

## GHS Welcomes First Faculty Fellows

*"I am privileged to have the opportunity to work with such talented people at GHS who are devoted to improving the quality of care of our community"*

— Frances Kennedy, PhD



Frances Kennedy, PhD; and Joel Williams, PhD, MPH, ATC, from Clemson University are developing and conducting research at GHS as part of the new Faculty Fellows program.

Furthering its research relationship with Clemson University, Greenville Health System recently welcomed two Clemson faculty members—Frances Kennedy, PhD, and Joel Williams, PhD, MPH, ATC—to serve as inaugural Faculty Fellows. They have shifted their focus from their regular teaching duties at Clemson to develop and conduct research projects in their embedded departments at GHS.

"Faculty Fellows are producing research to improve the health of the community with their clinical partners," said Windsor Sherrill, PhD, chief science officer at GHS. "Their research also will contribute to the rapidly expanding joint Clemson University and GHS collaborative research agenda."

A faculty member since 2007, Dr. Williams is an associate professor in Clemson's Department of Public Health Sciences. He is embedded within GHS' Department of Pediatrics, where he is investigating how mobile technology can help patients manage medical conditions. He is collaborating with pediatric endocrinologist Bryce Nelson, MD, PhD, and pediatric gastroenterologist Jon Markowitz, MD, MSCE, on how to best track pediatric diabetes and eosinophilic esophagitis symptoms and flare-ups using mobile apps.



(l-r) Laura Jobe, second-year student, USC School of Medicine Greenville; Ransome Eke, MD, PhD, MPH, post-doctoral fellow, Clemson University Department of Public Health; Dr. Joel Williams and Jon Markowitz, MD, pediatric gastroenterologist, are members of the project team focused on using mobile apps to track pediatric diabetes and eosinophilic esophagitis.

For pediatric diabetes, several apps already exist, and Dr. Williams plans to use his research to encourage patients to take advantage of what's available. App use also can help involve the patient's care team and physician, as some apps allow for data to be transmitted to the patient's records.

To Dr. Williams' knowledge, no apps exist for eosinophilic esophagitis (an inflammatory allergic disorder), but the need for one is clear. Monitoring symptoms and triggers in real time will provide critical information for immediate management and for guiding clinical decisions at follow-up.

"As a behavioral scientist, I am broadly interested in the individual, social and environmental determinants of health," Dr. Williams said. "My colleagues and I are focused on patient self-management and patient-provider communication. Ultimately, improving quality of care at the system level and quality of life for patients are our goals."

Professor and director of Clemson's School of Accountancy and Finance, Dr. Kennedy joined the faculty in 2001 after a successful career in industry. In July, she was named associate provost for Academic Finance and Operations. At GHS, she is collaborating with the Department of Health Finance to research, develop and evaluate healthcare cost models.

Dr. Kennedy is working with Sean Bryan, MD; David Forstein, DO; Lauren Demosthenes, MD; and Marcia Safran to evaluate current processes within the care continuum at GHS. Opportunities identified through this collaboration will be the focus of value-based improvement projects.

This research will offer cost-saving recommendations and procedure reform. It also will serve as a launch point for cost model analysis in other areas.

"I am privileged to have the opportunity to work with such talented people at GHS who are devoted to improving the quality of care of our community," Dr. Kennedy said.

The Faculty Fellows will remain at GHS through the fall semester.



(l-r, sitting), Sean Bryan, MD, chair, GHS Department of Family Medicine; David Forstein, DO, program director, Department of OB/GYN; (l-r, standing) Dr. Frances Kennedy, Marcia Safran, GHS Department of Management Engineering and Project Management Office, and Lauren Demosthenes, MD; are investigating opportunities for cost-savings and procedure reform.

### Welcome New Residents and Medical Students!

This summer, GHS welcomed 73 residents and fellows to its 15 specialty programs and approximately 280 first, second, third and fourth year students to the University of South Carolina School of Medicine Greenville!

This is the first year the medical school has enrolled all four classes. The charter class graduates in 2016.



**Our commitment to education is strategic and supports the long-term vision of the type of community resource GHS is—and will continue to be.**

## Riordan Report

### The Importance of Academics at GHS

This is the time of year when it seems that the whole community’s attention turns to academics and educational pursuits. Our children are returning to school from summer vacation, and many young adults have headed back to college.

At GHS, we are excited to welcome the first full class of 100 medical students to the University of South Carolina (USC) School of Medicine Greenville. Our students and faculty are being recognized for the innovative activities taking place at the medical school, and I am excited about the impact they will have on health care. This is just one example of how GHS is getting noticed for its commitment to teach innovatively.

