

2022

who WE ARE

 PROMEDICA | Your Health. Our Mission.



**LEADING
NATIONAL
CHANGE**

PROMEDICA'S BOLD VISION to redefine health care has created interest and enthusiasm across the healthcare industry. Our commitment to research, innovation and collaboration guides how we tackle health care's biggest obstacles. From social determinants of health to healthy aging, we're pioneering solutions with individual, community and national impact.

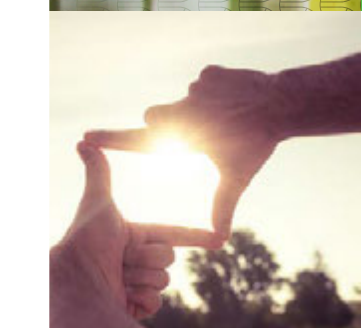


**REDEFINE
HEALTH CARE**



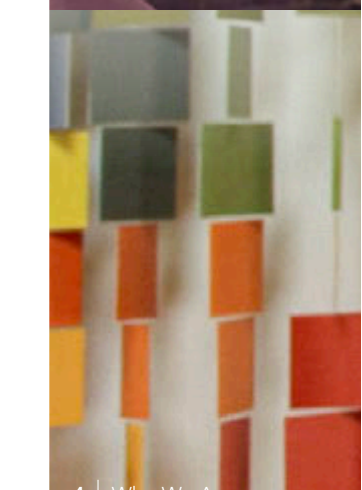
A NEW PERSPECTIVE ON HEALTH.
*A NEW APPROACH
TO WELL-BEING.*

*NEW
PERSPECTIVE*



At ProMedica, we're building a health and well-being organization unlike any other.

We're a Mission-driven, not-for-profit organization focused on improving the health and well-being of people in hundreds of communities across the country. Our approach to care goes beyond outstanding clinical capabilities to meet people where they are at any given moment in their life.



We work to address the many factors of health, and our thought leadership on addressing food insecurity and other social determinants of health has reached a national scale. We're also committed to creating a culture of inclusion, equity and justice within our organization and in our communities. As an anchor institution, we offer support services and facilitate economic development in the regions we serve.

A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.



A UNIQUE MODEL FOR INTEGRATED CARE

Our 2018 acquisition of HCR ManorCare, now ProMedica Senior Care, positioned us as the nation's first health system to have coast-to-coast resources that cover nearly every aspect of health care. By combining hospital and provider care services, a health plan, and senior care services, we're integrating all aspects of care throughout a person's lifetime.

We're driven by our Mission and energized by a bold vision. With purpose, innovation and momentum for change, ProMedica is becoming the nation's leader in reimagining health care and how it's delivered.

WE'RE A HEALTH AND WELL-BEING ORGANIZATION THAT:

- Leads in addressing the social determinants of health.
- Champions healthy aging.
- Cultivates innovation.



A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.

SOCIAL DETERMINANTS OF HEALTH

At ProMedica, we're deeply committed to providing integrated care for individuals and communities. That means going beyond expectations for clinical excellence and patient care. We see an unprecedented opportunity to improve health outcomes and reduce healthcare costs by focusing on social determinants of health (SDOH). For more than 10 years, ProMedica has pioneered in this effort and has become an industry leader in SDOH thought, innovation and action.

We're committed to an all-in strategy to create strong partnerships with healthcare providers, payors, nonprofits, businesses, civic leaders, and the people we serve. We're researching, testing, shaping and investing in people-centered solutions that improve health outcomes. Through the ProMedica National Social Determinants of Health Institute, we're driving local and nationwide change in how health care is delivered.

The social determinants of health are conditions in the environments in which we are born, live, learn, work, play, worship and age. They affect a wide range of health issues, risks and quality of life.



WE'RE REDEFINING HEALTH CARE BY:

- Supporting the social and economic needs of our employees and the communities we serve.
- Redesigning healthcare delivery and payment models by addressing SDOH.
- Developing commercial solutions that leverage our expertise in SDOH.

A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.

HEALTHY AGING

Icaria by ProMedica

Our commitment to healthy aging, well-being and innovation are the foundation of Icaria by ProMedica. Using the latest in longevity science, we're giving people the tools and science to age with strength and vitality. Icaria leverages comprehensive diagnostics and advanced therapeutics to deliver a highly personalized, proactive health and wellness experience. This includes full body imaging, advanced cancer screening, genetic testing, progressive specialty services and advanced regenerative medicine therapies.

