At Greenville Health System (GHS), we provide the right care at the right time and in the right place.

EpiCenter: Why Epic?

In March, GHS’ EpiCenter Team released a light-hearted video to introduce themselves to Epic and Greenville Health System. In the video, anchor and EpiCenter Analyst Steven Boos asked a great question about GHS’ decision to go-live on Epic: “Why? Why? WHY?”

Until now, you may have heard some very broad answers to that question. For example, Epic is a system that improves patient care by reducing duplication, streamlining processes and providing more integrated care. How? What makes Epic the electronic medical record (EMR) and billing system of choice for GHS?

Here are several key reasons why our leadership has selected Epic and launched the EpiCenter initiative:

**Our Total Health philosophy:** GHS delivers comprehensive coordinated care, which requires that all providers have access to patient information from all sites. Epic will enable clinicians to compile and use patient data in a meaningful way that presents the patient’s health “story.”

**Widely used, proven system:** Epic has won numerous industry awards. It regularly tops the list of EMR systems in surveys and is used by the Cleveland Clinic, Allina, Kaiser Permanente, Mayo Clinic and other major health systems.

**Industry best practices:** Epic doesn’t re-invent the wheel. Its “Foundation System” contains flow sheets, order sets and documentation templates based on lessons learned from previous healthcare organizations.

As a result, GHS needs less customization—and that means reduced costs and an accelerated timeline. GHS also will benefit from Epic’s experience with previous client implementations.

**Quick transformation:** Epic is assisting to transform GHS’ workflow as quickly as possible without jeopardizing success. Early workflow decisions are made by key users during Validation Sessions.

The scope and timeline help everyone involved stay actively engaged. Thus, each phase can be completed in a timely manner so that GHS can more quickly realize benefits.

**Streamlined processes:** One system, one login! Epic encourages reduced duplication of logins, information and orders. For instance, duplicate orders will decrease because GHS staff can see the care that a patient received at other facilities and physicians can confirm which tests and exams have been ordered.

**Feedback:** The biggest factor for go-live success is people—not software. The EpiCenter team engages a wide mix of people in each phase of Epic implementation. Feedback from physicians and staff from departments and practice offices across GHS is vital to the initiative’s success.

**Patient access:** Epic provides many tools that encourage patient engagement. For instance, MyKiosk streamlines registration and check-in, while MyChart lets patients access their accounts online.

For these reasons and more, EpiCenter team members meant what they said in their introductory video—they are excited to bring Epic to GHS!

For more information and to watch the video, visit the EpiCenter website at www.epicenter.ghsnet.ghs.org.
Leadership Profile

Jeffrey Gerac, MD, UMG Inpatient Med-Peds, Lead Physician, EpiCenter
Janet Thompson, Director, EpiCenter

Janet Thompson and Dr. Jeff Gerac bring a wealth of experience to their respective roles as director and lead physician for the EpiCenter initiative. Thompson’s background includes an integration initiative for a large health system in California. At GHS, she has led service line support and served as liaison in initiating affiliations with regional hospitals, playing a major role in incorporating Laurens County Medical Campus into the system.

As an Internal Medicine–Pediatrics specialist, Dr. Gerac works for both the Pediatrics and Medicine departments as a hospitalist serving Greenville and Greer Memorial hospitals. He was lead physician for Soarian CPOE (computerized physician order entry). While CPOE added functionality, the system remained fragmented, contributing to duplicated work, tests and—most important—safety issues for patients. "Transferring GHS to a solid, integrated system has become a major priority for me," he said.

Q. What has impressed you about feedback from physicians and staff so far regarding this initiative?
Dr. Gerac: The incredible amount of involvement and interest, more than 600 staff and dozens of doctors have participated. Everyone was very complimentary of the Epic team's preparation, knowledge and professionalism.

Thompson: The appreciation expressed from physicians and clinicians on being part of establishing the foundation of their EMR has been impressive. The feedback from those who participated in the first round of Validation Sessions has been very positive.

