

BEEBE HEALTHCARE COMMUNITY REPORT 2024



Dear Sussex County,

You have heard me talk a lot about change and transformation in the past few years. I'm proud to say that Beebe Healthcare has had so many successes in the last year due to our strategic vision to be the healthcare system of choice in Sussex County.

The hard work of your local, nonprofit healthcare system is starting to take shape and show results. Our Family Medicine Residency doubled in size with the welcoming of its second class and celebrated the groundbreaking of a new facility – joining numerous other new locations and new specialty services introduced to our community. Our surgical and cardiac care continues to grow and innovate with an emphasis on quality and access.

The foundation of this work is our emphasis on quality care. The accolades we received in the last year are a testament to our commitment to compassionate care that is led by our doctors, nurses, advanced practice clinicians, clinical staff, and many others who are laser-focused on quality and safety.

When needed, we also bring care to the community with our growing outreach and mobile healthcare that is provided in the rural, underserved pockets of Sussex County.

In addition, we've expanded our partnerships with world class health systems to help bring the highest quality specialty care to Sussex County. I witnessed first-hand how these programs make a difference in the lives of the people we serve.

When I experienced my stroke, the quick actions of the Beebe Emergency Department staff, in consultation with Jefferson neurologists, prevented and possibly reversed brain damage and ultimately saved my life. It is still surreal that the programs we worked so hard to implement would have an impact on me personally.

Rebecca and I would like to again thank every member of the Beebe team for working together to save my life. And I



thank Rebecca for her love and care, as she exemplifies the important role every family member has in working with Beebe to take care of loved ones.

I would also like to thank everyone who invests in Beebe by donating to the Beebe Medical Foundation. Your financial support accelerates our growth and the development of new programs and services for our community. Sussex County truly supports Beebe!

We will continue to work hard to grow and serve this vibrant county. This is our commitment to our community as we continue in our relentless pursuit to ensure that everyone has access to the care they need, close to home. I ask everyone to recognize the tremendous jewel we have here in our community that is Beebe Healthcare, a local nonprofit independent community health system that has served the people of Sussex County for more than a century.

Thank you,

DAVID A. TAM, MD, MBA, CPHE, FACHE
PRESIDENT & CEO, BEEBE HEALTHCARE

We're proud to be on this journey together, miles ahead, but by your side the entire way.
Because Sussex County is our Specialty. Scan the code to watch our newest commercial.





To our community and staff,

It has been an amazing year to be a part of Beebe Healthcare. It is an honor to serve on the Board of Directors, who are a passionate, dedicated group of individuals who are invested in the wellness of Sussex County. As a local community board with deep ties to Sussex County, we've been successful in meeting the unique needs of our changing community. As you know, in the past five years we have opened a specialty surgical hospital, emergency room, and cancer center, and have planned additional pediatric services to meet our growing needs.

None of this would be possible without the leadership at the hospital, the team members who care for patients every day, and our supportive community who continues to give philanthropic gifts to support Beebe. Thank you all for making such a difference in the lives of the people who live, work, and visit Sussex County today and in the many years to come.

*On behalf of the
Board of Directors,*

MIKE MEOLI, Board Chair

WE'VE PLEDGED TO:

1

Deliver superior access to care and superior patient experience.

p. 4-7

2

Enhance and expand core clinical services to better serve the community.

p. 8-15

3

Develop programs based on patient centricity that are inclusive for all people.

p. 16-19

4

Become the employer and partner of choice in Sussex County.

p. 20-27

5

Steward resources and promote an agile business model to ensure our sustainability and success.

p. 28-31



**DELIVERING SUPERIOR ACCESS
TO CARE AND SUPERIOR
PATIENT EXPERIENCE**

FAMILY MEDICINE RESIDENCY COMMEMORATES GROWTH WITH NEW PEOPLE AND FACILITIES

In July 2024, Beebe's Family Medicine Residency program officially welcomed its second cohort of medical residents. Their arrival doubled the program's number of trainees from four to eight, and marked a major growth milestone for the R. Randall Rollins Center for Medical Education.

"Summer was a special time for us," said Joyce Robert, MD, Program Director. "We reflected back on the phenomenal progress our program has made in a very short amount of time. We celebrated that our inaugural cohort of residents completed their first year of training. And we welcomed our second class of residents, who bring a diverse collection of experience and clinical interest into our Family Medicine Residency Program."

The newest resident physicians to join Beebe's Family Medicine Residency include: Gianna Grogan, DO, a graduate of Edward Via College of Osteopathic Medicine, located on the Virginia Tech campus in Virginia; Philande Ntock, MD, who earned her medical degree at St. George's University of Medicine in Granada; Elsa Tabrez, MD, joining Beebe following graduation from the American University of Integrative Sciences in Barbados; and Dorothy Vosik, DO, who holds a medical degree from the Philadelphia College of Osteopathic Medicine.

Drs. Grogan, Ntock, Tabrez, and Vosik, and the four family medicine resident physicians who began training at Beebe in 2023, all play a significant role in our healthcare system's goal to improve access to primary care. The residents provide the full spectrum of family medicine services, and see patients of all ages at the Margaret H. Rollins Lewes Campus and Beebe Primary



THE ROLLINS FAMILY JOINED BEEBE IN CELEBRATING THE COMPLETED RENOVATIONS OF THE SHAW BUILDING, WHERE THE R. RANDALL ROLLINS CENTER FOR MEDICAL EDUCATION IS HOUSED.

Care Long Neck. Soon, the program will transition its practice into a brand-new home with the opening of the new Family Medicine Residency practice at the Long Neck Health Center, currently under construction. This project has been made possible through a \$1 million grant from Highmark Blue Cross Blue Shield's donor-advised fund, BluePrints for the Community.

"This is an amazing contribution toward the future of our Family Medicine Residency," said Dr. Robert. "We are very excited and grateful to lay this foundation so Beebe can continue providing high quality primary care to Sussex County."



"We are all so very grateful for the Rollins' Family's support and their amazing \$3 million gift to establish the R. Randall Rollins Center for Medical Education. Thank you for investing in the future of Primary Care for everyone in Sussex County!" — JOYCE ROBERT, MD, Program Director

Bringing *Specialty Surgical* Care to an Area WHERE PATIENTS NEED IT MOST

As Sussex County continues to grow, so does the need for specialty surgical care. Beebe's strategic growth in the past year included adding the Beebe Plastic and Reconstructive Surgery office with the addition of **DAKOTA URBAN, MD**, to the medical staff.



His clinical specializations include breast reconstruction, malignant and benign skin lesion excision and reconstruction, post-weight loss surgery procedures, soft tissue trauma care, wound reconstruction, and cosmetic surgery.

One of Dr. Urban's passions is ensuring access to reconstructive surgery for our community's cancer patients – especially those diagnosed with breast, head and neck, and skin cancers.

These patients benefit from these services as they work to restore their physical appearance following treatment.

