2017 Report to the Community

HEALTHIER TOGETHER
for 125 YEARS.
Welcome and Introduction ...................................1
2017 By the Numbers ...........................................2
Recognition ............................................................4
Awards ....................................................................7
Our Patients ............................................................8
Caring for You...................................................... 10
Celebrating Our Team......................................... 14
In the Community ............................................... 16
At a Glance – Community Contributions ........... 18
MISSION
Lead Our Community to Improved Health

VISION
Aultman Health Foundation will be the leading health system in designing products and services for the communities we serve.

Delivering the highest quality.
Achieving service excellence.
Offering a competitive price.
Innovating toward disease prevention and wellness.

VALUES
Recognize and respect the unique talents of every Aultman team member.
Exceed patient, enrollee and student expectations.
Success through teamwork.
Promote a highly reliable organization.
Educate our community.
Cost-effective management of resources.
Trust, integrity and compassion in all relationships.
Dear Friend of Aultman:

In 1892, automobiles were nearly unheard of, films were silent and Ellis Island had just begun operation in Upper New York Bay, paving the road that many of our ancestors traveled to come to this country. In that same year, the future of health care for Stark County began with the opening of Aultman Hospital.

It’s staggering to think of how much the world has changed in the last 125 years, especially when thinking about the huge advancements and life-saving capabilities in health care. But this year, as we reflect on a century and a quarter of leading our community to improved health, we have a lot to celebrate.

We celebrate the big moments in our history: the opening of the Aultman School of Nursing in 1914, the opening of the main hospital building in 1954, the founding of AultCare in 1985, the addition of Aultman Orrville in 2011, the doors we’ve opened this year by accepting new insurance plans and many more. We also celebrate the everyday accomplishments: the lives we’ve touched, the compassion we continue to show for our patients and the teamwork and trust that brings us together. It’s a combination of all of these elements that has made Aultman the region’s most trusted health partner.

We’re thankful for all that has happened to bring us here today, and together with you, we share a healthy attitude about the next 125 years.

Douglas J. Sibila
Board Chairman
Aultman Health Foundation

Edward J. Roth III
President and CEO
Aultman Health Foundation
### 2017 By the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employees</td>
<td>5,525</td>
</tr>
<tr>
<td>Physicians</td>
<td>589</td>
</tr>
<tr>
<td>Volunteers</td>
<td>689</td>
</tr>
<tr>
<td>Inpatients</td>
<td>24,331</td>
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<tr>
<td>Outpatients</td>
<td>442,527</td>
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<tr>
<td>ER visits</td>
<td>80,363</td>
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<tr>
<td>Admissions</td>
<td>22,438</td>
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<tr>
<td>Births</td>
<td>2,614</td>
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<tr>
<td>Surgical procedures</td>
<td>12,304</td>
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<tr>
<td>Immediate care visits</td>
<td>52,026</td>
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<tr>
<td>AHF Board members</td>
<td>44</td>
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<tr>
<td>Women’s Board members</td>
<td>285</td>
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<tr>
<td>Aultman College students</td>
<td>394</td>
</tr>
<tr>
<td>AultCare covered lives</td>
<td>431,400</td>
</tr>
</tbody>
</table>
Aultman Health Foundation Board of Directors

**LEADERSHIP**

- **Barbara Hammontree Bennett**  
  Chair  
  Engineer, Community Leader

- **Darryl J. Dillenback**  
  Second Vice Chair and Secretary  
  DNS Insurance, Inc.

- **Emil Alecusan**  
  Second Vice Chair and Secretary  
  Vice President & Chief Financial Officer, Brewster Dairy, Inc.

- **Christopher E. Remark**  
  ex-officio, Treasurer  
  Chief Executive Officer, Aultman Hospital

- **Edward J. Roth, III**  
  President & CEO  
  Aultman Health Foundation

**BOARD MEMBERS**

Barb Abbott  
David W. Bartley, II  
Brian S. Belden  
William H. Belden, Jr.  
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Peggy R. Claytor  
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Anthony Degenhard, D.O.  
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Michael Lynch, M.D.  
Harry C.C. MacNealy  
Jeffrey B. Miller, M.D.  
Bryan Rice  
Michael A. Rich, M.D.  
Louis G. Shaheen, M.D.  
Douglas J. Sibila  
John A. Sirpilla  
Todd Sommer  
Ryan Stenger  
Gail Sterling  
Vicky L. Sterling  
William Wallace, M.D.  
R. Clint Zollinger, Esq.
Hippocrates Honor Society
The Aultman Hospital Medical Staff recognizes physicians who exemplify the qualities of excellence, compassion, integrity and leadership through the Hippocrates Honor Society. This “lifetime achievement award” honors the physician pillars of our community.


