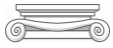




FINANCIAL

March 2018 – May 2018

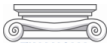


Financials: The most current financial results for Newberry County Memorial Hospital have been presented in the Chief Financial Officer Report and discussed at the Finance Committee of the Board of Trustees. If you have any questions that you feel need further clarification, please talk to the Chief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



PEOPLE

March 2018 – May 2018



Welcome New Employees!



March 6, 2018

Left to Right: Jeffery Mittler, RT/CT; Lisa Johnson, Front Desk Coordinator Rehab/Wellness; Cheryl Harrington, Volunteer, Tahlisha Pearson, Surgical Tech; Sabrina Taylor, ER Registrar; Megan Deason, CNA Med/Surg; Kim Watson, PFS; Janee Dixon, PFS; Not pictured: Rosa Tobe, Hostess



April 3, 2018


Left to Right: Shea West, Echo/Vasc Sonographer; Cassie Frick, ED Tech; Malorie Tummons, CAN-Med/Surg; Marietta Servidio, Registrar; Laura McWatters, RN-OR; Leah McCullough, OR Aide. Not pictured: Eessaa Gregg, Environmental Services; Wendy Goff, RN-ER; Jason Hightower, Environmental Services; Kristen Parker, Pharmacy Tech; Taylor Williams, Rehab Aide; Taylor Williams: Rehab Aide; Patrick Varnadore, Registrar; Christopher Traylor, Rehab Aide.

May 1, 2018



Left to Right: Dale Jones, Environmental Services; Ryan Webb, Radiology Tech; Ferris Threatt, Patient Access Manager; Shameka Baxter, Hostess; Debra Lipscomb, Volunteer; Vernessa Culcleasure, Centralized Scheduling Representative; Kenneth Wheeler, Environmental Services; Karen Mayers, Environmental Services; Daniel Bliesner, Physical Therapy Assistant; Ayanna Smith, Speech Language Pathologist.

Please Welcome All of Our New Team Members!

 **Boys Farm ½ Marathon/5K Event...March 10, 2018.** Thank you to Stephanie Padgett with our Wellness Center for working with Cadie Bodie with the Boys Farm to plan and execute the Newberry ½ Marathon/5K event on March 10. A wonderful community event. Thank you to staff and physicians (Dr. Bayuk and Dr. Logging-not pictured) who came out and supported the event.





The 2018 Newberry Hospital Employee Campaign took place the week of March 12-16.

Thank you to all who participated and supported the Newberry Hospital Foundation this year. We are Pleased to announce that our employees pledged \$25,815 for this campaign. We were able to immediately fund the first four items on the Department Request list: Heated High Flow Nasal Cannula for Respiratory Therapy; FITMi (Stroke Rehab System) for Occupational Rehab; Led Apron & Thyroid Collar for Diagnostic Imaging; and Refrigerator for Patient Snacks/Yogurt for Med/Surg. The last item, Stools for the Laboratory, has been approved for funding. All of these items, along with other hospital projects, are made possible because of the gifts from our employees. We have the best employees! Thank you!



Congratulations to our grand prize drawing winners:

- \$20 Walmart Gift Card – Jessica Draeger – Outpatient Registration
- \$25 Walmart Gift Card - Missy James – Wound Care
- \$50 Cabana Gift Card – Laura Riddle – Med/Surg
- \$50 HoneyBaked Ham Gift Card – Tara Price – Health Information Management
- 8 Hours of PTO - Kimberly Chapman – Med/Surg
- 2 Biltmore Tickets - Edna Henderson – Operating Room
- Lowe’s Gas/Charcoal Grill - Barbara Praylow – Environmental Services



Physician of the Year...March 29, 2018.



This year we celebrated “Doctor’s Day” on March 29 instead of the actual date of March 30, because the date fell on Good Friday and many of the physician practices were not open.