Q. What has impressed you about the GHS staff who have taken on extra responsibilities to take part in EpiCenter?
Dr. Gerac: The excitement and eagerness to make this change is energizing. There is a broad range of experience and expertise from various hospital systems, departments and backgrounds.

Thompson: Many projects compete for people’s time and attention. The number of doctors, executives, and staff who have taken the time out of their busy schedules and the level of excitement has been impressive.

Q. Why is EpiCenter important to you?
Dr. Gerac: Our first and foremost goal is to improve patient safety. A single, integrated system used by all clinicians caring for the patient should translate into improved efficiency and satisfaction for our clinicians, cost savings for GHS, and improved quality and outcomes for our patients.

Thompson: EpiCenter will help GHS transform the health care it delivers to the community. It will give GHS the tools we need to develop a more aligned partnership with our patients.
GHS Launches Nation’s First Rare Tumor Center

In March, GHS announced the opening of a Rare Tumor Center—the nation’s first center dedicated exclusively to treating and researching rare cancers. This ambitious initiative reflects GHS’ commitment to collaboration, research and academic medicine.

The center is expected to attract patients from throughout the U.S. and already has sparked a $1 million gift and a strategic alliance with national molecular-medicine leader Foundation Medicine. Molecular profiling allows physicians to more precisely target cancer based on each cancer’s unique genomic signature and is at the leading edge of personalized medicine.

The $1 million gift by Jerry and Harriet Dempsey marks the largest individual gift ever given to the GHS Cancer Institute. Dempsey, former CEO and president of several Fortune 500 companies, also is the former chairman of the GHS Board of Trustees.

Rare tumors affect one in five patients with cancer. These patients typically do not have standardized treatments because their individual cancers, which can affect as few as 150 people, are poorly understood.

“Patients with rare cancers are at a tremendous disadvantage,” said W. Jeffery Edenfield, MD, medical director of GHS’ Institute for Translational Oncology Research (ITOR) and the catalyst behind the new center. “Clinical trials aren’t routinely available for these types of cancer, and the treatments are often based on the use of medications, which are less reliable than evidence-based approaches,” explained Dr. Edenfield.

Companies such as Foundation Medicine and Selah Genomics, which operates the Selah Clinical Genomics Center at ITOR, draw on the power of molecular and genomics medicine to translate revolutionary breakthroughs in cancer research into routine clinical care—and clues that could ultimately speed life-extending answers for patients. GHS’ strategic alliance with these companies will result in improved guidelines for the treatment of rare tumors along with a growing cancer databases that could be used by researchers worldwide.

GHS, like most nationally ranked cancer programs, has clinical research studies for the nation’s most common malignancies such as cancers of the breast, lung, colon and prostate. What’s been missing nationally is a program that offers patients a standardized approach for uncommon tumors that have no evidence-based data for management and no clinical trials to address their treatment.

“We’re creating something in Greenville that exists only as pieces elsewhere,” noted Larry Gluck, MD, medical director of the GHS Cancer Institute. “What our teams of physicians and scientists learn here not only will impact rare tumor research but also may provide answers to other cancer issues.”

“We’ve seen up close the transformative work being done by GHS and absolutely believe this investment will have great returns to our community.”

— Jerry Dempsey, former president, GHS Board of Trustees, and benefactor of the Rare Tumor Center

Rare tumors affect 20 percent of patients with cancer.

Quality Circle

Medication Error & Patient Safety

The Institute of Medicine estimates that one medication error per hospitalized patient occurs each day in the U.S.; about 1.5 million preventable adverse drug events occur every year; and 7,000 deaths occur annually from medication error.

Medication error can occur anywhere within the healthcare system: hospitals, clinics, surgery centers, doctors’ offices, nursing homes, pharmacies and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes. The best way to prevent errors is to give medication administration your complete attention and patients’ homes.

Everyone involved in medication use is responsible to work as a team to minimize patient harm from adverse drug events. The GHS Medication Performance Improvement (PI) Team includes physicians, nurses, pharmacists, and staff from Quality Management and Project Management. Their first task is to evaluate current systems or reports to monitor the quality and safety of GHS’ medication administration process. Other tasks include developing a system-wide communication plan for sharing positive results and lessons learned.