"I am passionate about my work and am excited about the opportunity to offer plastic and reconstructive surgical services in Sussex County, where the need for comprehensive

surgical care is growing," said Dr. Urban.

Dr. Urban works closely with the Center for Breast Health to help patients through their cancer journey.

The Center was recognized with multiple recognitions in the past year. It earned re-accreditation from the National Accreditation Program for Breast Centers (NAPBC).

Programs that are accredited by the NAPBC follow a model for organizing and managing a breast center to facilitate multidisciplinary, integrated, comprehensive breast cancer services. Beebe's most recent accreditation was achieved in alignment with new quality standards and requirements, established by NAPBC.

The Center was one of just six across the country selected to participate in a pilot, with data analysis and a site visit conducted in line with the newly established standards. Beebe has the only NAPBC accredited Breast Program in the state of Delaware. The Center for Breast Health's new location was completed funded by philanthropic gifts to Beebe Medical Foundation.





CONTINUED FACILITY GROWTH

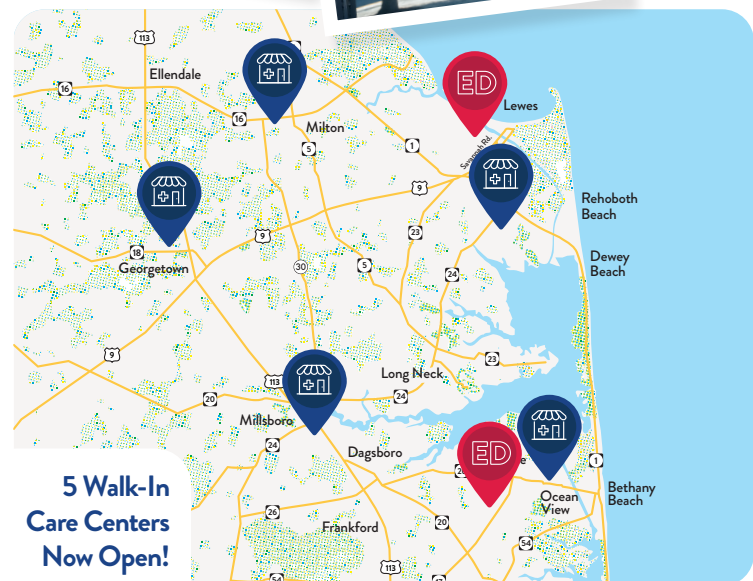
To support our community's continued growth, Beebe Healthcare has remained committed to delivering convenient access to care throughout the County. We were able to celebrate numerous ribbon cuttings that continue the mission of providing superior access to the people who live, work, and visit our home.

Leading the way this past year was the comprehensive Milton Health Center that opened on Aug. 5, 2024. Located at 23900 Milton Ellendale Highway, the Health Center is part of the Jerry Ann McLamb Medical Pavilion. McLamb was a graduate of Beebe's School of Nursing and a nurse for 50 years. Much of that time was dedicated to Beebe, her community, and hometown of Milton. Hundreds of guests toured the facility during an open house and were able to see the primary care, walk-in care, lab, imaging, and physical rehabilitation suites. While some services moved to the location from elsewhere in Milton, the walk-in care center marked the fifth site for Beebe.

Milton was not the only community to get an enhanced primary care office. Other locations were also added throughout Sussex County.

In December 2023, Beebe Primary Care Selbyville opened to enhance access to services in the South Coastal region. In Lewes, the family practice on Savannah Road moved to the new Beebe Primary Care Five Points in the Villages of Five Points. And finally, as mentioned in the article on page 5, work has begun on the Family Medicine Residency primary care practice in Long Neck.

Last but not least, Beebe Allergy opened in November 2023 in Rehoboth Beach. Amulya Amirneni, MD, serves patients of all ages with their allergy and immunology needs, bringing much needed services to Sussex County.



ENHANCING AND EXPANDING CORE CLINICAL SERVICES TO BETTER SERVE THE COMMUNITY





State-of-the-Art Cardiovascular Care, *Close to Home*

Beebe is committed to delivering state-of-the-art medical care for its cardiovascular patients. Here, a team of skilled and experienced heart specialists apply some of the most innovative approaches when caring for patients, including:

TRANSCATHETER AORTIC VALVE REPLACEMENT (TAVR)

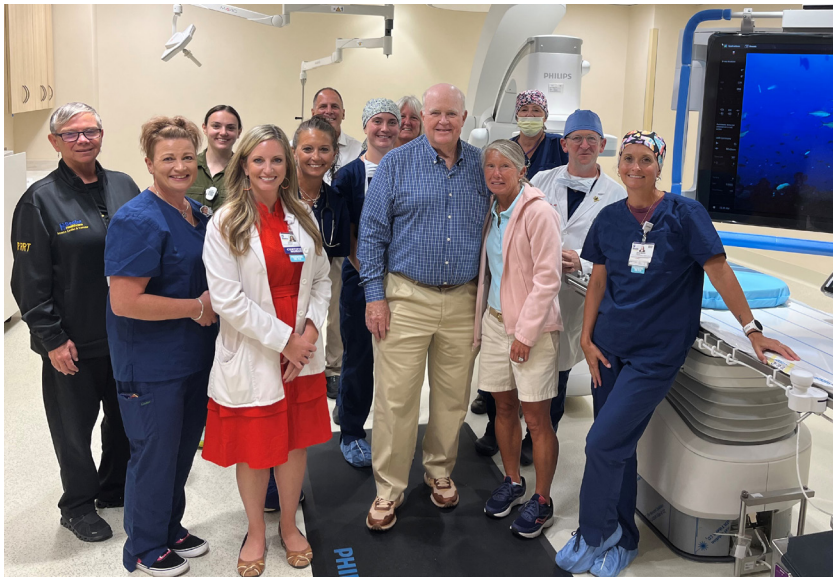
This minimally invasive technique for heart valve replacement is performed through a small incision in the groin area, opposed to a large, open incision across the chest. Interventional cardiologists use a remarkably thin catheter to place a new aortic valve in the patient's chest, capable of immediately regulating blood flow in and out of the heart. TAVR is recognized as a good option for many patients diagnosed with aortic stenosis. Beebe has now successfully completed more than 200 of these procedures!

TRANSCAROTID ARTERY REVASCULARIZATION (TCAR)

This minimally invasive procedure removes blockages in the patient's carotid artery; often a buildup of plaque inside the blood vessels leading to the brain. The blockages can reduce blood flow to the brain, rupture, or result in the development of blood clots that can increase a patient's risk for stroke. Once detected, removal of the blockage is important to reduce risk for stroke. Beebe celebrated the completion of more than 150 of these minimally invasive procedures in the program's history.

LEFT ATRIAL APPENDAGE OCCLUSION (LAAO)

This procedure is offered for patients diagnosed with non-valvular atrial fibrillation (AFib) - or irregular heart rhythm - which greatly increases their risk for stroke. It is a one-time minimally invasive procedure, similar to a stent procedure, that typically involves implantation of a small device inside the heart. The job of that device is to control and regulate the heart's rhythm.