Aultman Employee of the Year – Kristen Fowler
As a staff nurse in the Invasive Heart Lab, Kristen helps patients get healthy and feel better every day. However, it was one day when she was off work and at Aultman visiting family when she literally served as the difference between life and death for a very lucky man.

Kristen stepped out into the main lobby to make a quick phone call when a delivery man in her vicinity suddenly collapsed. The gentleman’s colleague recalled that Kristen immediately jumped into action, skillfully assessing the victim and confidently initiating CPR - managing the scene until a team member from the security department arrived with a defibrillator. Together, they resuscitated the victim, who then received further lifesaving treatment at the hospital.

Her commitment to others through her profession of nursing is evident in this selfless action that truly made a difference for this victim of cardiac arrest - and all who love and know him.

Aultman Volunteer of the Year – Karen Conde
North Canton resident Karen Conde received the top honor of Volunteer of the Year at Aultman’s Annual Volunteer Recognition Dinner. A volunteer since 2006, Karen has donated over 2,900 hours to Aultman to date. You will find her volunteering in the Infusion Therapy department. Karen has received volunteer honors in the past - being named Miss Congeniality in 2013 and also recognized as Volunteer of the Month. In addition to the 2016 Volunteer of the Year Award, Karen has been inducted into the Volunteer Hall of Fame and has received The President’s Call to Service Award signed by President Donald Trump.
Rising Star Winners
The Aultman Rising Star award spotlights and honors employees with less than 10 years of service who have demonstrated leadership potential. High job performance and team engagement set these Rising Stars apart. The 2017 winners are:

- Briana Reardon, Neonatal Intensive Care Unit, of Dennison
- Kellie Slabaugh, Financial Services, of Dalton
- Lindsay Weeman, Integrated Health Collaborative, of Aurora
- Alex Hallman, Building Services, of Alliance
- Courtney Wiener, Medical Intensive Care Unit, of Massillon
- Deanna Woolf, Aultman Specialty Hospital, of North Canton
- Mariah Labus, Aultman College, of Louisville

Keys to Success Winners
The Aultman Keys to Success winners are team members who have demonstrated actions, deeds and services that exemplify Aultman values. The 2017 award winners included:

- Jared Scaife, Information Systems, of Massillon
- Gretchen Kamerer, Medical Intensive Care Unit, of Massillon
- Jennifer Oliver, Emergency Department, of Canton
- Michael Vega, AultCare, of Louisville
- Paul Mosberger, Building Maintenance, of East Sparta
- Kelsey Binsley, Aultman College, of Bolivar
- Laura Vandervaart, Neonatal Intensive Care Unit, of North Canton

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L-R: Michael Vega, Kelsey Binsley, Gretchen Kamerer, Jennifer Oliver, Jared Scaife, Paul Mosberger and Laura Vandervaart

L-R: Deanna Woolf, Alex Hallman, Kellie Slabaugh, Briana Reardon, Courtney Wiener and Lindsay Weeman. (Not pictured: Mariah Labus)
Awards

**U.S. News and World Report - Best Hospitals**
Aultman Hospital has been ranked as one of the best hospitals in Ohio for 2017-18 by U.S. News & World Report. The annual U.S. News Best Hospitals rankings recognize hospitals that excel in treating the most challenging patients. Aultman Hospital was ranked 12th in the state.

**50 Top Cardiovascular Hospitals**
Aultman Hospital was named one of the nation’s 50 Top Cardiovascular Hospitals by Truven Health Analytics™, an IBM company. The study, now in its 18th year, singled out 50 hospitals that achieved superior clinical outcomes in this critical area of hospital care.

**Gold Seal of Approval Certified for Total Hip Replacement and Total Knee Replacement**
Aultman has earned The Joint Commission’s Gold Seal of Approval® Certification for Total Hip Replacement and Total Knee Replacement. To earn this prestigious Joint Commission certification, which is a symbol of high-quality care and a commitment to providing safe and effective patient care, Aultman underwent a rigorous on-site review in which Joint Commission experts evaluated compliance with national disease-specific care standards, as well as with hip- and knee-specific requirements.

**Commission on Cancer Outstanding Achievement Award**
The Aultman Cancer Center received the 2017 Outstanding Achievement Award by the Commission on Cancer (CoC) of the American College of Surgeons. Only 16 accredited cancer programs in the nation received this award, which recognizes programs that achieve excellence in compliance to CoC standards and providing the highest-quality care to cancer patients, based on surveys performed from Jan. 1 - June 30, 2017.

