were distributed.

Awards

"I always love to come here and do this type of thing. I come more and more, because we keep winning more and more awards. We're winning them for the quality of the work we do...that's who our people are. That's the quality of care."

JOHN DIANGELO,

Lantern Award Ceremony for
Inspira Vineland Emergency Department
August 30, 2019



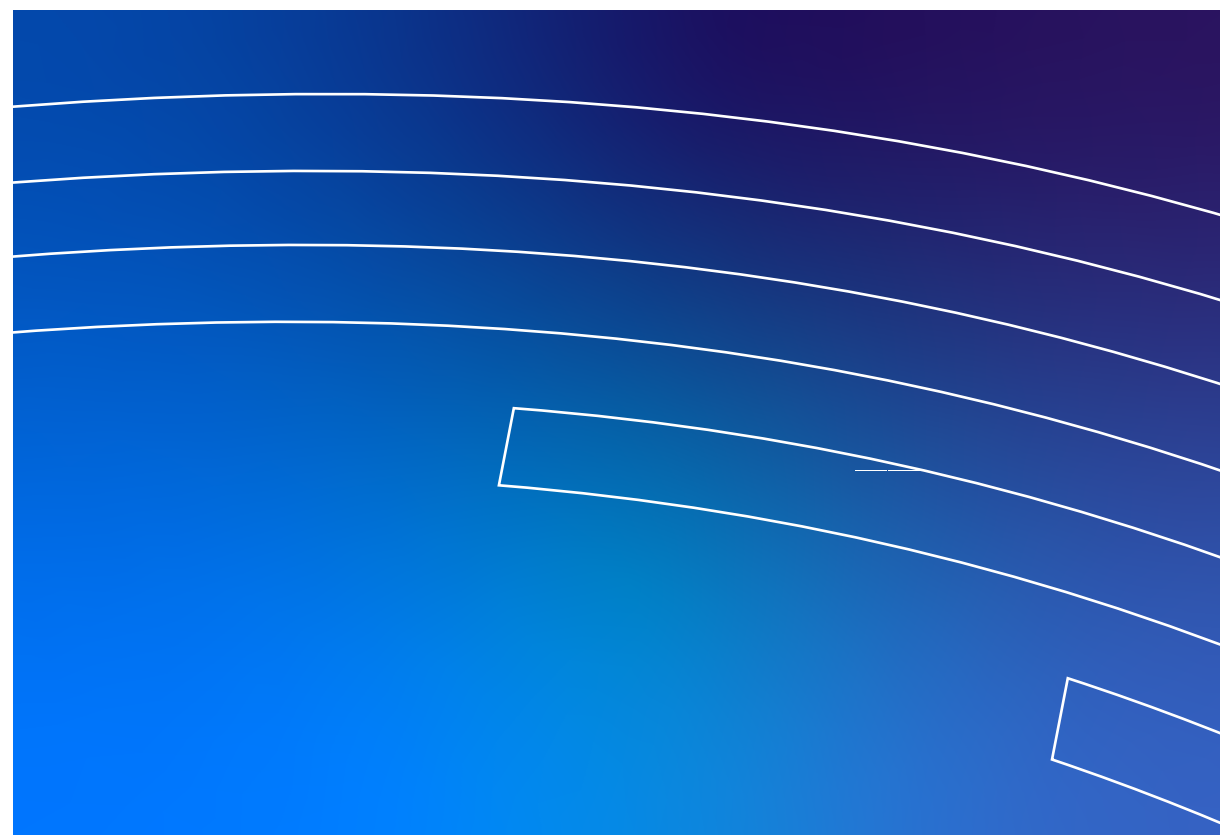
Inspira Health

- Accredited Cancer Center by the Commission on Cancer
- New Jersey Hospital Association Distinguished Service Award to John DiAngelo
- New Jersey Hospital Association's Community Outreach Award
- "Top 150 Places to Work in Healthcare in 2019" according to Becker's Healthcare
- Press-Ganey 2019 Pinnacle of Excellence Award for Rehab Services
- National Press-Ganey Success Story Award[®] for Transforming Patient Care

Inspira Medical Center Woodbury (now Inspira Medical Center Mullica Hill)

- Chest Pain Center with PCI Accreditation from the Society of Cardiovascular Patient Care
- U.S. News & World Report High Performing Hospital for Heart Failure
- Pathway to Excellence, national nursing designation from the American Nurses Credentialing Center





Inspira Medical Center Elmer

- *Baby-Friendly Certification*
- *Healthgrades Outstanding Patient Experience Award*
- *Two national Women's Choice Awards for Obstetrics and Orthopedics*