AAA HealthCONNECT

In alignment with our commitment to healthy aging, we've launched a joint venture with AAA Club Alliance called AAA HealthCONNECT Powered by ProMedica. Targeted towards individuals aged 55 and above, it's the first platform aimed at helping members navigate healthy aging. Not only do members have access to carefully curated information and trusted resources exclusive to the AAA HealthCONNECT website, Member Navigators are available by phone to answer questions and connect members with experts in subjects such as Medicare, Social Security, finances and caregiving. AAA HealthCONNECT members also have access to free online fitness membership, a member community and an online marketplace.



**HEALTHY
AGING**



A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.

INNOVATION

At ProMedica, we dream big and we ask, “What if?” Because we know that reimagining healthcare delivery means finding new and better ways to keep individuals, families and entire communities healthy. Innovation is more than one of our values, it’s the foundation of how we fulfill our Mission, live our purpose and lead our industry.

Innovation is what led us to develop social determinants of health (SDOH) screenings, food clinics and job training to improve community and individual health. It’s also what inspired us to look at how natural therapies can be incorporated into a patient’s existing care plan and medical record. At the core of who we are, innovation helps us improve health care and change lives.

Commercializing New Solutions

ProMedica Innovations is nationally recognized in healthcare innovation. Our dedicated team promotes a culture of innovation, identifies and develops promising inventions, and provides resources to bring game-changing solutions to market and improve the communities we serve. We engage with entrepreneurs as a startup partner, providing grant funding and capital, access to clinical and operational expertise, and connection to a robust resource network to help launch emerging technologies. ProMedica Innovations has attracted \$60+ million in venture capital funding to the northwest Ohio area and has managed over 80 patents and applications.

A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.

INNOVATION

Evolving in an Ever-changing Landscape

Although the healthcare industry is continuously changing, COVID-19 tested the adaptability of healthcare organizations in an unprecedented way. Like many health systems, ProMedica saw record patient volumes, staffing challenges and elective procedures postponed during the height of the pandemic. Our employees stepped up to ensure high-quality care under extremely challenging circumstances.



Since the beginning of the pandemic, ProMedica has:

- Administered 101,000 COVID-19 vaccines at our facilities.
- Distributed over 120,000 boxes of PPE to over 300 locations in 28 states.
- Raised \$3M through ProMedica Foundation to provide financial support and relief to 9,000 employees.
- Engaged in a senior care cooperative antibody study with Case Western Reserve University and Brown University, which was funded by a \$4.9M award/grant from the Centers for Disease Control and Prevention (CDC).



Expanding Care Beyond the Hospital

The COVID-19 pandemic also accelerated the need for healthcare systems to deliver care in new ways. ProMedica was at the forefront of that movement with the advancement of Tele-ICU and the deployment of ProMedica Acute Care at Home. In fact, we were one of the first 15 health systems to be granted a Centers for Medicare & Medicaid Services waiver to treat inpatients at home.



ProMedica Acute Care at Home combines our extensive network of in-home care providers with a sophisticated technology platform to deliver a seamless and effective hospital experience in the comfort of a patient's home. It includes in-person visits, audio and video sessions, and remote telemonitoring, as well as lab tests, mobile imaging, IV therapies and durable medical equipment. This program benefits patients by providing hospital-level service and outstanding clinical outcomes. It also benefits our acute care delivery system by providing the flexibility to leverage and shift resources as necessary and appropriate.

A NEW PERSPECTIVE ON HEALTH.
A NEW APPROACH TO WELL-BEING.

