Right Care, Right Time, Right Place—at Work

Healthcare costs are a key concern for upstate businesses and their employees. Since 2007, GHS Business Health has been forging partnerships to help transform health care by facilitating wellness and prevention while finding ways to contain costs.

Nationwide, corporate health and wellness is big business. And GHS' program is one of the most comprehensive in the Southeast, said Pam Wessel, business relations director for Business Health. The program serves more than 100 companies throughout Oconee, Laurens, Spartanburg, Greenville and Pickens counties.

Best of all, Business Health offers comprehensive, customizable services—from wellness education to on-site clinics and pharmacy courier services. One plan does NOT fit all.

As part of a large health system, we cover many aspects of employee wellness, noted Wessel. We do everything from helping employers understand health risk factors to developing strategies to satisfy employees' requirements. From health fairs to on-site clinics, employers can select those services that best match employees' needs.

In addition to tailored services, Business Health connects employers to numerous resources and provides a gateway to GHS primary and specialty care practices and to MD360®.

Shared Goals
One key to Business Health's success is the connection we share with clients. Businesses and GHS have a shared goal to improve health while managing healthcare costs. As the Upstate's largest employer, GHS also is concerned about its employees' health and managing costs. In fact, a GHS Finance Pillar goal is to minimize per member/per month cost increases.

Business Health provides the same resources that GHS provides its employees, such as screenings, health risk assessments, wellness classes, tobacco cessation and weight management. “Even the GHS employee wellness program, Healthtrack®, is part of Business Health,” pointed out Jane McBride, director of Clinical Rehabilitation and Wellness.

McBride also noted that last year, the GHS People Goal was to reduce A1c and LDL in specific GHS employee populations by 3%, and this was far exceeded with a 6.3% reduction in A1c and a 9.8% reduction in LDL. She anticipates the same success again as that goal remains the same in 2016.

Primary Care at Work
Seeing a doctor takes time. While an office visit may last only 30 minutes, the time away from work can be much longer. That's why businesses are opening on-site primary care clinics.

For several years, GHS has offered on-site care through its Employee Care Centers. Staffed by nurse practitioners, the clinics offer minor episodic care for colds, flu, rashes, respiratory infections, GI issues, etc. Employees pay a $20 fee, which is deducted from their paycheck.

Business Health provides the same model of care for external employers. Currently, GHS manages 20 on-site clinics at external businesses, including ScanSource, Alice Manufacturing, CeramTec NA, City of Easley, Canal Insurance, Hubbell Lighting, Oconee County and Furman University.

On-site clinics let employees quickly access the right care at the time in the right place. And employers improve productivity and reduce costs by paying fewer claims for doctor visits.

Filling prescriptions also takes time away from work. In summer 2015, Business Health began piloting on-site pharmacy services with Hubbell Lighting. The program is the same that GHS offers its employees who work on campuses that don't have an Upstate Pharmacy. Prescriptions are filled at the Greer Upstate Pharmacy and sent by courier to the company. Wessel emphasized that employees really like this convenience.

With its regional and diverse reach, Business Health also supports GHS goals for population health, she explained. People working in our communities collectively make up the region's workforce. Data gathered from screenings and other sources provide insight into creating programs that improve health management within the workplace. This information can help us better understand how we can work together for a healthier Upstate.
**Leadership Profile**

**Linda Brees, MS, director, Children’s Advocacy**

Growing up in a military family, Linda Brees learned early how to make good friends in diverse populations. That skill has served her well throughout her 35-year career as a child advocate, which involves strong involvement with children, parents, teachers and community leaders across all socio-economic levels.

For the last 20 years, Brees has served as director of the Children’s Advocacy department at GHS Children’s Hospital, which strives to improve the health and well-being of children and their families. Its 30 employees work collaboratively with schools, child development programs and community businesses across the Upstate.

Currently, the department has four main divisions: Safe Kids’ Upstate is an injury prevention program that has documented evidence of reducing childhood deaths from unintentional injuries by 43% through initiatives led by its 100 community coalition partners. 2015 marked the group’s 20th year of keeping kids safe.

