



USHERING IN A NEW ERA OF EXCELLENCE

In the 1920's

Brunswick County, a rural, economically depressed area, was served by two physicians, Dr. William Goley of Shallotte and Dr. J. Arthur Doshier of Southport. These doctors frequently traveled up to 200 miles a week by horse and buggy to treat patients.

Dr. Doshier had a surgical talent that few had ever seen, and before the dawn of antibiotics or advanced medical technology, he had been known for performing surgeries on his kitchen table and keeping the infirmed in the basement of his Southport home.

In 1924, the Brunswick County Health Department was created by Dr. R. E. Broadway, with the mission of establishing a public hospital. Dr. Broadway solicited the James B. Duke Endowment for funds. After initially met with objections, the Trustees of the Duke Endowment voted to grant \$15,000 to Brunswick County for construction of a hospital, which would finance approximately half of the total cost of the project.

For the second half of the costs, Dr.'s Broadway and Doshier literally took their fundraising campaign to the streets, soliciting a \$7,500 tax levy from the Brunswick County Commissioners and a \$7,500 bond referendum from the City of Southport, in which the citizens voted in favor of 209 to 2. Dr. Doshier helped raise another \$3,000 from the people of Southport and Brunswick County, and construction of Brunswick County Hospital, later renamed for its founder Dr. J. Arthur Doshier, began in 1929. The hospital opened to the public on June 2, 1930, with Dr.'s Doshier and Goley as the two members of the medical staff and five additional support personnel.



Dr. J. Arthur Doshier



Today

The population of Brunswick County is 143,000. The kitchen table operation is a relic of the past and has been replaced by robotic arm assisted surgeries, pressurized oxygen therapy in hyperbaric chambers, and 3-dimensional diagnostic imaging equipment that enables screenings and detection of disease in much earlier stages. While the staff of Doshier has increased in size to over 300 frontline and administrative team members, we show up every day committed to carry out the mission that our founding physicians fought so hard to claim, and to make a difference to every patient who comes through our doors.

Left: Dr. Brad Hilaman, retired Doshier CEO, stands next to the Mako robotic arm with Dr. Eric Lescault, who pioneered robotic arm assisted surgery at Doshier.

DOSHER MEMORIAL HOSPITAL

A Message from the Board



Despite the obstacles that healthcare faced in 2020-2021 in the wake of the COVID pandemic, Doshier Memorial Hospital has thrived. We have introduced new programs and service lines to benefit the community, have upgraded technologies and significant pieces of medical equipment, and added key appointments to staff, all while strengthening our financial platform.

Much of this has been possible through the influence of Dr. Brad Hilaman and Ms. Lynda Stanley in their roles of CEO and President. Their leadership has further strengthened and unified the Doshier Hospital physicians and staff members, bringing a vision of providing the highest level of care for our local residents into razor sharp focus. We enter 2022 with gratitude and optimism, eager to further the mission of providing the finest healthcare to our community. We promise to continue to innovate and look for opportunities to expand and improve our services in order to best serve you, your families, and the people you care about the most.

Sincerely,
Robert Howard, Chairman, Doshier Board of Trustees

2021...

The year literally began with a shot in the arm for the employees of Doshier Hospital. During the very last days of 2020, the Doshier clinical and pharmacy team began our mass COVID vaccination initiative, for both staff and the community.

People

- Welcomes new Chief Nursing Officer Catherine Mohr, RN, DNP, NEA-BC.
- Appoints Brandon Hughes as Chief Financial Officer.
- Doshier CEO, CMO Dr. Brad Hilaman announces he would retire in December.
- The Doshier Board of Trustees appoints Lynda Stanley as CEO upon the announcement of Dr. Brad Hilaman's retirement.
- Dr. G. Thomas Holland appointed as Chief Medical Officer.

Expansion

- Doshier becomes the first hospital in the region to offer robotic arm assisted knee replacement surgery.
- Doshier opens pain management service line for acute and chronic pain at the Long Beach Road medical complex.
- Completes construction of a well water system which would be a back-up water source in the event of a disaster or other loss of municipal water.

