

Epic Venture Continues



Rebecca King, Team Care assistant, prepares to pull a record on Epic as Dr. Lawrence speaks directly to the patient (Belinda Driggers, phlebotomist). Note: Read more about Team Care on Page 3.

In February 2014, GHS launched the EpiCenter initiative—to plan, build, train and implement the Epic enterprise system. This electronic medical record (EMR) and revenue cycle system puts every patient’s information in one secure record that can be accessed anywhere along the care continuum.

Last summer, most physician practices went live with Epic. In February, Epic debuted on Greenville, Greer, Patewood, Simpsonville and Travelers Rest campuses, along with 30 practices

and MD360® Convenient Care centers. On track to go live October 1 are Laurens County Memorial Hospital and Oconee Memorial Hospital, as well as GHS doctor offices in Oconee County.

With the potential finish line in sight, Janet Thompson, Epic program director, looked back on this “epic” venture. To date, 12,400 employees—three-fourths of the GHS workforce—are trained to use Epic. Of these, 800 serve as “super users” who can help their peers and troubleshoot any Epic-related issues.

Thompson is encouraged by positive signs—especially around continuity of care. Here are two examples:

- Patients sent from an MD360 to the ED were impressed that when they arrived at the ED, nurses already had the information from MD360.
- Nurses on inpatient units appreciate the efficient transfer of material for patients coming from the ED. Before Epic, they had to wait for a paper chart that often arrived *after* the patients. Now, nurses are ready for these patients beforehand.

Success Depends on People

The biggest factor affecting Epic’s success is people, not software. Feedback from doctors and staff across GHS remains vital to the initiative’s success.

Thompson is especially grateful for physician champions. They have played a key role in planning and developing Epic and in getting practices on board. Among them is K. Graham Lawrence Jr., MD, of Family Medicine–Mountain View in Greer. Dr. Lawrence has been involved in medical informatics his entire career and helped lead the implementation of a previous ambulatory EMR.

“Primary care practices provide continuous care for patients for years,” he said. “Epic gives us a unified medical record—from our office to the specialist, from the ED to the hospital and back to us—we all share the same record.”

Not only can providers access records throughout GHS, they also can retrieve them from any health system that uses Epic. Dr. Lawrence recalled when he first requested a patient’s EMR from another hospital: “A new patient had come in with multiple conditions. She had received much of her care from Bon Secours St. Francis Health System, which also uses Epic. In a few clicks, we had her records—lab reports, hospitalizations, medical history—everything. It was incredible!”

Epic is widely used around the nation. Other area health systems adopting Epic include AnMed and Spartanburg Regional.

Thompson is quick to point out that as significant as Epic is to healthcare delivery, it is just a tool. “What matters most is how we treat our patients while we are using that tool,” she emphasized.

“Epic directly impacts our vision and mission. Knowing that I am a part of that effort helps keep me going.”

Janet Thompson, Epic program director



New Institute Will Help Children

Gift is the largest in GHS history!



The Bradshaw family

What began as a car seat check 15 years ago has led to the creation of the Bradshaw Institute for Community Child Health & Advocacy. This innovative GHS-led partnership seeks to improve the well-being of all children in S.C. through research and intervention. The institute, one of a handful of similar efforts in the U.S., could pave the way for national changes in pediatric care.

The legacy gift was given by William and Annette Bradshaw, who saw a need to help build a safer, healthier community. The amount is not being disclosed at the request of the donors, but the largest previous GHS gift was \$2.5 million.

See and learn more about this historic June 1 announcement at ghs.org/newsroom.



Thank you for doing your part to help GHS reach these shared goals; I appreciate your hard work.

Riordan Report

Updating our 2016 Goals

Each year, I update you on our mid-year progress toward achieving organizational goals. I take time at every Town Hall to update employees on our goals, and I'd like to use this article to update you on our progress, through May 31, on the four organizational goals we share. These goals demonstrate our desire to achieve the "Triple Aim"—improve the patient experience, improve the health of our population and reduce the per capita cost of health care.

We track our success in the **People Goal** through three measures. The first is participation rate for the Employee Opinion Survey. Thanks to your efforts, we reached our 87% participation goal. The other measures are employee wellness in the areas of A1c and LDL. These measures have two purposes: support employees in their health journey and gauge our efforts in improving employee health. We will have results on these measures when the Wellness Screenings are completed.

Our **Experience Goal** has three measures, each focused on an area in which we interact with patients and their families: Inpatient, Emergency Services and Physician Practices. Our scores in all of these areas have been below target. Patient experience is important because it is part of the "Triple Aim" and part of our mission to *heal compassionately*.

There are four **Quality Goal** measures. We are on track with our two Zero Harm measures—reduce Surgical Site Infections and reduce Catheter-associated Urinary Tract Infections. Our third measure is focused on achieving 25% MyChart utilization, which gives our patients an opportunity to engage in their health care. (If you have not signed up for MyChart, you may do so here. www.mychart.ghs.org) The last measure is to achieve Magnet designation. We submitted our application

and, in September, we will submit final reports needed before the on-site visit is scheduled.