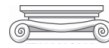
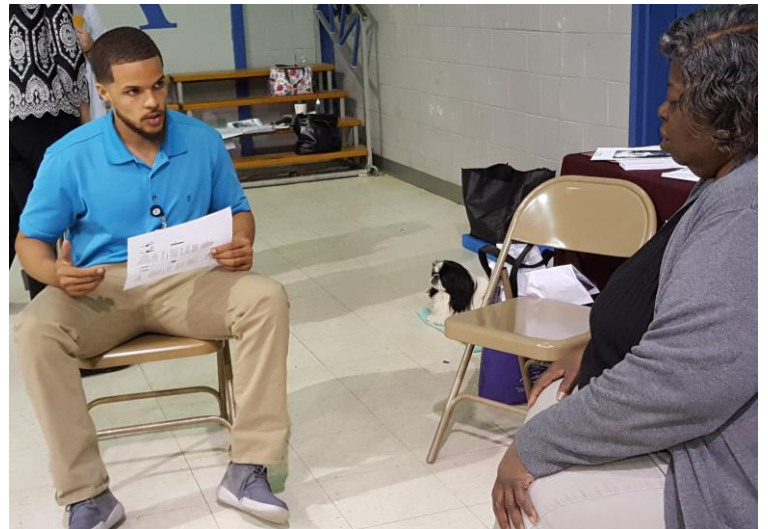
A very special thank you to all of our Physicians! Congratulations to our Physician of the Year for 2018, Dr. Conrad Manayan, with our General Surgical Services. The Physician of the Year is selected by our employees.

We also thank our Board of Trustee Members who came out to help us celebrate our physicians!





Senior Expo, April 4, 2018. Thank you Kay Traylor, Rhonda Perrell, Stephanie Padgett, Ben Pratt and Tammy Bodie for participating in the event. Great turnout and greatly appreciated by the community. Prosperity Drug was our neighbor!



Gideon's' provide gifts to our nursing staff....April 6, 2018.



On April 6, 2018, the Gideon's dropped gifts off for our Nursing Staff...just to say thank you for all our nurses do for our community.

We would like to thank the Gideon's for this wonderful surprise/gift.



On April 18, 2018, we Celebrated and Thanked our Volunteers at the annual luncheon held in their honor. The recognition was 'buzzing' with excitement and activities as we celebrated our In-house Volunteers, Community Volunteers and our Chaplains.





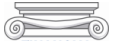
Vivian Kesler receiving her Lifetime Achievement Award for more than 4000 hours of service



Vivian Kesler pictured with her daughter granddaughter, Lib and Elaine



Thank you to all of our Volunteers and thank you for being part of the Newberry Hospital Team!

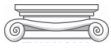


Friends of the Foundation Dinner...April 20, 2018...toured the world!

Another great fundraiser for Newberry Hospital. The weather was perfect. We have heard nothing but great things about this year's event. Everyone loved the International theme and thought the food and the layout were amazing. Thank you Metz Culinary for catering!

It looks like we are going to net approximately \$17,000 from this year's event (we still have funds coming in, so should have a total soon). A very special thank you to the Foundation Board of Directors for all of their hard work. Laurel Gustafson did an amazing job with the decorations! Also, thank you to all of the Newberry Hospital staff who volunteered their time to help out with the event and those that attended the event. Thanks to Willie Morris, Agnes Routon and Barbara Hazel who are previous Foundation Board Members who continue to support the Foundation and Hospital. Thanks to Bob Partridge for all of his fundraising. It takes a team to be successful and we have a great team!





Dual Celebration...Hospital Week and Nurses Week! The week of May 6-12 was a busy time for Newberry Hospital with Hospital Week and Nurses Week happening at the same time. We thank all of our Nurses and Employees for all they do every day to provide exceptional care to our patient and their families.

On Tuesday, May 8, we honored our employees with 20, 25, 35, and 45 years of service at a luncheon held at Steven W's Restaurant.