In June 2024 Beebe Healthcare added a fourth catheterization lab at the Margaret H. Rollins Lewes Campus. The new lab utilizes the latest Philips technology to improve precision, efficiency and streamlined workflow. It was designed to enhance procedural performance and reduce radiation exposure, resulting in faster, safer and more effective interventions. The new cath lab also has the latest enhancements in imaging capabilities to complement advanced imaging and diagnostic capabilities, enabling clinicians to make informed decisions in real time that benefit the patient.

The availability of these advanced procedures has played an important role in positioning Beebe as a healthcare system that is continuously advancing and improving care. In 2024, the American Heart Association presented Beebe with five "Get with the Guidelines®" quality indicator awards (a new record)!



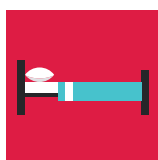
BEEBE HEALTHCARE'S NEW CATH LAB WAS SUPPORTED BY A GENEROUS DONATION FROM THOM AND ROBIN HARVEY.

Advancements in Surgical Services

Surgical care at Beebe is continuously evolving with the availability of new providers and technologies giving people more reasons to rely on their local healthcare system for procedural care. Here, we spotlight some of the programs that Beebe is investing in, in order to meet the needs of those who live in, work in, and visit Sussex County.



SURGICAL ONCOLOGY

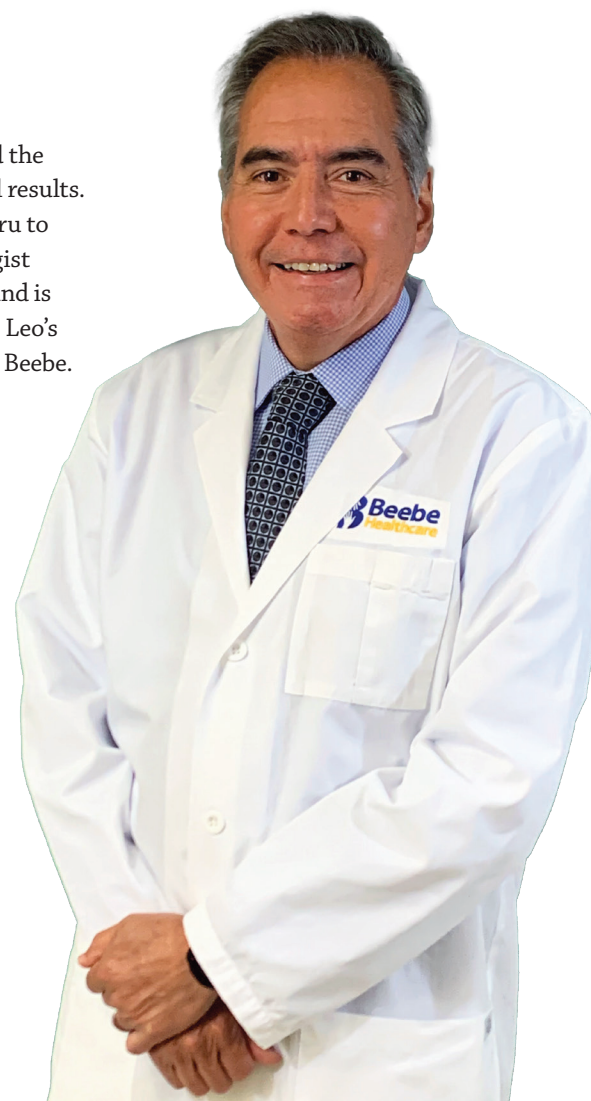


Patients diagnosed with cancer will go to almost any length to find the doctor they believe can help them achieve the best possible clinical results. No one knows this better than Sigfredo Leo, who traveled from Peru to Lewes to be treated by **JESUS ESQUIVEL, MD**, a surgical oncologist at Beebe who specializes in treatment of gastrointestinal cancers and is well-respected for his clinical expertise both here in Sussex County and abroad. Mr. Leo's surgery was a success, and his story emphasizes the level of quality care available at Beebe.

LUNG CANCER CARE



Lung cancer is the leading cause of cancer-related deaths in the U.S. Understanding that prevention and early detection are key, leaders at Beebe have invested in new programs and technologies to streamline lung cancer care, led by its cardiothoracic surgery team. It's weekly Pulmonary Nodule Clinic connects patients with a multidisciplinary team of care providers to review results of lung cancer screenings, and when necessary, discuss treatment options. This year, Beebe invested in the ION Endoluminal System, a new technology that performs robotic-assisted navigational bronchoscopy, to diagnose lesions that are smaller and deeper in the lungs, which can lead to earlier detection.

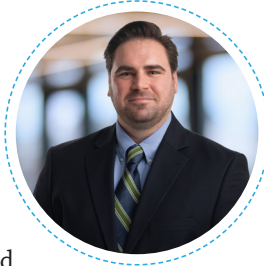


ORTHOPAEDICS

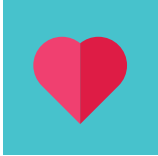


As the population of Sussex County ages, the need for increased access to comprehensive

orthopaedic care is on the steady rise. Beebe is growing its team of orthopaedic specialists, in line with those statistics. This year, the hospital established affiliations with **CAMERON YAU, MD**, who advocates for minimally invasive approaches to hip and knee replacement and revision surgery, and **MICHAL KLEK, MD**, a robotic-trained surgeon who specializes in total joint reconstruction, partial and total hip and knee replacements, and revisional hip and knee replacements.