Our final shared goal, **Finance**, has three measures. The first four months were challenging. Our board asked us to end the year with a break-even operating margin. With your hard work, we are seeing improvement: our operating margin is 0.3%, compared to a 2% target. I am optimistic we are moving in the right direction. The second measure is achieving "best performer" designation for our Epic rollout. We will evaluate how efficiently we return to normal operations in charges and payments for this measure. Our last measure considers how much we spend on our own employee health plan. We spend almost \$120 million yearly on employee insurance, and nationally the rising cost of health care is an issue.

By demonstrating our ability to control our costs, we can share those successes with area businesses. Because of your engagement in initiatives like the previously mentioned Wellness measures, we are spending \$486 Per Member Per Month, which is \$30 better than our target.

Overall, we are doing well on our shared goals. Our operating margin is improving, and we have time to achieve other Finance and Quality measures. Tracking progress on goals helps remind me of the contribution that every role plays in the organization. Thank you for doing your part to help GHS reach these shared goals; I appreciate your hard work.

Michael C. Riordan
President and CEO

Leadership Profile

Ric Ransom, Senior Administrator, Greenville Memorial Medical Campus (GMMC)



Quick Takes

Hometown:
Birmingham,
Alabama

Family: Wife, five
children ages 22-10

Work/life balance:
Movies, exercise,
reading, video games

In FY2016, GHS revised two Pillar Goals to connect more closely to our mission and vision. Patient Satisfaction became Experience, reflecting our focus on the patient. Growth became Engagement, reflecting GHS' partnership within communities to ensure that everyone has access to health care.

This collaborative spirit and shared commitment resonated with Ric Ransom when he applied for the position of Senior Administrator at GMMC. He liked that GHS was a not-for-profit system with a strong academic focus that included a teaching hospital. His personal mission meshed with GHS' mission.

Ransom joined GHS two years ago. In his role, he enjoys a diversity of experience and responsibility. These range from the straightforward, such as parking and campus maintenance, to complex clinical concerns.

GMMC includes Greenville Memorial Hospital, Roger C. Peace Rehabilitation Hospital, Marshall I. Pickens Hospital and USC School of Medicine Greenville, and has over 4,000 employees. Of this number, approximately 1,400 report to Ransom. His administrative responsibilities include Radiology, Cardiology, Children's Hospital, Pharmacy, Laboratory, Security, Life Center®, Environmental Services and Medical Center Clinics.

"I'm really having a blast," Ransom said of his work. From the GMMC perspective, engagement with communities is working within established programs such as the Greenville Chamber of Commerce, American Heart Association and The Blood Connection, as well as many GHS-based programs and clinics. The campus also takes part in community events that support and promote groups that share GHS' commitment to health care.

Ransom was a member of the 2016 AHA Executive Leadership Team for the Heart Walk and next year will be its chair.

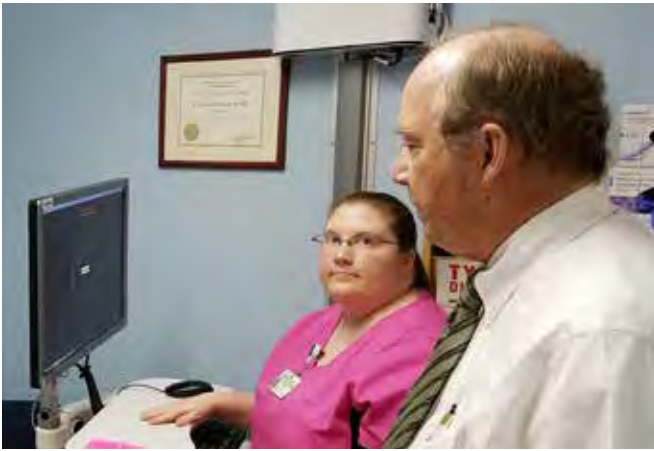
"2016 was the most successful Heart Walk that we've had for GHS," he noted. "As a system, we set records in fundraising—\$32,000—and participation—477 registered walkers."

Ransom sees this commitment to excellence at work within departments, citing Environmental Services as a stellar example: "They've done a great job improving cleanliness on our campus and working to improve patient satisfaction, all while maintaining a stable environment."

He summarized, "Multidisciplinary teamwork is how we get stuff done. I appreciate these teams and the individuals who serve on them."

"Health care is a team sport. When staff members agree to be on a team and step outside of their boundaries, they are putting the needs of the patient first."

Team Care



Team Care Assistant Rebecca Pitman assists Dr. Lawrence.

