

# SOUTH COUNTY HEALTH

FISCAL YEAR 2016 ANNUAL REPORT





# SOUTH COUNTY HEALTH

South County Hospital ~ South County Home Health

South County Medical Group ~ South County Surgical Supply



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ON COVER: In fiscal 2016, we were proud to celebrate the openings of three new state-of-the-art facilities. From top to bottom: ribbon-cuttings for the Women & Newborn Care Unit; the Medical & Wellness Center in Westerly; and the Cancer Center.

## Vision Statement

*“To forge extraordinary connections with our community that support health at every stage of life.”*

### Table of Contents

|  |    |
|--|----|
| Message to the Community .....                                 | 2  |
| Recognition and Accolades .....                                | 4  |
| South County Health  |    |
| Note from our Chief Medical Officer .....                      | 8  |
| Note from Nadine Mollo McCauley, Volunteer Services .....      | 9  |
| Note from Maggie Thomas, Human Resources.....                  | 10 |
| South County Hospital  |    |
| Note from Anne Schmidt, Clinical and Quality Achievements .... | 12 |
| Note from Elaine Desmarais, Performance Improvement.....       | 14 |
| Key Hospital Statistics .....                                  | 15 |
| New Medical Staff .....  | 16 |
| South County Home Health                                       |    |
| Note from Mary Lou Rhodes .....                                | 17 |
| South County Surgical Supply                                   |    |
| Note from Paul Desmarais .....                                 | 18 |
| South County Medical Group                                     |    |
| Note from Russ Corcoran, MD.....                               | 19 |
| News from Development  |    |
| Note from Claudia Swain .....                                  | 20 |
| Community Outreach   |    |
| Note from Martha Murphy .....                                  | 21 |
| Financial Highlights   |    |
| Note from Thomas Breen .....                                   | 22 |
| Donors.....  | 23 |

# MESSAGE TO THE COMMUNITY

The fiscal year 2016 was an exceptional one for South County Hospital and the entire SOUTH COUNTY HEALTH system: We expanded facilities and services; earned impressive recognition for our achievements; and welcomed new members to our outstanding team of healthcare professionals.

## HELPING YOU SAFEGUARD YOUR HEALTH

In May, we opened the South County Health Medical & Wellness Center in Westerly, a beautiful 32,000 sq. ft. light-filled space that is home to our Urgent/Walk-In Care, Diagnostic Imaging, a Medical Lab, and a number of medical practices including the Center for Women's Health, South County Medical Group Primary Care, Ortho Rhode Island South County, and South County Dermatology. A number of South County Medical Group specialist practices have rotating hours in the building as well, including South County Cardiology, Shoreline Podiatry, General Surgery, and others.

In August, we re-opened the Women & Newborn Care Unit (Read 2) after an extensive 11-month renovation. The project included installation of a new HVAC system, the addition of two new Labor-Delivery-Postpartum-Recovery rooms, a new nurses' station; new nursery; new waiting area for visitors; upgrades to the operating room; and a complete refurbishing of the décor and furnishings.

We completed renovations to Read 1 for the South County Health Cancer Center in late fiscal 2016, and officially dedicated the space in November with a reception attended by more than 200 people. We've devoted many of our newsletters to articles about the Cancer Center so perhaps you are aware of what an important advance the new space is for

patients and providers. We are extremely grateful to the community for its support of the Capital Campaign that helped make the Cancer Center possible.

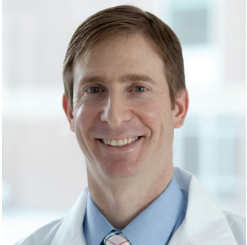
South County Health served as a catalyst to create Healthy Bodies, Healthy Minds, a collaboration of community health centers, school systems, social services agencies, URI and business representatives to address the social determinants of health.

## QUALITY MATTERS

For the third consecutive year, our obstetrics program earned the Women's Choice Award; we were honored with the Gold Plus Achievement Award for stroke care; for the fourth consecutive year, we received an "A" for patient safety from The Leapfrog Group; we received a 5-star rating from CMS and were the only hospital in RI to do so putting us in the top 2 percent of hospitals nationwide; and we continued to lead the way in orthopedic surgery including citation as the world leader in Mako™ robotic-arm assisted total knee and hip replacement.

We welcomed many new providers to the medical staff including specialists in Anesthesiology, Behavioral Health, Emergency Medicine, Hospitalist, Palliative Care, Podiatry, Pulmonology, and Orthopedic Surgery. We are honored that such fine medical professionals have chosen to practice here at South County.

As you'll read in the pages that follow, South County Home Health (our visiting nurse and PT/OT therapist agency), South County Surgical Supply (our home medical equipment retail store), and the South County Medical Group (comprising nearly 50 providers across a dozen specialties) were distinguished by multiple third-party recognitions for quality. You will also read about the South County Health team of Volunteers, without whom we could not achieve our goals.



