

## Honoring Their Service: Military and Government Liaison Office



Veterans salute during presentation of the colors at the GHS Veterans Day ceremony.

*“To heal compassionately, we need to know our patients—meet them where they are—so that we can understand their needs.”*

*— Kevin McBride, director, GHS Military and Government Liaison Office*

On November 11, over 250 people gathered on the front lawn of Greenville Memorial Hospital for GHS’ annual Veterans Day ceremony. During the last several years, GHS has made a commitment to honor those who served and those who continue to serve in one of the branches of the U.S. Armed Forces.



McBride

Putting veterans in touch with organizations that provide resources and advocacy is part of the mission and purpose of GHS’ Military and Government Liaison Office,” said Kevin McBride, office director, and U.S. Marine Corps veteran.

An estimated 100,000 veterans live in the Upstate. Last year, GHS established this office to better collaborate with veterans groups and explore future initiatives, including research to benefit veterans. GHS works closely with

Upstate Warrior Solution, an organization that supports veterans through providing assistance and resources in transitioning them to civilian life and promoting community awareness of their needs and challenges.

Here are ways this office supports GHS’ mission: *Heal compassionately:* GHS works with the Department of Veterans Affairs to help veterans receive care they need close to home. GHS’ Peace House, part of Roger C. Peace Rehabilitation Hospital (RCP), provides low-cost housing for all patients undergoing rehabilitation treatment and their families, and a desire to help veterans led to its opening. Peace House is run mostly by volunteers.

GHS partners with veterans support organizations like Upstate Warrior Solution and The Wounded Warrior Project to offer events for veterans. They also seek to raise community awareness of veterans’ issues. For instance, GHS co-sponsored two plays that focused on veterans’ challenges—*A Few Good Men* at Centre Stage and *Strange Snow* at The Warehouse Theatre. Following performances, GHS hosted forums in which the community could learn and ask questions.

*Teach innovatively:* This year, the University of South Carolina School of Medicine Greenville selected a first-year medical student who had completed the Emergency Medical Technician training to join the volunteer team that accompanied the Honor Flight earlier this fall. McBride hopes to continue this opportunity to teach the next generation.

*Improve constantly:* Research also is a component of this office. Military hospitals nationwide use driving simulators created by Clemson University’s International Center for Automotive Research and DriveSafety in conjunction with RCP. The simulators, first used at RCP, help veterans with combat-related injuries return to driving.

## ‘Item Drive for the Troops’

In November, the multi-campus “Item Drive for the Troops” contributed a record collection of “items most wished for” for Blue Star Mothers, an organization that provides support to mothers who have or have had children honorably serving in the military. Donations from the item drive and the October LDR were packaged November 16 for shipment to deployed troops overseas—just in time for Christmas.

Items were collected from all campuses. Employees also spread the word in their communities, bringing donations from a local Boy Scout troop, schools and businesses.

This year, GHS cafeterias gave employees and visitors the opportunity to purchase a box or case of packaged snacks at cost. Over 40 cases were donated. Special thanks to Keith Demars, director, GHS Food and Nutrition, and his staff for their commitment to launch this cafeteria effort.



Marcia Safran, GHS project manager, sits in front of the total donations. Safran, who organized the item drive, also is a veteran of the U.S. Navy and a Blue Star Mother. “We have wonderful, giving employees,” she said. “It warms my heart to witness this level of giving so that our troops know we care and love them.”



**With the holiday season upon us, we have opportunities to practice both giving and receiving appreciation in encounters with our patients, co-workers and families.**

## Riordan Report

### A Time for Appreciation

One of the Commitments of Conscious Leadership is to practice *appreciation*. With the holiday season upon us, we have opportunities to practice both giving and receiving appreciation in encounters with our patients, co-workers and families.

Let's begin by looking at the commitment: "I commit to living in appreciation, fully opening to both receiving and giving appreciation." The first step in this commitment is awareness. By being present in the moment and noticing the people and situations around us, we can begin to give and receive appreciation.

There are two parts to this commitment—giving and receiving. When someone tells you something they appreciate about you, remember to say "thank you." It's important to acknowledge and accept appreciation. People need to know how to receive appreciation if they are to give it.

As I look back at 2014, there is much to appreciate. We had great success with our FY14 system-level Pillar Goals. I am grateful for the impressive participation rate and commitment scores in the Employee Opinion Survey, the hard work each of you put into delivering high-quality patient care and your commitment to monitoring expenses that led to a strong financial year.

I also appreciate the generosity and responsibility you have shown this year. Our United Way campaign was a success, and the money GHS raised was the highest donation

of any health system in United Way of South Carolina's history! GHS' response to the Ebola outbreak and the more than 200 staff who have volunteered to serve potential patients have been inspiring and serve as an example of our commitment to our mission to *heal compassionately*.