The GHS Clinical University is doing a terrific job advancing academics throughout the system. Through our partnerships with USC, Clemson University and Furman University, we offer many collaborative educational programs for CRNAs, Pharmacy, Nursing and other allied health professionals.

What I want you to know is that our commitment to education is strategic and supports the long-term vision of the type of community resource GHS is—and will continue to be. Here are a few reasons why our academic initiatives are so important:

- **Academics Supports Patients and Families:** Because of our teaching and research activities, GHS can provide access to a wide range of treatments and medical interventions that may not yet be available in other

healthcare settings. This helps patients stay close to home, connected to their families and loved ones while receiving the most advanced care.

- **Academics Supports GHS Strategic Workforce Priorities:** Our teaching and research activities help recruit and retain the most qualified individuals to the system. Degree programs such as the ones referenced above, as well as our pipeline programs like MedEx Academy, help us address our own future workforce needs. Plus, GHS employee education and development programs support existing staff in maintaining and expanding skills and competencies.
- **Academics Supports Our Community:** Research and teaching activities at GHS help attract other medical research entities to the region along with job opportunities for highly skilled workers. As the largest employer in the Upstate, our employees have a collective economic impact on the community that is significant.

I see our academic focus touching all three elements of our mission—*heal compassionately, teach innovatively and improve constantly*. At GHS, we’re transforming health care because we believe there is a better way to care for our patients and families, keep and attract businesses to our region, and create a healthier Upstate. Our academic focus offers the path to that better way.

Michael C. Riordan  
President and CEO



## Leadership Profile

**Tod N. Tappert, Vice President, Chief of Staff, and System Chief Learning Officer**

Health care is changing at a rapid pace; we all feel its impact. Nationwide, healthcare organizations that embrace change and take responsibility in moving forward are those that succeed.

GHS has been a leader in taking proactive steps to meet change. “We are recognized for the innovative approaches of our Total Health philosophy, Clinical University and emphasis on leadership development,” said Tod Tappert, System Chief Learning Officer. GHS’ commitment to developing highly innovative and effective leaders at every level within the system distinguishes us from other organizations.

The Academy of Leadership and Professional Development, an academic cluster within the GHS Clinical University, is an example of this innovative thinking. In addition to the GHS Department of Learning and Development, the Academy includes a small team focused on Conscious Leadership Development, external partners such as Clemson and Furman universities, and the Aspen Institute, a nationally recognized leadership think-tank.

A key Academy objective is to develop leaders employed by and associated with GHS to enhance organizational effectiveness through collaboration, self-awareness and focus on results. A common thread in this goal is Conscious Leadership.

Some employees may recognize this term from Town Hall meetings in which GHS President and CEO Michael Riordan has introduced concepts such as Four Ways of Being in the World and Above and Below the Line. “Conscious Leadership invites a heightened level of

self-awareness and understanding of how our thoughts, feelings and actions impact the work of the team,” Tappert noted. Paying attention and being more self-aware can promote better communication, conflict resolution, feedback and teamwork.

The language of Conscious Leadership is woven into leadership development and educational opportunities at all levels. “As our team develops curriculum, they look for places where Conscious Leadership principles intersect with other topics we’re teaching,” explained Tappert. Examples include Commitment to Excellence practices, quality and safety initiatives, and Just Culture.

These principles are being introduced at orientations, disruptive behavior classes, administrative support staff programs, LDRs and other settings. Tappert acknowledges Terrie Long, director of Learning and Development, for leadership in navigating her department’s movement to the Academy and the Clinical University: “She’s been a role model for embracing the principles of Conscious Leadership during a period of significant change.”

Ensuring that programs align with GHS strategic goals is a big part of Tappert’s role as Chief Learning Officer. As part of the executive team, he provides a bridge between strategic vision and empowering leaders across GHS to make those goals happen.

“The progress we are making around Conscious Leadership and the patient experience is thanks to the hard work of many individuals, both within the Academy and across GHS, who take vision and make it a reality,” he stated. “I have lots of gratitude for these people.”

### Quick Takes

**Hometown:**  
Born in Michigan, he considers Chicago home

**Family:** Married to Jack Gallagher

**Interests:** He enjoys travel and independent films and studies painting.

## From Discovery to New Therapies: Helping Children with Autism

A partnership with the University of South Carolina (USC) has brought one of the world's leading autism researchers to GHS Children's Hospital. Manuel Casanova, MD, the new Endowed Chair for Childhood Neurotherapeutics, has conducted many years of research on differences in brain circuitry between children with autism and those without.