**Healthy Child Development**, which includes Help Me Grow, a nationally recognized program that links families of children from birth to age 8 to community resources that address developmental, behavioral and learning concerns. Help Me Grow reaches across the state with offices in Greenville, Charleston, and most recently, Spartanburg.

**School Health** serves the Upstate through innovative education, prevention and treatment initiatives to improve the total health of children ages 0 to 21 within traditional and non-traditional school settings. This division includes the School-based Health Center Program, the school within the Children’s Hospital, Choosy (Early Childhood Obesity Prevention) and Bike Skills Clinic.

**Child Abuse Prevention** is the newest division of Children’s Advocacy. This innovative program provides training to the community on topics such as unsafe sleep, abusive head trauma and drug-endangered children. It also offers training for those who are “mandated reporters” by nature of their profession on how to investigate when a child shows signs of abuse or neglect.

Children’s Advocacy relies heavily on community involvement and support. One vehicle that helps the community learn about child advocacy concerns and Children’s Hospital in general is the Children’s Hospital Development Council. This group of community leaders advocates for children through fundraising, public awareness, prevention programs, grassroots government relations and volunteer recruitment. Brees, along with William Schmidt III, MD, PhD, and Desmond Kelly, MD, also has been instrumental in founding the Institute of Child Success, a research and public policy “think tank.”

In looking ahead, Brees is excited about the future role of Children’s Advocacy in preparing for changes in health care and supporting Children’s Hospital’s efforts in population health. “With support from GHS and Children’s Hospital leadership, the department of Academics and Research, and strong philanthropic partnerships, we will be expanding our advocacy efforts.” Watch for more information on these exciting developments this spring.

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**Quick Takes**

**Hometown:** Around the world (her father was in the Army)

**Family:** Husband Gene, one daughter and one son, three grandchildren

**Work/life balance:** Spending time with her children and grandchildren, enjoying lifelong friends

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**Riordan Report**

**A Time for Appreciation**

One of the Commitments to Conscious Leadership is to practice Appreciation. During the holidays, 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 this commitment, “I commit to living in appreciation, fully opening to both receiving and giving appreciation.” The first step in this commitment, as in many of the commitments, is awareness. By being present in the moment and noticing the people and situations around us, we can begin to give and receive appreciation.

This commitment has two parts: 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. Leaders need to know how to receive appreciation if they are going to give it.

As I look back on 2015, I see many reasons for expressing gratitude. We had great success with our FY 2015 System-level Pillar Goals. I appreciate the high participation rate and commitment scores in the Employee Opinion Survey, the hard work that each of you puts into delivering high-quality patient care and your commitment to monitoring expenses that led to a strong financial year.

I regularly receive notes of thanks from individuals who have had exceptional experiences as patients at GHS—and I know this is true for campus presidents and the 160 practice sites as well. These notes often describe staff members who make an extra effort, staff teams that work particularly well together and physicians who combine technical expertise with interpersonal skills.

These letters are the real-life stories behind our work to improve the patient experience, and I appreciate your efforts. Across GHS, we’re all paying attention to the details of the patient experience, and we’re systematically working to make those experiences better.

I am grateful for the curiosity and responsibility that you have shown around the governance discussion. Employees at every level of the organization are embracing this change by asking questions and sharing information with friends and family. This is the most important strategic initiative I have been involved in since coming to GHS. With your support, we will continue to transform health care and keep health care strong and local.

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

Michael C. Riordan
President and CEO

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**Thank you for choosing GHS as your place of employment and for all that you do every day.**
Telehealth Program for Neonatal Patients
Laurens County Memorial Hospital (LCMH) now offers Delivery Buddy, a telehealth program that enables GHS neonatologists and neonatal nurse practitioners to assess infants born at LCMH with suspected conditions. The two-way video assessment is conducted over secure network at the bedside between the LCMH medical team and neonatal team at GMH.