An innovative care delivery model opens access for busy practices and reconnects providers with their patients

Three years ago, physicians and staff at Family Medicine–Mountain View were frustrated. They spent more time on computers than with their patients. Increased documentation requirements meant many late nights just catching up. The staff was overworked. Something had to give.

William Byars, MD, and Adrienne Labotka, MD, researched Team Care, a clinical model proven to increase access and improve efficiency in practices with high volume and high demand like Mountain View. It also has received high marks for improving provider and staff satisfaction. “When I met Dr. Peter Anderson and learned of his well-thought-out Team Care process, I realized this was the model I needed to adopt—not only for my own well-being but also for the good of my patients,” said Dr. Byars.

He continued, “After electronic health records were adopted by most medical practices, physicians collectively saw a drop in their level of job satisfaction, as well as in their personal quality of life. There was a widely held belief that the provider has to enter most data pertaining to patient history, exam findings and care plan. Physicians, including myself, spent even longer hours away from family and friends.”

Drs. Byars and Labotka proposed Team Care to the UMG Board and were approved to pilot the model. In September 2013, the practice began tracking measures such as access and volume. Today, the results are impressive; the practice has increased access by 30%.

The most significant benefits however, are not easily quantifiable, noted K. Graham Lawrence, MD. “Team Care frees up considerable time from documentation, allowing us to concentrate on clinical decisions of what to prescribe or simply counsel the patient and explain the treatment plan. It truly is a physician extender.”

Cypress Internal Medicine–Greer adopted Team Care six months ago. Adam Scher, MD, has enjoyed the experience. “I have been most impressed by and excited about our expanded patient access for urgent visits on a day-to-day basis,” he said. “I have enjoyed seeing our Team Care assistants build stronger relationships with patients through extended patient interactions.”



Adam Scher, MD

What differentiates Team Care?

- Providers and certified medical assistants (or LPNs) work in a ratio of 2.5 to 3.5 per provider instead of the traditional primary care model of 1:1
- The protocol-driven model enables CMAs as Team Care assistants to interview the patient and document the results before the providers enter the exam room
- The model increases throughput and access.

“We want to give our physicians the ability to adopt models that are more cost effective and efficient and that allow them to perform at the top of their license,” noted Sean Bryan, MD, chair of the Department of Family Medicine. “Team Care is just one more option that we can offer our providers.”



Sean Bryan, MD

“Not every care delivery model works the same for all practices—one size does not fit all,” added Peter Tilkemeier, MD, chair of the Department of Internal Medicine. “Extended hours may be a perfect fit for certain practices. Others may flourish in traditional models.”



Peter Tilkemeier, MD

For more information about Team Care, call Dr. Bryan at 797-6112 or Dr. Tilkemeier at 455-8973.

Team Care Benefits

- Enhanced patient satisfaction (more meaningful face-to-face interaction with provider)
- Enhanced physician and staff satisfaction
- Encounters closed on time
- Recruiting advantage
- Market differentiator

Quality Circle

Quality Standards Motivate Change

MyHealth First Network (MyHFN), which includes all GHS physician practices, is committed to patient safety. During March and April, quality specialists at the Care Coordination Institute (CCI) helped the network increase the Falls Risk Screening Performance Measure in these practices.

According to the Centers for Disease Control and Prevention, 700,000+ patients are hospitalized each year because of falls, with an average cost of \$35,000 for each hospitalization. Reducing balance disorders, medication interactions and home safety issues are a few ways to decrease falls. The first step is identifying at-risk patients.

Many MyHFN practices now have increased fall-risk screenings for patients age 65 and older. One practice, Heritage Pediatrics & Internal Medicine–Wren (a

collaboration with Baptist Easley Hospital*), achieved major gains. Drew Goldsmith, MD, a provider there, screened 97% of his eligible patients in April. Overall, the practice boosted screenings from 28% of appropriate patients in January to 79% in April.

All MyHFN providers, including GHS, take part in the Medicare Shared Savings Program Accountable Care Organization with Centers for Medicare & Medicaid Services (CMS). As the leading payer in the “volume to value-based” care transformation, CMS has developed quality standards in which performance will determine reimbursement. The Falls Risk Screening Performance Measure is one of these standards.

***Note: On July 1, Heritage Pediatrics & Internal Medicine–Wren will join GHS.**



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.

Stellar Service

May Stellar Stars



Tara Clark, RN, Pediatric Surgery/GMH, took extra time to build trust with a patient. The child resisted any interaction with caregivers, making it hard to treat her. Clark established a connection with this patient. She learned that the girl loved dogs and Star Wars, so Clark brought her service dog and made Star War characters from paper rolls.



Dana McCarty, RN, NICU/GMH, was praised for providing stellar care to a family's premature infant. "We rested easy whenever she was with our daughter," the parents wrote. She also was attentive to the parents' needs, keeping them informed every step of the way. An ornament she made with their baby's footprints is a gift they always will treasure.