## FORGING CONNECTIONS

In fiscal 2016, we continued our commitment to our Vision: *To forge extraordinary connections with our community that support health at every stage of life.* The following list offers a snapshot of that dedication via our support across a spectrum of organizations and activities:

- The performing arts (including the RI Philharmonic, The Chorus of Westerly, Trinity Rep, Theatre by the Sea, Shakespeare in the Park, and the Kingston Chamber Music Festival)
- Athletic activities, facilities and classes (including South Kingstown Parks & Rec programs for children and families, youth soccer tournaments, college basketball, local Y programs, and 5K races)
- Healthful nutrition (including Thundermist's cooking-on-a-budget programs, access to the South Kingstown Farmers' Market for low-income families on assistance, free community lectures featuring our registered dietitians, and free access to Health eCooking at southcountyhealth.org)
- Childhood development and literacy (including our collaboration in the Healthy Bodies, Healthy Minds program, 4-H, student art displays, and the Reach Out & Read program)
- Behavioral health (including collaboration with The Providence Center, and in the Healthy Bodies, Healthy Minds program)
- The environment (including the Narrow River Preservation Society, Tunes on the Dunes, and Movies on the Beach)



- Health literacy and disease prevention for adults of all ages (our free evening lectures on diverse health topics offered across Washington County and beyond September through June, our free print and electronic newsletters, flu vaccination clinics, new moms' support group, workshops on maintaining physical balance and avoiding falls, and so much more).

## YOU INSPIRE US

The dedicated healthcare professionals, staff, and volunteers of SOUTH COUNTY HEALTH are honored by your trust. You inspire us to demonstrate our commitment to our Guiding Values every day. After all, it is Caring, Respect, Integrity, Collaboration, and Excellence that allow us to meet our mission to you—to help you improve, maintain, and safeguard your health.



Louis R. Giancola  
President & CEO

Eve T. Keenan, RN, Ed.D.  
Chairperson, Board of Trustees

Aaron Weisbord, MD  
President, Medical Staff

# RECOGNITION & ACCOLADES

## Orthopedics Center Quality Recognition



### **Blue Distinction Center for Knee and Hip Replacement**

Recognized by Blue Cross & Blue Shield of Rhode Island, a designation awarded to facilities demonstrating better care and overall outcomes for patients who have undergone knee or hip replacement surgery.



### **UnitedHealth Premium® Total Joint Replacement Specialty Center**

Designated in recognition of the quality care provided in its Orthopedics Center, the Hospital was given a three-star rating, the insurance company's highest designation.

## South County Hospital Quality Recognition



### **South County Hospital earns "A" safety rating for four consecutive years**

For the eighth consecutive biannual evaluation, South County Hospital has received an "A" Hospital Safety Score rating from The Leapfrog Group. It is the only hospital in Rhode Island to earn the "A" rating for four full years.



### **Five-star rating by HCAHPS**

South County Hospital was awarded a five-star rating by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), putting it in the top seven percent for Patient Satisfaction of those surveyed nationwide.



### **Top Performer on Key Quality Measures®**

South County Hospital was named Top Performer on Key Quality Measures by The Joint Commission, the leading accreditor of healthcare organizations in America. The Hospital is one of only three hospitals in the state to achieve this distinction.



### **Performance on Core Measures**

South County Hospital is among the top hospitals in the state for performance on core measures, standards for surgical care and for the treatment of heart attack, heart failure and community-acquired pneumonia. Core measures are universally used in assessing quality and are an indicator of top-quality, safe patient care.



### **American Heart Association's Get With The Guidelines® Program**

South County Hospital was the first hospital in the state recognized by the American Heart Association for participation in its Get With The Guidelines program. The program outlines standards of care for coronary artery disease and helps ensure continuous improvement in treatment and prevention of heart attacks.



### **American Nurses Association National Database of Nursing Quality Indicators®**

South County Hospital participates in the American Nurses Association National Database of Nursing Quality Indicators (NDNQI). The program provides opportunity for the ongoing collection of data necessary to assess and improve patients' quality of care.



### **NICHE (Nurses Improving Care for Healthsystem Elders)**

NICHE is the leading nurse-driven program designed to help hospitals improve the care of older adults. The vision of NICHE is for all patients 65 and over to be given sensitive and exemplary care. The program's mission is to provide principles and tools to stimulate a change in the culture of healthcare facilities to achieve patient-centered care for older adults.



### **Pathway to Excellence™**

South County Hospital was the first hospital in New England to achieve the prestigious Pathway to Excellence designation by the American Nurses Credentialing Center (ANCC). The Pathway to Excellence designation identifies the elements of work environments where nurses can flourish. The designation substantiates the professional satisfaction of nurses at South County Hospital and identifies it as one of the best places to work.



## South County Hospital Quality Recognition



### **South County Hospital recognized for stroke care**

South County Hospital has been recognized for its use of up-to-date, research-based treatment guidelines for stroke patients through the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke quality improvement program. A Gold Plus level recipient, South County Hospital is among 915 hospitals nationwide receiving a Get With The Guidelines-Stroke award this year. More than 1,700 hospitals received awards for their achievements in heart, stroke and resuscitation care.



### **Women's Choice Award® 2015-2017 – Obstetrics**

South County Hospital was one of only two hospitals in Rhode Island to receive a Women's Choice Award for outstanding care in obstetrics for 2015-2017. This designation is one of a kind and identifies the country's best healthcare institutions based on female patient satisfaction, clinical excellence, and what women say they want from a hospital.