*Dr. Casanova's research led him to the discovery of major abnormalities in the brain cells of patients with autism.*

In his new role, Dr. Casanova will be taking the next step toward translating these discoveries into new therapies.

"I'm going to be implementing things that we've learned through research into clinical trials—taking our knowledge from the bench top to the bedside," Dr. Casanova said.

Dr. Casanova's interest in developmental disorders of the brain started in the mid-1980s during a fellowship in neuropathology at The Johns Hopkins Hospital in Baltimore, where he was in charge of pediatric neuropathology. He has studied the brain ever since and has traveled the world visiting resource centers for autism and other neurodevelopmental conditions.

His research has focused on vertical units of brain cells called mini-columns, a major shift from the single-cell focus of previous research. In looking at these mini-columns, Dr. Casanova found "major abnormalities" in patients with autism.

Here at GHS, Dr. Casanova will work on translating these discoveries into therapies that can bring a better quality of life to those with autism and related disorders. That means clinical trials to test these therapies.

He currently is working on trials using rapidly changing magnetic fields to increase activity in brain cells called inhibitory cells, which can help prevent overstimulation. Previous trials have shown that this therapy can improve social cue recognition—an area where individuals with autism often struggle.

The Endowed Chair for Childhood Neurotherapeutics at GHS is one of three such chairs in the SmartState™ Program, an initiative to advance South Carolina's knowledge economy through sponsored research at the state's research universities. The GHS chair is the only one of the three focused mainly on translational research.

*"I'm going to be implementing things that we've learned through research into clinical trials—taking our knowledge from the bench top to the bedside,"*

*— Manuel  
Cassanova, MD*

## Quality Circle

### Joint Commission Survey

In June, The Joint Commission, a national organization that accredits healthcare organizations and programs, conducted its accreditation survey for all GHS hospitals except for Laurens and Oconee hospitals (both had completed surveys within the past two years).

Accreditation is awarded on average every three years following a rigorous survey. Hospitals are evaluated based on organizational functions essential to providing safe, high-quality care. A major focus is high reliability—consistent excellence during an extended time.

### Patient-Centered Medical Homes

The National Committee for Quality Assurance (NCQA) recently announced that 31 GHS primary care practices received NCQA Patient-Centered Medical Home (PCMH) Recognition. All six of Baptist Easley Hospital's primary care practices also earned PCMH status (GHS is 50% owner of this hospital).



PCMH Recognition focuses on improving experiences for patients, providers and staff. This model of care emphasizes care coordination and communication with the goal of making primary care what patients want it to be. Learn more at [ghs.org/pcmh](http://ghs.org/pcmh).



*GHS' Commitment to Excellence uses evidence-based leadership practices to help reach our goals for continued success. Each star in the logo represents a pillar—People, Service, Quality, Growth, Finance or Academics. Pillars help us think about and organize the work we do at GHS. Commitment to Excellence builds on our strong foundation of service excellence and patient- and family-centered care. "Hardwiring" these practices throughout our team will make GHS an even better place to work, practice medicine and receive care.*

## Stellar Service

### July Stellar Stars



**Taylor McKeowen, RN**, GMH/NICU, is known for his sweet spirit and gentle nature. Recently, when a patient died, McKeowen was a constant source of comfort to the parents. He maintained their privacy and saw to their needs. He sat with them, cried with them and was there for them hours after his shift was over. McKeowen embodies our mission statement: *heal compassionately*.



**Jaquetta Woodruff**, admissions counselor, Patient Access/GMH, spent an entire afternoon on a patient's behalf. The 18-year-old patient had yet to receive pre-authorization for her procedure. Woodruff made many calls to the patient's insurance company and doctor until after 5 p.m., when she received the confirmation. "She was the bright spot in a long and stressful day," wrote the patient's mother.



**Dale Young, MD**, Cancer Institute, is commended for his thoughtful gesture to a patient. She had received flowers from family on the West Coast but was sad that she had not heard from other family. Dr. Young asked the staff to sign a card for the patient and bought her a lovely bouquet. The patient was delighted, and the staff was moved by his compassion.

### August Stellar Stars



**Cory Logston**, cafeteria food service attendant, GMH, helped a contract worker who had mistakenly thrown away his wallet. When the worker went back to find it, the trash bin was empty. At a loss of what to do, he asked Volunteer Judith DiBlassi at the front desk for help. She led him to Logston. The trash was at the loading dock, but Logston believed there was hope and consulted his manager.



**Karen Clisham**, manager, Cafeteria/GMH, agreed with employee Cory Logston that there was hope the wallet could be found. She even helped him search through bags and bags of trash. Within 30 minutes, they found the wallet! "The owner was truly flabbergasted," wrote DiBlassi in her star nomination. "They are shining examples of GHS' service to customers!"



