

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

At Methodist Le Bonheur Healthcare (MLH), our mission is to enhance your health and well-being through high-quality, innovative, and compassionate care. We are a faith-based institution, proudly affiliated with the United Methodist Church since our founding more than 100 years ago, and our vision is to be nationally recognized for excellence in clinical quality, patient safety, and compassionate care to improve every life we touch.

Today, MLH has grown from one hospital into a comprehensive health system offering a full continuum of care to every corner of our community, including five adult hospitals, nationally ranked Le Bonheur Children's Hospital, a home health agency, ambulatory surgery centers, outpatient facilities, hospice residence, and more than 60 physician practices serving residents across the Mid-South. As Tennessee's largest provider of care to TennCare/Medicaid and uninsured patients, we are committed to living out our culture of providing care and compassion to all regardless of circumstances.

**Achieving Excellence**

Leading MLH is our President and Chief Executive Officer, Michael Ugwueke, MPA, DHA, FACHE. Under Dr. Ugwueke's leadership, MLH has become the safest and highest quality health system in the region and has been nationally recognized as a top leader for diversity. In 2022, Methodist Le Bonheur Healthcare earned the highest scores of any healthcare system in greater Memphis and North Mississippi for overall hospital quality, patient experience, and patient safety. MLH earned a coveted 4-star rating from The Centers for Medicare and Medicaid Services (CMS) in an annual evaluation of quality standards, readmission rates, and safety of care. Methodist Olive Branch Hospital earned a best-in-class 5 stars from CMS, the highest possible score, achieved by only 14 percent of U.S. hospitals. Our adult hospitals were awarded four A's and one B for patient safety by The Leapfrog Group, an independent nonprofit driving quality, safety, and transparency in the U.S. healthcare system. MLH is the only system in Memphis to earn an A rating for any hospital, and we earned four.

**Faith-Based Mission at Work**

The faith-based mission of MLH continues to be at the heart of all that we do. Leading our Mission Integration Division is Senior Vice President and Chief of Staff Cato Johnson, who guides many of our faith-based and community engagement programs. Those programs include our clinical chaplaincy services, volunteer services, the Employee Assistance Program and Dennis H. Jones Living Well Network, 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.

**Responding to Community Need**

In 2023, Mission Integration programs and associates continued their life-changing work in 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 organized hundreds of community events and resource distributions and also started building a new Chronic Disease Education initiative that is rolling out area-wide in 2024. The Office of Community Outreach continued running community clinics, home visitation programs, and school-based interventions. Our Employee Assistance Program and Living Well Network responded directly to districts and pastors who sought support and education for how pastoral leaders could care for their people and themselves in the midst of trying times. MLH also launched the Healthier 901 program to educate, resource, and inspire our community to become healthier through exercise, nutrition, and holistic health practices. Mission Integration has been instrumental in the implementation of Healthier 901 as the program continues into 2024 and beyond. 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.