**Aultman Orrville Hospital - Performance Leadership Award**
Aultman Orrville received the 2017 Performance Leadership Award, granted on behalf of the National Organization of State Offices of Rural Health (NOSORH). This recognition reflects AOH’s top quartile performance among all rural hospitals in the nation for overall excellence in quality.

**Aultman Orrville Hospital - Most Wired Small & Rural Hospital**
Aultman Orrville Hospital was named as a Most Wired Small & Rural Hospital again in 2017. The Most Wired® survey and benchmarking study measures information technology (IT) use and adoption among hospitals nationwide.
Our Patients
There’s a good reason we’ve been here for 125 years - our patients! We’ve been there for our patients and their families during some of their most challenging and most joyful moments, and the relationships we’ve formed have impacted our community as a whole. These are just some of the comments our patients have made in 2017.

“Aultman blew me away. This was by far the best experience I have had. The staff was so friendly and understanding. I was taken seriously and my pain was treated to the best of their abilities. My nurse had such a wonderful bedside manner and really made it a comfortable experience for me!”

“I just can’t say enough good things about your staff, doctors, nurses and everybody was very nice and friendly, for that I want to say thank you. Aultman staff helped make a scary situation tolerable! I appreciate everyone I interacted with while in Aultman.”

“I felt that all of the nurses, aides, kitchen staff and my hospitalist that cared for me on the fifth floor were caring, happy, kind, compassionate and knowledgeable people. They made my stay there positive and I feel it helped with my healing and well-being. I want to thank all of them!”

“I would totally trust in the care I’ve had at Aultman – I think this hospital is wonderful.”

“I had my baby at Aultman and every single employee, nurse, doctor, resident, etc. treated us with the utmost respect and took excellent care of me and my baby. The NICU staff were excellent and helped us through a scary time. Thank you, Aultman!”

“Aultman’s surgical ICU was excellent with my mom’s care. We had a caring, attentive hospice doctor and the staff were also excellent!”

“Last night was the first time I was a patient and the care I received was amazing! I will use Aultman again in the future!”
“The care in this hospital is excellent - from the top management down - and it rubs off on 99 percent of the employees - the doctors down to the nurses, aides and housekeeping. On a scale of 1 to 10, there’s a lot of people that should get a 12 or 13!”

“There are no words to explain how kind, considerate and caring my hospitalist doctor was. The nurses on the 4th floor went far above what the word professionalism stands for ... thank you!”

“I just want to say thank you to the most amazing team we had during the birth of our daughter! We felt so cared for and will most certainly be back if we have more children!”

“Everyone was kind and helpful at all times. Having been a patient in other hospitals previously, this was the best hospitalization I have experienced. I also was a hospital surveyor for 27 years and evaluated most hospitals in Ohio.”

“Every one of the doctors and staff members was without exception professional and did everything possible to make my stay pleasant, calm and comfortable.”

“I would like to say a big “THANK YOU” to everyone involved in my care. I don’t think I could have received better care anywhere. Thank you again.”

“Your team treated me as if I was a family member of theirs.”
Caring for You - Highlights of 2017

2017 was an exciting year for Aultman. We’ve opened our doors to new insurances and new patients, brought care into the digital age with the launch of online physician visits and constructed two new state-of-the-art surgical suites, just to name a few. Read more about this year’s highlights below.

Aultman College Receives Approval for BSHS Degree

Aultman College received final approval to begin offering a Bachelor of Science in health sciences (BSHS) degree in fall 2017. Through the BSHS program, students can take a general health sciences curriculum or specialize in health care administration or health education.

Grand Opening of New Hybrid OR

On June 5, 2017, the brand-new hybrid operating room, located the second floor of the Bedford building within the CVOR suite, officially opened. A hybrid OR uses unique technology in the operating suite to allow doctors across different specialties to work together case-by-case, in the best interest of each patient. The room’s state-of-the-art 3-D imaging techniques allow surgeons to better visualize body parts, such as small blood vessels. An ideal setting for advanced vascular and cardiac procedures, the new OR includes a built-in, advanced imaging system for use in endovascular aortic repair (EVAR), transcatheter aortic valve replacement (TAVR), peripheral angioplasty and stent placement, carotid artery stent placement, hybrid treatment of coronary artery disease and percutaneous closure of heart defects. Patients benefit from smaller incisions and shorter procedure times, as well as shorter intensive care unit (ICU) and hospital stays.