**Amber Blackwell**, chaplain, GMH, wanted to do more to help parents grieving the death of their newborns. Her research led her to weighted stuffed bears, which have been shown to comfort mothers as they hold the bear in their arms. Blackwell purchased several with her own money. The mothers love them and funding since has been found to buy more bears.



**Sonya Evans**, lab administrative coordinator, came back to work on a Friday night to help a patient in the Pediatric ICU receive timely care. The PICU staff had orders to perform a certain test every 30 minutes, but it was not on their Point of Care devices. Evans set up a back-up device and made sure the staff had all that they needed. "I would want someone to do this for my child," she explained.

## Volunteers of the Month

**Georgine Braun** is the Volunteer of the Month for July. Braun began volunteering at Patewood Memorial Hospital shortly after it opened in June 2007, first in Surgery Waiting and then in The Hospitality Shop. She also assists with special events. A past president of the Patewood Medical Campus Auxiliary, Braun is former Chair of the Piedmont District of the South Carolina Association of Hospital Auxiliaries and currently serves on the state Auxiliary Board as Parliamentarian.



**Lou Leffler** is the Volunteer of the Month for August. He serves in Oconee Memorial Hospital's Emergency and Ambulatory Surgery departments. Following retirement from his career in electrical engineering, Leffler and his wife moved to Seneca in 2006. He quickly became involved with the Oconee Medical Campus Auxiliary and served as President. He is the current chair of the South Carolina Association of Hospital Auxiliaries Piedmont District.



## Standard of the Month

Each quarter, the Rewards & Recognition Committee selects recipients of the Pillar Award and Good Catch Award. Both honors recognize individuals and teams who demonstrate this month's COMPASSION standard: *Note problems and take responsibility to solve them*.

Here are the FY15 3rd Quarter award winners:

**Ashley Richardson, RN**, from Laurens County Memorial Hospital was presented the Good Catch Award. Richardson thought a potential dosing error had taken place during a Code Stat. Before she administered the insulin, she confirmed the dosage with the physician; the wrong amount had been drawn. Richardson pushed out the excess insulin, asked another nurse to confirm her dose and administered the correct amount. Her quick action prevented a serious medication event.



*(l-r) Greenville Drive owner Craig Brown, Ashley Richardson and Ben Gecewich, chair of the Rewards & Recognition Committee. The Greenville Drive sponsors the Good Catch Award at GHS.*

The Pillar Award was presented to the **Spinal Cord Injury Ventilator Rehabilitation Program**. Last year, Roger C. Peace Hospital (RCP) extended its spinal cord injury services to North Greenville Hospital (NGH). Until that time, there was no program like this in the state; patients with traumatic spinal cord injury who are ventilator dependent had few options for ventilator care and weaning after leaving acute care. The program combines RCP's specialized spinal cord injury program with NGH-LTAC's expertise in ventilator care and weaning. Collaboration with GHS post-acute and Home Health services ensures that these patients receive the specialized care they need across the GHS continuum—the right care at the right time in the right place.

In January, **NGH** earned Commission on Accreditation for Rehabilitation Facilities (CARF) status. This accreditation lets NGH access state funds to care for patients with traumatic spinal cord injury.

## Kudos

**Angela Huntley, RN**, Roger C. Peace Hospital, received the DAISY Award for Extraordinary Nurses. She was recognized by a peer for her extraordinary ability in taking time to teach new nurses. She goes above and beyond with patient care, often bringing gifts for patients, families and even staff. Huntley brings a positive energy to the work unit whenever she is on duty.



**GHS** placed 29th in *Diversity MBA Magazine's* 2015 rankings for "50 Out Front Companies for Diversity Leadership: Best Places for Women & Diverse Managers to Work." GHS also was ranked in the Top 10 Best in Class category for "Accountability and Board Diversity."

Congratulations to the following **GHS campuses, facilities and practices** voted "Best" in their respective communities' readers' choice contests sponsored by local newspapers:

*Greenville News* Best of the Upstate

- MD360®: Best Urgent Care
- Life Center®: Best Exercise Studio, Best Wellness Center

*Clinton Chronicle* Best of the Best

- Laurens County Memorial Hospital: Best Hospital (for the 10th year in a row!)

*Daily Journal* (Seneca) Readers' Choice Awards

- Seneca Medical Associates: Best Doctor Office (tie)

**Greenville Memorial Hospital** received the Mission: Lifeline Gold Plus Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association to treat patients with severe heart attacks. The American Heart Association's Mission: Lifeline program's goal is to reduce system barriers to prompt treatment for heart attacks, beginning with the 9-1-1 call and continuing through hospitalization.

