



# FINANCIAL

July-September 2019



**Financials:** The most current financial results for Newberry County Memorial Hospital have been presented in the Chief Financial Officer Report and discussed at the Finance Committee of the Board of Trustees. If you have any questions that you feel need further clarification, please talk to the Chief Executive Officer, Bruce Baldwin or Chief Financial Officer, Bob Hetrick. They will be happy to address any questions you may have.



# PEOPLE

July-September 2019



**Welcome New Employees!**

Monet J. Pullen, Speech Language Pathologist  
Dina H. McCormack, RRT  
Angel L. Butler, Security Officer  
Christian K. McKean; OR Aide  
Te'Erica S. Wallace; Food Service Worker  
Markela F. Cook; Registrar  
Zoiee A. Jamison; Rehab Aide  
Amanda Wall, RN, New Beginnings

Ashley F. Wright; RN-ER  
Jennifer R. Glover; Outpatient Registrar  
Patrick M. Varnadore; Registrar  
Dana H. Long; RT  
Irene Davis; CNA-Med/Surg  
Jasmine N. Jefferson; Rehab Aide



**Employees of the Quarter Awards.** In July, we recognized our Employees of the Quarter for the 2<sup>nd</sup> Quarter of the calendar year. Congrats to all!

**Non-Clinical: Odester Sims, Dietary**

*I would like to nominate Ms. Odester in Dietary for an award. She is always smiling and willing to go over and beyond for all employees in the lunch line, to have their food exactly as they have asked. She goes over and beyond and to do more than "just her job." I am so proud to have her working here at NCMH and would love her to be recognized. We need more smiles like hers!*



**Clinical Support/Ancillary: Danielle Shields, Lab**

*I would like to have Danielle Shields considered for Employee of the Quarter. I have worked here with Danielle for 10 years and I know she has been here a good deal longer than that. She consistently goes out of her way to mentor and help new employees. She is fantastic with students who come in to get exposure and clinical hours. She has continuously been part of the backbone of the lab and I feel because she is hidden away in her department that others don't notice how much we depend on her. She is the go to for the floor physicians when they need insight on antibiotic selection. When the day's workload is getting the best of us, she steps in to put out fires. She is one of the few people in the department who will assist someone else no matter how hectic her own workload is at that moment. Her customer service and patient interaction are always most professional and caring. She has willingly taken on extra projects with a smile. There are so many things I could go on and on about. Some staff that aren't always "seen" daily are the walking definition of what EXCEPTIONAL employees are. She is one of them. She brings a wealth of knowledge and I highly respect her as a team member. I think it's time she gets recognition in which is fully deserved.*



**Nursing: Melissa Barbare, RN, New Beginning's**



*We would like to nominate Melissa Barbare, RN from OB for this honor. Melissa is always willing to come help out and always with a smiling face. She is very skilled in nursing and a natural in our department. Please consider Melissa for this award. She is very deserving.*





**New Beginning's Honors and Remembers Kathy Stroud.** As we continue to try to heal from the sudden loss of Kathy Stroud, the staff of the New Beginning's Department honors and remembers her with the dedication of a lamp. The lamp illuminates the bench that the Volunteer Department provided in remembrance of Kathy's Mom. Two wonderful people who we will continue to hold in our hearts.



**Betty McDuffie, RN, BSN...Receives 2nd Quarter (Calendar Year) DAISY Award!** Betty is part of our night shift ICU team. One of her co-workers, Sharon (Shine) Ringer, nominated her for the award. Congratulations Betty! Thank you Shine for taking the time to nominate Betty.



### *Betty McDuffie, RN, BSN*

*I have worked with Betty McDuffie for many years. When I started working in ICU, Betty was one of the nurses that worked night shift. I came to ICU as a TECH while going to nursing school. She not only helped to teach me nursing skills, but she also taught me Life skills. Betty, like myself, had a family with a husband and children while pursuing her nursing career. With her as one of my role models, I was able to complete my 2-year degree in 5 years with a husband, 3 children and a full time job. Betty did it with a husband, 5 children and a job.*

*I received my RN in 1996 and Betty was my preceptor. My first patient was very critical, but Betty was at my side the whole way. We had called in 2 MD's to assist that night, but with all our efforts, the patient did not make it. I had to make that call to the family. Another time that she not only taught me nursing skills, but she taught me life skills.*