### **Women's Choice Award 2015 – Stroke Care**

South County Hospital has been named a recipient of the Women's Choice Award as one of America's 50 Best Hospitals for Stroke Care. According to the American Heart Association (AHA) and American Stroke Association (ASA), stroke is the fifth leading cause of death in the US and the leading cause of adult disability. Every 40 seconds, someone will suffer a stroke, resulting in more than 795,000 annually affected, with more than 137,000 deaths. According to the AHA, one in three women will die of heart disease or stroke.



### **Providence Business News names South County Health one of its Healthiest Employers of 2016**

Providence Business News has named South County Health as one of the winners in its fourth annual Healthiest Employers recognition program. South County Health received the distinction of being number one in its category (500-1,499 employees) as well as achieving the fourth-highest score overall.





### **Wound Care Center Receives Center of Excellence and Center of Distinction Awards**

South County Health's Wound Care Center is one of only four centers in the country to receive both the Robert Warriner III, MD Center of Excellence 2014 Award as well as a Center of Distinction Award from Healogics, Inc. for six consecutive years.



### **Blue Distinction Center+ for Maternity Care**

A Blue Cross & Blue Shield of Rhode Island designation awarded to facilities recognized for their expertise and cost-efficiency in delivering specialty care.



### **South County Hospital has been accredited by the Commission on Cancer**

Accredited since 2000, South County Hospital now provides quality care to cancer patients in its modern, fully integrated Cancer Center.



*Pictured from L-R: IV nurses welcome the state-of-the-art infusion facilities in the new Cancer Center; babies Sophia and Catherine Wu don red caps in recognition of the American Heart Association's Little Hats, Big Hearts campaign.*

## New Ventures, Exceptional Care

*A note from J. Russell Corcoran, MD, Chief Medical Officer*



*“We are privileged to have such dedicated medical and ancillary staffs.”*

South County Health and South County Medical Group embarked on three new ventures in 2016.

In May 2016, we opened the Westerly Medical & Wellness Center. This facility brings our primary care physicians, urgent care physicians and ob/gyn providers to the Westerly area. It also has a modern multi-specialty suite that provides rotating care in cardiology, podiatry and pulmonary specialties. The facility offers radiology, mammography and laboratory access for our Westerly patients. To round out our services, we have Ortho Rhode Island South County, physical therapy, and South County Dermatology available, too. This facility is something we can all be very proud of.

At the end of August 2016, we opened our newly renovated Women & Newborn Care Unit and reaffirmed our commitment to care for our patients at every stage of life. The new modern OR for C-sections and the labor and delivery rooms enhance the patient and family experience. Our physicians, midwives and nursing staff provide excellent care to our patients from Washington County to eastern Connecticut and northern Rhode Island.

South County Health finished the year on a high note with the dedication and opening of our Cancer Center in November 2016. We are fortunate to have such a beautiful facility to provide high-quality care locally to cancer patients. This facility, coupled with our dedicated physicians, Drs. Smythe, Colvin and Rizack, and our nursing staff will serve our community well.

There are many challenges in the future of healthcare that are beyond our control, but we are privileged to have such dedicated medical and ancillary staffs to provide exceptional care for our community.



*From L-R: the new South County Health Medical & Wellness Center in Westerly; Dr. Andrew Neuhauser and Lori Kelley, CNM, with new parents and baby born at the all-new Women & Newborn Care Unit; and Dr. Gerald Colvin, Dr. Tina Rizack and Dr. James Smythe, medical oncologists at the new South County Health Cancer Center.*



## Offering Assistance and Compassion

*A note from Nadine Mollo McCauley, Manager, Volunteer Services Department*

The mission of every South County Health volunteer is to provide the highest level of support, assistance, and compassion to all patients, staff, and visitors. This year, our capacity to perform this role grew even more—but let the numbers tell the story:

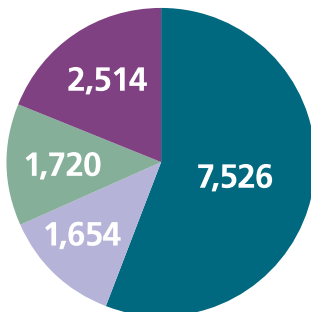
- 293 volunteers, including 101 students
- 33,607 total hours served during FY 2016

### Volunteers: a vital part of our team

Our volunteers come from all walks of life and make essential contributions in over 50 different areas of South County Health, including the following:

- Patient Information Desk
- Women & Newborn Care
- Inpatient Units
- Human Resources
- South County Surgical Supply
- South County Home Health
- Surgical Services
- Ambulatory Care Center
- Emergency Department
- Medical Records
- Dietary
- Marketing

### Patients Seen by Program



- Patient Experience Liaison
- Reiki Program
- Comfort Cart
- Pet Therapy



*Annual Fashion Show fundraiser is a highly anticipated event, drawing nearly 400 community members.*

### Patient Information Desk

The Patient Information Desk provides friendly assistance to patients and visitors, serves as the check-in desk for outpatient services, and provides transport to outpatient services.

- Over 6,500 patient inquiry calls
- Approximately 5,500 patients escorted
- Guided over 4,700 patients and visitors to way-finding assistance

### South County Hospital Auxiliary

Since 1976, the Auxiliary has raised more than \$1.5 million for Hospital services and equipment through fundraising events, including its Annual Fashion Show, and contributions from the Coffee and Gift Shops.