45 Yrs. of Services

Angela Livingston

35 Yrs. of Service

Erica Caldwell

25 Yrs. of Service

Tina Hipp
Brenda Turner

20 Yrs. of Service

Patricia Goodman
Leslie Koon
Lisa Williams



Employees with 5, 10 and 15 years of service were honored at a reception held in the dining room the afternoon of May 9. Just a few of our dedicated employees:





Tami Gilliam (15)
 Patricia Ann Wilson (15)
 Gloria Sims (15)
 Kathy Prather (10)
 Casey Ruff (10)
 Pamela S. Arrowood (5)
 Lindsay Brehmer (5)
 Jonathan Lawing (5)
 Sally Burnett (5)
 Stacie Martin (10)
 Meagan Bouknight (5)
 Tracey Worley (5)

Amy Patterson (5)
 Heather Hall (5)
 Maricela Luviano Sanchez (5)
 Randy Litzenberger (10)
 Erica D. Ellis (15)
 Dena Iusti (10)
 Dixie Roche (5)
 Nina L. Waldrop (15)
 John Brown (10)
 Barbara Wallace (10)
 Melissa D. Long (15)

Gary R. Graham (10)
 Maggie Davis (15)
 Pearl Abney (10)
 Chris Crumpton (10)
 Terry Wilbanks (10)
 Elizabeth L. Wise (15)
 Alfred Chisholm (15)
 Janet Osborne (5)
 Jennifer Gunter (15)
 Anita McCullough (10)
 Melissa Gilstrap (5)
 Tanya C. Barnett (10)

Jeremy J. Lyles (10)
 Malary Grimsley (5)
 Donna Dumont (5)
 Ashley Berry (5)
 Leslie S Minick (5)
 Tracy S. Turner (10)
 Heather Mosley (10)
 Mary "Kris" McHone (10)
 Jessica R. Shealy (5)
 Freddie Osborne, Jr. (5)
 Michelle Huet (5)

Employee of the Year Recipients



Bruce Baldwin, CEO, presents Ben Boyce with our IT Department the non-clinical Employee of the Year Award



Bruce Baldwin, CEO presents Heather McCormack, RN, with our Med/Surg Department with the clinical Employee of the Year Award



The Outstanding Leadership Award is new this year. Kay Traylor, BSN, RN, Director of Med/Surg/ICU, is our first recipient. The Employee of the Year Award is not given to Directors, but, Kay has been nominated for several years by employees throughout the hospital for not only doing her job, but for her leadership, compassion and support of Newberry Hospital through exceptional patient care, leadership and community events.



Quality

March 2018 – May 2018

Do You Know Our Compliance Team?



Meg Davis
Compliance Officer
Ext. 7164



Gena Driggers
Security Officer
Ext. 7510



Susie Myers
Privacy Officer
Ext. 7527

Please Contact With Any Concerns...Here For You!

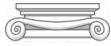
Any employee, patient, family member or medical staff member who has concerns/ complaints about the safety or quality of care provided at Newberry County Memorial Hospital may report these concerns to:

- ❖ Compliance Hotline:
 - 1-800-273-8452
- ❖ The Joint Commission:
 - 1-800-994-6610
 - E-mail: patientsafetyreport@jointcommission.org
 - Mail to: Office of Quality Monitoring
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 September 2017



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:

- Healthgrades™ Outstanding Patient Experience **2016, 2017 and 2018**
- The Leapfrog Group ‘A’ Hospital Safety Score—**five times in a row!** – spring 2016, fall 2016, spring 2017, fall 2017 and spring 2018
- Named Among the Top 10% in the Nation for Joint Replacement for 6 Years in a Row (2013-2018) by Healthgrades™
- Healthgrades™ Joint Replacement Excellence Award™ for 6 Years in a Row (2013-2018)
- Healthgrades™ Five-Star Recipient for Total Knee Replacement for 7 Years in a Row (2012-2018)
- Healthgrades™ Five-Star Recipient for Hip Fracture Treatment 4 years in a row (2015-2018)
- Certified Zero Harm – Zero Surgical Site Infections: Abdominal Hysterectomy – 45 Months (September 2017)
- Certified Zero Harm – Zero Surgical Site Infections: Colon Surgery – 18 Months (September 2017)
- Certified Zero Harm – Zero Surgical Site Infections: Knee Replacement – 36 Months (September 2017)
- Certified Zero Harm – Zero Control Line Associated Bloodstream Infections – ICU – 30 Months (September 2017)
- South Carolina-Designated BlueDistinction® Center Maternity Care
- One of 4 Hospitals in South Carolina to Receive Top Marks on Patients’ HCAHPS Surveys in the Category of Nurse Communication (2017)



Right: Alicia Carroll with Healthgrades presents Barry Richardson, Board of Trustees Chairman and Bruce Baldwin, CEO with the 2018 Outstanding Patient Experience Award – 3rd time in a row!





Process Improvement (PI). All employees are involved with our process improvement program. Every department focuses on one process that will help improve the care Newberry Hospital provides to our community. Each month a special group of employees known as the Process Improvement Team (PIT Crew) select one department to be honored with the traveling PIT Crew trophy, based on the outcomes of their process improvement. In February, Environmental Services earned bragging rights. In March, Radiology edged out the Emergency Department and in April the Emergency Department came back and took bragging rights. Good job to all!



In February, the Environmental Services Department won the traveling trophy for the process improvement metric of “how our customers answer to how clean the hospital is during their stay.”

Everyone matters and everyone makes a difference!



Growth

March 2018 – May 2018



Welcome Dr. Bob Smith to Little Mountain Family Practice and Whitmire Medical Center:



Dr. Robert Smith, known to many as “Dr. Bob,” joined the Newberry Hospital team on March 12, 2018.

Dr. Smith is with our Little Mountain Family Practice and the Whitmire Medical Center. He says he was looking for a family medicine position when this opportunity came along and it was in his own back yard, so he has found it to be a very easy transition.

Please welcome “Dr. Bob” to our Newberry Hospital family.



Service

March 2018 – May 2018

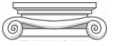


New Spin Bikes...Wellness Center!

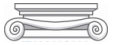


The Wellness Center now has 8 new spin bikes. Our Wellness Center was able to “give back” to the community by donating 8 older bikes to the Newberry YMCA.

Cycling classes are offered on Tuesday and Thursday nights from 5:15 pm-6:00 pm. Please stop by the Wellness Center to reserve your spot in class or call 405-7433. Great exercise and lots of fun!

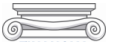


Televox Appointment Reminder System. Our Televox patient appointment reminder system went live in April and is being used by Wound Care, Diagnostic Imaging, Cardiac Pulmonary Services and our Rehab and Wellness Departments. The system allows us to deliver high volumes of patient phone calls, emails and text appointment reminders. This helps improve patient communication and hospital revenues; a win-win for our patients and our hospital.



Blood Connection...next blood drive is scheduled for July 10, 2018 and will be held in the dining room, 2:30 p.m. until 6:30 p.m. Thanks to the donors who graciously gave during our May 2018 drive. Remember, one blood donation can give up to 3 people a fighting chance at life. Please come out and support!

2018 Blood Drive Dates: September 11, 2018
October 30, 2018



Thank You From Our Customers to Our Staff! To read additional thank yous, please go to our Intranet, click on “AHA! Follow Your AHA!” (top left column in green), click on “NCMH AHA!’s, suggestions, concerns” (spreadsheet icon), click on “Voice of Our Customer” tab (bottom left corner).