1. Right individual
2. Right medication
3. Right dose
4. Right time
5. Right route
6. Right documentation

LEADING THE WAY

ITOR
GHS’ Institute for Translational Oncology Research focuses on translational research and personalized medicine. ITOR works with industry and academic partners to bring molecular diagnostics and new medication trials to the Upstate.

50+ Pharmaceutical and biotechnology partners
30 Cancer trials at any given time in ITOR’s Phase 1 Clinical Research Unit
16 First-in-human trials

Direct comments or concerns for the Medication PI Team to Lynn Ethridge at 455-7040 or Michelle Julian at 455-7051.
Volunteers of the Month

Martha Beth Sturgis is the Volunteer of the Month for March. Sturgis serves in the ICU Waiting Room at Greenville Memorial Hospital where she graciously assists families, visitors and staff. A GHS volunteer since 1977, she has served as president of the GMMC Auxiliary and chair of the Auxiliary Executive Committee. Previous recognitions include Volunteer of the Month and the Malcolm P. Niven Award for outstanding service.

Donna Foster is the Volunteer of the Month for April. Three mornings each week she brings sunshine to The Cottages at Brushy Creek with her beautiful smile, enthusiasm and willingness to help others. She performs clerical duties, greets and directs visitors and family members, and transports residents to activities. The gifts of her love and talent make a big difference at The Cottages.

Standard of the Month

Lead by Example: Maintain Clean and Quiet Surroundings

GHS’ Environmental Services staff has a huge responsibility in maintaining our facilities. They represent GHS every day in all of our facilities. Their work is integral to the quality and safety of patient care.

This month’s standard, maintain clean and quiet surroundings, is about more than keeping our facilities clean. Pointed out Warren Huff, manager for EVS at Greenville Memorial Hospital. “It’s how each of us demonstrates compassion in caring for the patients we serve and taking ownership in the place where we work,” he said.

Huff never underestimates the impact of leading by example. Managers play an important role, he added, noting that well-kept units often reflect a manager’s personal commitment to this standard.

You don’t have to be a manager to be a leader. If you see trash on the floor, pick it up. If you see a spill, clean it— or ask someone to notify housekeeping. Spills are fall risks. No matter how you take responsibility, whether grabbing a paper towel or asking for help, you reflect GHS’ commitment to safety.

“When people see you pick up trash or wipe around the sink in the restroom after washing your hands, they are likely to follow suit,” he stated.

Huff frequently reminds his staff that a quiet environment is necessary for healing. Yet, it is common to receive patient satisfaction survey comments about hallway noise disturbing patients’ rest. EVS and Nursing work together to lower noise levels, especially at night.

Practicing cleanliness, keeping our voices low and limiting personal conversations, no matter where we work, demonstrate compassion and respect for those around us.

Stellar Service

March Stellar Stars

Kris Barenda, NP, Center for Pediatric Medicine, exemplifies the COMPASSION Standard “Offer support and demonstrate teamwork.” Recently, Barenda was asked to check in on a family. She saw that the baby was in crisis, quickly stabilized him, called Pediatric ICU and arranged for emergency transport. She remained calm and supportive, reassuring the infant’s parent and helping the care team.

Debbie Ingram, RN, Pediatric Palliative Care/NICU, comforted the mother of a dying infant. Ingram took time to bathe the child before the family arrived to hold him. The mother knew that her infant was very sick, but having him cleaned before the family came in made him seem “more like a normal baby.” The family also commented on Ingram’s compassion when the infant died.

Sterling Simpson, MD, Pediatric Pulmonology, made a house call during the holidays to assist a dying patient. Dr. Simpson knew the patient wanted to die at home. He also knew that transport to a hospital would cause much discomfort. He drove to the patient’s home, reassured the family about the plan of care and made sure the patient was as comfortable as possible.

April Stellar Stars

Katheryn Isham, MD, Resident II/Ob/GYN, was recognized by a former student intern for her thoroughness. Dr. Isham made sure the intern had meaningful work and was treated respectfully as a team member. She also helped her prepare for a medical school interview. The student wrote that Dr. Isham’s coaching played a big role in the interview’s success; the student has since been accepted to medical school.