- In fiscal year 2016, the Gift Shop generated its highest profit in over 10 years at \$20,000.
- Coffee Shop volunteers have combined lifetime service hours of 40,000, the most of any area in the Hospital.

### New Programs!

- **Turndown Volunteers** support patients by providing comfort items.
- **Safety Volunteers** assist patients with fall prevention reminders.



## Creating a Better Place to Work

*A note from Maggie Thomas, AVP & Chief Human Resources Officer*

South County Health's Human Resources Department continues to refine its services and programs to help staff succeed at every stage and to make South County Health (SCH) a better place to work. A significant body of work focuses on bringing the SCH vision of "forging extraordinary connections that support health at every stage of life" home to our staff and families.

### **Local accolades for workplace health and wellness**

Local honors for our employee and workplace community initiatives include recognition for a third consecutive year in Providence Business News's Healthiest Employers of Rhode Island, including top honors in our employer size category in 2015 and 2016; an Exemplary Worksite Health Award from the Greater Providence Chamber of Commerce annually since 2008; The Governor's Award for Wellness Innovation in 2010; and a Distinguished Achievement in Wellness by the Governor of Rhode Island in 2009.

### **National recognition for *Well Beyond***

In 2016, for the first time, *Well Beyond*—SCH's wellness program for staff and their families—received national recognition at the Employer Healthcare & Benefits Congress in Washington, D.C. *Well Beyond* targets the following areas:

- Physical Activity: Including exercise, flexibility, recreation, and strength training.
- Nutrition: Achieving a healthy diet, understanding foods' nutritional and caloric contents, proper portions, and the body's nutritional and caloric needs. On-site wellness coaching is offered to assist staff and families with their goals. Staff and enrolled spouses may earn up to \$300 annually (each) in *Well Beyond* incentives.
- Preventative Care and Medical Risks: Knowing your numbers to maintain healthy blood pressure, BMI (Body Mass Index), HDL & Total Cholesterol.
- Resilience: Including work/life balance, sleep habits, and stress management.
- Financial Wellness: These programs recognize that a sense of financial security reduces stress and is important to overall well-being.
- Career Development: Recognizing the influence of career and doing something fulfilling to overall well-being. Career development programs support learning, professional excellence, and growth.

### **Recognizing contributions, rewarding success**

Human Resources continues to plan strategically to attract and recruit the best and brightest staff. Only those who meet the technical or clinical requirements of the positions and who are aligned with South County Health's guiding values of Caring, Respect, Integrity, Collaboration, and Excellence are offered employment at SCH. Through our Performance Management program, we strive to align individual efforts with SCH's strategic plan, recognize contributions, and reward success.

# 74

National ranking  
for *Well Beyond*  
wellness program

# 1,528

staff members  
at end of  
fiscal 2016



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## Nurturing professional excellence

We're proud to support staff in developing and refining their professional skills by providing the tools and resources they need to succeed.

In 2016, 23 staff members obtained national certifications in areas such as Emergency Nursing, Medical Surgical Nursing, Wound Care Nursing, Mammography, Tobacco Dependence, Medical Coding, and Lean Management. Staff must pass exams to demonstrate their knowledge of the discipline and then maintain certification going forward.

Many members of the SCH staff are taking advantage of our tuition reimbursement program. Currently, there are 74 staff members pursuing various degrees at the associate, bachelor, master, and doctoral levels. In 2016, the reimbursement program also assisted in helping many staff obtain national certifications, including Coding for Healthcare Professionals, Cancer Registry (CTR), Central Service Technician, Associate's in Risk Management, and Certification in Case Management.

In addition to the group of nurses independently pursuing BSNs through our tuition reimbursement benefit, SCH is also pleased to be supporting a cohort of RNs as they pursue their BSNs at the University of Rhode Island. These efforts to support nurses in their professional development are consistent with recommendations from the Institute of Medicine (IOM), which recommends that 80% of RNs hold BSNs by 2020.

According to the IOM, as hospital care becomes more complex, nurses must make critical decisions associated with care for sicker, frailer patients and work with sophisticated, life-saving technology, as well as act as primary care providers for the aging population who experience frequent acute care visits. Additionally, the focus on multi-disciplinary care teams means that nurses will be required to collaborate increasingly with professionals who hold master's and doctoral degrees.

## Fostering staff engagement

SCH recognized two new Staff Engagement Champions in 2016 in Terrie Nelle, HIM and Ellen Fales, ICU. The Staff Engagement Champion was developed about 10 years ago to recognize a deserving leader who has made an important impact on our organization and in the lives of staff. Such leaders demonstrate:

- A willingness to exert additional effort
- Energy and enthusiasm for their work
- Loyalty to the organization
- Pride in the organization and willingness to recommend it as a place to work and receive care
- Greater overall job satisfaction



117

staff members  
recognized in  
Galaxy of Stars



## Improving Care, Enhancing Safety

A note from Anne Schmidt, Vice President, Chief Nursing Officer, Patient Care Services

2016 was a year of note for strides that South County Hospital has taken in terms of improving patient care and both patient and workplace safety. Following are some of our most notable achievements.