Mark Fields, MD, Pediatric Pulmonology, convinced his patient's other doctors and the sedation team to make an exception. A toddler needed two imaging tests, but his parents were worried because of past complications with sedation. Dr. Fields had the equipment for both tests moved to one area, greatly reducing the time needed for sedation.



Tammy Gillespie, RN, Radiology Nursing/GMH, showed empathy in performing tests on Dr. Field's patient with as little sedation as possible. Gillespie sang and danced to distract the patient—and conducted the first test with no sedation! The second test needed only 10 minutes of sedation.

June Stellar Stars



Marlie Rahn, wellness coordinator/OMH, helped a woman slumped over at the front desk early one day. Disoriented and with slurred speech, she told Rahn that she had been discharged from the ED but was too confused to call for a ride. Rahn confirmed with the ED that the woman could go home and then arranged a ride for her.



Vanessa Hood, Mobile Transport, kept a patient and family calm after the patient had been assigned to the wrong facility. Hood reported the problem, then stayed with the family until hours later when she was notified to bring the patient to the ED. The next morning the family and patient were delighted that she was their driver to the correct facility.



Beverly Harris, RN, 4D/GMH, was dubbed a hero by a patient's family member. The adult patient had been restrained; he was delusional and hallucinating. Harris wiped his face with a towel to cool him. She also brought in a fan to provide further comfort. All the while she sang a lullaby until he was relaxed enough to receive medication. She stayed until he fell sleep.



Volunteers of the Month

Don and Pat Vanderhoof are the GHS Volunteers of the Month for May and June. GHS volunteers since 2002, together they have served nearly 11,000 hours! They volunteered at Greenville Memorial Hospital for several years before transferring to the Outpatient Surgery department at Patewood Medical Campus. They have been integral members of that team ever since.

The Vanderhoofs also assist with Child Life Services on the Patewood campus. In addition to routine tasks, they help with activities for patients and families, including special events such as the Angel Tree and Mother's Day and Father's Day shopping "sprees." They are wonderful with children and family members alike.

Standard of the Month

Offer Support & Demonstrate Teamwork

We use the word "culture" frequently when we talk about our organization. Over the last several years, GHS has actively promoted a Culture of Safety. Magnet designation recognizes organizations that uphold a culture for collaborative excellence in patient care.

Our culture grows and thrives when we support and help each other along the way. When we practice the COMPASSION standard, *offer support and demonstrate teamwork*, we promote a positive culture. Here are some examples:

Volunteer ambassadors for the Employee Opinion and Culture of Safety surveys play a key role in helping individuals at GHS understand the system as a whole. They take extra time to learn about the surveys, answer questions and encourage their co-workers to take the survey.

"Super users" step up to receive additional training in new processes and equipment. For instance, approximately 800 of the 12,400 employees trained to use Epic became super users so that they could learn how to trouble shoot issues, answer questions and assist co-workers.

Unofficial super users are all around us. These are people we know that we can ask for help with anything, whether it is unjamming the copier, assisting with patients or serving on a committee.

We don't have to be super users to make a difference. Here are some ways that we show support:

- Arrive on time for work and meetings
- Mentor new employees and students
- Recognize co-workers' accomplishments
- Use resources wisely
- Change priorities to meet changing demands
- Respond promptly to requests from co-workers and customers
- Offer to help whenever possible

Kudos

Kathryn Cannon, BSN, RN, CBN, Premier Surgical Services/Greenerwood, has earned advanced certification in bariatric nursing. This achievement represents a recognized standard of knowledge and clinical expertise in bariatric surgery. Certification ensures optimal patient outcomes and patient satisfaction.

Joanna Travaglini, RN, PACU/Greer Memorial Hospital, received the DAISY Award for her extra effort to make sure that her patients and families feel cared for. Recently, when she found out that a mentally disabled patient was a baseball fan, she decorated the patient's pre-op area with pictures of anything related to baseball. She wanted to ensure that this patient felt comfortable and knew these images would be a good distraction during a stressful time.



(l-r) Joanna Travaglini and Bonne Johnson, chief nursing officer, Greer Medical Campus



April Buchanan, MD, pediatric hospitalist, was elected to serve on the Executive Committee of the Council on Medical Student Education in Pediatrics. This national agency promotes exemplary teaching practices, advances innovation and scholarship in medical student education in pediatrics, and fosters personal growth and professional success for its members. Dr. Buchanan also is an assistant dean of Clinical Clerkship Education and an associate professor of Pediatrics at the University of South Carolina School of Medicine Greenville.

Sixteen GHS practices recently received the COLA Laboratory Excellence Award. COLA is a national laboratory accreditation organization sponsored by the American Academy of Family Physicians, American College of Physicians and American Medical Association. This distinction is given to laboratories that apply rigid

standards of quality in day-to-day operations, demonstrate continued accuracy in performing proficiency testing and pass a rigorous on-site laboratory survey.