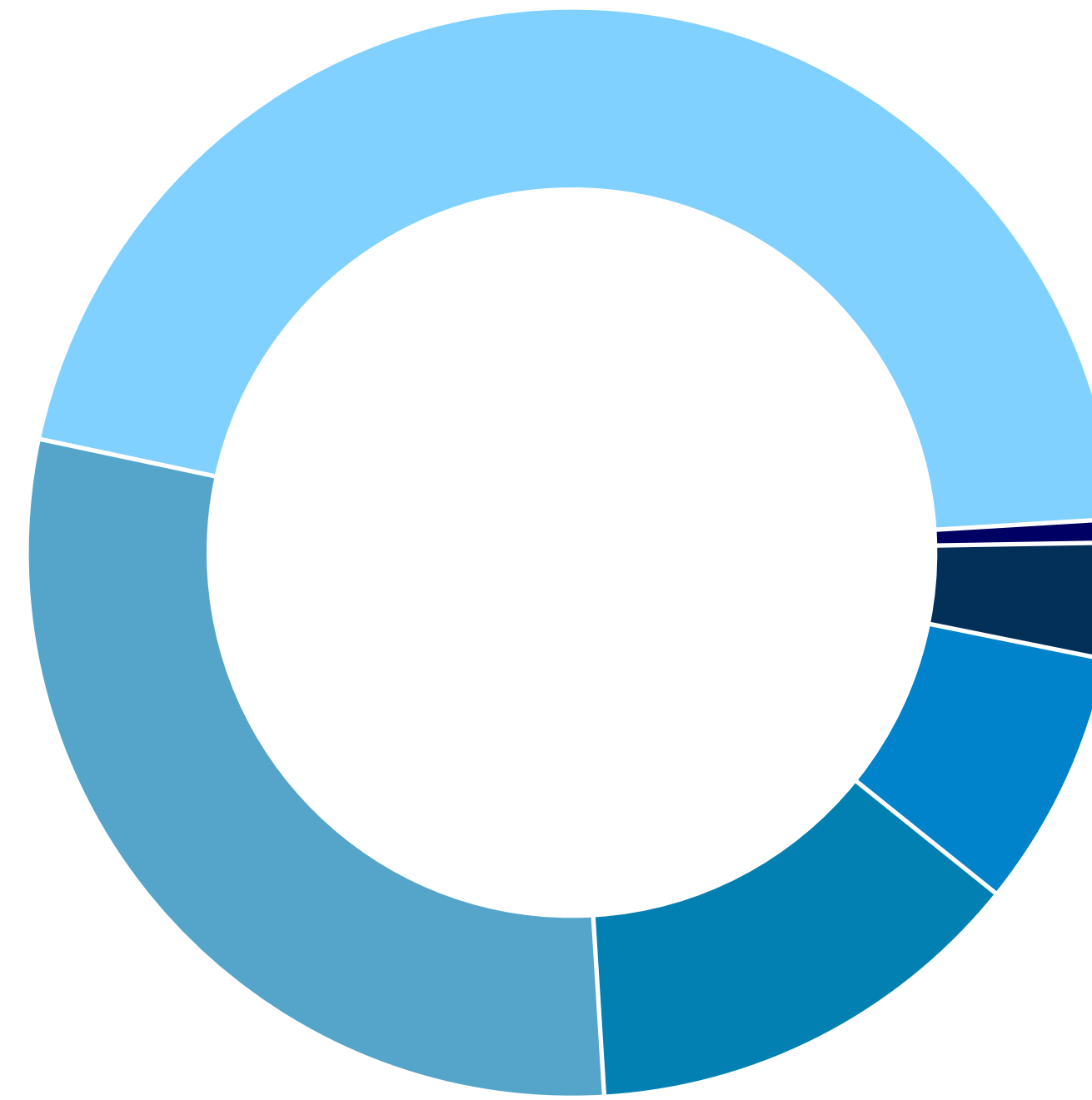
Inspira Medical Center Vineland

- *Chest Pain Center with PCI accreditation from the Society of Cardiovascular Patient Care*
- *PRISM Award® from the American Academy of Medical-Surgical Nurses for Surgical Acute Care Unit and Medical Acute Care Unit*
- *U.S. News & World Report High Performing Hospital for Heart Failure and COPD*
- *Lantern Award from the Emergency Nurses Association for the Emergency Department*



Finance

29,605	Admissions
3,050	Births
161,992	Emergency Room Visits
671	Licensed Beds
1,350	Medical Staff Members
698	Volunteers
6,199	Employees