# 99.7%

compliance  
(influenza  
immunization of  
healthcare workers)  
for 2016 influenza  
season

# 94%

of patients who  
needed immunizing  
had it completed  
during their  
hospital stay

### Patient care

- **Infection Prevention:** Continued support and education for a continually evolving Ebola management plan.
- **Intensive Care Unit:** Approaching the end of two years of participation and data collection for the ICU ABCDEF collaborative of which SCH was one of 60 ICUs nationwide accepted to participate. At the August 2016 meeting, SCH was recognized for sustained improvement in delirium assessment and mobility.
- **Outpatient Services:** Outpatient Anticoagulation Management Services were expanded into the Westerly Medical & Wellness Center.
- **Fit-Friendly Worksite:** American Heart Association Fit-Friendly Organization for 2016.
- **Diabetes Center:** American Diabetes Recognition for 2016.

### Safety

- **Antibiotic Stewardship:** SCH made a commitment to Antibiotic Stewardship by supporting the formation of an inter-professional committee. We joined the RI Department of Health Task Force in their focus on reducing inappropriate antibiotic use, and have formulated policies and procedures to guide surveillance and prescribing practices in an effort to eradicate Clostridium Difficile (*C. difficile*, or *C. diff*) bacterial infections.
- **Safe Patient Handling:** Achieved another great year with 3 percent of total workman's compensation claims due to injuries sustained during patient movement.
- **UV Light Disinfection System:** Investing in technology to enhance our environmental hygiene practices with a UV light disinfection system.

### Nursing Council Accomplishments

- Increased participation of staff nurses from 20 in 2015 to 60 in 2016 in all councils across South County Health.
- Clinical Performance Council launched first interdisciplinary council with representation from nursing, respiratory therapy, dietary, and pharmacy.
- Professional Development Council developed blood administration education material and competency validation process.
- Staff Satisfaction Council updated Daisy Award policy.
- Health Care Technology and Innovation Council launched new Shared Leadership website.



Hand hygiene compliance rate for inpatient care areas



Hand hygiene mean score from the Press Ganey survey

# 0

### Hospital Associated Infections (HAI)

- **Zero** central line associated blood stream infections (CLABSIs)
- Frost 1 has had **zero** catheter associated urinary tract infections (CAUTIs) for three consecutive years (FY2014, FY2015, and FY2016)
- ICU has had **zero** CAUTIs for two consecutive years (FY2015 and FY2016)
- C-section surgical site infections (SSI) – reduced by 87% (rate down to .48%)



## Creating a Culture Where Patient Safety is the Highest Priority

*A note from Elaine Desmarais, Vice President, Performance Improvement, Regulatory & Corporate Compliance*

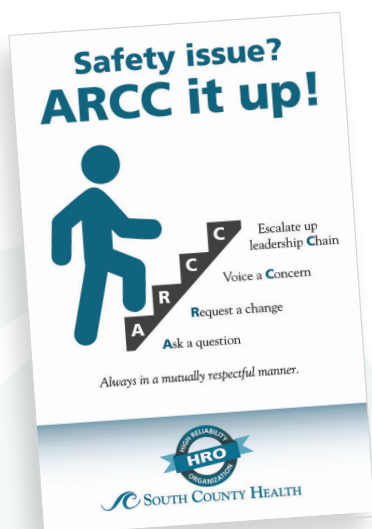
In October 2015, South County Health began its endeavor to become a High Reliability Organization (HRO), adopting the protocols and practices used in other high-risk industries to minimize unintended harm. For South County Health, this means getting things right each and every time, and creating a culture that promotes zero harm.

Senior leadership and medical staff have committed themselves and the organization to this endeavor, taking the first steps of this journey by participating in safety and operational excellence education to understand the culture of other HROs. In the months that followed, a diagnostic assessment of South County Health was conducted by a third-party evaluator to gain an understanding of our organizational culture.

As we continue to make progress in this journey, our goal is to achieve zero incidents of unintended harm, and place South County Health among those organizations that demonstrate operational excellence.

In fiscal year 2016, South County Health took the following steps toward becoming an HRO:

- Leadership “safety huddles” take place seven days a week where recent patient safety issues and concerns are discussed.
- Planning and design of the RI SAVES LIVES model was introduced to encourage those in the healthcare environment to use tactics that will result in zero harm.
- The Serious Safety Event Review Team, HRO Steering Committee (including executive leadership) and an HRO Implementation Team were established to develop HRO action plans.
- 27 volunteer trainers (21 staff and 6 medical staff) were recruited and certified by Healthcare Performance Improvement (HPI) to provide training to SCH staff.
- HRO Training began with the goal that 1,400+ staff members will complete classes between now and spring 2018. As of this writing, 180 staff members, including providers, have completed training.
- An HRO communications campaign is underway.