Awards and Designations

- Listed as one of Healthgrades® America's 100 Best Hospitals for Joint Replacement in 2021™.
- Doshier earns ISO 9001 quality certification for healthcare
- Wound Care program is recognized as a Center of Distinction for the 5th year in a row.
- Wins the Press Ganey Guardian of Excellence Award for Patient Experience in both the Doshier Emergency Department and Medical Practices.
- Wins the North Carolina Diabetes Advisory Council Myrna Miller Employer Award for outstanding community and staff support for diabetes management and prevention.



Dr. Brad Hilaman receives his first dose of the Moderna COVID-19 vaccine from Director of Quality and Patient Safety Lesa Anderson.



Doshier's award winning Wound Care Team



The Surgical Services Team of Doshier Memorial Hospital, who played an integral role in Doshier's 100 Best Hospitals for Joint Replacement 2021 designation.

The Doshier Foundation

The Doshier Foundation was established in 2010 with the primary responsibility to encourage a steady flow of funds to the hospital from individuals and organizations within the hospital's service area. These funds enable Doshier Hospital to continue providing its patients with the finest healthcare, equipment, programs and services possible as well as provide the resources necessary for construction, expansion, and remodeling projects.

While certain annual programs were delivered on virtual platforms this year instead of face to face, the Doshier Foundation remained successful in its mission of securing funds.

- The 2021 Gala, a virtual event, raised over \$50,000.
- The Doshier Foundation Golf Classic raised over \$50,000.
- The Doshier Foundation Brunswick Community College Scholarship Fund awarded \$3,000 between 3 students.
- The Orton Plantation awarded the Foundation a \$20,000 grant, with which we purchased an EKG machine for the Emergency Department.
- A \$378,000 grant from the Golden Leaf Foundation enabled Doshier to build a back up well water system.
- Foundation purchased \$4107 in items for a treatment room in the OR.
- Foundation Purchased Cardiac Rehab bike for Wellness Center - \$3149.

The Doshier Volunteers

The volunteer tradition at Doshier dates back to the earliest days of the hospital, when community members showed up daily to help with everything from administrative tasks to watering plants, to bringing items to a patient's bed side that would make their stay more comfortable. Our volunteer organization is now 170 members strong and continues to provide invaluable support. In March of 2020, Doshier suspended all volunteer activity at the hospital due to COVID 19. While this was a necessary safety measure at the time, the presence, contributions, and spirit of our volunteers was missed. Notable milestones for the Doshier Volunteer Organization in 2021 include the following:

- Doshier begins administration of COVID vaccines to volunteers in January.
- The Doshier Flea Market Reopens in March, and volunteers in several service areas return to duty.
- Three Scholarships were awarded to local students through the Volunteer Scholarship Committee.
- In August, a collective memorial service was held for the 12 volunteers who passed away in 2020 and 2021.
- In September, the Volunteers swore in their re-elected officers as named here: Jeri Robinson, President, Ann Hollingsworth, Vice President, Donna Jenny, Secretary, Lorena Curry, Treasurer, Verda Darrell, Chaplain.

The Brunswick Wellness Coalition

Healthy People Healthy Carolinas funding from The Duke Endowment - the Brunswick Wellness Coalition has continued impacting.

- Began a healthy food box pilot with 5 food pantries where boxes were supplemented with fresh, healthy produce supplied by pantries and giving gardens where over 1,700 individuals were able to access healthy foods.
- The healthy food box initiative led to the development and implementation of healthy food pantry policy.
- Through Care Fair diabetes and hypertension screenings, 67% of individuals were referred to care for elevated a1c levels and 100% were referred due to chronic disease risk factors.
- Awarded funding to Initiate telehealth sites in rural, impoverished communities by partnering with houses of faith in communities of color.
- Within three months of employees accessing designated Doshier Emergency Employee Funds, 95% missed one day or less of work and 65% still experienced a decrease in their stress related to finances.
- Engaged additional organizations resulting in over 40 formal BWC members and approximately 80 informal partners.



Rodney Furr, Respiratory Care Practitioner, Joan Alsbury, Emergency Department Manager, and Renae Houghton, Respiratory Care, stand with the portable EKG machine purchased with the Orton Plantation grant.