Benson “Benny” Quattlebaum, RN, CVICU/GMH, was recognized for demonstrating all 10 GHS COMPASSION Standards. A patient’s spouse described how Quattlebaum exemplified each standard. She concluded with these words: “We want him to be recognized as an employee representing GHS and the nursing profession who exceeds the COMPASSION Standards of Behavior!”

Jason Strickland, Maintenance Mechanic/Community Facilities Engineering, was commended by an elderly man worried that a flat tire would make him late to a doctor’s appointment. Strickland saw the man was anxious and calmly said, “Let me take care of that for you,” and changed the tire. Later that day, the man called GHS Human Resources to recognize Strickland for his compassion.
Kudos

Debbie Pizzeck, RN, Vascular Access Team/GMH, received the DAISY award for her superior skill and exceptional bedside manner, both of which calm and reassure patients. Pizzeck constantly seeks to improve processes and, ultimately, patient care. She takes problems and makes them teaching moments for preventing future occurrences.

Christine Marsh, Marshall I. Pickens Hospital; Julie Ogorzalek, GMHC/Administration, and Cheryl Duerr, GMHC/Radiology, have earned Certified Administrative Professional (CAP) status. Awarded by the International Association of Administrative Professionals (IAAP), this designation is achieved by completing educational requirements and passing a comprehensive exam. All three are members of the GHS IAAP chapter, participate in community service and have decades of experience as administrative professionals. For more information on the GHS chapter or CAP, email Linda Baumbach, CAP, at baumbach@ghs.org.

Dr. Likes was nominated by a patient who is a GHS employee. Her nomination emphasized his calm, thorough explanation of her care and attentiveness to her comfort from diagnosis through recovery.

She also described his compassion when their paths crossed after her return to work: “Each time he stopped to talk with me, he touched me on the shoulder and asked how I was feeling. More important, he embraced the healing power of appropriate touch.” She added, “He inspired me to live out the GHS COMPASSION Standards that should be representative of all medical professionals.”

Performance Improvement Spring Training

In March and April 2013, 19 staff from across the system completed four days of performance improvement training in Change Acceleration Process and Work-Out methodologies.

These participants then applied the training to projects that improved processes ranging from communication during handoffs between the GMH Emergency Trauma Center and inpatient units, census management at GMH, patient fall rates, pressure ulcer rates, appropriate use of the GMH nursery, nursing unit council effectiveness, and RCP outpatient referral and scheduling.

Hillcrest Memorial Hospital (HMH) has been granted renewal of accreditation by the American Society for Metabolic and Bariatric Surgery (ASMBS) Bariatric Surgery Center of Excellence program.

Awarded for three years, this recognition acknowledges commitment to providing quality improvement and patient safety for those undergoing bariatric surgery. As an accredited center of excellence, HMH demonstrates that it meets the needs of these patients by providing multi-disciplinary, high-quality, patient-centered care.

Creighton Likes III, MD, MS, UMG Reproductive Endocrinology, received Honorable Mention in Studer Fire Starter Publishing’s “Hero in a White Coat Contest.” Recipients are nominated by patients and families in appreciation for the vital role a physician played in their care.

Kerry McKenzie, coordinator, Obesity Prevention/Children’s Advocacy, was a presenter at the YMCA 2013 national conference. Her presentation, “Got Skills? Quantity and Quality Physical Activity in Early Childhood,” supported the inclusion of teaching and practicing fundamental motor skills in reducing obesity, specifically in childcare centers in underserved communities. Children’s Advocacy works with area elementary schools in promoting healthy eating and exercise through its Choosy Rx program.

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Kerry McKenzie (right) from GHS Children’s Advocacy demonstrates the “fun” in teaching fundamental motor skills at the YMCA 2013 national conference.
Neither Sleet Nor Snow ...
Inclement weather couldn’t keep GHS employees from providing excellent care during some of winter 2014’s worst days:

Twenty-five GHS employees representing Security, Facilities and Nursing volunteered during a drive-through flu shot clinic at Palmetto Medical/Hospital. Despite sub-freezing temperatures, 25 people received vaccinations.