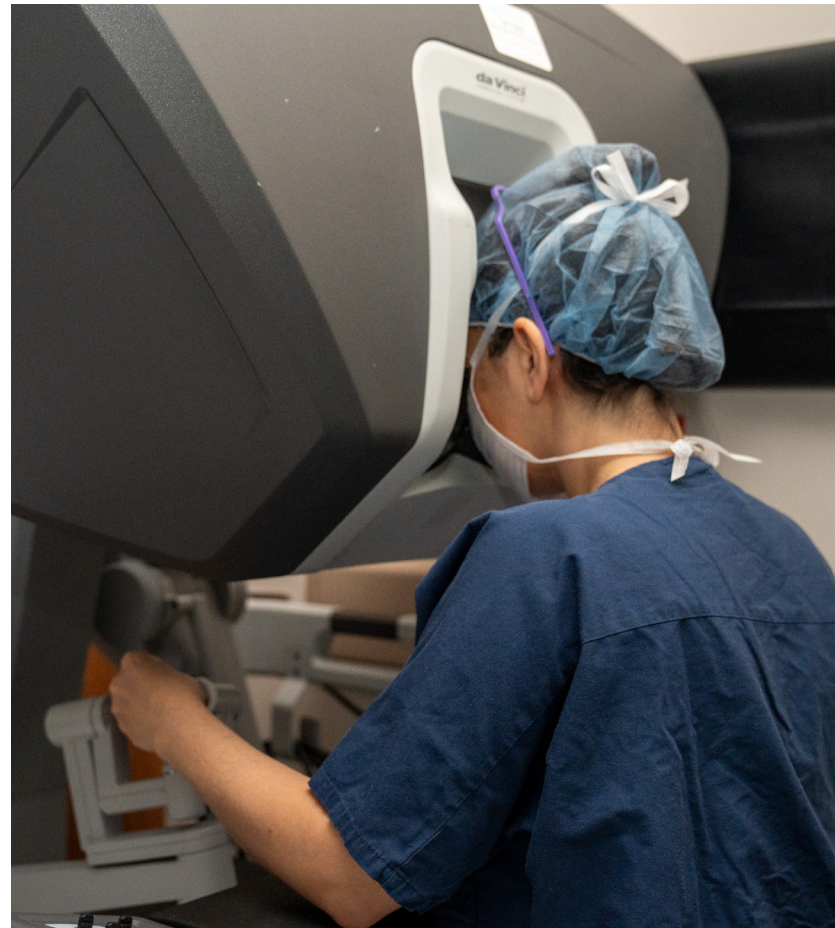


HEARTBURN CLINIC



The Beebe Heartburn Center was recently established to provide comprehensive treatment for patients suffering from heartburn and gastroesophageal reflux disease (GERD). Under the leadership of

gastroenterologist **RUDOLPH SCHILLI, MD**, a number of state-of-the-art minimally invasive procedures are available to diagnose, monitor, and treat complex issues of the gastrointestinal tract. Among them are high resolution manometry (HRM), a test performed to evaluate if the esophagus is able to transfer food from the mouth to the stomach properly; Bravo PH monitoring, a procedure that measures the amount of acidic substance that has moved from the stomach to the esophagus; and laparoscopic fundoplication, a surgical procedure performed to prevent content from the stomach from rising back up into the esophagus.





EMPHASIZING QUALITY TO PROVIDE THE SAFEST CARE IN SUSSEX COUNTY

Beebe Healthcare's commitment to bringing the highest quality and safe care to Sussex County was recognized by several national organizations this year.

Quality makes up the foundation for Beebe's strategic growth and planning and is core to the organization's commitment to its patients.

Among the accolades, the Lown Institute, an independent healthcare think tank, ranked Beebe No. 1 in the state for patient safety and outcomes. Beebe's Social Responsibility grade, which is Lown's overall ranking reflecting performance across health equity, value, and outcomes, is an A.

In addition to an A grade in patient safety and outcomes, Beebe also received an A in clinical outcomes, community benefit, and cost efficiency and was a top hospital for fair share spending, which recognizes systems for giving back to the community in amounts that exceed tax exemptions.

Beebe also maintained its status as a top Delaware hospital according to the *U.S. News & World Report's* Best Hospital rankings. Beebe was one of 466 hospitals across the nation to earn a "Best Regional Hospital" designation and the only one in southern Delaware to earn this distinction.

Driving the regional ranking were seven "High Performing" specialty areas for procedures and conditions, including COPD, colon cancer surgery, heart attack, hip replacement, knee replacement, lung cancer surgery, and pneumonia. This is the highest distinction a hospital can earn in these ratings.

In 11 other care areas, Beebe met the national standard of 5,000-plus hospitals that were evaluated across 15 specialties and 20 procedures and conditions.

"Beebe Healthcare has been on a journey to transform its healthcare services to meet the growing needs of the people who live, work, and visit Sussex County," said David A. Tam, MD, MBA, CPHE, FACHE, President & CEO, Beebe Healthcare. "At the core of our strategic plan and initiatives is a laser focus on ensuring that the highest quality and safest care is provided for the people of Sussex County. It's gratifying to see this hard work recognized by a national organization and only motivates us more to continue our ongoing efforts to provide the best healthcare to our patients."



Each year, Beebe receives honors and accolades from several national organizations that focus on many specialties. To learn more about Beebe's quality and safety efforts, visit the [Quality Care Recognition page](#).

Innovative Telemedicine Brings World-Class Stroke Care to Sussex County

Time is of the essence when a patient has a stroke.

Also of critical importance is the patient's ability to be evaluated rapidly by a team of neurological experts, who know from experience what the best course of action is, within seconds. State-of-the-art technology, housed in the Emergency Department allows Beebe's specialized team to collaborate with world-class neurologists at the Jefferson Health Neuroscience Network, internationally renowned for their capabilities in caring for stroke patients.

The technology used to facilitate this collaboration is the Jefferson Expert Teleconsulting (JET) robot. It connects Beebe's Emergency Department team with an on-call stroke neurologist from Jefferson for a conversation between providers, the patient, and family members. The neurologist can also conduct an examination and review of test results using videoconferencing technology, so that plan of care decisions can be made and implemented, quickly. In the most critical situations, patients can be transferred to Jefferson for care. In these cases, patients are transported via helicopter with an average transit time of just 38 minutes.

These services can play a crucial role in care, as Beebe's own Dr. David Tam learned this year after having a stroke in March.

"The quick actions of the Beebe ER team in consultation with Jefferson neurologists prevented and possibly reversed brain damage and saved my life," Dr. Tam said. "I would never have expected the programs we worked so hard to implement would be the same to personally save me."

Delaware ranks second in the nation for stroke mortality. Beebe is designated as a primary care stroke center, and its collaboration with Jefferson underscores its commitment to changing those statistics.

It's another reason why Beebe remains committed to educating the community on the importance of acting fast during any stroke symptoms. With the Jefferson affiliation, the people of Sussex County can be even more assured that they are receiving the highest quality care when it matters most.



Learn more about this innovative care available in Sussex County.



Welcoming New Leadership

Beebe has announced the appointment of several new leaders, whose roles are instrumental as the organization continues to pursue the clinical and community priorities outlined in its strategic plan.



RYAN KENNEDY, CPA
CHIEF FINANCIAL OFFICER

Ryan Kennedy brings a wealth of experience in healthcare finance leadership to Beebe, after serving as Chief Financial Officer at Holy Name Health System in northern New Jersey for the past 10 years. There, he led all financial aspects of the organization, including the launch of successful growth and expansion initiatives to drive revenue, grow strategic partnerships, and lower healthcare costs through value-based care programs.

“Beebe really stood out to me; its culture, leadership, and community were all draws and among the reasons I wanted to come here,” Kennedy said, who was named CFO following an extensive, nationwide search. “I am eager to help this health system grow, to serve my family’s new home in Sussex County.”



KATHY TREGEAR, RN, BSN, MSN, MBA, JD, NEA-BC
CHIEF NURSING EXECUTIVE

As Beebe’s newly appointed Chief Nursing Executive, Kathy Tregear is committed to optimizing patient throughput, care strategies, quality and safety initiatives, and overall hospital operations. She was promoted to this leadership role after originally joining Beebe as Manager of Quality Commitment. Tregear has served in executive nursing roles across the country for the past 15 years, with her most recent job being at Atrium Health in Charlotte, North Carolina, where she worked as Chief Nursing Executive and Vice President of Patient Care Services.