**Greer Memorial Hospital** has been recognized as the highest scoring upstate hospital in Medicare's Hospital-acquired Conditions Reduction Program. It also was named among the "100 Great Community Hospitals" by *Becker's Hospital Review*.

**Patewood Medical Campus** has been designated a "Pathway to Excellence" organization by The American Nurses Credentialing Center (ANCC). This designation recognizes a healthcare organization's commitment to creating a positive nursing practice environment.

Patewood Medical Campus is the first in the Upstate and the fifth in South Carolina to receive this honor. Congratulations to everyone on Patewood Medical Campus for their continuing commitment to excellence in patient care!



**Patrick Springhart, MD**, urologist, GHS Regional Urology, was named one of 20 thought leaders from across the country selected for the Aspen Institute Health Innovators Fellowship. The fellowship, which is a partnership between GHS and the Aspen Institute, challenges participants to create new approaches that will improve the health and well-being of all Americans.

### Congratulations, Graduates!

Congratulations to the residents and fellows who recently graduated from GHS! More than half are practicing in South Carolina—about a dozen at GHS—or advancing to prestigious residencies and fellowships.



2015 graduates of GHS' Medicine-Pediatrics Residency at June's Resident Graduation Ceremony.

### Nursing Leadership Awards

Congratulations to the following recipients of the 2015 GHS Nursing Leadership Awards. Up to four nurses from each medical campus were recognized in the areas of Inpatient Care, Outpatient Care, Specialty Care and Nursing Leadership.

- *Greenville Memorial*: Angie McElroy, Beverly Locke, Shannon Sternberg, Beverly Jameson
- *Greer*: Amanda Howard, Barbara Mills, Mandy Thompson, Laura Morris
- *Laurens County*: Sharon Longshore, Cynthia Budelmann, Ronald Prsbyla
- *North Greenville*: Austin Caulder, Melissa Marbut, Pamela Capps, Mary McGee
- *Oconee*: Kathie Lynch, Linda Miller, Laura Bachlet
- *Patewood*: Susan Ballew, Kerrie Robertson, Chris Scharf, Kelly Rodrigues
- *Simpsonville*: Valerie Daniels, Donna Kovarick, Megan Smith, Katina Alexander



Recipients of the GHS 2015 Nursing Leadership Awards pause during a luncheon in June for a photo with Michelle Taylor-Smith, Vice President, Patient Care Services/Chief Experience and Nursing Officer (front row, 3th from right), and Jan Smith, Professional Practice Coordinator (back row, far right).

*As part of the campaign, employees are encouraged to engage in random acts of kindness by doing good deeds for co-workers, patients, visitors and others.*

*Share your good deeds or a good deed that was done for you by contacting [ghsnews@ghs.org](mailto:ghsnews@ghs.org).*

### GHS United Way Campaign: Kindness ... Pass It On

Our 2015 GHS United Way campaign theme is “Kindness ... Pass It On.” Giving to the United Way is one way that we can show kindness to our neighbor, even if that neighbor is a stranger.

Employees also are encouraged to make a monetary donation to support the United Way or specific United Way agencies. Those who donate before August 26 will be entered to win a prize pack from the Greenville Drive, including use of the Mountain Dew Dugout for up to 20 people plus food and drinks. Other great prizes are available for those who donate anytime during the campaign. Visit GHSNet or [ghs.org/unitedway](http://ghs.org/unitedway) to make your donation and view a list of prizes.

Watch for more information on this campaign in the WHAG and future issues of *The View*.

### Advanced Trauma Training

In June, GHS offered its first-ever dual class in Advanced Trauma Life Support (ATLS) and Advanced Trauma Care for Nurses (ATCN). While the ATLS course has been offered previously—it is a requirement for achieving board certification in General Surgery—this was the first time the ATCN class was offered.

The class consisted of incoming Surgery, Orthopaedics and Family Medicine residents, along with nurses from emergency departments and intensive care units at GHS hospitals.

“The ATCN class is more of a critical thinking course,” said Debra Kitchens, BSN, RN, CEN, NRP-P, Trauma Program manager for GHS. “It makes

you think outside of the box and think about the whys and hows.”

Jessica Mills, BSN, RN, CEN, a nurse at Greenville Memorial Hospital, said the class gave her a look into the reasoning behind some of the decisions doctors make concerning trauma patients.

“The class helped me understand the why behind some of our physicians’ orders,” Mills noted. “I feel more prepared to anticipate what a physician might need.”