During the February snowstorm, many employees worked extra shifts or spent two nights in makeshift dorms.

Good Catch Awards
Congratulations to the following for receiving the Good Catch Award for First Quarter 2014. The Good Catch Program recognizes individuals and teams who report near misses or events that could potentially cause a patient harm. To nominate a Good Catch or for more information, contact Kristen Hauck, MSN, RN, AHA-PsL, Risk Manager, at 455-4639 or khaukk@ghs.org.

Respiratory Care Staff and Drs. Catherine Chang, Armin Meyer and L. James Cochrane Jr./GMH
Along with Drs. Chang, Meyer and Cochrane, respiratory therapists noted over several weeks that a new endotracheal (breathing) tube tended to kink after only a few days, resulting in patients being under-ventilated.

After reviewing the staff’s report on these events, Respiratory Care Services managers contacted the tube’s manufacturer. An inquiry revealed that changes made during production had weakened the tubing. The manufacturer issued a national recall for the product. As a result, this team’s efforts prevented harm to patients at GHS and in hospitals nationwide.

Cassandra Vaughn, Materials Services/NGH
While restocking an Omnicell cabinet, Vaughn noticed an extra central line tray in the cabinet. Realizing that meant a patient was charged for a tray that wasn’t used, she notified her supervisor who then pulled transaction reports and asked nursing staff to find out which patient’s account needed to be credited. Vaughn’s proactive measures prevented a $584 billing error.

Beverly Harris, GHS Outpatient Radiology
Following a non-urgent Saturday scan, Harris reviewed a patient’s images before discharge and saw an area that showed possible complications from another disease process. Typically, Saturday scans are not reviewed until the following Monday, but Harris called the radiologist on-call and asked him to review the scan that day.

The radiologist interpreted the images and notified the referring physican so that the patient could receive appropriate and timely treatment. Harris is congratulated for recognizing the pathology and taking initiative to follow through.

Serving the Community
Alexander Fernandez, admission counselor, Patient Access/GMH, was among GHS Emergency Trauma Center staff on hand during last year’s “Matricula Consular,” a community event assisting members of the Latino community. GHS was presenting sponsor for Health Zone, which provided education and information on health services in the Upstate.

Winning Big for Kidney Foundation
Four GHS physicians made a double impact for the National Kidney Foundation (NKF). As Team Thornblade, they won the South Carolina NKF Golf Classic last fall. Their scores qualified them to compete at the NKF’s Golf Classic finals in Pebble Beach, California, where they won their division! The NKF Golf Classic is considered the premier amateur golf charity event.

March for Babies Helps GHS Families
The Greenville Chapter March of Dimes’ annual March for Babies takes place April 26. Contributions go to support families right here in Greenville. GHS employee Lynn (Joyce) Davis, who works at Roger C. Peace Hospital, knows firsthand how much that support means.

In 2011, her twin grandsons, Kobe and Kaelib Davis, were born 10 weeks early. At about 3 lbs. each, both needed resuscitation following their transfer to GHS’ Bryan NICU. “They were fighters,” said Lynn of the twins, who went home eight weeks after their birth.

“We are grateful to the GHS NICU staff for their excellent care and also for the educational tools that helped us take care of our little ones,” wrote Lynn (pictured above).

But their fight wasn’t over yet. Both had tiny brain bleeds that developed into periventricular leukomalacia, a type of brain injury. As a result, Kobe developed cerebral palsy. Both require ongoing physical, speech and occupational therapy.

Today, Kobe and Kaelib are active 2-year-olds, and the Davis clan is the Ambassador Family for the Greenville Chapter March of Dimes’ March for Babies. Support them at http://www.marchforbabies.org/Jocelyn49. See back page for more information.
This approach has resulted in upward trending in unit/hospital quality metrics, enhanced engagement of unit staff and building of relationships for resources and support.