“My experience as a healthcare leader has given me a deep understanding of the issues hospitals face related to access and quality. I am eager to play an active role as Beebe continuously works to improve both, to provide superior clinical services and experiences for the people of Sussex County,” she said.



AMANDA CONNOYER, DNP, APRN, CNP, CENP
CHIEF ADVANCED PRACTICE CLINICIAN

As Beebe’s new Chief Advanced Practice Clinician, Amanda Connoyer oversees the nurse practitioners, physician assistants, and other advanced practice clinicians who serve all of Beebe’s locations. She focuses on the optimization of clinical quality, improved access to care, and clinician recruitment. Before joining Beebe, Connoyer served as the Director of Advanced Practitioners at the Springfield Clinic in Illinois, where she oversaw a team of 280 advanced practice clinicians working in primary, specialty, and acute care settings.

“Beebe believes in providing the highest quality care to the community, which is evident by the many success stories patients share and the positive outcomes we see,” she said. “I am honored to work with this highly knowledgeable and compassionate healthcare team.”

DOCTORS, NURSES, AND ADVANCED PRACTICE CLINICIANS ALL WORKING TOGETHER TO PROVIDE THE HIGHEST QUALITY CARE

Chief Nursing Executive Kathy Tregear, RN, BSN, MSN, MBA, JD, NEA-BC, and Chief Physician Executive Paul Sierzenski, MD, MSHQS, CPE, FACE, both bring a deep passion to high quality, safe healthcare.

Together and in their respective areas, they are emphasizing multi-disciplinary care pathways and protocols to further drive evidence-based practice for industry standard quality metrics such as sepsis, hip fractures, and many other conditions.

Together, and through close partnerships with physicians, advanced practice clinicians and nurses, they look to further Beebe's culture of safety that champions teamwork and focuses on continuous improvement that is the foundation of Beebe's five-year strategic plan.

This partnership is further strengthened by the arrival of Amanda Connoyer, DNP, APRN, CNP, CENP, as Beebe's Chief Advanced Practice Clinician. Advanced practitioners are key drivers and developers of aspects of quality within the Beebe system.

One example is reducing falls inside the hospital. Beebe's Fall Prevention Task Force addresses this issue, and their

efforts and impact have been significant. Over the past year, as a result of several fall prevention strategies the group has deployed, Beebe has noted a 24 percent decrease in falls on inpatient units, and a decrease of more than 50 percent in the Emergency Department.

Additionally, the Multidisciplinary Structural Heart Team completed its 200th Transcatheter Aortic Valve Replacement (TAVR) procedure. But the heart team is celebrating more than just the number of procedures – quality of care provided for patients is at the forefront. Beebe's team had a 0% stroke rate post-procedure in the last year, placing the hospital in the top 10% nationally, and a 0% all-cause readmission rate, significantly lower than other similar healthcare systems.

These are statistics Beebe is incredibly proud of! And it is these types of quality metrics that helped Beebe secure five Get With The Guidelines® quality awards from the American Heart Association (see more information on page 9). This national recognition program is facilitated annually to recognize hospitals and healthcare systems that are continuously advancing and improving care for cardiovascular and stroke patients.



COMMUNITY MOBILE HEALTH CLINIC

Beebe
Healthcare
Population Health

beebehealthcare.org/mobilehealth

302-645-3337



**DEVELOPING PROGRAMS BASED
ON PATIENT CENTRICITY THAT
ARE INCLUSIVE FOR ALL PEOPLE**

PUTTING THE VALUE IN THE CARE

Beebe is transforming the way it approaches and delivers healthcare, with a focus on prevention, care coordination, chronic care management, and integrated care – in both inpatient and outpatient treatment settings. When packaged together, these priorities result in the delivery of a value-based care model that is equitable, impactful, and holistic for residents and visitors of Sussex County.

“Throughout a patient’s continuum of care, it is important that we look at the big picture and consider what their healthcare needs are today as well as what they might be in the future,” said **BILL CHASANOV, DO, MBA**, Chief Health Systems Design Officer at Beebe. “We are committed to addressing all of the factors that contribute to the patient’s overall health, with a goal to prevent hospital readmissions and the development of chronic medical issues. Through value-based care, longer-term, we can improve the patient’s quality of life. We could not provide this type of care in the community without continued support of our community of donors and federal partners.”

Care coordination is a critical element of the value-based care model. It helps patients navigate the healthcare system and supports them as they make transitions between healthcare settings – for example, from hospital to home. Beebe’s care coordinators work to ensure patients receive comprehensive, quality-based care that optimizes their health outcomes. They provide the information and resources needed to reduce complications and the need for return trips to the Emergency Department.

Equally important is the work of Beebe’s chronic care management and population health teams. Together, they aim to reach people in ways that address their needs holistically, starting with prevention. Development of a personalized treatment plan for each patient, based on their personal and family health history, is key. These efforts connect patients to the resources they need to get and stay well, from scheduling preventive screenings and assisting with medications, to arranging for transportation and connection to local food banks.

“Our goal is to treat the patient as a whole rather than focusing on a specific disease or condition,” said Dr. Chasanov. “We are aiming to save our patients time, money, and resources, so they can achieve better healthcare outcomes and therefore a higher quality of life.”





GRANT FUNDING PROPELS BEEBE'S BEHAVIORAL HEALTH COMMUNITY WORK

While Beebe's ability to deliver superior inpatient and outpatient care experiences plays a critical role in supporting the health of Sussex County, community outreach is also key to ensuring the overall well-being of our population.

Beebe's Community Harm Reduction Outreach team is made up of a multidisciplinary group of professionals who travel to the far corners of Delaware's rural communities. This team addresses the challenges and needs of increased substance use/abuse disorders and co-occurring disorders through the provision of evidence-based practices of prevention, treatment, recovery support, stigma reduction, and trauma informed care.

This initiative represents an important investment in community well-being that would not be possible without the millions of dollars in funding secured by Delaware's Congressional Delegation from several years of Congressionally Directed Spending and Community Project Funding Grants. These funds have helped Beebe put together a fleet of vehicles to go out in the community to provide much-needed support to at-risk populations.

"These programs directly impact Beebe's ability to expand access to care and resources for our friends, families, and neighbors throughout Sussex County." —BILL CHASANOV, DO, MBA, Chief Health Systems Design Officer

When integrated as part of the continuum of care, harm reduction is a proactive approach to addressing the public health epidemic involving substance use and other harms related to drug use.

Since the project began, the Beebe team has worked to:

- + Decrease drug/opioid overdoses in Sussex County through development and expansion of programs and resources
- + Increase the capacity for harm reduction programs and services by offering HIV, HCV, and STI screening, prevention education, and Narcan rescue kits
- + Deliver substance abuse prevention programs to middle and high school-age youth throughout Sussex County

"These programs directly impact Beebe's ability to expand access to care and resources for our friends, families, and neighbors throughout Sussex County. They increase access to care for our community and provide appropriate levels of care in different settings including outpatient, inpatient, and community health settings. It is important for Beebe to meet our community where they are," said Bill Chasanov, DO, MBA, Beebe's Chief Health Systems Design Officer.