Dragon Boat Upstate Festival Sets Record

The 10th annual Dragon Boat Upstate Festival set a world fundraising record for Dragon Boat! The event raised \$580,000 in support of cancer research and survivorship programs at the GHS Cancer Institute. See back page for more information.



USC School of Medicine Greenville Graduates Charter Class

Forty-nine students graduated as part of the first class of the nation's 136th medical school. More than 70 percent of USC School of Medicine Greenville students are from South Carolina, and almost half have chosen to continue their medical training in the Palmetto State. Using the phrase "a new school of thought" to guide development, the medical school has created a one-of-a-kind education to train physicians ready to participate and lead in a transformed healthcare delivery system.

USC School of Medicine Greenville Class of 2016



Employee of the Year

During National Healthcare Week, Robert Smith, case manager for Roger C. Peace (RCP) Rehabilitation Hospital, was named GHS Employee of the Year and presented with the Larry M. Greer Stellar Service Award. Each year, GHS honors the employee who has best demonstrated outstanding service over the past 12 months.

An employee since 2004, Smith is case manager for Traumatic Brain Injury and for Cerebrovascular Accident. He leads the treatment team in interdisciplinary planning and facilitates family involvement in the patient's rehabilitation.

As a case manager, he assists patients and their families in navigating the hard road of rehabilitation. He takes time to talk to them, ease their anxieties and answer their questions. He is particularly sensitive to difficult family dynamics during discharge.

Lauded for his unwavering support and compassion for patients and families, Smith often supports patients long after discharge. For example, he helped secure a safe

apartment for a former patient and coordinated efforts to furnish the apartment and move the man. Three years later, Smith continues to check on him, driving him to the grocery store and to visit family.

He is a respected team player and role model at work and in the community.

On his own time, Smith counsels children and parents, takes patients to community outings who have no family and are unable to drive, and lends his skills to help others cope with tragedy.



Robert Smith with GHS President and CEO Michael Riordan



"I truly believe that this program allowed me to resume my upper body workouts and perform daily tasks I could not do before SSK."

— Jane McBride,
Director of Business Health

Spine, Shoulder and Knee Program (SSK)

In response to employee requests, ATI Physical Therapy has added its Greer office to sites offering SSK. The program provides employees and adult dependents in the GHS Health Plan low-cost, evidence-based physical therapy (PT) for head, neck, spine, shoulder and knee pain.

SSK launched January 2016. It was developed by GHS orthopaedists and PTs at ATI Physical Therapy and has seen great success—70% of those completing the program did not need medication, imaging tests or doctor visits!

GHS employee Jane McBride, director of Business Health, also has a patient's perspective. An exercise enthusiast, McBride's shoulder started hurting in 2015. By January of this year, she could not lift her arm over her head. She enrolled in SSK in late January and saw almost immediate progress. By spring, she was back to normal.

"I truly believe that this program allowed me to resume my upper body workouts and perform daily tasks I could not do before SSK," she said. "The program was inexpensive, convenient to my home and my work, and Brad was a wonderful PT."

GHS Young Professionals (GHSYP)

An Employee Resource Group established and supported by the Diversity Department, GHSYP works to engage and retain young professionals at GHS. It does so through leadership development, community involvement and social networking. Members are college graduates and young professionals in both clinical and non-clinical roles.

This year, GHSYP is focused on building relationships within GHS and the community. For example, members take part in Children's Hospital activities such as Be a Bunny and Valentine's Day Delivery. They also talk to MedEx Academy students about professional opportunities in health care.

Within the community, GHSYP participates in Hands On Greenville Day (almost 80 employees volunteered this year!) and mentors students at Greenville Early College. Each month, members assist in the Children's Hospital Spuds & Sprouts booth at the TD Saturday Market. They also work with the Habitat for Humanity build team and help with several GHS-sponsored 5Ks (including a GHSYP team at the Upstate Heart Walk).

Benefits of joining GHSYP include serving GHS and the community, networking with fellow employees, and growing as a leader. The group partners with other young professionals around the Upstate as a way to improve the community and interact with employees from other organizations.

Interested in getting involved? Email Lauren Lanford (GHSYP chair) at LLanford@ghs.org or Jessica Sharp, diversity coordinator, at JSharp@ghs.org.



GHS Young Professionals attended the Greenville Chamber of Commerce 2016 ACE Leadership Symposium.

Dispose of Old Medicines at GMH

Now you can safely discard unwanted or expired prescriptions, over-the-counter medications, vitamins, supplements and household veterinary drugs. Thanks to GHS Police and Project Rx, a disposal bin is located near Upstate Medical Pharmacy™.