Ann Hollingsworth and Mary Pongonis return to the front lobby to help screen patients and visitors.



Volunteers remember colleagues who passed away in 2020 and 2021 at a memorial service in August.



Key members of the Doshier management team and the Brunswick Wellness Coalition accept the NC Diabetes Advisory Council Award for Doshier's outstanding support in diabetes management and prevention for community and staff.

GRATEFUL

A Message from the Doshier Memorial Hospital CEO

Despite unprecedented global challenges due to the pandemic and beyond, Doshier emerged from 2021 stronger than ever. This has been possible through our extraordinary staff and committed physicians, forward thinking leadership, rigorous financial stewardship, support from our community, and a Board of Trustees that have collaborated with and supported the Doshier Senior Team with focusing on ways to enhance patient care, and add programs and equipment that will continue to improve the quality of life for our local residents.

In February, Doshier became the first hospital in the region to implement the use of robotic arm assisted surgery for knee replacements. While these innovations are key in providing the most advanced medical care, it is our skilled and invested staff behind the equipment that complete the patient experience. It's thanks to them that Doshier was recognized this year with an America's Best Hospital for Joint Replacement Award™ by Healthgrades® for superior clinical outcomes in knee and hip replacements. This is one example of our staff's commitment to excellence in all that they do.

In July, our Board approved a one-time \$1,000 merit bonus for all full-time staff members to express our appreciation for their commitment in what was a most challenging year for healthcare workers. We are grateful that a substantial financial turnaround in the last 12 months enabled us to offer this supplemental compensation to our highly deserving team.

On a personal note, I would like to wish former CEO and Chief Medical Officer Dr. Brad Hilaman a very happy and healthy retirement. I feel privileged to have worked closely with Dr. Hilaman these last 22 months and have witnessed how his leadership and expertise have benefited our entire organization.

Looking ahead, we will continue to evaluate programs and service lines that can add value. We will invest in our staff to ensure that they have the finest equipment and training opportunities, while working in a culture that supports excellence, engagement, and professional growth. We will continue to provide the finest care for our patients, and never stop asking, "How can we be better?"

Thank you for trusting us with your care. Our relationship with you, our community members, is a vital element to our story. Your unwavering support is recognized and appreciated and plays a significant role in our past, present, and future.

Wishing you and your loved ones a happy, healthy new year.

Lynda Stanley, President and CEO, Doshier Memorial Hospital

2021 BOARD OF TRUSTEES



Robert Howard
Chairman



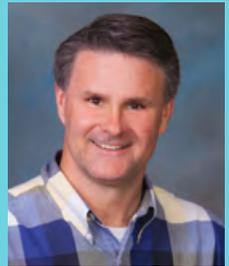
Debbie Wood
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Linda Pukenas
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Jwantana Frink
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Randy Jones
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Dr. Terry Pieper
Trustee



Karen Taylor
Trustee

DOSHER SENIOR TEAM



Brad L. Hilaman
MD, JD
Retiring CEO, CMO



Lynda Stanley,
FACHE
President, CEO



Catherine Mohr,
RN, DNP, NEA-BC
Chief Nursing
Officer



Brandon Hughes,
CPA, CHFP
Chief Financial
Officer

Doshier Memorial Hospital Income Statement

	FY 2021	FY 2020
REVENUES	\$146,332,803	\$120,104,107
TOTAL NET REVENUE	\$51,083,416	\$38,103,314
TOTAL OPERATING EXPENSES	\$49,682,811	\$44,032,335
OPERATING NET GAIN/LOSS	\$1,400,605	\$(5,929,021)
NON-OPERATING INCOME	\$9,826,250	\$4,643,947
TOTAL NET GAIN/LOSS	\$11,226,855	\$(1,285,074)

"Despite the challenges that healthcare faced in 2020-2021, Doshier is reporting very favorable financial results, which include a \$1.4 million positive operating margin. This is a significant turnaround and makes us the most profitable that we have been in almost a decade."

-Robert Howard, Chairman, Doshier Board of Trustees



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