The team reaches thousands of community members every year and helps them find the resources they need most.

As Beebe's philanthropic arm, the Beebe Medical Foundation is essential in the process of applying, receiving, and appropriating grants for the healthcare system's programs, alongside the incredible Grants Team who are unsung heroes of the organization.

BEEBE HEALTHCARE COMMUNITY OUTREACH



**FLU
VACCINES:**
64 Clinics,
3,980
vaccines given



**SELF-
MANAGEMENT
PROGRAM** (free
wellness workshops):

4 classes
graduated for
Chronic Disease and
Self-Management
programs



**NATIONAL DIABETES
PREVENTION
PROGRAM:**
3 cohorts
initiated in FY24



**MONTHLY
FOOD
PROGRAM:**
serving approximately
64
families

a month, totaling
770 non-perishable
food boxes distributed

HEALTH SCREENINGS:

1,649



**FOOD RX
PROGRAM:**



2 cohorts
participating



CPR TRAINING:

29 classes

395

community
members trained



**LUNG CANCER
SCREENINGS:** **20**



BECOMING THE EMPLOYER AND PARTNER OF CHOICE IN SUSSEX COUNTY





Dear Beebe Community:

As we reflect on Fiscal Year 2024, it's clear that Beebe Healthcare's commitment to our people and our community has never been stronger. We took significant strides to create a workplace that empowers our team members, fosters a culture of growth and inclusivity, and prioritizes exceptional care for our patients.

In this section, you'll discover how we're investing \$329 million in salaries and benefits to support our talented workforce of 2,818 employees, fostering a welcoming environment that strengthens our commitment to serving Sussex County. Each initiative we've undertaken reflects our dedication to being an Employer and Partner of Choice, where team members feel valued, supported, and motivated.

Thank you for your trust in us, and for being a part of Beebe's mission to deliver compassionate, community-centered care.


Warm regards,

ASHLEY FOSTER, MBA
SENIOR VICE PRESIDENT,
CHIEF PEOPLE OFFICER



Investing \$4.9 Million in Pay Raises & Expanded Benefits

Beebe strives to create a workplace where team members feel valued and supported.

- 
- + Invested \$4.9 million in pay raises to retain top talent and ensure high-quality care.
 - + Added pet insurance, hospital indemnity, and legal insurance to a package of over 30 employee-focused benefits.
 - + Introduced a new Employee Assistance Program to support team members' well-being and hired a full-time onsite counselor to support our team members in their daily work.
 - + Vaccinated 2,593 team members against the flu, ensuring a safer environment for staff and patients.

MAKE A DIFFERENCE TOGETHER: THE POWER OF VOLUNTEERISM

Volunteers play a crucial role in Beebe's mission. Last year, our 426 volunteers:

- + Donated 33,273 hours, bringing compassion and support to patients and staff.
- + Contributed services valued at \$998,190.
- + Grew, with the recruitment and onboarding of more than 100 new volunteers! You could be next.



GET INVOLVED:

Join us in serving Sussex County.
Sign up at beebehealthcare.org/patients-visitors/volunteer

INTEGRATING DIVERSITY, EQUITY, INCLUSION, AND BELONGING (DEIB) INTO ALL WE DO



For years, Beebe has embraced outreach efforts to hire a strong and diverse team of professionals, engage in internal activities to cultivate a welcoming culture, and focus on providing quality medical services to the growing, diverse population of Sussex County. Collectively, these efforts position Beebe as an organization that integrates, values, and celebrates diversity, equity, inclusion, and belonging (DEIB) within its day-to-day operations. This year, the DEIB team has focused on development of a business strategy to frame and prioritize its work, while informing and engaging key stakeholders.

“We all play a role when it comes to building a culture of diversity, equity, inclusion, and belonging at Beebe,” said **ELIZABETH CAMPBELL, JD**, Director of DEIB at Beebe. “Our leadership team recognizes that our long-term strategic efforts can create an equitable and inclusive culture with beneficial outcomes for our people, our patients, and our community.”

In 2023 and 2024, the DEIB team noted several key achievements, in alignment with the organization’s five-year business strategy, including:

- + Developed branded mission and vision statements, along with key definitions that underscore the link between DEIB and optimized patient outcomes, care coordination, and collaboration
- + Positioned DEIB opportunities and goals through information sharing at grand rounds, annual compliance

trainings, management meetings, leadership orientations, and nursing education forums

- + Participated in surveys, learning collaboratives, and assessments on inclusion, health equity, and racial equity
- + Completed a quality improvement project in collaboration with Beebe’s Family Medicine Residency program, resulting in a three-year commitment to improve DEIB-related interventions
- + Nurtured a culture of inclusivity using Beebe’s internal communication channels, promoting DEIB observances, recognitions, and activities
- + Contributed perspective to the Delaware Healthcare Association’s Health Equity Council and the Lewes Library’s Community Outreach Committee, giving Beebe representation on both

“Our work centers around building high-performance teams, improving business results and growth, optimizing patient outcomes, and recruiting and retaining top talent,” said Ashley Foster, Senior Vice President and Chief People Officer at Beebe. “DEIB is important as Beebe grows to meet the needs of Sussex County’s diverse and expanding population.”





STABILIZING THE WORKFORCE FOR A POST-COVID FUTURE

To meet COVID-19 staffing needs, Beebe relied on travel staff during the pandemic. But in 2024, the healthcare system focused on growing the permanent Beebe family, and here's what was accomplished:

- + Reduced travel expenses from \$39 million in FY23 to \$15.5 million in FY24, a \$23.5 million savings. This shift supports a more consistent, dedicated team caring for the community.
- + Added 667 new team members, including 45 physicians/advanced practice clinicians and 157 registered nurses and licensed practical nurses. These incredible additions strengthen Beebe's ability to meet growing community needs.

OTHER WAYS BEE ADVANCED AS AN EMPLOYER AND PARTNER OF CHOICE

- + Introducing Beebe's first employer value proposition to attract top talent.
- + Launching the iCIMS applicant tracking system that helps attract, assess, and hire better candidates.
- + Redesigning our career site to improve candidate engagement, attract top talent, and provide a seamless, user-friendly application process.



Enjoy a long-standing culture of compassion and excellence. Explore career opportunities at Beebe.

Cultivating Talent & Inspiring Leadership Across Our Workforce

Beebe focused on workforce development and leadership, providing resources for meaningful career advancement.