*Betty continued her nursing education to earn another degree and used her skills in the classroom to teach nursing students. She also worked some time as a Hospice Nurse. All the time she continued working at NCMH full time. Her passion for caring made an impact on me as her co-worker and her friend. I have witnessed Betty's compassionate care along with her medical knowledge not only for her patients, but also for her fellow staff. She has filled in in many areas over the years here at NCMH whenever asked to. There is not one specific situation or story that demonstrates how this nurse made a meaningful difference in caring for me as a new nurse or through the years working at her side as her peer and fellow RN. I just know that I have been blessed in many ways to have her there with me taking care of the people in our community.*

*I feel the DAISY Award is a wonderful way to say Thank You and to recognize Betty McDuffie, RN, as one of the night shift that is not seen by everyone often but, is there doing something she cares so much about and making a difference in so many lives.*

*Sharon (Shine) Ringer*



Meg Davis, CNO, presenting the award to Betty

Betty and Shine

L-R Meg, Betty, Shine & Kay Traylor, Director of Inpatient Services



**Newberry Hospital Board of Trustee Recognition and Retirement.** The June 25, 2019, Board of Trustees Meeting was full of celebration and thanks.

Barry Richardson, Chairman of the Board of Trustees and Bruce Baldwin, CEO, presented Service Awards to the following:



Beth Bozard, 5 Years of Service



Dr. Jerry Alewine, 5 Years of Service



Bob Burch, 5 Years of Service



John Pugh, 10 Years of Service

**At the June meeting, Ms. Harriett Wells-Kegler retired** from the board after serving 18 years. Bruce Baldwin and Barry Richardson thanked her for her time and for all of the support she provided to Newberry Hospital during her years of service. Ms. Harriett thanked the board and leadership and wished the hospital the best. She will definitely be missed.



Also during our June 25 meeting, Bruce Baldwin presented Barry Richardson with a plaque thanking him for his leadership as the Chairman of the Board of Trustees for the past two years. This completed his term as Chairman of the Board. He will continue to serve on the board as a trustee.

## Board of Trustee Recognition Continued...

At the July 23, 2019, Board of Trustees meeting, Dr. Jerry Alewine, our 2020 Chairman of the Board and Bruce Baldwin, presented Dr. Alan Paysinger with a Service Award for 10 years of service.



## Highlighting Some of Our Exceptional Staff...



Pictured left to right are Chelsea, Mackenzie and Ashley, who spent their vacation and raised their own money, to travel to Honduras to care for those who otherwise might not receive healthcare. This was Ashley's 8th trip, Mackenzie's 3rd trip and Chelsea's 1st trip. They treated 1280 patients in 5 days for numerous conditions including parasites, pneumonia and sepsis. They even pulled 203 teeth. They were part of a team of 14 from the United States and their group was very impressed that three of them came from Newberry, South Carolina. They are already making plans to return again next year. Thank you Chelsea, Mackenzie and Ashley for all you give!

We have many of our staff who give generously of themselves. We would love to hear from others of our staff, about similar stories. Please contact Brenda Williams at 405.7425 to share.

## Celebrating our 2019 Junior Volunteers...we had 29 students who participated in this year's program. Some were able to participate in both summer sessions.



Our 2019 Junior Volunteers



Bruce Baldwin and Angela Bowers addressing the Junior Volunteers and their families



# Quality

July-September 2019

## Do You Know Our Compliance Team?



Olivia Arnoult, RN, BSN  
Compliance Officer  
Ext. 7442



Gena Driggers  
Security Officer  
Ext. 7510



Susie Myers  
Privacy Officer  
Ext. 7527

## Sharing Concerns...

Any employee, patient, family member or medical staff member who has concerns/ complaints about the safety or quality of care provided at Newberry County Memorial Hospital may report these concerns to:

- ❖ Compliance Hotline:
  - 1-800-273-8452
- ❖ The Joint Commission:
  - At [www.jointcommission.org](http://www.jointcommission.org), using the "Report a Patient Safety Event" link in the "Action Center" on the home page
  - Fax to: 630-792-5636
  - Mail to: Office of Quality and Patient Safety  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, IL 60181
- ❖ DHEC Health Licensing:
  - 1-800-545-4370
  - Mail to: 2600 Bull Street  
Columbia, SC 29201
- ❖ Medicare Complaint Hotline:
  - 1-800-MEDICARE (633-4227)

The hospital will take no disciplinary action against an employee or medical staff member who reports safety or quality of care concerns.

Please Note: It is encouraged that the issue be brought to the attention of your supervisor or our Risk Manager first.