## Key Hospital Statistics

|   | FY 2016 | FY 2015 |
|---|---------|---------|
| Discharges (adult only)                 | 5,372   | 5,122   |
| Births (discharges)                     | 646     | 632     |
| Inpatient days                          | 17,059  | 16,371  |
| Average length of patient stay (days)   | 3.2     | 3.2     |
| Observation days                        | 2,551   | 2,471   |
| Outpatient surgery                      | 6,299   | 6,429   |
| OR Surgeries                            | 5,735   | 5,330   |
| Endoscopies                             | 2,933   | 3,084   |
| Emergency room visits (total)           | 27,074  | 27,212  |
| Urgent care visits                      | 14,877  | 11,529  |
| Outpatient visits                       | 212,970 | 194,246 |
| Physician office visits                 | 147,309 | 100,832 |
| Skilled nursing home care visits (SCHH) | 86,490  | 87,396  |



## New Medical Staff

Mary Ann Abney, APRM  
*Behavioral Health*

Bashar Bash, MD  
*Critical Care, Pulmonary,  
Sleep Medicine*

Lisa Borge, PA  
*Cardiology*

M. Sammy Bostaji, MD  
*Pulmonary / Critical Care*

Stephen Chabot, MD  
*Psychiatry*

Kaitlin Collins, RNP  
*Palliative Care*

Sarah Congleton, APRN  
*Palliative Care*

Angela DeRobertis, MD  
*Radiation Oncology*

Adam Durant, CRNA  
*Anesthesia*

Robert Kornas, MD  
*Hospitalist*

Elaine Lombardi-Wilk, DO  
*Urgent Care*

Jerald Froehner, MD  
*Anesthesia*

Curt Gramlich, MD  
*Anesthesia*

Rachel Guidera, APRN  
*Hospitalist*

David Interlini, PA  
*Urgent Care*

Andrew Lemoi, DPM  
*Podiatry*

Adam Levin, MD  
*Emergency Department*

Ian Madom, MD  
*Orthopedics – Spine Surgery*

Teresa Maine, NP  
*Urgent Care*

Kamran Manzoor, MD  
*Critical Care*

Natalia Marks, MD  
*Diagnostic Imaging*

Anthony Mechrefe, MD  
*Orthopedics*

Sidney P. Migliori, MD  
*Orthopedics*

Richard Miller, MD  
*Psychiatry, Behavioral Health*

Gautam Mirchandani, MD  
*Diagnostic Imaging*

Richard Morgera, MD  
*Hospitalist / Urgent Care*

Charlotte M. Moriarty,  
MD, PhD  
*Orthopedics – Primary Care  
Sports Medicine*

Paqui Motyl, MD  
*Urgent Care*

Mercedes Pacheco, MD  
*Palliative Care*

Alpen Patel, MD  
*Hospitalist (locum)*

Erin Pratt, PA  
*Orthopedics*

Kerry Rowe, MD  
*Emergency Medicine /  
Urgent Care*

Robin Schiappa, NP  
*Pediatrics, Nursery*

Anthony Selman, DO  
*Hospitalist*

Amy Sharron, RNP  
*Palliative Care*

Joan Spencer, APRN  
*Behavioral Health*

Anna Stevens, MD  
*Emergency Department*

Christine Stout, APRN  
*Orthopedics, Urgent Care*

Jared Trouve, MHS, PA-C  
*Orthopedics*

Felipe Vivas, MD  
*Hospitalist*

Kyle Wardle, APRN  
*Orthopedics*

### Resignations

Sami Abedin, MD  
Anna Bunch, NP  
Anita Chase, NP  
Louis Colavecchio, MD  
Lindsay Fink, PA  
Molly Fox, PA  
Judith Gilmore, MD  
Karen Grande, MD  
Mary Keszler, MD  
Patrick Koo, MD  
Stephen Korn, MD  
Paul Levinson, MD  
Christopher Sands, PA  
Warren Shepherd, MD  
Benjamin Simms, APRN  
Nancy Stein, MD  
Robert Wolf, MD

### Retirements

Ira Asher, MD  
John Barrett, DO  
John Caldarelli, MD  
Thomas Coghlin, MD

### Passings

Laurence Bouchard, DO  
Robert Conrad, MD

## Enhancing Care, Developing Caregivers

*A note from Mary Lou Rhodes, President and CEO*



South County Home Health continued to support the residents of Washington County for their home care needs in fiscal 2016. South County Home Health received a 5-star patient satisfaction rating from HHCAPS, placing us in the top 10 percent of home health agencies nationally.

Over the next decade, home health is sure to be an integral piece of the puzzle as the population ages and people choose to remain in their homes. That is why we continue to plan for the future by enhancing our clinical methods and developing our staff. In addition to putting patients at the center of all we do, we hold our staff to high standards. Over the past year, we made great strides in professional development among our staff.



*Cheryl Grelle, PT, assists Carolyn Cleary of Middletown after her total knee replacement surgery.*



*Carol Sarubbi, PT, works with patient James Neil Murphy of Narragansett at his home.*

- RN Certified Wound Care Specialist – recertified for over ten years
- RN Certified Ostomy Management Specialist – the only RN with this certification in Southern Rhode Island
- Six nurses are enrolled in the RN to BSN program
- Three interdisciplinary Chronic Disease Management trainers were recertified
- Eight new clinical staff were trained in Interdisciplinary Chronic Disease Management
- Two of our staff became certified as trainers in High Reliability Organizational training
- RN and Nutritionist certified in Diabetes Outpatient Management
- Speech therapists are certified in VITAL STIM, a swallowing therapy, and LOUD, an evidence-based technique for Parkinson's patients
- Occupational Therapist is certified in Lymphedema treatment
- Physical Therapist is certified in Vestibular therapy
- 13 PTs and OTs are certified in evidence-based BIG for treatment of Parkinson's disease
- Registered Nurse is certified in lactation
- The Community Health Nurse is certified as a facilitator for Living Well with Chronic Disease, Living Well with Chronic Pain and Living Well with Diabetes

We grew our telehealth program to 25 video telemedicine units. Patients who engaged in telemedicine visits saw the same quality of care as in-person visits and enjoyed the enhanced convenience it offers. Close to 100 patients have used the telehealth technology since January 2016; we hope to see this number increase in 2017.