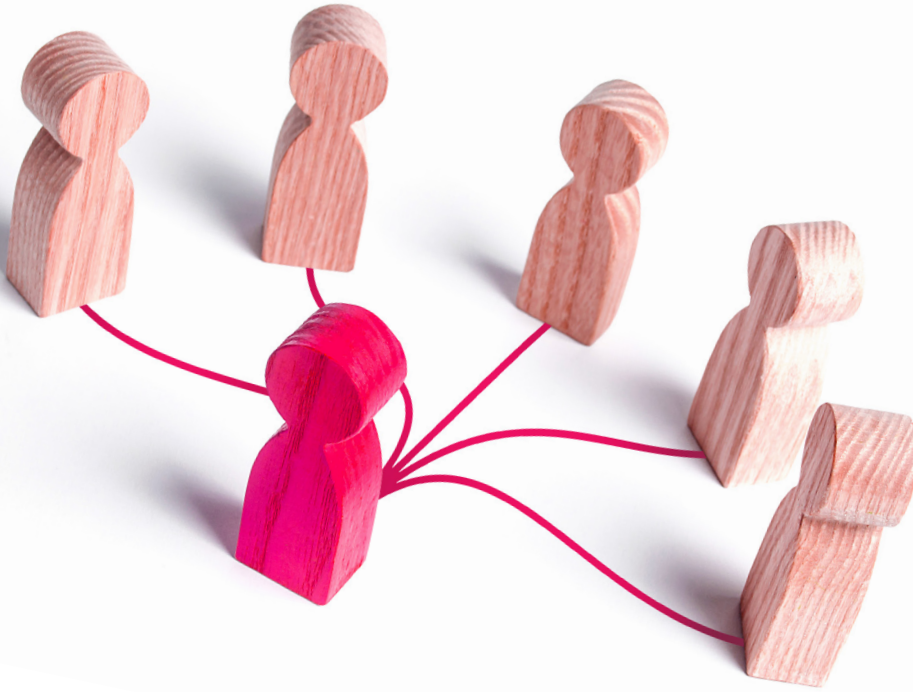
NEW LEADERS, FRESH IDEAS

- + Welcomed 27 new leaders, managers and above, each bringing valuable experience and fresh perspectives to advance our organization.
- + Of those 27, 25% were promoted from within.

LEARNING & GROWING TOGETHER

- + Team members spent over 21,000 hours sharpening their skills and ensuring top-quality care standards.
- + Invested more than \$480,000 toward professional development and continuing education, empowering team members to grow personally and professionally.





Enhancing Safety and Security with Beebe's New Protection Office

The Office of Safety & Security Services (OSSS) is dedicated to a safe, welcoming environment for all.

- + Expanded security team by 20% to support a safe facility environment.
- + Established safety and continuity strategies to ensure seamless operations and emergency response.
- + Enhanced policies to protect patients, staff, and community members.

BOLSTERING RETENTION & TEAM MEMBER EXPERIENCE

Beebe is focused on understanding and enhancing employee experience, fostering a supportive workplace:

- + Leveraged insights from Perceptyx, an advanced feedback platform, to identify team members' needs and implement targeted workplace improvements.
- + The listening strategy incorporates real-time feedback mechanisms, crowd-sourcing insights, and data from exit interviews to enhance the employee experience.
- + Addressed key areas impacting turnover, working proactively to reduce it further and currently maintaining rates below the benchmark for similar care systems.
- + Prioritized team member feedback to foster a culture where employees feel valued, engaged, and motivated to grow with Beebe.

IN THEIR WORDS

"What attracted me here is a strong sense of community within the organization but also the connections we have in the community of Sussex County. I love this People Department. We are constantly striving to improve the work we do and exceed expectations . . . We are a collaborative team, and we like to have fun while we're working. Laughter is good medicine. I'm very privileged and happy to be part of this Beebe People Team."

— **MARITA KELLERS**, Talent Acquisition Specialist for Nursing since 2023



BEEBE HEALTHCARE TEAM

Kicked off year with the highest number of employees in Beebe's history: **3,112**

Processed **33,859** telephone calls at the Operations Center, responding to 11,097 calls for service

Total active Beebe employee tenure reached **19,546** years at the end of FY24

Public safety was transformed into the Office of Security, Safety and Sustainability, running 15+ Hospital Incident Command System briefings, upgrading the office of Corporate Safety, and responding to thousands of security calls.

Recruiting filled over **1,500** positions, bringing on **697** new employees

Reduced the number of travel nurses from **180 to 40**.

Received an average of **40** new job applicants every day

Monitored over **330** active security cameras

Vaccinated **2,593** team members for flu during internal campaign

426 volunteers contributed **33,273** hours of work

The most prevalent astrological sign among Beebe leaders is **Virgo**.

2,846 team members completed **181,887** professional development courses



TEAM AWARDS AND RECOGNITIONS

The DAISY Foundation was established in memory of J. Patrick Barnes. The care Patrick received from nurses inspired a new way of thanking nurses for making a profound difference in the lives of their patients. Below are some honorees from the past year, who received these awards thanks to donations to the Beebe Medical Foundation.



Millsboro Police Chief Brian Calloway presented ER Nurse Jalissa Jones with the Citation of Excellence Award for her selfless and lifesaving efforts during a homicide investigation in Millsboro.

The officers noted her calm demeanor to provide medical assistance as EMS arrived on scene, which allowed police to focus on apprehending the suspect.



The Dr. Anis K. Saliba Clinical Excellence Award was established and awarded this year in honor of the late doctor. Kevin Bristowe, MD, was the first recipient. The award will be given every year to a Beebe Medical Staff clinician to help honor the care they provide to our patients and community.



STEWARDED RESOURCES AND PROMOTING AN AGILE BUSINESS MODEL TO ENSURE BEEBE'S SUSTAINABILITY AND SUCCESS

Transformative Gift Leads to Naming of Abessinio Health Center

In February 2024, Beebe Medical Foundation was presented with a gift in the amount of \$6 million from the Rocco A. and Mary Abessinio Foundation, marking the second largest philanthropic contribution in the healthcare system's history. In recognition of the transformative value of this gift, Beebe officially unveiled the "Abessinio Health Campus" at the former Rehoboth Health Campus located on Route 24.

Here, members of the community have access to various core medical services, offered through Beebe's Specialty Surgical Hospital, Tunnell Cancer Center, Medical Arts Building, Center for Breast Health, Outpatient Surgery Center, and Rehoboth Walk-In Care Center.

"We continue to strategically grow services with focus on access, safety, quality, equity, and empathy," said David A. Tam, MD, MBA, CPHE, FACE, President and CEO of Beebe Healthcare. "We could not accomplish this without the generous support of people like Rocco and Mary Abessinio."



The Abessinio family's gift was made as part of the Foundation's "Sussex Supports Beebe Healthcare" campaign, which launched in July 2021 and raised more than \$30 million. It has supported the establishment, growth, and renovation of a wide range programs and services, including Family Medicine Residency, mobile health services, the Center for Breast Health, cardiac catheterization services, and the Tunnell Cancer Center.