Revised July 2018



## Emergency Department (ED)...Left Without Treatment (LWOT)

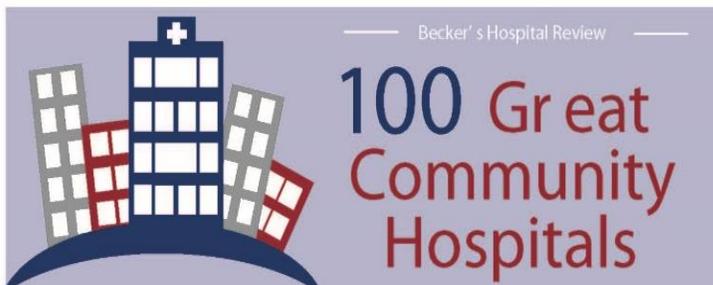
Our Emergency Department staff continue to work hard to keep our LWOT extremely low. For June the percentage of LWOT was 1.0% (18 patients). The volumes coming through the ED for June dropped off slightly.



## Awards...

Exceptional care means having the best people, using advanced technology and setting the highest standards. Our quality, safety and patient expectation awards point to the work of having the best physicians and staff, along with the collaborative leadership of our Board of Trustees and Administration. Our recent awards include the following:

- **Recipient of the Healthgrades Outstanding Patient Experience Award™ for 4 Years in a Row (2016-2019)**
- **Named Among the Top 5% in the Nation for Outstanding Patient Experience for 2 years (2018 & 2019)**
- **Named Among the Top 10% in the Nation for Outstanding Patient Experience for 4 years (2016-2019)**



One of 2 Hospitals in South Carolina to receive the 2019, award that recognizes small independent community hospitals as well as facilities affiliated with large health systems (550 beds or less). Hospitals are selected based on several outside rankings and rating organizations (i.e. Healthgrades, CMS, etc.).

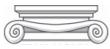
- **One of 4 Hospitals in South Carolina to Receive Top Marks on Patients' HCAHPS Surveys in the Category of Nurse Communication**

- **Named Among the Top 10% in the Nation for Joint Replacement for 7 Years in a Row (2013-2019) by Healthgrades™**
- **Healthgrades Joint Replacement Excellence Award™ for 7 Years in a Row (2013-2019)**
- **Healthgrades™ Five-Star Recipient for Total Knee Replacement for 8 Years in a Row (2012-2019)**
- **Healthgrades™ Five-Star Recipient for Hip Fracture Treatment 5 years in a row (2015-2019)**
- **Five-Star Recipient for Total Hip Replacement in 2019**



## Certified Zero Harm

- **Zero C. Difficile Infections: Hospital Wide – 18 Months**
- **Zero Surgical Site Infections: Hip Replacement – 18 Months**
- **Zero Surgical Site Infections: Abdominal Hysterectomy – 58 Months**
- **Zero Surgical Site Infections: Colon Surgery – 30 Months**
- **Zero Surgical Site Infections: Knee Replacements – 48 Months**
- **Zero Control Line Associated Bloodstream Infections – ICU – 42 Months**



Thornton Kirby, President and CEO of the South Carolina Hospital Association presented the Newberry Hospital Board of Trustees with six Zero Harm Awards.



L-R Front Row: Joe Trainor, Candace Frick, Beth Bozard, Dr. Becky White, Bruce Baldwin, George Oxner, Mattie Dillon, Thornton Kirby. L-R Back Row: Sean Pomeroy, Frank Senn, John Pugh, Barry Richardson, Meg Davis, Dr. Alan Paysinger, Doriece McMorris, Bob Burch and Harriet Wells-Kegler

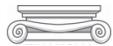
SCHA launched their Zero Harm Awards in 2013 after years of supporting South Carolina hospitals, which were already on the forefront of preventing medical errors, which by some estimates is the third leading cause of death in the United States, with an economic impact that could reach 1 trillion dollars annually. Thanks to a collaboration with The Duke Endowment and The Joint Commission Center for Transforming Health, South Carolina hospitals were united in a statewide effort to create a culture of high reliability and reduce harm in our facilities by implementing robust, evidence-based practices that are making a positive impact on patients and the safety and quality of care.

In 2018, SCHA introduced two new eligible harm areas for awards, Clostridium Difficile (C.Diff) and Methicillin-resistant Staphylococcus aureus (MRSA), two other common areas of infection, which our hospitals have been systematically eliminating inside their walls. With the edition of these two new awards, Newberry Hospital increased our number of awards earned to six.