GHS Serves Up "Farm-to-Belly"

Skyrocketing childhood obesity rates prompted GHS Children's Hospital, Clemson University and more than 10 community partners and various volunteers to start the Choosy Farm-to-Belly Childhood Obesity Prevention Program. The unique program educates and encourages healthy eating habits in preschoolers by introducing them to fresh fruits and vegetables. Their families receive recipe bags and prepare the food together as "homework."

Over 180 children and their families took part in the 30-week pilot. Thanks to a \$50,000 donation from the TD Charitable Foundation, the program can expand. Choosy stands for "Choose Healthy Options Often & Start Young."

A JUMP Start to Manage Diabetes

The Center for Family Medicine recently launched JUMP to help patients take control of diabetes. The program was spearheaded by Family Medicine resident Stephen Carey, DO.

Many of the center's patients have limited incomes; they face extra challenges in managing this disease. JUMP provides patients with education, skills, resources and ongoing support to help control diabetes. Goals include the following:

Patient education: Patients receive education and skills that address issues such as overeating, lack of exercise, trouble with medication and high/low blood sugar.

Encourage community: Patients meet in groups to share experiences, celebrate successes and support each other.

Mobilize community resources: For instance, Scott Roarke, a culinary instructor at Greenville Technical College, taught a two-hour cooking class at the GHS Life Center® this spring. He showed participants how to make healthy, quick meals using quinoa (an inexpensive and versatile protein), as well as how to slice and sauté vegetables.

Career Fair

In April, GHS participated in Greenville County Schools' 7th Grade Career Fair. Representatives from Pharmacy, Infection Prevention, Radiology, Laboratory, Nursing and Sports Medicine answered questions and talked about their professions.



OMH Gives Back

Oconee Memorial Hospital recently sponsored a successful hygiene drive for its three adopted schools. It also collected hotel/sample-size products for Mountain Lakes Access Health to give patients.



A girl picks out a present for her mom.

Mother's Day Shopping Spree

Children's Wish Foundation sponsored a Mother's Day Shopping Spree for patients in the Children's Hospital Outpatient Center at Patewood Medical Campus. Children were invited to select gifts for their moms from a variety of items.



GHS Veterans Step Out

GHS Veterans Association members marched in the Armed Forces Parade in downtown Greenville on May 21. This activity was the first official event for the newly established employee resource group.

The Magnet Environment

GHS leaders agree that creating a positive work environment is essential to greater nurse engagement and optimal patient outcomes. The work environment can support or hinder the success of our nurses and healthcare team. On our Journey to Magnet® Recognition, we acknowledge with focus and determination our goal to establish and sustain a Magnet environment throughout GHS.

A Magnet environment is a practice environment that supports and facilitates nursing excellence. In this setting, nurses demonstrate control over practice, greater clinical autonomy, superior interdisciplinary relationships, a culture of learning and a focus on quality improvement that yield better patient outcomes.

Control over practice: Nurses are transformational leaders who demonstrate accountability and responsibility for patient care. Control over practice refers to the nurses' ability to shape departmental and organizational policies and practices related to nursing care. At GHS, nurses at all levels are involved in committees, policy creation and quality decisions that impact patient care. They have the opportunity and responsibility to provide input and make decisions related to their practice.

Clinical autonomy: Nurses practice autonomously within the full scope of practice, consistent with professional, regulatory and organizational standards. They exercise independent judgment within an interdisciplinary

approach to care. At GHS, nurses have described their culture as supporting autonomous practice, expecting and encouraging them to utilize their nursing expertise to deliver the best in patient care.

Culture of Learning: GHS supports an environment of both formal and informal educational opportunities. Teaching rounds, staff meetings and formal continuing education create a climate of inquiry in everyday practice and are the necessary tools in promoting a Magnet environment. Tuition reimbursement and support for returning to school enhances the development of skills and competence of the healthcare team and fosters an engaged practice environment.

Interdisciplinary relationships: In a Magnet environment, interdisciplinary relationships are first and foremost positive, and mutual respect is exhibited among all disciplines. The collaboration among healthcare team members is held in high regard and all points of view are considered equal in the care of the patient.

Quality Improvement: Improvements in patient safety and patient experience are the outcomes of a Magnet environment.

All yield an environment that promotes Exemplary Professional Practice—where all members of the Patient-Provider Care Team make essential and meaningful contributions that produce positive clinical outcomes.



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

Nursing Leadership Awards

Congratulations to the following recipients of the 2016 GHS Nursing Leadership Awards.

Up to four nurses from each medical campus were recognized in the areas of Inpatient Care, Outpatient Care, Specialty Care and Nursing Leadership.