CAST FOR A CURE EXEMPLIFIES POWER OF LOCAL PARTNERSHIPS



Each year, Old Inlet Bail and Tackle hosts "Cast for a Cure" a team-based surf fishing tournament that raises money in support of Beebe Healthcare. The tournament was founded in 2013 by Brandy Timmons and Clark Evans, who wanted to give back to the nonprofit healthcare system in a special way after both of their families were impacted by cancer.

In 2024, the event, held at Fenwick Island State Park Beach, generated \$9,000 in proceeds, which were presented to Beebe Medical Foundation in support of the hospital's Cancer Patient Special Needs Fund. This gift

was made possible through team registration fees as well as raffles and silent auctions, with items donated by numerous local business and individuals.

"Cast for a Cure is a phenomenal event that demonstrates the impact that can be achieved when a group of people come together for a day of fun, while also making it a priority to support their local hospital," said Kay Young, Executive Director of Development for Beebe Medical Foundation. "It is one example of how the work of many local partners is making a meaningful difference."

\$211,000 DONATED TO COMMUNITY EVENTS IN FY24

RECOGNIZING THE CONTRIBUTIONS OF LOCAL DONORS AND PHILANTHROPIC PARTNERS

When Beebe Medical Foundation announced the launch of its “Sussex Supports Beebe Healthcare” campaign in July 2021, the initial fundraising goal was set at \$22 million. That goal was quickly achieved, as donors and corporate sponsors stepped up and gave generously from the heart, eager to support the local nonprofit hospital that provides outstanding healthcare services for their own families, friends, and neighbors.

The goal was then increased to \$30 million. That benchmark has now been surpassed as well. However, the Foundation team remains diligently focused on community outreach, relationship building, and fundraising, because every dollar raised truly does count.

“Sussex County is one of the fastest growing counties in the United States, and we are working hard to assure Beebe can grow, thrive, and continue meeting the needs of our local community,” said Kay Young, Executive Director of Development for Beebe Medical Foundation. “The support we have received and will continue to receive from our local donors and philanthropic partners is phenomenal, and so greatly appreciated.”

With the goal now raised to \$40 million, the core services benefitting from the campaign are the R. Randall Rollins Center for Medical Education, the Center for Breast Health, population health and community outreach programs, cardiovascular services, neurological services, and oncology services.

Donors are encouraged to allocate their gifts to one of these areas, or any other Beebe service line or project that is meaningful to them. Those wishing to leave a legacy to Beebe are also encouraged to consider planned giving opportunities. Various assets can be allocated through planned giving, including cash gifts, retirement funds, insurance, stocks and bonds, and real estate.

“Planned giving is a way for people to make a personal investment in Beebe’s Mission that will impact future generations for many years to come,” Young said.

Members of the community who opt to include Beebe Medical Foundation in their will or estate plan are inducted into The Shaw Legacy Society, a special program that unites people who share a passion for Beebe and recognize its commitment to serving the community.

Those interested in learning more about Beebe Medical Foundation and ways to get involved with the “Sussex Supports Beebe Healthcare” campaign are encouraged to call 302-644-2900.

Thank you again for your support this past year.

To support Beebe Medical Foundation, scan here:



BEEBE LEADERS ARE GRATEFUL FOR YOUR SUPPORT, SUSSEX COUNTY!



FY24 COMMUNITY BENEFIT & PATIENT CARE DATA*

COMMUNITY BENEFIT COST

Charity Care (at cost)	\$2,558,378
Bad Debt (at cost)	\$6,314,004
Government-sponsored Healthcare	
Medicare	\$118,411,118
Medicaid	\$4,954,794
Total Net Expense	\$123,365,911
Community Benefit Program (net loss)	
Health Promotion and Wellness Programs	\$972,604
Behavioral Health Services	\$287,176
Sexual Assault Nurse Examiner Programs	\$172,953
Oncology Research Program	\$228,328
Interpreter Services	\$644,689
Physician Services Recruitment	\$629,531
Physician Practice Guarantees	\$11,477,965
Workforce Development with Educational Institutions	\$2,605,652
Sponsorships	\$3,374,497
Subtotal Community Benefits	\$17,393,394
Beebe Medical Group	\$39,033,464
Total Cost of Community Benefits	\$56,426,858
TOTAL COMMUNITY BENEFIT	\$188,666,151



TOTAL EMERGENCY
VISITS

58,771



TOTAL WALK-IN VISITS

63,086



TOTAL OPERATING
ROOM CASES

19,268



TOTAL IP + OP* CARDIAC
CATH PROCEDURES

6,051

Discharges	11,505
Average Length of Stay (Discharge days)	4.00
Births	684
IP Emergency Visits - Hospital	7,423
IP Emergency Visits - South Coastal	837
OP Emergency Visits - Hospital	32,508
OP Emergency Visits - South Coastal	17,943

*IP=Inpatient | OP=Outpatient

OUTPATIENT PROCEDURES

EKG Procedures 21,106	Cardiac Lab Procedures 17,507	Lab Procedures 1.04m	Radiation Oncology procedures 16,374	Medical Oncology patients 8,200	Medical Oncology visits 18,981	Home Health visits 52,550
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*A Community Benefits Activity Report for Beebe's fiscal year 2024 will be submitted in accordance with Title 16, Chapter 93A of the Delaware Code.

HEALTH SYSTEM LEADERSHIP

EXECUTIVE MANAGEMENT TEAM

David A. Tam, MD, MBA, CPHE, FACHE, *President & CEO, Beebe Healthcare*

Bill Chasanov, DO, MBA, FACP, *Senior Vice President, Chief Health Systems Design Officer*

Christina Deidesheimer, MS-IMC, *Vice President, Communications and Outreach, Chief Communications Officer*

Ashley Foster, MBA, *Senior Vice President, Chief People Officer*

Ryan Kennedy, CPA, *Senior Vice President, Chief Financial Officer*

Bruce Leshine, Esq., *Vice President, Chief Legal Officer*

Michael J. Maksymow, CPHIMS, FHIMSS, *Vice President, Chief Information Officer*

Gerry Meklaus, *Interim Chief Administrative Officer, Beebe Medical Group*

Loretta Ostroski, MSN, RN, NE-BC, *Vice President, Integrated Care and Continuum of Care*

Paul Sierzenski, MD, MSHQS, CPE, FACEP, *Senior Vice President, Chief Physician Executive*

Danielle Socrates, MBA, CPXP, *Vice President, Value-Based Care and Operations*

Diane Taylor, *Senior Vice President, Chief Strategy Officer, Chief of Staff*

Kathleen Tregear, RN, BSN, MSN, MBA, JD, NEA-BC, *Senior Vice President, Chief Nursing Executive*

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Alberto R. Rosa, MD, *Vice President of the Medical Staff*

Madhu Prattipati, MD, *Secretary of the Medical Staff*

Kevin D. Bristowe, MD, *Treasurer of the Medical Staff*

Michael A. Meoli, *Chair of the Board of Directors*



SUSSEX is Our
COUNTY Specialty

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