# Service

July-September 2019



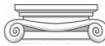
## Welcome Dr. Chelsea McCoy!

Dr. McCoy joined Dr. Bradberry, Dr. Davis, Dr. Paysinger and Emily Livingston, FNP, on August 1. Dr. McCoy hails from Pickens, South Carolina.

Dr. McCoy attended Limestone College in Gaffney, South Carolina where she was a two sport athlete and graduated with her Bachelors of Science Degree in Biology with Honors. She then attended medical school at Edward Via College of Osteopathic Medicine in Spartanburg, South Carolina, where she graduated with her Doctorate in Osteopathic Medicine. During her third year of medical school she spent rotations in Newberry and Columbia, which first introduced her to the city of Newberry. Her residency match then took her to the Corpus Christi Medical Center Internal Medicine Residency Program where she was elected Chief Resident her final year.

After graduation, she knew she wanted to return to her small-town roots and Newberry was a perfect fit. She and her husband Kevin are excited to begin their next adventure and make Newberry their new home.



 **Welcome Physicians Footcare Podiatry Group!** The Columbia, South Carolina, based group has opened their office at 2032 Medical Park Drive, #2, across from the Internal Medicine Practice. Dr. Harold Cook will be providing services on a full-time basis at the Newberry Office.

 **Blood Connection...next blood drive is scheduled for Tuesday, September 10, 2019,** and will be held in the dining room, 2:30 p.m. until 7:00 p.m. Thanks to the donors who graciously gave during our July 2019 drive. Remember, one blood donation can give up to 3 people a fighting chance at life. Please come out and support!

## “Staff Shout Outs – How It Works”



Staff self-report “good catches” by either email or by phone, to Meg Davis. “Good Catches” help departments improve processes or decrease potential errors or harm to the patient. Congratulations to the following employees for submitting “Good Catches” during the months of

### April – June

Becky Bailey, Med/Surg  
Jamie Bostic, Pharmacy  
Kim Crone, Rehab  
Tami Gilliam, Med/Surg  
Betty Moore, Environmental Services  
Kate Roper, Physical Therapy

Kimberly Smith, Med/Surg  
Ashley Storey, Med/Surg  
Deb Trinidad, Pharmacy  
Cathy Troutman, Lab  
Jennifer Winnington, ED



**FOR EXTRAORDINARY NURSES**

**IN MEMORY OF J. PATRICK BARNES**

An international program that honors the compassionate care and clinical excellence our nurses bring to their patients every day. Throughout the year, you can thank a nurse with a nomination for The DAISY (Diseases Attacking the Immune SYstem) Award. **Nominations may be made by anyone who has interacted with a nurse, i.e. staff, patients, family members, volunteers, physicians.**

Forms are on the Intranet (NCMH Forms-left side of screen), Internet, in Administration and throughout the hospital.



Recognition for a fellow employee whom you feel went the extra mile.

Forms are available through our Department Directors, in Administration and on the Intranet (NCMH Forms-left side of screen).



### **Applause Award**

At Newberry Hospital, we are always striving to be the best hospital possible. We want to applaud **any** employee who has gone above and beyond his or her regular duties to satisfy our patients and their family and exceeded expectations.

Forms are available in the patient packets and throughout the hospital.

## Celebrating Our Staff!

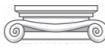
On Sunday, August 25, 2019, we celebrated 50 years of service to Newberry Hospital with June Nelson. June started her career with the hospital in what is now called “the old hospital.” She shared stories from her time at the old hospital and said things have definitely changed in healthcare over the years. It is not very often in today’s time that you see someone work at the same facility, with no break, for this many years. Thank you June! We also want to thank Tina Hipp for all she did to make this such a special day for June.



### Save the Date

Chapin Labor Day Festival  
 Springfield Place/Newberry Hospital Health Fair  
 Oktoberfest  
 Newberry Hospital Foundation’s Golf Tournament

September 2, 2019  
 September 28, 2019  
 October 5, 2019  
 October 17, 2019

 **Workplace Violence Campaign.** Over the next few weeks you will be hearing more about the Workplace Violence Campaign. The South Carolina Hospital Association is working on an initiative to provide stronger laws in our State addressing the safety of our healthcare workers. We have formed a committee here at Newberry Hospital to help us create policies and reporting tools. They will also help disseminate information. Below are just some of the members of this committee. Stay tuned for more information about this very important initiative.