Greenville Memorial: Laura Beth Lee, Mike Ramierz, Cathie Osika-Landreth, Beth Owens
Greer: Megan Reid, Brenda Thomason, Jan Lienau, Cameka Jackson
Laurens: Marsha Ridlehuber, Marlene McCranie, Jennifer Ballard
North Greenville: Gail Durham, Cheryl Lee
Patewood: Cara Beasley, Trina Love, Angie McGee, Michelle Humrickhouse
Oconee: Betty Alderman, Angela Tilson, Sara Barker, Lynn Leslie
Simpsonville: Nita Miller, Matt DeJong, Kymberly Hawn, Katina Alexander

May Service Anniversaries

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| 55 Years Laura Medlin | Tracy Hobbs Kathy Holmgreen Jeannie Maloney James Peterson Anne Seymour Tammy Sutton Cynthia Taylor Joan Young | Katherine Lewis Carol Moody Eric Nash Deborah Vaughn Jonie Westmoreland Dottie Williams | Lisa Moore Lynn Redding Patti Tahash Cindy Wright | Lisa Manson Amara Miller Charissa Miller Valerie Pickens Angie Pruitt Gary Szeto Carolyn Tollison Lynne Waldrop Theresia Williams | Robin Bowling Jaime Bright Brent Cannada Bruce Cantrell Martha Case Kathy Christman Keren Cogburn Robin Decato Pam Dillard Ashley Ellison Amy Evering Rachel Field Melissa Gilstrap Ayesha Grant Debra Hart Erica Hauser Nooni Hawkins Brenda Hellams Sylvia Hensley | Tameka Hudson Debbie Jones Rebecca King Mary Kinnunen Kayla Knight Brittany Lyle Teresa Martin Jessica Mathis Michelle Mena Villal Tyler Morris Katie Muschick Katherine Parker Teka Parks Ray Pryor Debbie Ranck Laura Rawlings Megan Reid Sam Reid Stephanie Reinhard | Tara Richardson Deandra Ruth Stephanie Senger Donna Serna Keshia Simpson Becky Snider Theresa Spooner Jennifer Springhart Stephani Talley Julie Thrift Vanessa Twine Jackie Washington Theresa Watt |
| 40 Years Susie Bass Cheryl Jefferson Kathy Sudduth | James Peterson Anne Seymour Tammy Sutton Cynthia Taylor Joan Young | Deborah Vaughn Jonie Westmoreland Dottie Williams | | | | | |
| 35 Years Rhonda Davis Karen Dellinger Sandra Fowler Lavunda Martin Karen McDonald Telesa Weeks | 25 Years Edward Hausladen Roger Mauney | 15 Years Judi Atkins Susan Black Mark Corn Susan Foster Angel Gaffney Elaine Henderson Judy Holcombe Shirley Jackson Pam Julian Aime Keaton Judy Moore | 10 Years Tonya Collins Benita Davis Karla Fernandez Cynthia Gibbs Heather Grant Michelle Hardy April Harris Maria Johnson Vanessa Jones Martha Kennemore Donna Kovarick Paula Lee Risa Leipelt | 5 Years Kelly Anderson Hollis Arnold Rodney Austin LeAnn Barnes Anita Barnett Rachel Beale Lindy Benoit Monique Booker | | | |
| 30 Years Tina Broadnax Marie Gray | 20 Years Marty Arrowood Beverly Chester Keith Courtney Kelly Crocker Susan Funk | | | | | | |

June Service Anniversaries

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| 45 Years Nancy Robinson | Susan Murphy Shirley Roberts Kathy Winslett | Carrie Ann Twedt Sharon Walker Doris Wallace Lynn Waters | Shirley Jones Mary Jordan Angie Knight Pam Lowrance Teresa Mann Martha McKinnon Terry Rice Angie Taylor Leigh Teague Joan Thornton Me'Shell Valentine Keva Winston Beverly Young | Emily Cole Carolyn Crichton Linda Davis Elizabeth DuBose Farris Fleming Martha Good Leslie Hella Mira Kelley Mitzi King Ronnie Lindamood Anne Mallinson Timothy McHenry Heather Moreira Bradley Oliver Tiffany Pizarro Ruth Powell Stefanie Putnam Melanie Sanford Kimberly Singleton Sherry Taylor James Walls Tracy White James Woodruff | 5 Years Blakeley Amati Angie Baker Trish Barlet Melissa Beck Brooke Bishop Richard Blackwell Jessica Boyd Bron Bright Jenna Brown Mendel Brown Sherry Brown Karla Burton Vivian Carlson Katie Carter Julie Chung Joe Clayton John Collier Kim Collins Rebecca Cook Chris Corry Ashley Creech Kathy Cryster | Shlethia Cunningham Tracy Duncan Jennifer Gilroy Ericka Golden Katelyn Holliday Ashley Hyre Katheryn Isham Laura Johnson Vanessa Jones Ashley Kinser Lauren Landgraf Kyle Layman Oliver Loeffler Maureen Martinez Paige McGuffin Beverly Mearite Taylor Moore Ashley Morris Chad Morris Kelly Nolan Matt Parker Andy Parsons Faye Paxton | Susie Peden Christy Porter Chris Prasun Lesette Putnam Senthuran Ravindran Tammy Remillard Renee Sandoval Margaret Sims Carla Smalley Nichole Smith Amanda Spencer Brian Thompson Sheila Turpin Ruby Wayne Amy White Cady Williams Wendie Williams Amy Young |
| 40 Years Joan Crooks Beverly Irby Debra Sipe Patricia Speaks | 25 Years Angie Cromer Kristal Kempainen Millicent Lombard Todd Moore Stephen Price Dawn Roark Susan Stewart Renee Tollison Vanessa Wilson | 15 Years Rhonda Aiken Theresa Baker Lois Bayard Krystal Buchanan Shirley Busby Anne Cain Deb Clyburn Janet Colbourne Cindy Cook Emma Jo Davis Carol Fairchok Meredith Gay Janelle Godlewski Bronwen Greene Talitha Hampton Patrick Howard Laura Howell Michael Jones | | | | | |
| 35 Years Sheila Ahern Karen Childers Richard Ellis Debbie Gresham Terry Williams | 20 Years Bridgette Baylor James Bloodworth Kristie Cady Chris Drawdy Alan Hippensteal Jan Kueber Marion Myers Karen Padgett | | 10 Years Jennifer Anders Joseph Anderson Chris Arana Ebony Belcher-Cartledge Micah Brunson Heather Bryant Michelle Charping Sandy Clark | | | | |
| 30 Years Susan Becher Penny Burkett Doug DeVore Linda Galloway Elaine Gillespie Sylvia Glover Debbie Hassell | | | | | | | |