FORMING UNIQUE PARTNERSHIPS

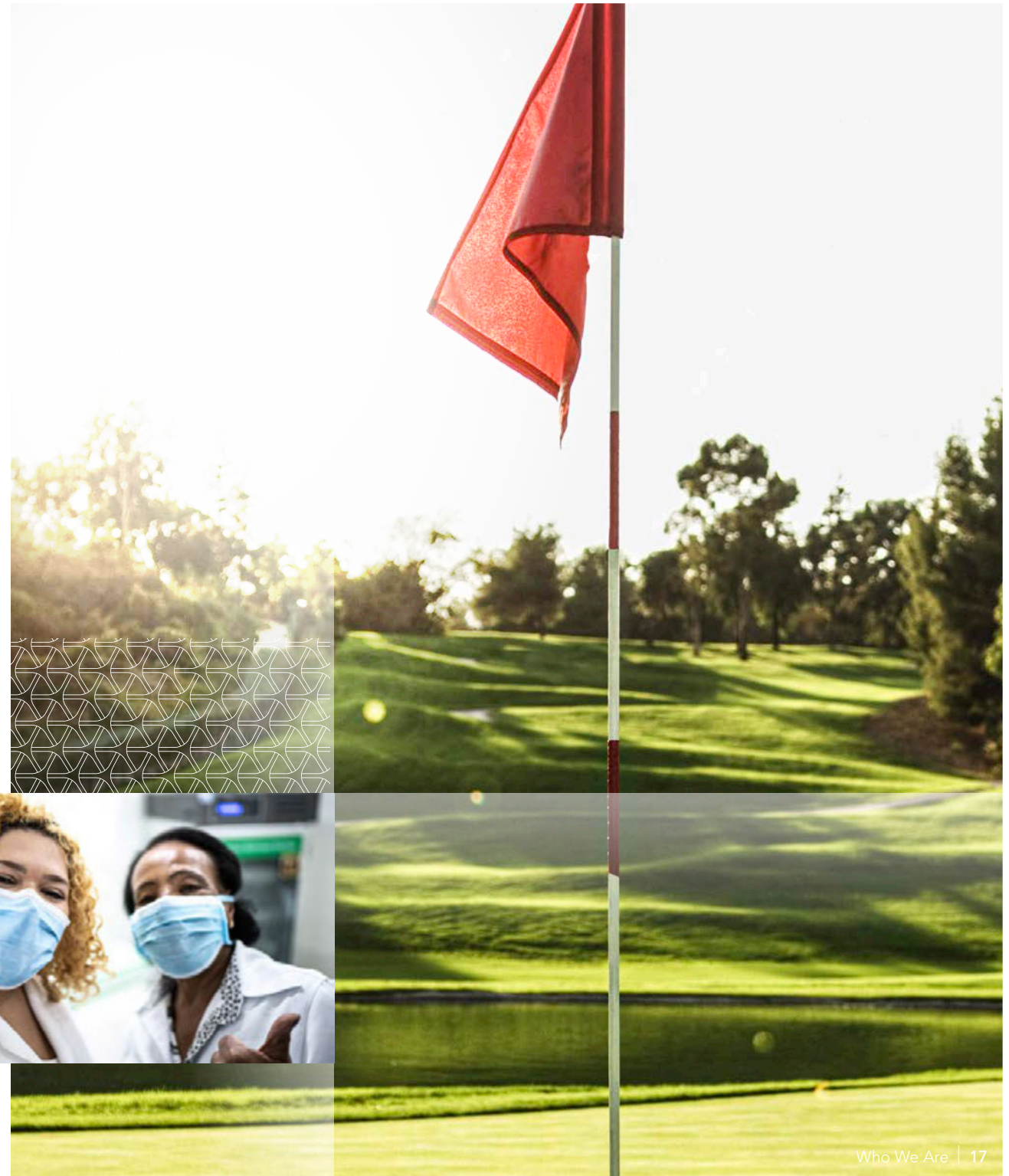
Leading change at a national scale requires strong partnerships that localize efforts and maximize impact. Joint ventures and collaborations are key to growth and success. ProMedica's innovative partnerships help drive our Mission to improve health and well-being in the various communities we serve.

ProMedica and the USGA

The United States Golf Association (USGA) and ProMedica recently formed a long-term partnership that includes presenting partner rights for the U.S. Women's Open. This elevates the championship through a \$10 million purse and is an important collaboration in addressing health inequities across the country. With the ProMedica Impact Fund as the official charity of the U.S. Women's Open, the partnership will generate charitable dollars to strategically invest in grants, impact investments, and research and learning activities, all designed to improve individual and community health.

MetroHealth and Emory Healthcare

ProMedica has long been known for our successful outcomes when transitioning hospital patients to their homes. In 2021, ProMedica began collaborating with two well-known health systems to develop innovative care transitions. In Cleveland, Ohio, ProMedica and MetroHealth renovated four floors of a former hospital to create a 96-bed medical complex and short-term intensive rehabilitation unit for patients. In Atlanta, Georgia, ProMedica is working with Emory Healthcare to manage an existing Emory skilled nursing facility, while at the same time developing two new centers in the Atlanta metro area.





SYNERGY OF OUR THREE CARE DIVISIONS

UNIQUE MODEL

ProMedica's unique model positions us as one of the nation's top health and well-being organizations. We've intentionally brought together diverse services to help people reach their highest potential for health at every stage of life. Our three care divisions – Providers and Clinical Services, Senior Care, and Health Plan – work together at all levels to provide high-quality care, exceptional experiences and integrated services and resources that meet individuals where they are.

Throughout our organization and across the country, ProMedica is united by a single Mission: To improve your health and well-being.