**86,490**  
home visits in FY 2016



## Award-Winning Service and Care

*A note from Paul Desmarais, Manager, South County Surgical Supply*

South County Surgical Supply has seen continued growth in all areas of business during fiscal year 2016. We were awarded the Quality Respiratory Care Recognition from the American Association for Respiratory Care, a designation that underscores the strict safety and quality standards of our respiratory care services by certified respiratory therapists.

As a home medical supply leader in the state, South County Surgical Supply was tapped by the Rhode Island Department of Health and Human Services for advice for one of its cost-cutting programs. We were able to provide them with valuable information so that they could make informed decisions regarding quality and service.

South County Surgical Supply also was awarded a new Medicare contract to supply most respiratory items, including continuous positive airway pressure devices for sleep apnea, and durable medical equipment for the next three years. We're now offering the latest advancements in sleep apnea treatment—state-of-the-art equipment that monitors patients remotely and records breathing patterns in real-time.

My thanks to the dedicated South County Surgical Supply staff who deliver exceptional service and care.



The Quality Respiratory Center Recognition (QRCR) program was started by the American Association for Respiratory Care (AARC) in 2003 to help consumers make informed choices about their healthcare and identify those facilities using qualified respiratory therapists to provide respiratory care. QRCR designees ensure patient safety by agreeing to adhere to a strict set of criteria governing their respiratory care services.



South County Surgical Supply is accredited by The Joint Commission.



## Coordinating Care for a Healthy Community

*A note from Russ Corcoran, MD, President, South County Medical Group*

South County Medical Group continued its growth in the past year. We have added Dr. Elaine Wilk in Urgent Care, Dr. Carol Vincent in Surgery, Dr. M. Sammy Bostaji in Pulmonary and Dr. Tina Rizack in Hematology/Oncology. This expands the care that we can provide to our community.

In January of 2016, our partnership with Integra and Rhode Island Primary Care Physicians Corporation (RIPCPC) began to share risk and coordinate care for our patients. This arrangement will help us continue to advance the care of our patients and the Medical Home model that we have worked on for the past eight years.

The medical group faces challenges in the future. We have strengthened our governance structure and provided leadership education to meet these changes as they arise. Extensive work has been performed to control costs and improve productivity. In the long term, this will ensure the sustainability of this important part of South County Health.



### Locations

Charlestown  
East Greenwich  
Wakefield  
Westerly

### Comprehensive Care

- Behavioral Health
- Cardiology
- Endocrinology
- General Surgery
- Hospitalists
- Infectious Disease
- Nephrology & Hypertension
- Obstetrics/Gynecology
- Oncology/Hematology
- Podiatry
- Primary Care (Family Medicine & Internal Medicine)
- Pulmonology
- Urgent/Walk-in Care
- Wound Care



## SOUTH COUNTY MEDICAL GROUP

*Part of South County Health*

### SCMG At A Glance

- 16 Practices
- 2 Urgent Care Facilities
- 48 Physicians
- 16 Mid-Level Providers

## New Milestones, Generous Support

*A note from Claudia Swain, Vice President of Development*



This year marked a significant milestone for South County Health. The newly renovated South County Health Cancer Center was made possible thanks to our generous donors who helped us exceed our fundraising goal of \$6.5 million.

November 21, 2016 marked the official opening of the South County Health Cancer Center. An evening reception on November 17, 2016 featured keynote speaker Laura Adams, president & CEO of Rhode Island Quality Institute. She spoke about the importance of having resources, such as access to quality cancer care services, in your backyard.

The Patient & Family Advisory Council on Cancer Care—formed to enhance cancer care services at South County Health—was integral to the design and opening of the Center. Their feedback helped further develop the Center by adding essential resources such as Reiki, massage therapy, guided imagery, acupuncture, pet therapy, and more, all of which support patients during treatment and recovery.

During the months of December and January, the South County Health Cancer Center saw thousands of cancer patients. There were more than 1,000 infusion visits and more than 1,300 medical oncology visits.

As the Cancer Center underwent renovations, the Hospital's Women & Newborn Care Unit was also updated. Upgrades to the unit have already enhanced obstetrical care for a host of women and their families. The modern, state-of-the-art unit now includes two additional Labor-Delivery-Postpartum-Recovery suites (bringing the total to 11), a new heating, ventilation, and air conditioning system, a relocated nurses' station for better visibility of patients and visitors, and operating room upgrades.

I want to thank you for putting your trust in South County Health and its staff and medical professionals. We are humbled by the outpouring of unwavering support, and by your confidence in us to provide expert care to those closest to you.