The program started December 1 at LCMH. Conditions that might prompt an assessment via telehealth include a preterm delivery or unexpected complications during delivery, such as an unexpected code of the infant.

Delivery Buddy is the first telehealth program available in the Southeast for neonatal patients.
Stellar Service

November Stellar Stars
Morgan Greer, RN, Supplemental Staffing, Neuroscience/GMH, helped a patient with a rare disorder that causes temporary amnesia. He was being sent home, but could not recall what “home” meant. Greer knelt by his chair and reassured him. His daughter, also a nurse, wrote, “It’s not always the medicine or the skills we have that make a difference. That day, it was simply taking the time to say kind words.”

Robin Powell, RN, certified diabetes educator, Wellness Center/OMC, took several hours from her schedule to aid a patient being discharged from CCU with an intensive insulin regimen. He had no insurance and no money to buy a glucometer. Powell coordinated with Mountain Lakes AccessHealth for a glucometer and then taught him how to use it.

Robert Smith, case manager, Social Work/RCP, is recognized for his ongoing support of patients after they leave the hospital. For example, for nearly three years, he has visited a former patient who is unable to drive. Smith drives the man to the grocery store and even to family members’ homes. His unwavering support and compassion for this patient is inspiring.

December Stellar Stars
Tammy Bowling, physician practice clerk, The Children’s Clinic–Duncan Chapel, always seeks ways to help others. Recently, she accompanied a doctor to a patient’s home. The physician had news to share with the family in person. Bowling rearranged her schedule so that she could help support this family. She is an excellent example of how team members can positively influence their work environment.

Paul Cornette, EVS technician, GMH, was recognized for the compassion he extended to a patient’s adult son. Twice, the son waited outside of his mother’s room while medical staff tended to her personal needs. Each time, Cornette knelt by the chair and reassured him. His daughter, also a nurse, wrote, “If there is anything you need, be sure to let me know.”

Taylor Stathes, Child Life specialist, GMH, was nominated by Radiology staff impressed with her creative approach to helping children cope during long radiologic procedures. Stathes made a booklet that includes all of the titles to videos available for children to watch during tests. In being able to pick out the videos they want to watch, children have a way to make decisions in their care.

Standard of the Month

Maintain Clean and Quiet Surroundings
A key component in patient- and family-centered care is an environment that promotes healing. Quiet and uncluttered surroundings create spaces that promote rest, calm spirits, and clear thinking.

Maintain Clean and Quiet Surroundings is one of our GHS Standards of Behavior. Representing the “m” in COMPASSION, this behavior demonstrates our commitment to providing service that is caring and respectful of patients, visitors and co-workers.

For patients, a quiet, clean room is critical to healing and safety. Our Environmental Services staff and engineering and maintenance staffs have a tremendous responsibility: They make sure that rooms are clean and that elements such as doors, lights, cabinets and chairs are in working order. This attention to the environment is at the forefront of infection prevention. The air quality in our ORs, for instance, must have the right balance of humidity.

Getting proper rest is essential to the healing process, physically and emotionally. Keeping conversation in the halls and nursing station to a minimum promotes restful healing and contributes to a positive patient experience.

Quiet is essential in any environment. Many non-clinical support staff work in cubicles in close proximity to their peers. Conversation is inevitable and necessary in these offices; however, employees demonstrate compassion for one another when they set their cellphones to vibrate, refrain from using speaker phones and wear headphones to listen to music.

Compassion is in the details. Maintaining clean and quiet surroundings is something that we all can do to promote a culture of excellence that makes Greenville Health System a great place to work, receive care and practice medicine.

For more tips on how to maintain clean and quiet surroundings, go to the Commitment to Excellence website on Plexus or talk to your manager.

Volunteers of the Month

Sue Clark is the Volunteer of the Month for November. Every Monday and Friday, Clark volunteers at the Greer Memorial Hospital front desk, where she gives a wonderful first impression to patients and guests. Her “can do” attitude is evident whether helping staff with lunch coverage, assisting with monthly birthday parties at The Cottages at Brushy Creek or serving as secretary on the Greer Medical Campus Auxiliary Board.