- › *PROVIDERS AND CLINICAL SERVICES*
- › *SENIOR CARE*
- › *HEALTH PLAN*
- › *A UNIQUE MODEL OF INTEGRATED CARE*

*SYNERGY OF OUR
THREE CARE DIVISIONS*

**NATIONALLY
RECOGNIZED**

- 11 acute facilities.
- 53,500+ inpatient discharges per year.
- 2,200+ physicians and providers with privileges.
- 1,200+ ProMedica Physicians providers.
- 2.28 million ProMedica Physicians annual patient visits per year.
- 114,000+ urgent care visits per year.

The heart of ProMedica is its 11-hospital network across northwest Ohio and southeast Michigan that includes a growing academic medical center and children's hospital accredited by The Joint Commission. Continuously recognized for safe, quality care, our hospital network offers unprecedented patient experience and exceptional clinical collaboration.

In 2021, Toledo Hospital was named the No. 1 hospital in metropolitan Toledo by U.S. News and World Report, including recognition in 13 high-performing procedures and specialties.

ProMedica also has an ever-expanding network of employed advanced practice providers and board-certified physicians in more than 55 specialties, including cancer, heart care, neurosciences, orthopaedics and women's services. All our primary care sites and providers are recognized by the National Committee for Quality Assurance (NCQA) as patient-centered medical homes. Our exceptional clinical care is met with our commitment to expanding health care access through outpatient facilities, urgent care centers and telehealth services.