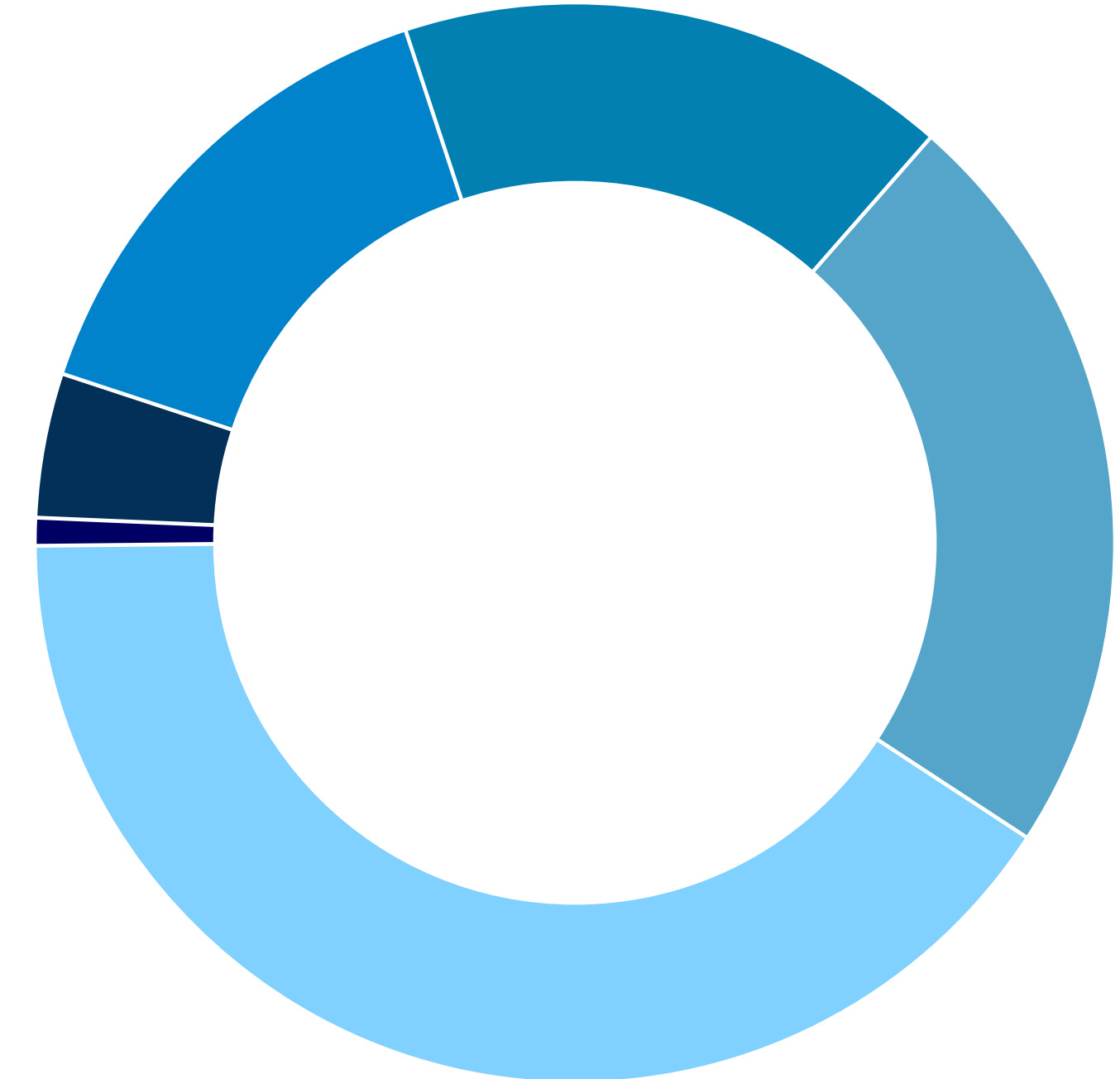


Expenses by Category

1%	Interest
5%	Physician Fees
7%	Depreciation & Amortization
14%	Employee Health & Welfare
29%	Supplies & Other Expenses
44%	Salaries & Wages

Revenue by Category

Charity Care & Other State Subsidies	1%
Self Pay & Other	5%
Medicaid	17%
Blue Cross	19%
Other HMO	22%
Medicare	36%



MISSION

To provide high quality health services that improve the lives of all we serve

VISION

To be the region's leading network of health care providers delivering the full continuum of primary, acute, post-acute, specialty and advanced care services.