Recently, I attended several community events that gave me opportunities to be appreciative. On October 30, the Physician Diversity Council announced its new name: the Levi S. Kirkland Sr., MD, Society, in honor of Greenville's first African-American surgeon. A scholarship fund in Dr. Kirkland's name to support African-American medical students also was announced: the Levi S. Kirkland Sr., MD, Scholarship Fund. His influence in the medical community still is felt today, and through the scholarship fund, his legacy will impact future generations.

More recently, I took part in the Veterans Day celebration at Greenville Memorial Medical Campus. The stories of bravery and sacrifice were remarkable.

For me, appreciation often leads to gratitude. So, this holiday season, let me say thank you for choosing GHS as your employer and for all that you do every day to help GHS live our mission to *heal compassionately, teach innovatively and improve constantly*.

Michael C. Riordan  
President and CEO



### Quick Takes

Hometown:  
Wellsboro, Pa. (6,000  
population)

Family: Single; her  
mother and sister live  
in nearby Pendleton

Interests: Reading and  
cooking—she loves  
baking breads, pies  
and cakes

## Leadership Profile

Jeanne Ward, regional president, Greenville Health System

With her background in nursing, it is not surprising that Jeanne Ward has a heart for population health—promoting healthy communities. In her leadership roles at Oconee Medical Center (now Oconee Medical Campus) as vice president of Patient Care Services and as President and CEO, Ward was a catalyst for improving community health.

The campus has been in the population health business for a long time, providing employee health programs to numerous industries, including employees of Oconee County government.

"It seems contradictory to tell people to be healthy so that they can stay out of the hospital, but it is our role to be there for them and to coach them along in good health," Ward explained.

When Oconee joined GHS as its eighth campus in October (counting Baptist Easley, of which GHS is 50 percent owner), Ward took on a new role: Regional President. Chief Operating Officer Hunter Kome then became Oconee's campus president.

Her responsibilities now include working with GHS, Baptist Easley and other hospitals in the region to help them become more efficient and to grow services in their particular areas.

"If hospitals are going to make it and move forward in this changing healthcare industry, partnership is essential," she stated.

"We at Oconee are excited about joining GHS," Ward continued. "We really wanted to partner with a system that was in-state. GHS offered a marvelous opportunity; it's right in our backyard, and we already had a strong working relationship with the system."

Everyone has been impressed as Oconee has made the transition to GHS. "From Mr. Riordan bringing Town Hall presentations to Oconee even before the move, to individuals from the system who spent time here to get us ready—all of it has spoken volumes," she added.

**Ward cited GHS' culture as a primary reason for joining the system. GHS' culture mirrored that of Oconee's employees—friendly people committed to excellent care. Another factor was the two organizations' shared interest in population health and clinical integration.**

In her new role, Ward envisions a growing clinically integrated network, with everyone on board with population health.

"Population health is a huge challenge for all of us in health care," she admitted, "but the challenge is outweighed by the tremendous opportunity we have in working together to do a great job in improving health within our communities."

## Community Care Outreach Grant

During October's 2014 LDR, the EMS Nurse Triage Program was presented the Pillar Award for Quality for the fourth quarter FY14. This unique partnership between Greenville County Emergency Medical Services (EMS) and GHS Emergency Department (ED) prevents unnecessary ED and EMS visits while making sure that medically underserved communities receive needed care and resources.



EMS Nurse Triage Program received the FY14 fourth quarter Pillar Award.

The program is one way GHS is approaching population health. In 2012, GHS and Greenville County EMS were awarded a three-year \$300,000 Community Care Outreach grant to support and develop the EMS RN triage process and enhanced practice paramedic concepts.

### The grant has three phases:

*Phase 1 (year 1): Create an innovative nurse triage call center that is currently being used in very few other locations in the U.S.*

During the first year, all the pieces were put in place to launch and implement the program. This included training nurses and installing software to assist in coordinating patient care with appropriate providers in the community instead of the ED.

*Phase 2 (years 2 and 3): Coordinate care for ED and EMS high utilizers so that they receive the appropriate care at the appropriate time and place.*

The target was to reduce unnecessary ED visits and EMS responses by five percent by the end of year two and by 10 percent by the end of year three.

### How the program works:

Greenville County 911 dispatchers transfer non-emergent calls to the nurse triage call center. Specially trained nurses ask a series of questions from a triage database to determine the right plan of care. Examples include providing a voucher for cab fare to a pharmacy or urgent care center, giving advice or scheduling a primary care appointment.

Within the first year (June 2013-August 2014), the program far surpassed its goals:

- 462 averted ED visits (25 percent)
- 887 avoided EMS transports (48 percent)

Total cost savings: \$367,208 in avoided ED visits and \$352,139 in avoided EMS transports.