April 16, 2018

Newberry County Hospital
2669 Kinard St.
Newberry, SC 29108

TO WHOM IT MAY CONCERN:

In the beginning I didn't want anything to do with Newberry County Hospital. I had heard bad things about Newberry Hospital in the past, but my doctor, Dr. James Loging, told me that it was a very good hospital and that is where he practiced. So I trusted my doctor and NOW I trust Newberry Hospital. No one could ask for a better hospital stay than the one I received, from the very beginning when all the wonderful staff took care of getting me ready for the surgery, to the staff that helped Dr. Loging with the actual hip replacement. My stay at Newberry County Hospital (April 4 and 5, 2018) was EXCELLENT. Everyone was very caring and informative, especially: Tammy Gillian (RN), Laura Riddle (RN), Brandi Pearson (RN), Chelsea Ellisor (RN), Jessica Piersol (Charge Nurse), Betty Moore, Kate (PT), Alli (SPTA), Shianna (Intern), Capricious Brooks (CNA), Mackenzie Davenport, Lillie (LAB), Keshia (CNA), Kim and Lynne (PT), Brenda Williams, Charlotte Wicker (Hostess), and the ladies that made me a beautiful lap blanket when I left the hospital. I know I didn't get everyone's name and I apologize for that, but all those listed and not listed made for a very pleasant experience. I have enclosed a check in the amount of \$50.00, and I would like it to go to the fund that the volunteers run in making the blankets for patients.

A HUGE, LOVING HUG AND THANK YOU TO ALL.

Sincerely,

Facebook Comment:



Melissa Burnett

Mar 17 at 6:32pm · 🧑

Thanks so much for the messages, text and calls. I did have a huge scare this mourning and called 911. Saluda County EMS guys Rock!! Taken to ER and after lots of test it was found that my Potassium was low, which caused the tightening in the chest, the numb and tingling sensation all over and other issues. Needless to say I'm home and taking it easy with medication. Newberry County Memorial Hospital and Staff Rock also. I was one Very scared gal st 2:00 a.m.

feelingblessed
#prayerswork

Google My Business

Congrats! You got a 5-star review ★★★★★

“More like a resort than a hospital the way they are tending to my families needs. Thank you for caring”

“Staff Shout Outs – How It Works”



Staff self-report “good catches” either by email or phone to Meg Davis. “Good Catches” help departments improve processes or decrease potential errors or harm to the patient.

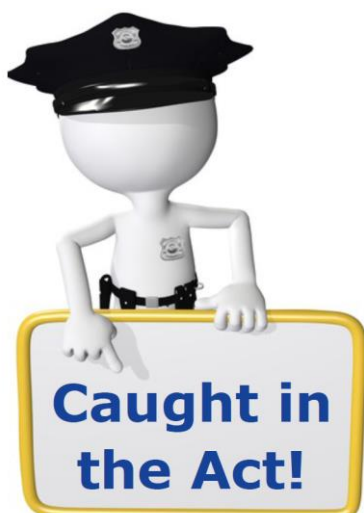
Congratulations to the following employees for submitting “Good Catches” during the months of **October-December**

Betty Moore – EVS
Tracey Gutierrez – Lab
Jessica Draeger – Registration
Celena Oliver – Pharmacy

Jamala Wallace – PFS
Jamie Bostic – Pharmacy
Kimberly Chapman – Med/Surg
Gwen Jenkins - Pharmacy



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 who 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.



Employees of the Quarter (3rd quarter)...Congratulations!