The class will be offered again in October. For more information, contact Debra Kitchens at 455-5597 or [dkitchens2@ghs.org](mailto:dkitchens2@ghs.org).

### CRNA Graduation

The Greenville Campus of the University of South Carolina School of Medicine’s Nurse Anesthesia Program hosted its annual Graduation Celebration for the Class of 2015. All of the graduating class received employment offers before graduation. Congratulations!



CRNA grads (l-r) Nicole Sims, Neely Soukup, Paul Nunes, Whitney Chambers, Lisa James.

**Each year, 5,000+ students in numerous healthcare professions receive education and training at GHS.**

### Teach Innovatively—MedEx 2015

This summer, GHS Medical Experience Academy (MedEx) welcomed more than 159 students representing 22 local high schools and 21 regional colleges and universities, including Wofford, Clemson, Furman, USC and Bob Jones. Four tiers, grouped by grade level beginning with rising high school seniors, expose students to experiences that provide foundational training for many health careers.

GHS established MedEx in 2010 to support rising high school seniors and college undergraduates in exploring medical careers and advanced training for health care. The goal is to draw students from our communities who have potential, provide them learning opportunities, and connect them to GHS’ vision and mission.

Currently, 30 MedEx alumni are enrolled at USC School of Medicine Greenville.

Learn more at [www.ghs.org/medexacademy](http://www.ghs.org/medexacademy).



MedEx students receive hands-on experience in the GHS HealthCare Simulation Center.

### New Tools Streamline Evaluations

The GHS Department of Human Resources soon will roll out a new electronic talent management system. For frontline staff, this means a change in the tools currently used to conduct annual staff performance reviews.

HR is working to improve the organization’s performance evaluation tools and streamline the evaluation process. As a result, current performance and goal management tools will be replaced with new ones.

Beginning with the new fiscal year, two evaluation forms will be introduced—one for leaders and one for staff. The leader evaluation form will focus on goals with metric-based outcomes and organizational competencies to assess leader behaviors most important to GHS. The staff evaluation form will focus on outcome-based goals, job-specific proficiencies and organizational competencies.

Both leaders and staff will be assigned goals at the beginning of the evaluation period.

Watch for more information in Town Hall meetings and in upcoming issues of *The View*.

### Important Notice for TDNet Users

For years, the GHS Health Sciences Library has offered TDNet, a one-stop access to the library’s electronic books and journals. Recently, TDNet introduced TDNet Discover, a new platform. To access TDNet Discover, each user must set up a personal account. Click “Sign Up” in the upper right corner of any TDNet screen and follow the directions.

Users with existing MyTDNet accounts can transfer to TDNet Discover by logging in with the email address associated with their old account and resetting their password. Questions? Contact the library at 455-7176 or [library@ghs.org](mailto:library@ghs.org).

## Magnet Update: Strengthening the Magnet Culture

The Magnet credential recognizes organizations that provide nursing excellence, demonstrate positive patient outcomes and practice interdisciplinary professionalism. More than an award, Magnet represents a culture and philosophy of how we show up to provide care. Whether our role is clinical or non-clinical, it is important that we collaborate to provide the best patient experience.

The Magnet model aligns well with our Pillar Goals and emphasis on the patient experience. All share a focus on care excellence and outcomes. Next steps in strengthening our culture for the Magnet environment will be to promote consistent practices system wide. We can do so four ways:

**Personal and leadership accountability:** Lead by example in consistently practicing AIDET, greeting patients and visitors, and thanking patients and customers.

**Best practice education:** Connect the dots between compassion for patients and the skills we use. Modeling for students, strengthening patient and family engagement,

and partnering are ways we demonstrate the link between compassion and best practices.

**Behavior standardization:** Commitment to Excellence tools such as the 10-5 rule and patient rounding help us connect in a personal way with patients, families and co-workers. Practiced consistently, these behaviors create and foster our patient-care culture.

**Data analysis and monitoring:** Data from HCAHPS and CG-CAHPS surveys reflect how our patients perceive the care we provide. Monitoring such data allows us the opportunity to continue what we do well and learn how we can improve. Externally, the data show how we are doing compared to national best-practice benchmarks.

As we collectively build on these principles, our culture is strengthened in a collaborative commitment to compassionate care. The Magnet credential is an outcome that will reflect our dedication to providing the best patient experience across GHS.

*It is important that we collaborate to provide the best patient experience.*



Michelle Taylor-Smith, MSN, RN, NE-BC, FACHE, Vice President, Patient Care Services/Chief Experience and Nursing Officer

## EpiCenter Go-live Successes

On June 4, GHS launched six pilot sites on our new Epic system with great success! End-user adoption is strong, pilot sites are operating at full capacity and we continue to put our patients first.