1,000+

infusion visits to  
our Cancer Center  
in first two months

1,300+

medical oncology  
visits to our  
Cancer Center  
in first two months



Over 200 people attended the reception for the opening of the Cancer Center. Pictured from L-R: Matt Callaghan, cancer survivor and Patient and Family Advisory Council on Cancer Care member and guests; attendee testing out new infusion chair; Claudia Swain, Vice President of Development, Laura Adams, breast cancer survivor and founder of the Rhode Island Quality Institute, Dr. Gerald Colvin, oncologist, and Lou Giancola, President and CEO of South County Health; Laura Adams delivering the keynote address for the evening.

# COMMUNITY OUTREACH



## Forging Connections That Support Health at Every Stage of Life

*A note from Martha Murphy, Manager, Marketing and Communications*

From free evening lectures to day-long educational events, health screenings to financial sponsorship of diverse organizations and activities across Washington County, South County Health is grateful to be able to play an important role in the health of the community we serve by connecting with folks well beyond the walls of the Hospital.

We do that by offering free evening lectures on a range of topics intended to educate and empower you to improve and safeguard your health. Throughout the year at convenient locations from Westerly to East Greenwich and beyond, our providers give presentations on the causes, treatments, and prevention of heart disease, diabetes, stroke, sleep apnea, Lyme disease, colon cancer, and *many* other important subjects that affect your health and longevity. Day-long and half-day events such as Women's Wellness Day, Men's Health Night, and Gardening Is Good for You are perennial favorites.

We also offer our financial support to many community organizations in their efforts to make South County a healthier place. Whether that means sponsoring a 5k race or healthful-cooking-on-a-budget classes; supporting preservation of the Narrow River ecosystem or distribution of brand-new, age-appropriate books to children via pediatrician offices, we are always happy to help promote environments where individuals of all ages can thrive.

These activities reflect our Vision: *To forge extraordinary connections with our community that support health at every stage of life.* Thanks for joining us in that endeavor.

*From top to bottom: April Silvestro, certified diabetes nurse educator, speaks with an attendee after her lecture at Women's Wellness Day; Elizabeth Sulock and baby Abigail attend a New Moms' Support Group meeting at the Hospital; Lou Giancola, President and CEO, talks with Congressman James Langevin and Senator Sheldon Whitehouse at the opening of the Medical & Wellness Center in Westerly.*



*From L-R: The winners of the 2017 South County Health Calendar photography contest at the annual reception; Good Morning America's Tory Johnson giving the keynote address at this year's Women's Wellness Day; The Chorus of Westerly performs at the Celebration of Lights, an event that raised funds to benefit cancer services at South County Hospital.*



## Building a Solid Foundation for a Healthy Community

*A note from Thomas Breen, Chief Financial Officer*

I am pleased to report that South County Health (SCH) achieved a positive operating margin for the sixth consecutive year.

During fiscal year 2016, South County Health completed three major strategic initiatives, including:

- Renovation of the first floor of the Hospital's Read Wing to support a new Cancer Center
- Renovation of the second floor of the Hospital's Read Wing to create a modern Women & Newborn Care Unit, supporting the services offered through the Center for Women's Health
- Completion of the new Medical & Wellness Center in Westerly

South County Health was able to finance these initiatives with community support and operating funds that were reserved during the previous five years. Importantly, the organization did not incur any new debt to support these initiatives. These projects build a solid foundation for South County Health to continue to meet the needs of the southern Rhode Island community well into the future.

Further, SCH continues to maintain positive financial performance and a strong balance sheet.

*“SCH continues to maintain positive financial performance.”*

### South County Health Endowment & Affiliates 2016 Annual Report

Financial Highlights ~ Full consolidated per audited statements ~(000s omitted)

|                                  | FY 2016      | FY 2015      |
|----------------------------------|--------------|--------------|
| Total Operating Revenues         | \$ 179,817   | \$ 166,330   |
| Total Operating Expenses         | \$ 177,043   | \$ 162,269   |
| <b>Income from operations</b>    | <b>2,774</b> | <b>4,061</b> |
| Investment income (loss)         | (614)        | (199)        |
| Loss on extinguishment of debt   | –            | (1,464)      |
| Excess of revenues over expenses | \$ 2,160     | \$ 2,398     |
| <b>Operating Margin</b>          | <b>1.5%</b>  | <b>2.4%</b>  |
| Excess Margin                    | 1.2%         | 1.4%         |



## South County Health Circle of Care

Thanks to the support of our Circle of Care donors, South County Health can maintain the tradition of excellence that has become our hallmark. We are profoundly grateful to the generous individuals and foundations listed below that have helped us fulfill our commitment to continuous quality improvement. These gifts reflect contributions of \$1,000 or more to our Annual Fund from January 1, 2016 to December 31, 2016.

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*Some of the guests at the 2016 Circle of Care thank you event.*

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*“I donate to South County Health in memory of my dad,  
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 he received over his lifetime. I want to help  
 support the hospital’s growth and excellence in care.”*

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*We have made every effort to be accurate with  
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Our sincere thanks to all of our contributors for their generous donations in 2016.

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*Edmund Dwyer, Exalted Ruler of the Elks Lodge in South Kingstown, presented Mary Lou Rhodes, President & CEO of South County Home Health, with a check for \$1,560 to purchase new telemedicine units.*



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