Ancillary/Clinical Support: Rebecca Shealy

I would like to nominate 'Employee' as employee of the quarter. "Employee" is an COTA and splits her time between inpatient, outpatient adults and outpatient peds. "Employee" is a quiet soul, and often flies below the radar. However, she is a vital asset to our team. "Employee" is flexible with her hours and is eager to volunteer for more hours, and agreeable when we have to cut back due to census. She has volunteered to be on the Meditech Team, and has a lot of knowledge when it comes to technology. She is my go to person for computer questions. "Employee" is detailed oriented, thorough and a self-motivator. If "employee" has said she will do something, I know it will get done! "Employee" has recently been instrumental in organizing OT/ST screenings at Newberry Academy, hoping to identify little ones that need some extra help in order to be successful in school

Nursing: Brandi Hendrix

On Friday I went to a fine needle aspiration procedure on an inpatient performed in CT. His nurses had accompanied him from "dept" to the procedure. "Employee" went above and beyond trying to make the patient more comfortable, as he was in a lot of pain, and stayed with him throughout the entire procedure. "Employee" even went as far as putting on a vest so that "employee" might stay with patient as he was being scanned. I felt "employee" represented the hospital in not only a professional way, but also in a compassionate and caring way.

Non-Clinical: Eloise Sligh

I would like to nominate "Employee" for the non-clinical employee of the month. She works M-F in "dept" but often picks up shifts on the weekend to help cover when others are ill or need off. She always has a smile and treats each family with complete respect and courtesy. She will do anything asked of her even when it is an inconvenience. She does her job well and takes pride in her work. She is a great asset to our team and a key figure in helping us to elevate our satisfaction scores in the last several months

The following photos are from our February 28, 2018 photo shoot. Photos from the May 17 shoot will be in our next newsletter



Administration:



Bruce Baldwin
Chief Executive Officer

Bob Hetrick
Chief Financial Officer

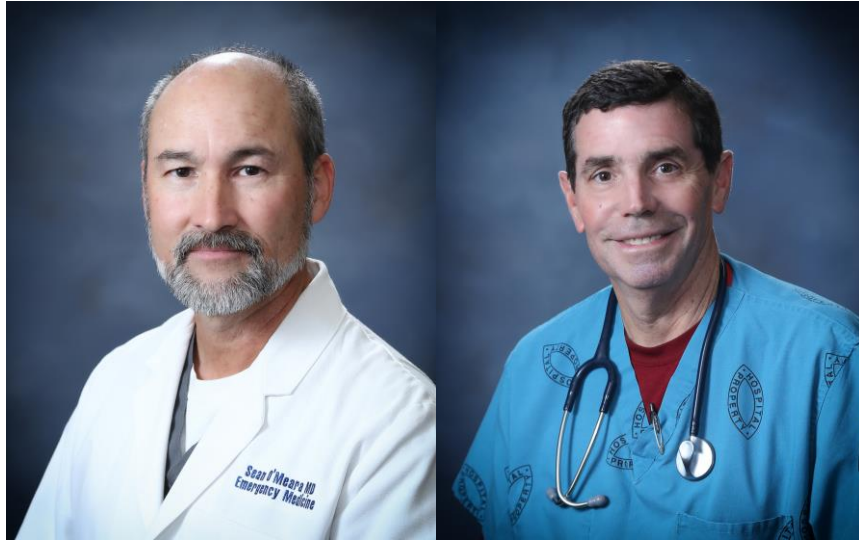
Emergency Department Providers:



Dr. K. Edwin Leap

Dr. Michael Mendola

Dr. Patrick O'Malley



Dr. Sean O'Meara

Dr. Steve Orville

Staff:



Leslie Koon
Education/Med Staff

Pam Bartley
Clinical Education

Emily Metts
Administration

Tracy Pugh
ER



Chris Crumpton
Maintenance

Billy Gilliam
Maintenance

Whitney Pough
Rehab

Angie Faulkenburg
Rehab/Wellness



Sharon Hunter
PFS

Angela Bowers
Volunteers

Brittney Wilkins
Rehab

Jim Herman
Rehab



Scott Carroll
EMS

David Andrews
EMS

Warren "Rocky" Perry
EMS

Pastor Counts
Volunteers



Vida Long
Dietary

Ashley Moran
Respiratory Therapy

Erica Rikard
Respiratory Therapy

Vivian Kesler
Volunteers



Brenda Koon, RN
ICU

Louise Goff
Respiratory Therapy