*Phase 3 (launching FY2015): Develop patient-centered medical neighborhoods (PCMNs) within the community.*

Within a medical neighborhood, multiple entities partner to identify and follow up with neighbors who need access to care and social services. These include hospitals, health clinics, social workers, fire departments and EMS services.

A pilot launches this year with five Greenville neighborhoods. Each is aligned with its corresponding Greenville County Fire District—fire department EMS teams know the needs of the people in the areas they serve. A care team including a social worker and paramedic will routinely visit patients within a PCMN to see that they have the resources that they need to access care.

Jennifer Snow, director, GHS Accountable Communities, credits Greenville County EMS paramedic Roger Dobbs for pointing out the need for social services. "The need for services and access to care is overwhelming," said Dobbs. "We arrive on scene every day and realize that patients are using EMS and the 911 system as a healthcare safety net. What they really need is access to social services, transportation and affordable primary care."

Darin Thomas, LSW, GHS social worker, agrees. "Working in the ED has taught me that patients truly are in need of access and resources other than emergency services. As part of the Patient-Centered Medical Neighborhood care team, I can deliver care management and social service care in the heart of the communities we serve."



*"The Community Care Outreach grant aligns with the GHS mission in that we are transforming the care we deliver to our community."*

*— Martin Lutz, MD,  
chief, Emergency  
Transport Services*

## Quality Circle

### Patient Safety Campaign: Medication Event Reporting

Congratulations to the staff of Roger C. Peace Rehabilitation Hospital's Brain Injury Unit and Greenville Memorial Hospital's Neuroscience Unit! They were recognized for having the highest increase in medication-related event reporting during the third quarter of FY2014 (April-June).

Their commendable efforts represent complete attention to medication administration and recognizing potential risks for medication error.

**Event reporting is key to identifying potential risks—and the first step toward eliminating those risks and ensuring patient safety.**



Neuroscience Unit staff receive the Patient Safety Campaign award from Carol Moody, associate chief nursing officer, Greenville Memorial Medical Campus (second from left).



Carol Moody, associate chief nursing officer, Greenville Memorial Medical Campus (center, back row), celebrates with the inpatient Brain Injury Unit.



*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

### November Stellar Stars



**Caroline Brownlee, MD**, Internal Medicine Associates, was called an “angel” by a nurse who became very ill on a mission trip. The nurse, who has diabetes, was severely dehydrated. Although on a different medical team, Dr. Brownlee came to help. She not only provided a calm assessment but also advocated for the patient with the local doctor.



**Sharon Knight**, Pathology Assistant, Histology Lab/GMH, provided comfort to a family following their loved one’s autopsy. The deceased also had been Knight’s co-worker, so assisting with his autopsy was understandably difficult. Per his wishes, the widow asked that his remains be donated for research. Knight contacted a number of friends and colleagues and made sure those wishes were honored.



**Donna Hablitzel-VonHall**, Hyperbaric Technologist I, Vascular Health Alliance, demonstrated compassion when she took care of a patient’s dog. The hospitalized patient lived alone and was worried about his pet. Hablitzel-VonHall brought the dog to her home. She called the patient every day to let him know how the dog was doing and even took the pet to visit him.

### December Stellar Stars



**Jennifer Jackson**, Nursing Specialty Tech, Children’s Emergency Center/GMH, is recognized for stopping to help victims of a traffic accident. One man’s arm was bleeding badly; she cut strips from her purse to use as a tourniquet. She later stopped by the hospital to check on the patients. “She was our guardian angel, allowing us to be on this earth for our family and friends,” wrote a grateful patient.



**Samantha Reid**, Supervisor, Wellness Services/Business Health, helped one of her employees try to find her keys in the parking lot. When they couldn’t find them, Reid went an hour out of her way to drive the woman home and waited with her until her husband arrived. The woman, a new employee, was grateful to have such a caring supervisor.



**Dru Hall**, Admissions Counselor, Patient Access/GMH, assisted distraught grandparents who had brought their granddaughter to the Children’s Emergency Center because she was bitten by a brown recluse spider. Hall stayed to find out how long they would have to wait, comforted the little girl, walked the family to the exam room and checked in on them.

## Volunteers of the Month

**Sara Brunner** is the Volunteer of the Month for November. This teen volunteer spoiled the staff at GHS’ Center for Integrative Oncology and Survivorship this past summer—and they welcome her return next year. Each week, she eagerly asked for assignments and willingly completed the tedious task of relabeling file folders. She also assembled a wonderful collage of pictures from the 2014 Dragon Boat event.