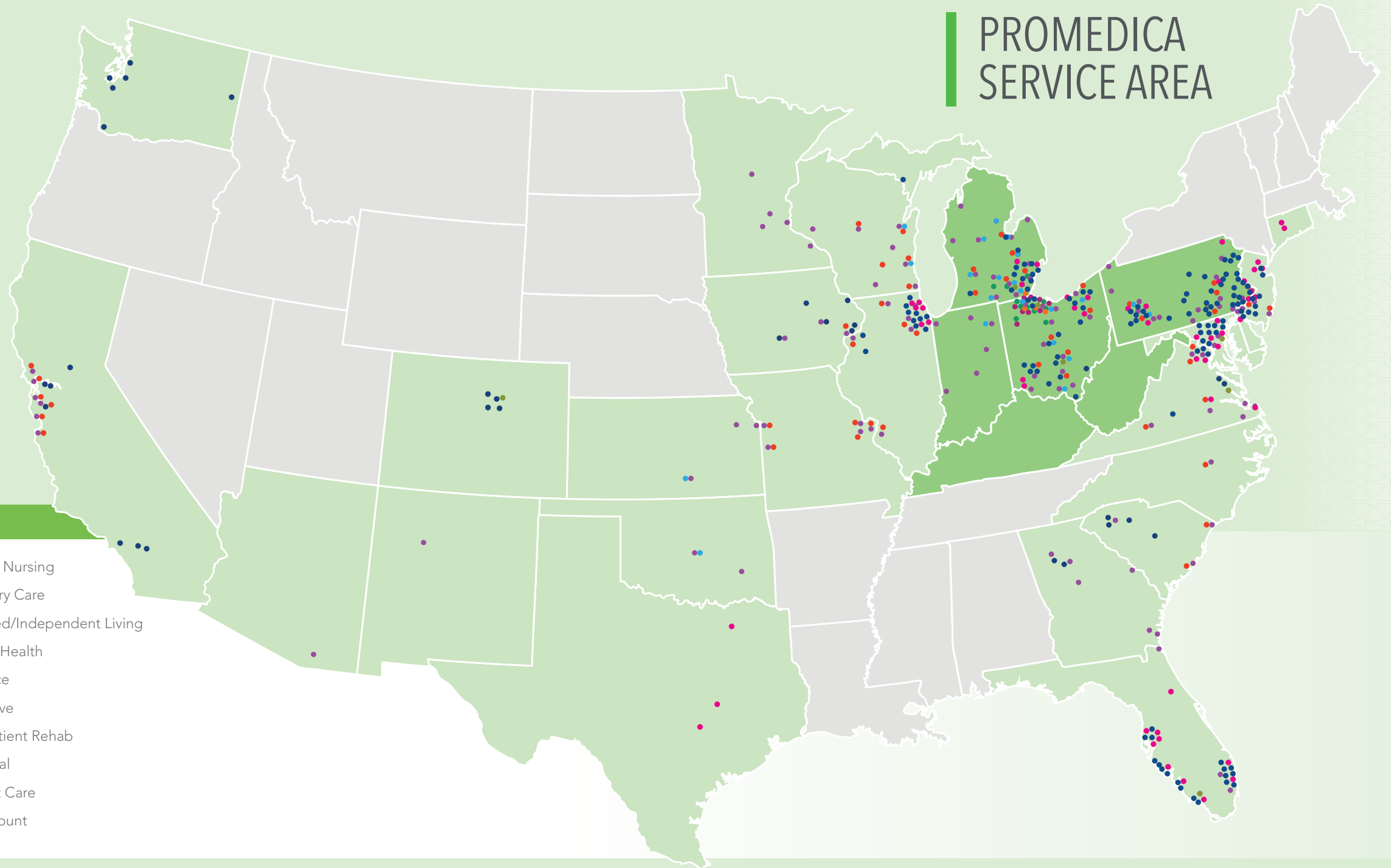
EXCELLENCE

**NATIONALLY
RECOGNIZED
FOR UNMATCHED
CLINICAL CARE**

PROMEDICA SERVICE AREA

Key

- Skilled Nursing
- Memory Care
- Assisted/Independent Living
- Home Health
- Hospice
- Palliative
- Outpatient Rehab
- Hospital
- Urgent Care
- Paramount



*SYNERGY OF OUR
THREE CARE DIVISIONS*

SENIOR CARE

ProMedica Senior Care is dedicated to providing compassionate quality care no matter where a patient is in their healthcare journey. As the baby boom population ages, their expectations and needs continue to expand. The need for a new concept of care has never been more urgent, and ProMedica's approach stands ready to deliver. Our integrated network provides the support they need — conveniently, safely and compassionately.

Many hospital patients need additional support after a hospital stay, before returning home. Depending on the level of care needed, ProMedica Senior Care services can be provided at home, in a skilled nursing and rehabilitation center, assisted/independent living facility or memory care community. Palliative and hospice care provide holistic services for individuals living with a chronic disease or diagnosed with a terminal illness.



QUALITY CARE

*NATIONAL LEADER
IN POST-ACUTE
SERVICES WITH:*

- 330 facilities, communities and agencies.
- 18,100+ patients and residents per day in skilled nursing and assisted living facilities.
- 10,000+ hospice patients per day.
- 3,200+ home care visits per day.

*SYNERGY OF OUR
THREE CARE DIVISIONS*

HEALTH PLAN

For more than 30 years, Paramount, ProMedica's health plan, has helped our members plan for their best health and well-being. As a care division of ProMedica, we look through the clinical lens of a healthcare professional. That means we take a clinically based, medically sound approach to providing health plans that best meet the needs of our members. We place the well-being of our members ahead of everything else and guide them through the entire healthcare journey.

Paramount offers Medicare Advantage, Medicaid managed care and Marketplace Exchange health plans for individuals and families. We also offer a full complement of insurance products for employers of any size, including medical, dental, vision and workers' compensation as well as vocational rehabilitation, life-care planning and wellness.



*PROVIDER-BASED
HEALTH PLAN:*

- Six Midwest states and Ohio's largest provider-sponsored health plan.
- 30+ years managing risk and population health.
- 97,500+ providers in the Paramount network.
- 648,000+ health plan members covered.