On July 16, GHS launched its Big Bang Ambulatory go-live. During this exciting and somewhat stressful time, please continue to support our GHS family as we take this giant step in GHS' transformation toward better healthcare delivery.

### Reminder: MyChart Enrollment and Competition

Patients of Ambulatory sites already are signing up for access to Epic's MyChart! Historically, employees who use MyChart are the top reason patients sign up. If you are a

patient of an Ambulatory site, please sign up for MyChart and share your experiences with patients, families and friends.

Please remind patients that there is a mobile application for easier access to their medical information, including prescription refills, medical visit summaries and test results. Patients who sign up by December will be entered for a prize drawing, so let's help get the word out!

Additionally, the Ambulatory go-live practice with the highest percentage of MyChart activations will be announced August 26 at GHS' Night at the Drive and will win a catered lunch.

If you have sign-up or other support questions, contact the MyChart Help Desk at 455-6699 or mychartportal@ghs.org.



Following a Team Building meeting, UMG Customer Service Department is geared up and ready for customer service calls related to Epic bills.

## July Service Anniversaries

<b>40 Years</b> Patricia Love Angela Mangrum Kitty Wolcott Teresa Wolfe	John Gilpin Steven Graddick Benjamin Horne Faith Larson Pete Maurides Steven Milam Barbara Nix Lynn Reaves Nancy Rust Melinda Smith Cynthia Townsend	Barbara Johnson Julie McCoy Kathy Medlin Barbara Pulley Karen Shiverdecker David Worthington	Jamie Dannenberg Dalora Elliott Staci Fiske Sheila Haun Terri Haviland Chad Hefty William Horne Christy Ivey Kevin Jennings Henry Johnson Catherine Looper Jennifer Melton Michele Miller Andrea Murdoch Deanna Richardson Patricia Riddle Ralph Scott Mary Shipman Sharon Sladick	Trevor Smith Amanda Tate Glinda Wade Susan Woodard Kim Hont Yee <b>10 Years</b> Mark Call Jeremy Canter Lynn Cornett Shana Couch Valarie Cruell Dorothy DeWees Lori Harmon Jai Hwang Angela Johnson Jon Lucas Kelli Morrison Fadi Nassif Brian Nix Renna Norris	Francis Nuthalapaty Nancy Satterfield Amy Schaefer Meredith Sims Kelly Sloan Tori Smith Donna Smith Sandra Sprouse Melanie Stukes Joshua Tipton Kurt Wagner Ronda Wellington Betty Wood <b>5 Years</b> Uzoamaka Anosike Kimberly Balogh Kelly Bell Ashley Cheatham Nicole Corbitt Yolanda Crouch	Ruthanne Dahlheimer Susan Dodson Jack Finley Brenda Gaines Andricka Green Timothy Harkins Anne Hill Pamela Hilliard James Horton Joellen Johnson Kate Johnson Liza Jones Svetlana Kotok Jay Lane Creighton Likes Teresa Lipscomb Rosa Marroquin Kristina Moon Jarod Motley	Urime Murtishi Kristie Nicoloff Whitney Palmer John Pulcini Melanie Richardson Shatoria Richardson Diana Robertson Carol Robinson Veronica Sapek Thomas Schaller Michelle Slattery Andrew Smith Karen Smith Candice Taylor Cong Tran Martha Whitlock
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## August Service Anniversaries