Opening More Doors

In June 2017, we continued opening our doors - now to an even larger audience - with the addition of several accepted insurance plans from major insurers. We launched an expansive marketing campaign featuring a single message: “Our Doors are Open.” The insurance plans accepted now include Aetna, Anthem Blue Cross and Blue Shield, AultCare, Cigna, Humana, Medical Mutual of Ohio, AultCare’s PrimeTime Health Plan and United Healthcare, to name a few.

We aren’t the only one dramatically expanding access as AultCare plans are now in-network with more than 30 hospitals, more than a dozen ambulatory care facilities and more than 6,400 health care providers.

Our Doors Are Open

The area’s #1 hospital now welcomes more insurances than ever. Aultman’s open door means we accept more and more of the most popular insurance plans. Get the best in care and more plans.

For more information and a complete list go to AultmanOpenDoor.com or call 330.363.7444


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New Interventional Neurology

Biplane Suite Opens

In September, we celebrated the grand opening of the newly constructed interventional neurology biplane suite. Offering the latest in technology, this suite will be used for minimally invasive procedures for stroke and aneurysm to help people even faster. There is no longer a need to travel over an hour away when our brand-new neurovascular center brings the very best in diagnosis and treatment right here to Canton.

New Hope for AFib Patients

In the fall, Aultman’s Specialized Heart & Valve Center began offering a new technology called the Watchman procedure. This procedure is for patients at risk for stroke because of atrial fibrillation (AFib) and is an exciting new minimally invasive non-surgical approach. In this procedure, the Watchman device is implanted via catheter through a small incision. It offers eligible AFib patients in Stark County an alternative to taking blood thinners for the rest of their lives. We are excited to continue offering our patients the latest treatments close to home.
Online Physician Visits with AultmanNow

Late in 2017, Aultman Woodlawn introduced the AultmanNow service, enabling patients to have specialty provider office visits online - without having to leave their room. The first telemedicine consultation took place Nov. 14 between patient Phyllis Harnack and Dr. Akbar Shah of Cardiovascular Consultants. Harnack was very excited about being the first patient to use the new service at Woodlawn. She also loved being able to see and hear Dr. Shah in the comfort of her room. Harnack’s cardiology visit only took 20 minutes and saved her the trouble of arranging for transportation to his office. We look forward to the new developments for AultmanNow in 2018, including 24/7 online physician visits for all.

Aultman College Announces New President

The Aultman College Board of Directors announced that Dr. Jean Paddock is the college’s next president. Paddock, a familiar face on campus, having served as the vice president of academic affairs since 2012, will begin work as the college’s second president on Jan. 2, 2018. Paddock succeeds Rebecca J. Crowl, MSN, who retired after serving as the founding president of the college for more than a decade and following a distinguished career at Aultman Health Foundation spanning more than 40 years.

Aultman Transitions Center Opens

The Aultman Transitions Center officially opened in November. The center is staffed with professional advisers who work directly with patients to ensure a smooth transition from hospital to post-acute care. Transitions helps provide patients and their families with the appropriate resources and products available to them once they leave the hospital.
Celebrating Our Team

Although our staff members are best known for the exceptional work they do, they also know how to have fun, celebrate each other and support the community. These employee events and celebrations show just that during our truly amazing 125th year.

United Way Team Tailgate Party

United Way Victory Party

Employee Golf Outing

Employee Picnic

Nurses Week 2017 - Year of the Healthy Nurse
CCU 50-year Celebration

Eclipse Party

Go Red Day

Holiday Lunch

National Day of Prayer
Our Team - In the Community

School Supply Drive
Thanks to our generous team members, we were able to deliver more than $500 worth of school supplies to six local elementary schools: Allen, Cedar, Clarendon, Deuber, Heritage Christian and McGregor.

Harvest for Hunger Campaign
Aultman team members once again gave generously to the annual Harvest for Hunger campaign. In 2017, we were able to donate $10,000 and 5,586 pounds of food to the Akron-Canton Regional Foodbank.

Ohio Reads
A total of nine Aultman team members volunteered their time to help students at Cedar Elementary School develop their reading skills through the Ohio Reads program. Each volunteer is paired with one or two students in second and third grade every Friday. The groups then spend time taking turns reading and playing games to develop stronger reading skills.

Adopt a Family
Aultman team members showed their true holiday spirit again this year by participating in the Adopt a Family program through Community Christmas. A total of 62 local families were ‘adopted’ by Aultman departments and employees.

2017 Heart Walk
Once again, Aultman team members joined in the American Heart Association’s Heart Walk to help raise funds and awareness for heart disease. Everyone had a great time walking with fellow employees, community members and patients who came out to support a great cause!