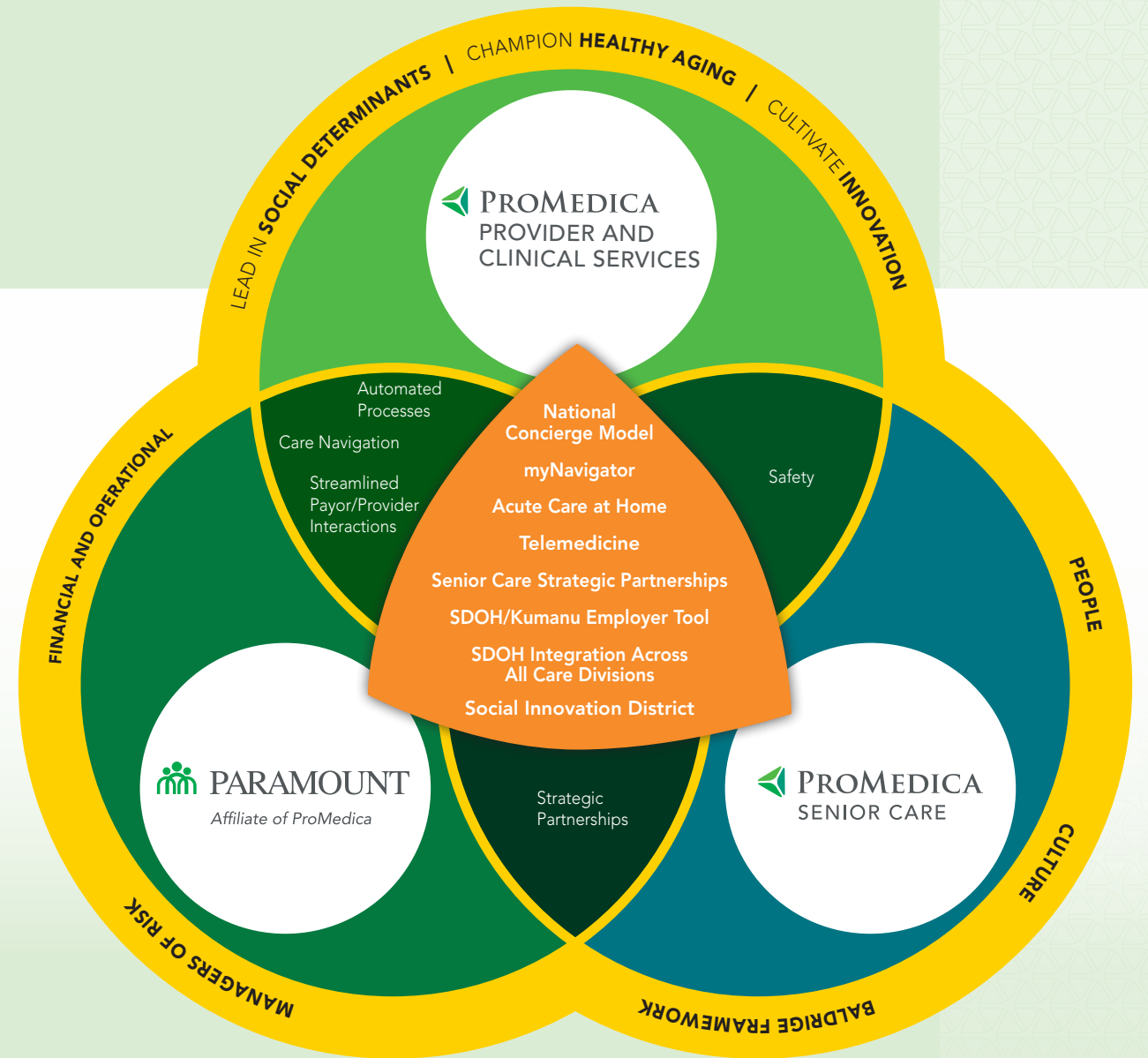
HEALTH PLAN

SYNERGY OF OUR
THREE CARE DIVISIONS

A UNIQUE MODEL OF INTEGRATED CARE

At ProMedica, we're transforming our organization to provide coordinated care across our multiple health delivery channels. This unique model is the result of our bold vision to reimagine how and when health care is delivered. We know that diverse and integrated services offer opportunities for better access to health care at any stage in life. It leads to healthier individuals, stronger families and thriving communities.

Our commitment to operational excellence is found in deploying an integrated approach that improves organizational performance and the consumer experience. That's why we've partnered with The Baldrige Program, the nation's public-private partnership dedicated to improving the performance of U.S. organizations. Through this partnership, we're on a Journey of Excellence to achieve a sustainable, integrated framework of care.




SYNERGY




SUPPORTING INDIVIDUAL AND COMMUNITY HEALTH



UNIQUE MODEL



ProMedica is a leading health and well-being organization that has a national reputation for innovation because we know that health care for every generation goes beyond our walls into the communities we serve. We're focused on caring for the whole person so individuals have the potential to live their healthiest lives.



We're redefining health care to create a new model that invests in public health, encourages partnerships and implements interventions that drive individual and community health.

HEALTHY INDIVIDUALS

At the center of everything, including our Mission, is the individual. We're committed to fostering inclusive environments, advancing health equity and creating people-based solutions. We meet individuals where they are, at any stage of life. We identify SDOH barriers in care settings and connect individuals to a pathway of care. We collaborate with partners to support individual financial stability, safe housing, job training and food security. Our Patient and Family Advisory Councils also provide valuable input in helping us provide patient-centered care. From our patients to our members to our employees, we're focused on the health and well-being of the individual.

SUPPORTING THRIVING COMMUNITIES

We believe that healthcare leaders must act as catalysts and innovators to improve the health of our communities. We're committed to addressing the root cause of inequities and building communities that eliminate injustices and inequities so that everyone can achieve their optimal health. We foster public and private partnerships, support neighborhood revitalization efforts, engage in community programming, spark economic development and create innovative models of care.