During this fiscal year, 70+ meetings already have taken with affirmative feedback about working collaboratively. We are especially pleased to have the staff RN unit council chairperson’s input at the meetings supporting quality at the bedside.

Sue Bethel, MSN, RN, Manager of Clinical Research, and Jan Smith, MSN, RN, Professional Practice coordinator, contributed this article.
Upcoming Events

March for Babies
April 26—Greenville Technical College, Greenville, 8 a.m. Register at www.marchofdimes.com/southcarolina/events.

Simpsonville Mud Mania (rain or shine)
April 26—Heritage Park, Simpsonville, 8 a.m. Hillcrest Memorial Hospital (HMH) presents this family-friendly mud run and obstacle event. Register at www.ghs.org/mudmania.

Best Chance Network Screening
April 30—HMH. Uninsured women ages 40-64 who meet certain income guidelines can receive free clinical breast exams, pelvic exams, Pap smears and mammograms. HMH, North Greenville Hospital and GHS Outpatient Radiology (formerly Greenville Radiology) are Best Chance Network sites. Call 656-3076.

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National Healthcare Week • May 11-17
Together We Serve

GHS Swamp Rabbit 5K Run/Walk (rain or shine)
May 2—Gateway Park, Travelers Rest, 6:30 p.m. Register at ghs.org/swamprabbit5k (66 through April 24, then $11). Includes T-shirt, go to red tent for 25 HealthTrack™ credits.

Employee of the Year Announcement
May 12—Skarupa Community Rm., GMH, 2 p.m.

Ice Cream Party
May 13—Ice cream bars and fruit bars at all campuses from 2:30-4 p.m.

Save the Date
National Bike Challenge, May 1-Sept. 30
Competitive cyclists and weekend cruisers alike can join in this fun challenge to promote bike safety awareness. Watch the WHAG or visit https://nationalbikechallenge.org.

Employees’ Day Meal
May 15—1-3 a.m. (third shift), 11 a.m.-1:30 p.m. (first shift), 4:30 p.m.-7 p.m. (second shift). Current ID badge required.

May 5-16, GHS employees, retirees and volunteers may join the Life Center® or PATH with no initiation fee! Call 455-4231. New members will be eligible to win great prizes! Life Center new member prize drawings will take place weekday mornings May 13-19 as follows: 5/13—Garmin Forerunner; 5/14—30-minute Massage Therapy session; 5/15—Resting Metabolic Rate & Nutritional Consultation; May 19—Polar Heart Rate Monitor (final drawing).

Aloft, May 23-26
GHS sponsors this annual festival featuring hot air balloons, national and local bands, amusement rides and healthy activities for all ages. Learn more at www.aloft.org.

Research Team Awarded Finalist Status
A Clemson University team made up of bioengineering and business administration students—as well as GHS surgical oncologist Brian McKinley, MD—was awarded finalist status in a challenge to accelerate commercialization and spur entrepreneurship. The team created a business plan for an Institute for Biological Interfaces of Engineering (IBIOE) invention at Clemson that provides a new approach to breast tissue regeneration following breast cancer surgery, which may change the way doctors treat the disease.

Other team members include Michael Gara, technology director, Clemson Biomedical Engineering Innovation Campus at GHS Patewood Medical Campus, and David Orr, co-founder of KITATEC Inc., which has labs within the Institute for Translational Oncology Research (ITOR) Clinical Research Unit at the GHS Cancer institute.

Sewing Guild Supports Children’s Hospital

The Upstate Chapter of the American Sewing Guild recently held a fundraiser, with all proceeds ($535) going to Children’s Hospital. The group also makes child-friendly surgery caps and blankets for Children’s Hospital.

Meals on Wheels Sweethearts
GHS was well represented at the Meals on Wheels Sweetheart Ball in February. Several employees volunteer with Meals on Wheels. Patewood and Greer Memorial hospitals both have a team that share a route. Beverly Haines, president, Patewood Medical Campus, serves on the organization’s board of directors.

Kerrie Roberson, RN, CNE, Patewood Memorial Hospital, and spouse Eric Roberson, Episelect team, enjoy a night out at the Meals on Wheels Sweetheart Ball.