<b>35 Years</b> Donna Adkins Lorraine Barksdale Bruce Boyer Kathy Burgher Vivian Farr June Owens	William Schmidt Donna Thackston <b>20 Years</b> Betty Alderman Brian Burnikel Gwendolyn Crumley Georgia Curry Eric Faile Connie Houchins Dorothy Hunter Lisa Krutchik Susan Martin Wendy Mason Patrick McCallum Kathy Puntch Kimberly Rochester Sally Sanders Angela Wright	<b>15 Years</b> Adam Blackwell Meridith Blair William Brooks Bernadette Cebula Stanley Darnell Carol Golden Krystal Hendricks Ray Hiler Janet Lienau Steven Lucht Diane Mann Deborah Nattress Kari Savage Marisa Southern Joe Stephenson	<b>10 Years</b> Carol Attaway Holly Bailey Laura Bell Debra Biggerstaff Tracy Bills Jessica Brown Christen Bruce Amanda Burnett Amy Burnett Belinda Calhoun Brandey Calhoun Rebecca Carlin Catherine Chang David Cooper Juanita Cromer William Curran Patti Dennison	Frank Ferraro Janice Ferraro Frances Fleming Kendra Garrett Kevin Herbert Betty Johnson Elizabeth Keyes Tammy Lyons Amber Miller Mojgan Rahmani Judy Rochester Maria Scott Erin Shaffer Paul Siffri Kimberly Sparkman <b>5 Years</b> Thomas Adams Katina Alexander	Ethan Ballard Marie Bolding Haritha Boppana William Bradley Melinda Brockman Lorraine Carr Pamela Comtois Melissa Cox Nikol Cox Mary Daniels Billie DeBellevue Lauren Doar Michael Dougherty Kendall Durham Kimberley Edens Matthew Farnham Wendy Flynn Terry Gilreath	Megan Gordon Paula Grant Brandi Harper Felicia Hendrix Lisa Henry Kelley Hill Heidy Irizarry Susan Jones Melissa Jones Jarrod Kutzner Lauren Lanford Gabrielle Martin Jyoti Math Jan Mayo Peggy Meyer Regina Monroe Marcy Moore Paul Nunes	Leann Putman Sara Roman Dennis Sanchez Paula Shehan Marshall Shuler Charles Simko Lori Sperry Lakitha Stephens Martha Sutherland Nicole Swiger James Taylor Ncole Tefft Michael Tiburzi Varol Waite Leah Wilbanks Kay Wood
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# Upcoming Events



## Life Center 25th Anniversary Party

Aug. 29—Life Center, 10 a.m.-2 p.m. Life Center members and their families are invited to a patio party celebrating 25 years of strong health and wellness in the Greenville community. Join us for food, games and giveaways!

*NOTE: New members who join during August receive \$25 in HealthBucks, good toward any Life Center program or service.*

## BMW Performance Classic

Sept. 18—BMW Performance Center, Hwy. 101, Spartanburg, 7-8:30 p.m. Complete this two-mile Corporate Shield run/walk event and earn 25 HealthTrack credits. Watch *What's Happening at GHS* for details.

## Race for the Cure

Sept. 26—Make plans to join the GHS team in walking or running to fight breast cancer. Watch *What's Happening at GHS* for details or visit <http://www.komenscmm.org/komen-race-for-the-cure/race-information>.

## Don't Forget Your Wellness Screening

In-person wellness screenings end Sept. 30. Employees and covered spouses MUST complete an online Health Risk Assessment (HRA) before attending an in-person wellness screening to be eligible to purchase GHS health insurance in 2016.

Complete your HRA and schedule your screening at [www.onecommunity.com](http://www.onecommunity.com). If you have questions, call 454-8725.

## Craft Classes

Thursdays—Marshall I. Pickens Auditorium, 5:30 p.m. The GHS Employee Recreation Committee sponsors these classes, available to all employees. Try your hand at a new skill while making friends and unwinding from the day. Basket weaving, quilting and jewelry-making are just some of the classes offered. For information, contact Sammie Tate at [state@ghs.org](mailto:state@ghs.org) or 455-3805.

*Basket weaving is one of several classes offered by the GHS Recreation Committee.*



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To report news, email [ghsnews@ghs.org](mailto:ghsnews@ghs.org)

Meredith McGinnis, editor  
GHS Creative Services, graphic design

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# Community Connections

## New Children's Hospital License Plate

A rebranded license plate for Children's Hospital is available from the state's Department of Motor

Vehicles (DMV). The fee is \$30 every two years in addition to the regular registration fee. A portion of collected fees goes to GHS to purchase equipment for Children's Hospital.

If you already have a registered Children's Hospital plate with the old logo, you can have it replaced for a \$6 remake fee by completing Form MV-97.

Order new plates from the DMV at [scdmvonline.com/DMVNew/PlateGallery](http://scdmvonline.com/DMVNew/PlateGallery).



## PASOs 10th Anniversary

PASOs, a community-based organization affiliated with USC's Arnold School of Public Health, is celebrating its 10th anniversary. This fall, it will share information during the American Public Health Association's annual meeting in Chicago about its use of radio dramas in the style of Spanish soap operas to discuss health topics with the Latino community. GHS has partnered with PASOs since 2009.



Rut Ester Rivera, coordinator for PASOs at GHS, talks about the program with Mario Echeverry, of radio station La Nueva 103.9.



Marines and wounded warriors enjoy water sports at Lake Keowee. RCP provided adaptive equipment for the annual Honoring Their Service event.

## Honoring Their Service

Roger C. Peace Hospital and residents of the Keowee Key community recently hosted the seventh annual Honoring Their Service. This event is an opportunity for respite and recreational therapy for Marines from Camp Lejeune and participants in the USMC Wounded Warrior Regiment.