Pro Football HOF Parade
We were proud to be a part of the 2017 Pro Football Hall of Fame Grand Parade. Our anniversary float celebrated 125 years of excellence in health care. In addition to riding the float, Aultman team members also piloted a huge birthday cake balloon to celebrate 125 years of leading our community to improved health.
2017 Sickle Cell Walk
Aultman, AultCare and Aultman College joined Akron Children’s Hospital and other sponsors for the 14th annual Mychal Clayton Sickle Cell Awareness Walk and Motorcycle Ride. The event was held Saturday, Sept. 16 at Lock 3 in downtown Akron. Thank you to the members of the Employees’ Voice committee for representing Aultman Health Foundation at this special event.

2017 Safety First
The 2017 Safety First program was successful again – thanks to the 280 volunteers that reached out to a total of 74 schools and 5,168 first-grade students in Stark, Wayne and Carroll counties. This bike safety program has grown substantially since it first started back in 2005 with just six elementary schools near Aultman’s main campus.

Aultman Cancer Center in the Community
The Aultman Cancer Center participates in a wide variety of community events each year, offering health information, helping to raise overall cancer awareness and providing free screenings.

In March, the Regional Cancer Center, a joint venture between Aultman and Union Hospitals, held its first-ever free cancer screening event. The following month, the 16th Annual Cancer Screening Day was held at the main campus. A total of 24 physicians and 57 health care staff members provided 126 community members with free breast, cervical, colon, lung, prostate, skin and oral cancer screenings at these events. During these two Saturday morning events, our staff completed 295 free cancer screenings.

In early May, Aultman Cancer Center nurses reached out to the youth in our community by presenting the “Healthy U” program to sixth-graders at Crenshaw Middle School. The weeklong program educates students on cancer awareness and health prevention strategies. Then in June, the Aultman team participated in the American Cancer Society’s annual Jackson-Canton Relay for Life event, supporting cancer research, education and prevention efforts.

Breast Cancer Awareness Month in October makes things busy in the Aultman Cancer Center and this year, we kicked things off with a free mammography clinic. A total of 23 local women received exams and mammograms during the event in the Aultman Breast Care Center. A few days later, the third annual Progress for the Cure event raised funds to benefit our breast cancer program.

We rounded out the month with a special breast cancer-themed Walk with a Doc event held at Arrowhead Orchard, where we offered information on breast cancer risks and prevention strategies. In addition, the Women’s Board Angels in Action group provided pink pumpkins for children to decorate. The final event of the month was the annual Making Strides Against Breast Cancer walk, in which Aultman team members participated, volunteered and raised funds to show their support.
### 2017 Community Contributions - At a Glance

<table>
<thead>
<tr>
<th>Working on Wellness</th>
<th>Safety First</th>
<th>Aultman College</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>348</strong> events</td>
<td><strong>5,168</strong> helmets</td>
<td><strong>2,335</strong></td>
</tr>
<tr>
<td><strong>15,063</strong> interactions</td>
<td><strong>74</strong> schools</td>
<td><strong>Aultman College faculty and staff hours</strong></td>
</tr>
<tr>
<td></td>
<td><strong>280</strong> Aultman employee volunteers</td>
<td><strong>784</strong></td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>AultCare</th>
<th>Harvest for Hunger</th>
<th>United Way</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1,300+</strong> volunteer service hours</td>
<td><strong>5,586</strong> pounds of nonperishable food</td>
<td><strong>$490,000</strong> in donations/contributions</td>
</tr>
<tr>
<td></td>
<td>and nearly <strong>$10,000</strong> in monetary donations</td>
<td><strong>39 percent participation</strong></td>
</tr>
</tbody>
</table>

### 2016 Community Benefit

Aultman provides a substantial amount to the area’s total care for patients having no private or government health insurance and no significant level of income. Aultman also serves thousands of patients covered by public programs such as Medicaid, and payments from these federally funded programs do not always cover the total cost of service. The community benefit information provided is for the fiscal year ending Dec. 31, 2016, which is the most recent data available. This community benefit information includes Aultman Hospital, Aultman Health Foundation, The Aultman Foundation, Aultman Orrville Hospital and Aultman College of Nursing and Health Sciences.

<table>
<thead>
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<tbody>
<tr>
<td>Charity Care</td>
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<td>Medicaid Shortfall</td>
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<tr>
<td>Subsidized Health Services</td>
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<tr>
<td>Community Health Improvement Services and Support</td>
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<tr>
<td>Education</td>
<td><strong>$9,736,554</strong></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>$63,293,734</strong></td>
</tr>
</tbody>
</table>

*This community benefit information includes Aultman Hospital, Aultman Health Foundation, The Aultman Foundation and Aultman Orrville Hospital.*