Roney Dillard is the Volunteer of the Month for December. New president-elect of the Greenville Memorial Medical Campus Auxiliary Board, Dillard volunteers several days a week in the Cancer Institute, where he offers help and inspiration to patients, families and staff. He also willingly helps out wherever he is needed. Recently, he assisted with the GHS retirees’ Holiday Brunch and portrayed Santa Claus at a patient’s party.

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, Experience, Quality, Engagement, 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.
Kudos

Risa Leipelt, RN, MISCU/GMH, received the DAISY Award for Extraordinary Nurses. Leipelt was nominated by a patient’s family for the excellent care she provided to the patient and to the family. They were especially grateful for how she communicated with them and for her compassion. Although the patient passed away, his family was grateful for the sense of peace that Risa brought.

GHS is among hundreds of hospitals and health systems that participate in this national recognition program. DAISY awards recognize nurses for the exceptional care they provide every day.

Find more information and nomination forms on the GHS Nursing website on Plexus.

GHS’ Diabetes Self-Management Program recently received first place in a poster competition at the 21st Annual Diabetes Fall Symposium for Primary Health Care Providers. The poster showed the work done with GHS employees diagnosed with diabetes.

GHS’ Fertility Center of the Carolinas (FCC) has been accredited by the American Association for Accreditation of Ambulatory Surgery Facilities. To earn accreditation, FCC had to pass inspection on hundreds of important criteria concerning patient safety. Learn more at aaaasf.org.

Roger C. Peace (RCP) Rehabilitation Hospital has received an $80,000 grant from the U.S. Department of Veterans Affairs. This grant will help veterans take part in the hospital’s various recreational therapy activities and support a recreational therapist assigned to patients who are veterans.

GHS has received the 2015 Diversity and Inclusion Large Business Award from the Greenville Society for Human Resource Management. This honor recognizes organizations in the Greenville business community that strive to promote diversity and understanding in its many forms. Recipients are selected for CEO commitment, human capital, corporate and organizational communications, and supplier diversity.

West End Co-op and the Young Stroke Program at RCP received the Program Award during the YoungStroke 2015 Inaugural International Conference in July. This honor recognizes programs that are distinguished by innovative and creative alternatives to conventional rehabilitative therapies. This was the first award given by YoungStroke, Inc., an organization that advocates on behalf of young adult stroke survivors and their caregivers.

GHS Honored for Supporting Women

GHS has received Greenville Chamber’s 2015 ATHENA Organizational Leadership Award. GHS was honored for its commitment to increasing the positive impact of women’s leadership in the community.

This award recognizes an organization that supports and develops women leaders by creating a culture that encourages female employees to achieve their full leadership potential or gives back to the larger community of women and girls by providing and supporting leadership development opportunities and initiatives.

GHS was lauded for supporting numerous programs, including the following:

- African American Women at GHS promotes leadership and equity for the system’s African American women
- Women in Medicine and Science ensures leadership development and career advancement opportunities for women doctors and biomedical sciences faculty
- Emerging Leaders works to establish a diverse pool of qualified internal candidates for management and director positions through this 12-month leadership development program
- Supplier Diversity empowers and assists women-owned businesses in the community
- Nurse-Family Partnership supports low-income, first-time moms and their babies
- PASOs (Perinatal Awareness for Successful Outcomes) helps Latina women overcome challenges associated with prenatal care
- Girls on the Run® combines training for a 5K run with esteem-enhancing workouts for girls ages 8-15

Risa Leipelt celebrates with her mother and grandmother, both nurses!
AROUND THE SYSTEM

Thank you to everyone who contributed to the 2015 GHS United Way Campaign, “Kindness ... Pass It On!”

GHS Surpasses $1 Million for United Way!
GHS employees raised over $1 million for the United Way of Greenville County. Thank you to everyone—your kindness for those in need will help build a cycle of success in our community!

