

METHODIST LE BONHEUR HEALTHCARE
Michael Ugwueke, President and Chief Executive Officer

At Methodist Le Bonheur Healthcare (MLH), our mission is to collaborate with patients and their families to be the leader in providing high quality, cost-effective, patient and family-centered care. Services are provided in a manner which supports the health ministries and Social Principles of The United Methodist Church to benefit the communities we serve.

Leading MLH is our president and chief executive officer, Michael Ugwueke. 2021 continued the global struggle with the COVID-19 pandemic, and healthcare systems around the world were called to heroic lengths. At MLH in 2021, our associates provided inpatient care for 4,249 COVID patients, provided monoclonal antibody infusion to more than 4,200 COVID patients, and performed 168,595 COVID tests. Additionally, MLH continued its mission in so many other ways, caring for 287,650 patients in our emergency departments, bringing 5,677 newborns into the world, and performing 312 organ transplants, just to highlight a few areas. MLH did this life-saving work while committing to the highest standards of service and care. MLH earned straight A grades on our 2021 Leapfrog report cards for both quality and safety. MLH also continued its commitment to serving our community outside the clinic and hospital, as the system secured a \$4.5 million grant from the Tennessee Department of Education for our Community Collective for Reading Literacy, a social determinants of health initiative. MLH also supported Shelby County Schools with Le Bonheur's Back to School task force, providing guidance for safely bringing children back into classrooms, expanded early reading support through our BookNook literacy program, and provided health services to 14,000 Shelby County Schools teachers and staff.

The faith-based mission of MLH continues to be the foundation of all that we do. Leading us in that mission is Dr. Albert Mosley, senior vice president and chief mission integration officer for MLH. Mosley leads the Mission Integration Division, which includes all of our clinical chaplaincy services, volunteer services, the Employee Assistance Program and Dennis H. Jones Living Well Network, the MLH Foundation, Clinical Pastoral Education, the Center of Excellence in Faith and Health Equity, the Humanitarian Fund, United Methodist annual conference connections, the Office of Community Outreach, the Congregational Health Network, and many other initiatives and projects. Mission Integration offers guidance and direction for the integration of MLH's mission, vision, values, and guiding behaviors, especially from the perspective of the Social Principles of The United Methodist Church. Additionally, Mission Integration ensures that the relationship with The United Methodist Church and relevant social, ethical, and pastoral teachings are understood and integrated appropriately and consistently across the entire system.

In 2021, Mission Integration programs and associates continued their life-changing work in so many different ways. Our chaplains offered spiritual care for patients, families, and associates and also responded to the wider community through a spiritual care helpline. The My Sister's Keeper program continued its work to empower and highlight the voices of black women in our community on healthcare, leadership, advocacy, and more. The Congregational Health Network and Office of Community Outreach helped distribute thousands of COVID-19 vaccines to the community at hospitals, clinics, and pop-up sites. Our partnerships with local churches continued to be crucial, as leaders and congregations repeatedly used their voice to raise the profile of important education and awareness about COVID safety, COVID vaccines, and equally important community needs, like mental health. Our EAP and Living Well Network responded directly to districts and pastors who sought support and education for how pastoral leaders could both care for their people and for themselves in the midst of such difficult circumstances. Our foundation raised thousands of dollars for a dedicated COVID relief fund and for our MLH Humanitarian Fund, which distributes hundreds of thousands of dollars to MLH associates and their families in need of emergency assistance.

We are deeply appreciative of the support of the three annual conferences who founded our system and continue to be vital partners. The healing ministry of Christ continues to be at our center.