**Donna Phipps** is the Volunteer of the Month for December. In three years, Phipps has volunteered over 775 hours in the Cancer Institute. She completes all tasks with determination and a smile. Her excellent communication skills are used by the Center for Integrative Oncology and Survivorship to assist with patient calls. Phipps helps keep the Cancer Institute lobby inviting and enjoys wonderful relationships with patients and staff.



## Standard of the Month

### Heal Compassionately with Clean Hands

Infections often are spread between patients and health workers through hands. GHS keeps hand hygiene at the forefront of patient care, so remember that we ALL are responsible for cleaning our hands to prevent spread of infection. Washing hands protects patients, co-workers, visitors, family and friends. That’s why *Observe Good Hand Hygiene* is a COMPASSION Standard.

In patient care areas, GHS follows the World Health Organization’s Five Moments of Hand Hygiene:

1. Before patient contact
2. Before aseptic procedure
3. After body fluid exposure risk
4. After touching a patient
5. After touching patient surroundings

The Five Moments replaces the In/Out Method (cleaning hands on entering and leaving a room). How can hand hygiene be tracked? GHS monitors hand hygiene compliance electronically through DebMed.

Each time a DebMed dispenser is pumped, a microchip sends data to a storehouse. Collected data show the number of times a health worker activated the dispenser during a patient visit compared to how many times that person should have used the dispenser.

Since implementing DebMed, hand hygiene compliance has increased system-wide. Congratulations to the following units for showing the biggest improvement based on data collected the first nine months of 2014:

- Greenville Memorial Hospital: Bryan NICU 1 and Neurotrauma ICU
- Roger C. Peace Rehabilitation Hospital: Subacute 33SI
- Greer Memorial Hospital: 04 Med-Surg
- Hillcrest Memorial Hospital: ICU
- North Greenville Hospital: Long-term Acute Care 27
- Patewood Memorial Hospital: Med-Surg
- Laurens County Memorial Hospital: Post Critical Care (data collected for eight months)

Keep up the clean work, everyone!

*Wendy McAtee, BS, coordinator, Quality Research, Infection Prevention & Control, contributed to this article.*

## Kudos

**Catherine Brown**, case manager/GMH, has received the DAISY Award for Extraordinary Nurses.



Brown's positive attitude is attributed to her effort and success in placing complex patients in rehabilitation facilities and securing their home health needs. She is respected for guiding patients—many are elderly with few resources—through emotional, financial and other obstacles.

GHS received the Minority Economic Development Institute's 2014 Corporate Supplier Diversity Innovation Award, which recognizes organizations that demonstrate innovation in identifying opportunities for minority-owned businesses. GHS was honored for the Facilities Department's efforts in developing a mentoring program that helps under-represented general contractors gain healthcare construction experience.

Also—for the third year in a row—*Diversity MBA Magazine* named GHS one of the top 50 companies for diverse managers and women to work. Companies included in this ranking have established programs that create access for women and people of color to move into leadership roles.



**W. Larry Gluck, MD**, medical director/Cancer Institute, received the Dr. Charles Townes Individual Lifetime Achievement Award from InnoVision. Named after Greenville native Dr. Charles Townes, this prestigious honor is presented

annually to an individual committed to the advancement of technology and the betterment of South Carolina. Dr. Gluck was nominated for his ongoing efforts to find and develop innovative ways to improve cancer care delivery.



**David Forstein, DO**, GHS Fertility Center of the Carolinas, is one of the nation's first doctors of osteopathic medicine named to the Accreditation Council for Graduate Medical Education's board of directors.

The directors will work to develop new guidelines and oversee the transition to a single accreditation system for graduate medical education (GME). As one of four osteopathic nominees, he will have an important responsibility in the transition to a single GME system (allopathic and osteopathic) in an effort to strengthen the medical education system and improve U.S. health care.



**Beverly Haines, MNEd, BSN, RN**, president and chief nursing officer for Patewood Medical Campus, has been appointed to the Greenville Area Development Corporation by Greenville County Council. The county-chartered organization is responsible for promoting and enhancing Greenville County's economic growth.



System Chief Learning Officer **Tod Tappert**, also vice president, Chief of Staff, served on a panel presenting "What Exceptional Leaders Know" and presented "Developing Conscious Leaders—Culture Change and a Leadership Framework at Greenville Health System" at the Medical Group Management Association's national conference in October.

GHS was named a top learning organization by Elearning! Media Group. The Elearning! award honors the top 100 organizations that embrace collaboration and innovation and are high performing.

**Bobbie Rhodes, MS, BSN, RN**, organization development consultant, and **Michael Hildebrand**, special assistant to the President and CEO, are graduates of the Fall 2014 Riley Institute's Diversity Leaders Initiative at Furman University.

**Greer Memorial Hospital** has received the Gold Plus Achievement Award from the American Heart Association/American Stroke Association's Get With the Guidelines® program. Greer earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated time.