Upstate Pharmacy-Greer Challenge for United Way
Departments across GHS through bake sales, raffles and other efforts. Upstate Pharmacy in Greer took a creative approach to motivate giving among its employees. Staff members set a fundraising goal of $3,000. Then, they issued a challenge that if they met the goal, two managers would dress up in bunny pajamas (think Ralphie in the movie Christmas Story).

Veterans Day Celebration
On November 11, GHS hosted its annual Veteran’s Day celebration on the front lawn of Greenville Memorial Hospital. The event honored those in our community and at GHS who have served or are currently serving in our nation’s armed forces. The ceremony included Color Guard and Honor Guard, recognition of those missing in action or who are prisoners of war, and presentation of the Gold Star Mothers wreath in memory of those who died serving their country.

GHS supports veterans in our communities year-round through the Military and Government Liaison Office.

Item Drive for the Troops
During the weeks leading up to Veterans Day, GHS collected items from across all campuses for the Blue Star Mothers’ Item Drive for the Troops. As in 2014, GHS cafeterias gave employees and visitors the opportunity to purchase a box or case of packaged snacks. Boxes then were purchased at wholesale price, meaning donations went a lot further. This year, the cafeteria purchased 33 with $1,672 in donations—a retail value of over $3,000!

Blue Star Mothers provides support to mothers who have or have had children honorably serving in the military. Items donated from across GHS and through the cafeteria program were included in care packages sent to troops deployed in locations around the world, just in time for the holidays.

Vascular Health Alliance staff created this display to honor veterans.

“Heal Compassionately”
This story demonstrates how GHS’ mission to heal compassionately extends beyond the bedside and is woven into the community.

Earlier this fall, a P.E. teacher from a local elementary school called Megan Shropshire, School Health manager for GHS Children’s Advocacy, to ask to borrow a hand-pedal bike for one of his students. The eight-year-old had been paralyzed in a tragic car accident that also killed his mother. He had been in the hospital for months, including inpatient therapy at RCP.

When he started back to school this year, however, life was not the same. The boy missed his mom, the teacher told Shropshire. And he wished he could ride bikes with his classmates.

Shropshire called Danielle Fitzsmorris, supervisor in RCP Recreational Therapy, who remembered the boy. She did have a bike. In less than an hour, she talked with the teacher, had the bike upfitted for the boy and ready for Shropshire to pick up.

The next day, the teacher sent Shropshire a picture of the smiling boy. It was the first time he had seen the child smile all year, he said. In fact, the boy could not stop smiling as he rode along with his classmates!

Since then, the community has come forward with efforts to raise funds to purchase a hand-pedal bike the boy could keep.

Hillcrest Radiology Raises Awareness
The Department of Radiology at Hillcrest Memorial Hospital raised awareness for breast cancer by selling over 300 shirts designed by HMH Mammography employee Marsha Carroll. The effort was part of a fundraiser to support the Susan G. Komen Foundation.
Magnet® Update

Formal application was approved by the American Nurses’ Credentialing Center (ANCC). In 2015, the application process affirmed the exceptional care we provide. Our collaborative, interdisciplinary partnerships focused on improving outcomes and a professional practice structure that empowers frontline nurses at all levels across the system.

These endeavors support the work of all care providers, as they reaffirm a consistent awareness that every touch and every encounter affect the patient experience.

As we turn the page on a new calendar year, we continue to move forward. Greenville and Memorial hospitals are both on the formal Magnet journey. This means these organizations have approval to proceed in the designation process based on current and required performance standards as outlined in the application submission.

November Service Anniversarys

| 45 Years | Britter Watts  |
| 40 years | Susan Bullow  |
| 35 Years | Vicki Greer   |
| 30 Years | Mohammad Ahbi  |
| 25 Years | Katherine Ayre  |
| 20 Years | Kimberly Bridges  |
| 15 Years | Martha Chandler  |
| 10 Years | Jennifer Blakely  |
| 5 Years | Jennifer Pearlato  |

At Epic Go-live, the recommended method of dictation will be Dragon voice recognition, a program that listens to the provider’s voice and transcribes automatically. (Corporate transcription services still will be available when appropriate, but require a different workflow with Epics.) Current versions of Dragon have very high accuracy rates, and Dragon can be programmed to insert common phrases and templates with a simple voice command.