For example, ProMedica has partnered with Green & Healthy Homes Initiative (GHHI) to improve the health of individuals and communities by enhancing the safety and energy efficiency of homes in several major cities. GHHI works to reduce lead poisoning, asthma and injuries caused by hazards in the home.



*SUPPORTING INDIVIDUAL
AND COMMUNITY HEALTH*

BUILDING TOGETHER THROUGH PHILANTHROPY

As a not-for-profit health and well-being organization, philanthropy helps us address the needs of our communities with projects and initiatives that also align with our vision and donors' passions. Millions of dollars from the ProMedica Foundation have been used to support programs, expand care and build facilities that touch the lives of millions of individuals, their families and others in the communities we serve.

The ProMedica Impact Fund is an initiative of the ProMedica Foundation that aims to raise, leverage and invest \$1 billion over the next eight years to help prove how social determinant programs improve health and reduce costs. With a focus on catalytic grants, impact evaluation and national leadership, this initiative will lead generational change in health care that significantly impacts communities.



***\$319.2 MILLION**
IN COMMUNITY
BENEFIT (2020)*



***4.9 MILLION**
FOOD INSECURITY
SCREENINGS (SINCE 2014)*

***51,900+**
HOUSEHOLD
VISITS TO OUR FOOD
CLINICS (SINCE 2015)*





OUR PEOPLE

COMPASSION

INNOVATION

TEAMWORK

EXCELLENCE

LEARNING

HELPFUL

CARING

RESPONSIVE

ProMedica's strength is in the diversity of our people. Every employee – from clinicians to those in support teams – plays a critical role in providing safe, highly reliable care to those we serve. We focus on achieving best-in-class employee engagement and executing a sustainable talent development program. In addition to our 43,000+ employees, our volunteers, donors and member of 27 boards, committees/councils and foundations are vital in helping us live our Mission.

We're committed to fostering an innovative, inclusive environment that welcomes everyone, encourages them to show up authentically and to fulfill their unique purpose. This enables us to serve better, grow stronger and create a just and equitable culture in our organization and beyond.

**THE BEST
EMPLOYERS FOR NEW
GRADS, FORBES 2022**

**150 TOP PLACES
TO WORK IN
HEALTHCARE, BECKER'S
HEALTHCARE 2022**

**EMPLOYER PARTNERS
OF INCLUSION GOLD
AWARD FOR 2020
FROM OPPORTUNITIES
FOR OHIOANS WITH
DISABILITIES (OOD)**



HEALTH CARE THAT PUTS PEOPLE FIRST

PATIENT STORIES

Peggy: Learning to Walk Again

After a dangerous fall, Peggy faced a spinal injury that made it very difficult to walk. A new therapy at the ProMedica and The University of Toledo College of Medicine and Life Sciences Neurosciences Center is helping her learn to walk again.

The Ekso GT is a robotic exoskeleton designed to help stroke and spinal cord injury patients stay upright and retrain their brain how to make steps with the proper lift and gait. The machine can detect in real time how much effort Peggy is able to give and how much motor support it needs to contribute. The therapy may reduce the risk for blood clots and readmission, and lead to psychological benefits. Peggy has noticed improvement since starting her therapy and is hopeful it will continue to help her regain her independence.



PEOPLE FIRST

HEALTH CARE THAT
PUTS PEOPLE FIRST

PATIENT STORIES

Nate: A Memorable Helicopter Ride

Nate Herb always had a fascination with helicopters. When he was younger, his family lived by ProMedica Memorial Hospital and whenever a helicopter took flight, he and his brother would run outside to watch. So when Nate told the staff at ProMedica Hospice serving Northwest Ohio about his dream to ride in a helicopter, they helped their terminally ill patient's Heart's Desire come true.

In March 2021, Nate took to the sky in a helicopter ride with ProMedica Air and Mobile. He was able to see the town of Fremont in a whole new way and share in a memorable experience. "It means a lot because when you're down to the last parts of your life, those things can bring you a little bit of joy," said Nate. "You really need those moments, so it's always good to take advantage of that. I'm glad I got to do that and people were gracious enough to make it happen."



Anne: Finding Friendship in a Memory Care Community

After Cathy's 93-year old mother, Anne, who is living with vascular dementia outlived her siblings, cousins and friends, Cathy realized it had been many years since her mother had spoken to anyone her own age. Anne shared Cathy's friends who were quite younger, but her mother had no friends to call her own. After moving into Arden Courts, a ProMedica memory care community, Anne made many friends and enjoys participating in the wide array of social activities which keep her engaged and safe throughout the day. Cathy found the excellent staff at Arden Courts allowed her mother to continue living with grace and allowed Cathy's family to share in her mother's life and happiness in a healthy, balanced way.