**Culinary staff at GHS' Oconee Memorial Hospital** won the S.C. Hospital Association's Cooking Well Invitational for the second year in a row! Culinary teams from nine hospitals across the state competed to create delicious, attractive dishes that met strict nutritional guidelines.



(l-r) Brock Elder, manager, Patient Svcs; Justine Ready, diet clerk; Chad Rowland, executive chef and April Howe, dietitian

### Children's Hospital Group Presents Awards

At its annual celebration in September, the Children's Hospital Development Council honored several employees, community volunteers and supporters of GHS Children's Hospital.

Eight Caregivers of the Year were announced:

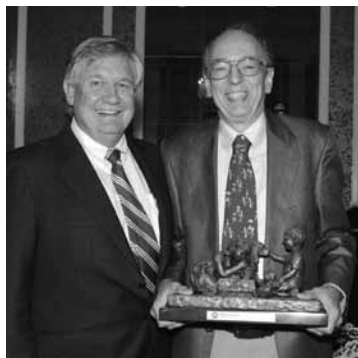
- Dava McCarter, Bryan NICU
- Brandy Porter, Newborn Nursery and Family Beginnings
- Sherri Starr, Inpatient, PICU and Hematology/Oncology Nursing
- Lanette Ulrich, Outpatient Services
- Sandy Limbaugh, Physician Practices and Specialty Care
- Stacy Dillenger, Inpatient and Outpatient Non-nursing
- Kim Smith, Outpatient Primary Care
- Cindy Wells, Outpatient Primary Care (Center for Pediatric Medicine)



(l-r) Caregivers of the Year: Dava McCarter, Sandy Limbaugh, Kim Smith, Brandy Porter, Sherri Starr, Cindy Wells, Lanette Ulrich and Stacy Dillenger

The Legislative Advocacy award went to S.C. Sen. Robert Hayes Jr. (District 15) of Rock Hill, who was instrumental in the passage of Emma's Law (ignition interlock device to strengthen DUI laws) and of the Statewide Texting and Novice Cell Phone Use Ban. Also receiving this award was S.C. Rep. Rita Allison of Spartanburg for legislation to improve the health and development of children.

Ryan Rosenfeld won the Buddy's Spirit award for embodying the spirit of giving back to Children's Hospital. This honor goes to a council member.



(l-r) William Schmidt III, MD, PhD, medical director Children's Hospital, congratulates Jerry Ferlauto, MD, recipient, All for the Love of Children award.

The evening's capstone award—All for the Love of Children—went to Children's Hospital's nationally recognized Safe Sleep Ambassador and Greenville's first board-certified neonatologist, Jerry Ferlauto, MD. Since his arrival in 1976, Dr. Ferlauto has contributed greatly to children's health as a clinician, administrator, teacher, mentor, activist and philanthropist.

### Toastmasters Club

Looking to develop employees on a limited budget? Join the GMH Toastmasters Club. Improve organizational, communication and leadership skills in a supportive setting. To learn more, contact Lynn Ethridge at lethridge@ghs.org. Like us on Facebook at GHS Toastmasters.

### GHS Tops \$1 Million for United Way!

GHS employees contributed over \$1,060,000 to the 2014 GHS United Way Campaign. Thank you for demonstrating your compassion for so many in our communities!



### School Is in Session

Children's Hospital strives to promote a sense of normalcy for hospitalized children by providing opportunities for them to be kids. That includes helping them keep up with their peers in school while they are in the hospital.

The Children's Hospital School Program is offered at no cost to pediatric patients.

The program is staffed by Anna Gutierrez, a South Carolina-certified teacher. With permission from parents, Gutierrez serves as a liaison between patients and their schools. She facilitates getting assignments for students from their schools and returning completed work to their teachers. This service is particularly valuable to patients hospitalized for an extended time.



Anna Gutierrez helps hospitalized children keep up with schoolwork through Children's Hospital School Program.

Gutierrez works individually with patients at the bedside or in groups in one of two classrooms on Children's Hospital's fifth and six floors. She also serves inpatients in Roger C. Peace Rehabilitation Hospital and other units throughout Greenville Memorial Hospital.

### Medication Management PI Committee

The Medication Management Process Improvement (PI) Committee began in 2014 as a combined effort of the Med Safety, Pharmacy/Nursing and Alaris CQI committees. This multi-disciplinary group is committed to enhance medication processes system wide.

One goal is to communicate improved processes across GHS. A quarterly newsletter, *GHS Quality and Med Safety*, shares improvements, tips and reminders about medications, formulary changes, documentation and current events as well as medication events and good catches. Read the newsletter on the Pharmacy department website at GHSNet. To learn more, contact Lynn Ethridge at lethridge@ghs.org.