By using Epic SmartTools such as SmartText and SmartPhrases, providers can produce discrete data quicker and more efficiently. In addition, these notes immediately will be available to others.

Success with Dragon requires preparation; training is required and will be included in personalization labs in January.

December Service Anniversarys

| 45 Years | Kathy Cromer  |
| 40 years | Janice Davis  |
| 35 Years | Natarsha Briggs  |
| 25 Years | Kathleen Batson  |
| 20 Years | Kathleen Watson  |
| 15 Years | Elizabeth Ogilson  |
| 10 Years | Fevisvalda Acosta  |
| 5 Years | Michael Allen  |

The EpicCenter team will work with providers to help schedule training.

If you have questions about go-live dictation, please reach out to one of the physician champions or contact us at 455-6100.

EpicCenter Update: Single Sign-on and Dictation

We have had great feedback during our pilot for the new “Single Sign-on program, which allows all users one sign-on to access multiple applications and change to the active patient across applications. Currently, it is in the final stages of connecting to supported applications. Rollout to acute care settings will occur soon, followed by our practices. Single sign-on can be achieved with ID and password or badge readers. Watch for more information as we move closer to rollout.

Epic provides multiple documentation methods for providers, ranging from typing to advanced voice-to-text options. When these options are coupled with Epic “SmartTools,” provider documentation can become faster, more meaningful and actually help us provide better care for patients.

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Upcoming Events

**LoseWell**
This 12-week weight management program takes place at multiple locations. Classes take place Jan. 21, noon, at the Life Center; Feb. 1, 5:30 p.m., at Patewood; and Feb. 17, 4:30 p.m., at Greer Memorial. All classes count toward HealthTrack™ incentive credits. For more information, call HealthTrack at (864) 454-8725.

**Exercise Prescription**
Jan. 27—Learn the components of a safe exercise program by GHS’ Joseph Maurer, MD, of The Life Center. Free; registration required. To register, call 455-4037.

**A Hero’s 5K Run/Walk**
Jan. 30—Furman University. This annual event honors the brave men and women who have served and continue to serve in the U.S. Armed Forces. Proceeds support the efforts of Upstate Warrior Solution in connecting veterans and their families to resources in the community. Learn more at www.upstatewarriorsolution.org. Register at www.go-greenevents.com/event/id/4490.

**GHS Half Marathon**
Feb. 27—This flat and fast course is run mostly on the Swamp Rabbit Trail. To register or learn more, visit www.swamprabbitrace.com.

**Did You Know? Mammograms on Your Schedule**
GHS Outpatient Radiology now offers before- and after-work appointments, available as early as 7 a.m. and as late as 6 p.m. Now, you can schedule a mammogram that works with YOUR schedule by calling (864) 455-7774.

**Community Connections**

**Goodnight Greenville a Top Seller!**
Over 4,000 copies of Goodnight Greenville have been sold since the book’s debut six months ago! Penned by GHS’ Joseph Maurer, MD, of The Children’s Clinic, this colorful hardback features familiar sights of Greenville while promoting reading for preschoolers. Plus, it makes a great gift!

Best of all, proceeds benefit Child Life Services at Children’s Hospital. The book is available at select stores and online for $17.99 plus tax. Learn more at www.goodnightgreenville.com.

**Virtual Toy Drive**
Purchasing an item for Children’s Hospital through Virtual Toy Drive is 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!


**Honor Flight**
GHS provided a team of medical volunteers to assist WWII and Korean War veterans who visited Washington recently during Honor Flight Upstate. Their visit included the WWII Memorial and the Changing of the Guard Ceremony at the Tomb of the Unknown Soldier.

**Dr. Maurer reads Goodnight Greenville to children and families during World Lion Day at the Greenville Zoo.**