Upcoming Events

Sunburst Club Grief Group for Children

Wednesdays—Cottingham Hospice House, Oconee Medical Campus, 4:15-6 p.m. Children in grades 2-7 who have lost a parent, sibling or other loved one are invited to share about their loss, play, learn ways to process grief and get support from one another. Parents can attend as observers. To learn more or register a child, call (864) 882-8940.

Is Weight-loss Surgery for You?

July 11—Oconee Memorial Hospital, 5 p.m. Learn from GHS bariatric surgeons what may be the best weight-loss option for you. Free; registration required. Call (864) 226-2290.

You Go Girl Women's Sprint Triathlon

July 24—The GHS Life Center® will host its sixth annual You Go Girl women's-only sprint triathlon. To register, visit setupevents.com. For more information, contact (864) 455-4669 or kgarrett@ghs.org.

Diabetes Support Group

July 26—Fountain Inn Activities Center, 8-9 a.m. This group is facilitated by GHS Diabetes Self-Management Program staff and is open to caregivers and anyone with diabetes or prediabetes.

CHOP! Cancer

Aug. 26—Join celebrity hosts Jane Robelot and Chef Peter Collins at this second annual cooking competition to benefit Cancer Survivors Park. Find out more at cancersurvivorspark.org.



GHS Night at the Drive

Aug. 31—Employees may get discounted tickets to this Greenville Drive baseball game. Watch the *What's Happening at GHS* e-newsletter for details.

SAVE THE DATE!

Sept. 24—Race for the Cure
Nov. 11—GHS Veterans Day Celebration

Watch *What's Happening at GHS* and future issues of *The View* for details on these events.

Community Connections

Dragon Boat Festival Paddles to a World Record!

On April 30, 27 high-spirited teams rowed across Lake Hartwell for the 10th Annual Dragon Boat Festival. Their efforts raised a world record \$580,000 to support research and survivorship programs offered by the GHS Cancer Institute, Institute for Translational Oncology Research (ITOR) and other organizing partners.

Dragon Boat Festivals take place around the world to support cancer research and survivorship programs. Proceeds benefit local hospitals and research centers.

This year's record-breaking proceeds will fund equipment for the Cancer Institute to study molecules that identify targets for the disease, cancer survivorship programs that support patients and their families, expansion of the GHS Blood and Marrow Transplant Unit and other local programs assisting survivors and their loved ones.

For highlights and more information, go to www.dragonboatupstatesc.org.



Angels, Avengers, Big Daddies, Ragin' Cajuns and many others made a historic splash in the fight against cancer, thanks to their "ore"-inspiring efforts!



March for Babies

Team GHS (Greenville County) raised approximately \$85,000 for the March for Babies event April 30. GHS' Oconee and Laurens campuses raised an additional \$17,000 and \$4,600, respectively, for March of Dimes. Monies help March of Dimes give babies a healthy start in life.



8th Annual GHS Swamp Rabbit 5K

More than 5,600 people of all ages walked, jogged or ran the GHS Swamp Rabbit 5K in May. Were you there? Check out our photos on the GHS Swamp Rabbit 5K Facebook page.

Girls on the Run Expands

Girls on the Run has expanded to Laurens County.

These girls from Clinton Elementary School are all smiles, having just finished a trial run for their first 5K on May 6.



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To report news, email
ghsnews@ghs.org

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GHS Creative Services, graphic design

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