Medication Management PI Committee



### Minions Unite!

Life Center® staff dressed up as characters from *Despicable Me* movies for Halloween.



### Improve Constantly: Vascular Research

GHS is one of 27 active sites participating in the BEST-CLI (Best Endovascular vs. Best Surgical Therapy in Patients with Critical Limb Ischemia) study. Sponsored by the National Institutes of Health in conjunction with the National Heart, Lung and Blood Institute, the study involves patients who have peripheral arterial disease that has caused critical limb ischemia (CLI).

CLI can cause pain in the foot or leg even when sitting or lying at rest. CLI also may cause foot and leg wounds that may lead to tissue loss, tissue death and/or amputation.

The study's purpose is to determine the best vascular option for treatment. Patients are randomized—placed into a group like flipping a coin—to receive either an endovascular procedure (angioplasty with possible stent placement in the leg) or open bypass surgery. Both procedures are considered standard of care for CLI to increase blood flow to the leg and foot to relieve pain, heal wounds and save the limb.

The team consists of nurses and doctors from multiple areas within GHS, including wound care, podiatry, endovascular intervention and traditional vascular surgery. The research team includes study coordinators and doctors who screen patients to ensure that any eligible patient is identified and approached about the study. Recently, GHS' team was recognized in the BEST-CLI study newsletter for enrolling its first participant on its first day of activation.

If you have patients, family members or friends with CLI who may be interested in this study, call Megan Farinella, CCRC, study coordinator, at 454-8288.



Bottom row l-r: Christopher Carsten III, MD; Megan Farinella, CCRC, Study Coordinator; Sagar Gandhi, MD; Mark Androes, MD; Linda Shain, RN, BSN, Study Coordinator

Top row l-r: John Eidt, MD, Principal Investigator; David Cull, MD; Erin Moore, MD; Joseph Blas, MD; Bruce Snyder, MD; Dennis Washer, PA; Issam Koleilat, MD; Bruce Gray, DO; Eugene Langan III, MD

### GHS Eye Institute Opens

GHS' Eye Institute has opened at 104 Simpson St. in Greenville. It provides routine eye care, medical management of eye diseases and ophthalmic surgery. GHS employees receive 20% off non-covered services such as eyeglasses, contact lenses and vision correction procedures like Lasik surgery. For an appointment, call 522-3900. Learn more at [www.ghs.org/surgery/eye-institute-ophthalmology](http://www.ghs.org/surgery/eye-institute-ophthalmology).

### Practice Updates

- **Children's Hospital After-hours (urgent) Care** opened at 890 S. Pleasantburg Drive in Greenville (The Children's Clinic building). Phone is 271-3681.
- **Skylyn Medical Associates** opened at 1776 Skylyn Drive in Spartanburg with family medicine doctor Larry Ware, MD. Phone is 577-9970.
- **Palmetto Medical Associates** in Duncan relocated to 500 Squires Pointe. Phone remains 968-5123.
- **The Cancer Institute** has a new office on the Laurens campus with new oncologist Chris Thomas, MD. Phone is 938-2879.
- **Family & Internal Medicine-Simpsonville** opened at 727 S.E. Main St., Suite 300, with new internal medicine doctor Leon Buffaloe Jr., MD. Phone is 522-1170.
- **Greenville Pediatric Health Center** opened at 1350 Cleveland St. Phone is 263-3012.
- **Spartanburg Pediatric Health Center** opened at 201 E. Broad St., Suite 210. Phone is 707-2135. **Spartanburg Night Clinic** (for pediatric minor care) co-locates to the same address December 29. Phone remains 598-0460.
- Welcome to the **18 Oconee practices** that are now part of GHS!

### Correction

There were inaccuracies in the article "Congratulations, PI Graduates" in the September/October 2014 issue of *The View*.

Correct definitions for "Work-Out" and "Change Acceleration Process" are as follows:

- Work-Out sessions typically take place in one day of concentrated team-based problem solving and generate solutions that may be implemented within 30-60 days after the session.
- Change Acceleration Process is focused on moving through any type of change at an accelerated rate by applying the tools and process learned in the training.

Also, the full name of the Management Engineering department is Management Engineering and Project Management Office. Shannon Harris' title is Team Leader.

We apologize for these errors.

## GHS Nursing to Seek Magnet Designation

The Magnet Recognition Program®, established by the American Nurses Credentialing Center (ANCC), has become the gold standard for quality in nursing practice. Designation denotes a healthy work environment and strong physician-nurse relationships.

With support from GHS leadership, Nursing is moving toward Magnet designation for Greenville Memorial Hospital, with plans to submit an application during fourth quarter FY2015 for Magnet review in 2016.

Magnet status reflects consistent, high-quality healthcare delivery across our system. That is one reason why the Magnet application process is a Quality Pillar measure for FY2015.