HEALTH CARE THAT
PUTS PEOPLE FIRST

PATIENT STORIES

John: Life-Saving Care Aligned with His Faith

John had blockages in his heart that required open heart bypass surgery. But as a Jehovah's Witness, he is unable to accept blood products, even if his life is at stake. Through ProMedica's Bloodless Surgery Program John was able to get the life-saving care he needed while protecting his religious beliefs.

Dr. Michael Moront, a cardiothoracic surgeon with ProMedica Physicians, performed the surgery, ensuring that John's blood was constantly connected between his body and the IV while the delicate heart bypass surgery was performed. He also closely monitored John's blood for healthy platelet counts and clotting. Now, John is doing well and is grateful he was able to protect his heart and his religious beliefs.



Kimberly: A Great Health Plan With Perks

Kimberly has been a Paramount Advantage Medicaid member for more than 17 years. She shared, "I've never had a problem with anything at Paramount. My needs and my children's needs have always been met. This is especially important because one of my sons has mental health needs and diabetes, and the other lives with asthma and PTSD."

Through the Paramount Advantage Healthy Rewards program, Kimberly earns chances to win prizes for completing her annual wellness visits. In 2019, she was shocked to win the grand prize – tickets to a Cincinnati Bengals football game. After a particularly challenging year, she was ecstatic to take her family as a Christmas present. They were able to be down on the field and meet a lot of the players. Kimberly said, "We had such an incredible time. This additional perk from Paramount meant so much to me."

HEALTH CARE THAT
PUTS PEOPLE FIRST

PATIENT STORIES

Teresa: Building Strength After a Spinal Injury

Teresa arrived at Heartland Health Care & Rehabilitation Center – Sarasota unable to move after fracturing a lumbar vertebra. She found comfort in her rapid recovery suite and in the staff, who helped her regain her strength. “My physical therapist, Linda, was absolutely amazing. She went at my pace and took time to explain everything to me, making sure I was confident before doing anything. I feel she is the number one reason I was able to return home so soon. My CNAs were great and very understanding of my needs.”



These stories represent a snippet of the many lives and patients we impact on a daily basis. We have a heart and passion for caring for people. It's more than a job or a career, it's our purpose. It's our Mission: to improve your health and well-being. ***It's who we are!***

OUR
MISSION



PROMEDICA, BY THE NUMBERS

Established in 1986, ProMedica is a locally owned, nationally recognized, not-for-profit health and well-being organization headquartered in Toledo, Ohio. We operate in 28 states as well as provide healthcare consultative services in China.

Our Mission is to improve your health and well-being.

- 28 states
- 43,000+ employees
- 27 boards, committees/councils, foundations
- We're the nation's first health system to have coast-to-coast resources that cover nearly every aspect of health care.

Unmatched Clinical Care

- 11 hospitals in northwest Ohio and southeast Michigan
- 1,700+ licensed inpatient beds
- 2,200+ physicians and advanced practice providers with privileges
- 53,500+ inpatient discharges per year
- 57,200+ surgeries per year
- 6,000+ births per year
- 262,600+ ER visits per year

Nationally Recognized Providers and Clinical Services

- 1,200+ healthcare providers employed by ProMedica Physicians
- 114,000+ ProMedica Urgent Care visits per year
- 2.28 million ProMedica Physicians annual patient visits

Reimagining Senior Care and Healthy Aging

- ProMedica Healthy Aging Institute
- 330 senior care facilities, communities and agencies
- 18,100+ patients and residents per day in skilled nursing and assisted living facilities
- 10,000+ hospice patients per day
- 3,200+ home care visits per day
- Acquired 2 Virginia-based memory care assisted living communities.
- Acquired 9 Genesis Healthcare PowerBack Rehabilitation Centers -- Now named ProMedica Total Rehab+.

A Provider-based Health Plan That Puts Members First

- 6 product lines for individuals, families, seniors and employers
- 6 Midwest states and Ohio's largest provider-sponsored health plan
- 30+ years managing risk and population health
- 97,500+ providers in the Paramount network
- 648,000+ health plan members covered

National Leader in Social Determinants of Health

- \$319.2 million in community benefit (2020)
- \$26.34 million raised through philanthropy (2021)
- 4.9 million food insecurity screenings (since 2014)
- 51,900+ household visits to ProMedica Food Clinics (since 2015)
- 28,600+ patients served through SDOH interventions (2021)

*Statistical information is based on information from 2020. Numbers may be inconsistent with previous years due to the COVID-19 pandemic.





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