*Magnet promotes three goals for creating an infrastructure for quality and safety:*

1. Improve quality in a setting that supports professional practice
2. Identify excellence in the delivery of nursing care to patients
3. Disseminate best practices throughout nursing

Although focused on high-quality nursing care, Magnet recognizes the success of an entire organization to align and develop relationships that support an environment for excellence. To sustain exemplary quality, care and service, all members of the healthcare team must consistently perform at the highest level of competency and compassion.

**Magnet status reflects consistent, high-quality healthcare delivery across our system.**

Plans also are underway to pursue ANCC's recognition program for smaller hospitals, called Pathway to Excellence, beginning with Greer Memorial Hospital.

## EpiCenter: Improving the Patient Experience

As GHS nears its Epic Ambulatory go-live in summer 2015, leadership and end users are engaging in workflow decisions that can improve the entire patient experience.

One way workflow decisions can improve the patient experience is by standardizing processes. George Lesmes, UMG chief administrative officer and developer of the One UMG initiative, said, "When we all begin to do the same thing one way, we reduce cost. Standardization is important from a business perspective. First, Epic is a tool that is a game changer for the patient. Second, if it makes our business more profitable, we're able to do more for the patient."

The electronic medical record itself is not what is important—it's how GHS uses that tool to work alongside other initiatives like One UMG to improve patient safety and supply patient-centric service. A specific Epic benefit for patients will be a centralized portal called MyChart, where patients can renew prescriptions, request primary care appointments and contact providers electronically.

The EpiCenter team thanks the hundreds of leaders and subject matter experts who are helping GHS improve the entire patient care experience through new workflow process decisions.

## November Service Anniversaries

### 35 Years

Thomas Ballard  
Zoe Coleman-Ball  
Kenneth Lawrence  
Margaret Wright

Rebecca Ward  
Dana Whims  
Sharon Wilson

### 15 Years

Peggy Chambers  
Stacey Ferguson  
Casey Jeffery  
Rolanda Johnson  
Anthony Lawson  
Teresa Longino  
Richard Moss  
Peggy Pruitt-Bannister  
Jacqueline Turner

### 30 Years

Rosa Gray  
Amanda Johnson  
Daniel Leach

Dawn Mauldin  
Jason Morrow  
Janet Oliver  
Amber Olsen  
Teresa Smith  
Natalia Stoukalova  
Robynne Strickland  
Jessica Sullens  
Christopher Terrell

### 5 Years

Brenda Alexander  
Pamela Alexander  
Matthew Areford  
Kevin Behney  
Michelle Binkley  
Amy Bowen  
Lynn Brooks  
Shelly Brown  
Candie Campbell  
Christopher Caruso  
Katrina Cefalo  
Shekedia Coleman

Rachel Coon  
Hethr Copeland  
Janet Couture  
Elizabeth Cunningham  
Laytoria Dodd  
Dennis Dyson  
Kendra Elmore  
Terri Errington  
Angela Etris  
Cynthia Fitzsimmons  
Laura Freeman  
Allan Gilmer  
Suzanna Grant  
Kathy Guadalupe  
Carolyn Gunderson  
Elaine Hendricks  
Paulette Horne  
Dan Hunt  
Cameka Jackson  
Zetta Jenkins  
Alisia Johnson  
Georgette Johnson  
Cynthia Jones

Morgan Kelly  
Ellen Keown  
Frederick Lane  
Amber Lawson  
Nancy Leo  
Penny Myers  
Wayne Neal  
Jon Papps  
John Reid  
Dianne Rice  
Laura Ruane  
Katherine Schmidt  
Yolanda Smith  
William Springfield  
Lauren Wareham  
Kristen Whitfield  
Heather Whitmore  
Melissa Worley

### 20 Years

William Allison  
Dawn Beemer  
Angela Bron  
Allison Heatherly  
John Rogers  
Michele Sitton  
Susan Sullivan

### 10 Years

Jan Aiken  
Labiba Alexander  
Robin Bradley  
Stacie Callahan  
Wade Harris  
Flora Henderson  
Robert Hollingsworth

## December Service Anniversaries

### 40 Years

Vicki Gore  
Cathy Little

### 20 Years

Robert Craigo  
Mary Fisher  
Deborah Henningsen

### 35 Years

Cynthia Farmer  
Vicki Lewison  
Stephen McMahan

### 15 Years

Pamela Billings  
Karen Nichols  
Waneata Nunez  
Gloria Taylor  
Aliza Whiteside

### 30 Years

Judy Hammett  
Roger Satterfield  
Willie Simmons

Teneka Hamilton  
Margaret Hullett  
Lisa Irvine  
Antone Jones  
Latoria Mayes  
Lucinda Ownbey  
Anna Plemmons  
Lisa Surner  
Amber Thompson  
Karen Whitmire  
Anita Willard  
Sanya Wyatt

### 5 Years

Amanda Baker  
Karen Barnett  
Wendy Bauer  
Lori Frost  
Maribeth Galloway  
Jodi Grossman-Rose  
Steven Hall

Patricia Clark  
Lisa Delisfort  
Sharon Grant  
Sulanda Hansen  
Charles Harrington  
Kathleen Haselden  
Anita Hoard  
Kim Jones  
Dorothy Lowe  
Jamie Massey  
Emma McClinton  
Melissa Mullis  
Boyce Pitts  
Lisa Rackley  
Danielle Sloan  
Kimberly Stewart  
Cathy Thompson  
Sharon Turner  
Scott Walters

### 25 Years

Cynthia Gaugler  
Sandra Knox  
Stella Seawright  
Preston Umrysh  
Jesse Wofford

## Congratulations & Sympathies on GHSNet

As explained in the previous issue, *The View* no longer will include "Congratulations & Sympathies." However, these items now are posted in GHSNet. To view "Congratulations & Sympathies" on GHSNet, click News & Information, select GHS News and click Congratulations & Sympathies. Please continue to send your announcements for births/adoptions, marriages and deaths to [ghsnews@ghs.org](mailto:ghsnews@ghs.org).

# Upcoming Events

## Metabolic Syndrome

Dec. 29—Life Center, 8:30 a.m., 9:30 a.m. or 12:30 p.m. Learn risk factors of metabolic syndrome and how you can prevent or control diabetes, heart disease and stroke. Free; registration required. Call 455-4010.



## Life Center® Holiday Hours

Wed., Dec. 24: 5 a.m.-noon;  
no group fitness classes  
Thurs., Dec. 25: closed  
Fri., Dec. 26: 8 a.m.-8 p.m.;  
no group fitness classes  
Wed., Dec. 31: 5 a.m.-4 p.m.;  
morning group fitness classes meet  
Thurs., Jan. 1: closed

## Save the Date in 2015

### Resolution Run Half-marathon and 5K

Jan. 10—Travelers Rest High School. To register, visit [ymcagreenville.org/resolution-run.php](http://ymcagreenville.org/resolution-run.php).

### 8th Annual MLK Diversity Leadership Awards

Jan. 16—GMH Community Room

### 9th Annual Minority Health Summit

April 11—TD Convention Center. The 2015 event theme is Knock Out Heart Disease and Stroke. Watch for details.

### Simpsonville Mud Mania

April 25—Heritage Park, Simpsonville. GHS Hillcrest Memorial Hospital hosts this family-friendly mud run and obstacle course. Learn more at [www.ghs.org/mudmania](http://www.ghs.org/mudmania).



### GHS Swamp Rabbit 5K

May 1—Gateway Park, Travelers Rest. Learn more at [www.ghs.org/swamprabbit5K](http://www.ghs.org/swamprabbit5K).

### Dragon Boat Upstate

May 2—Watch for details about how you can participate in this annual event to support cancer survivorship programs and research.



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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

## Seat & Treat

Children's Advocacy celebrated its Second Annual Seat & Treat, which provides families with car seats and makes sure the devices are properly installed. The event is sponsored by Kohl's.



(l-r) Ayesha Ahmad, GHS program coordinator, Kohl's on the Way; Shay Wiener, manager, Kohl's Spartanburg; Cynthia Fryer, manager, GHS Children's Advocacy; and San Thomas, manager of Kohl's Simpsonville, are surrounded by family and children who received car seats October 30.



*It's Time to Talk About It!* panel members (l-r) Larry Puls, MD; Jeffery Elder, MD; Brian McKinley, MD; J. Cart de Brux, MD; guest panelist William "Rusty" Robinson, MD; Gina Franco, MSN, ANP-C; and David Forstein, DO. All are from GHS with the exception of the guest panelist.

## It's Time to Talk About It!

In October, GHS sponsored *It's Time to Talk About It!* This open discussion focused on gynecologic and breast cancer prevention and treatment. The event included a reception, panel Q&A and music by No Evidence of Disease. The band's six members are gynecologic oncology surgeons from across the country. One member, William "Rusty" Robinson, MD, from Tulane University School of Medicine and Tulane Cancer Center, served as GHS' guest panelist.

## Virtual Toy Drive

Purchasing an item for Children's Hospital through Virtual Toy Drive is just like shopping online: It's fast, convenient and will match what the donor wishes to give with a current need in Children's Hospital. Items start at \$2.50, so anyone can make a difference!

[http://www.ghsgiving.org/virtual\\_toy\\_drive.php](http://www.ghsgiving.org/virtual_toy_drive.php)

