

A New Model of Patient Care



Greeter Britney Adams stands by to assist patients, as needed, as they check in.

We make patients and families the focus of everything we do—GHS’ Experience Pillar focuses on what patients think about the care they receive. Do they feel valued, welcome and well cared for?

GHS is introducing a new model of enhancing the patient experience in its primary care practices. Pilot practices GHS Pediatrics & Internal Medicine–Wade Hampton (GPIM) and GHS Internal Medicine–Maxwell Pointe have integrated this model with plans to roll it out to all primary care sites over the next few years. This model emphasizes customer service, streamlined check-in and expanded hours.

GPIM, the first office to use the model, has made major changes in its physical setting and care team approach. The most striking change is eliminating the front office area. When patients enter, they see

a concierge desk flanked by a smiling staff member. No distractions interrupt the greeter as she welcomes them. If help is needed, she guides them through checking in on an iPad at one of two kiosks.

Not only has technology made it possible for patients to check themselves in, but it also has reduced the space needed to store records. That space was repurposed. In the renovation process, physician offices also disappeared.

“We wanted the new space to support our team approach,” said Joanne Skaggs, MD, of GPIM. “Now, we have a ‘landing room’ where providers have work spaces, and we huddle there to discuss cases.”

The renovated space includes more patient rooms. Office hours also have expanded to 7 a.m.–7 p.m., and the team plans to add more providers. The result is improved access, particularly when patients need same-day care. Dr. Skaggs shared the story of a patient who called at 3:30 p.m. about an ailment. She had expected to be instructed to go to the ER, but instead was told to come in.

“She arrived at 4 and was seen right away,” Dr. Skaggs noted. “She was so thankful that her issue was taken care of—and that she avoided the ER and instead saw people who knew her.”

Back to Basics

Peter Tilkemeier, MD, MMM, chair of GHS’ Department of Medicine, and a team of GHS department leaders shared their vision for transforming the delivery of care with GHS leadership, who embraced the proposal. By summer’s end, 13 more offices are slated to implement this model.

Key to making the patient feel valued, welcome and well cared for is an emphasis on customer service training.

All office staff—including doctors—take part in this training, which was developed by George Lesmes, chief administrative officer for GHS practices.

“The concepts are geared toward engaging people,” Lesmes stated. “It’s not sophisticated stuff, but for our people to create an experience that is extraordinary, they’ve got to embrace it; every person has to be on board.”

To enhance customer service and streamline check-in, counters and glass windows have been eliminated.

Board Leadership for New Governance Structure

The new governance structure will help GHS become a multi-regional health system—and keep healthcare decisions local. The members selected to lead the three governing boards within this new structure are respected for their leadership in business, education and service to GHS and the community.

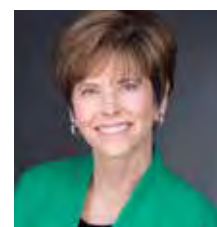
To maintain continuity and faithfulness to the GHS mission, many members of the new boards are current or former members of GHS’ Board of Trustees, including the three Upstate businesswomen who will chair these boards.



Frances DeLoache Ellison will chair the Board of Directors of the Strategic Coordinating Organization. This board will provide strategic direction and corporate services for the new multi-regional system. Ellison, a lifelong Greenville resident, has served GHS in numerous roles since 1998.



Marguerite Wyche will chair the Board of Directors for the Upstate Affiliate Organization, which will directly operate current GHS hospitals and facilities. Wyche and Ellison have served on both the Greenville Health Corporation and GHS Board of Trustees.



Lisa Stevens will chair the GHS Board of Trustees, which will continue to oversee GHS’ public mission. Its members will continue to be nominated and approved by the Greenville County Legislative Delegation. Stevens has served on this board since 2012.



Riordan Report

Employee Survey Results

In my last Riordan Report, I discussed how important the annual Employee Opinion Survey is to supporting our mission to *improve constantly*. Each year, we use your feedback to increase efficiencies and guide decisions at both the system and department levels. Today, I want to give you some high-level results and information.

Green Light for People Pillar

For the fourth year, we have connected employee participation in the survey to our People Pillar. The goal for this year was to have 87% of all GHS employees complete the survey, including security and closely aligned physicians. I am pleased to announce that we met this goal again, with an 87% participation rate. This is a great accomplishment and I am impressed with the number of employees who took part. Each facility scored in the top quartile in participation, and we had more than 800 work units achieve 100% participation!

Lots More Information

The Employee Opinion Survey provides us with a lot of metrics to digest at the system and department levels. Digging into the data helps us understand your perspective on a wide range of topics and issues—both strengths and opportunities. Senior management will be reviewing information at an organizational level; you'll have a chance to do the same thing within your own department over the coming weeks. In addition, I look forward to sharing the results at the upcoming May Town Hall meetings.

Changing Healthcare Environment

This is a time of great change for health care. Nationally, there is more focus on quality and patient outcomes, and providers are starting to be paid to take care of diagnoses instead of number of procedures performed. Competition is increasing and the number of mergers last year was the highest in many years. Even in our region, health systems from North Carolina and Georgia are looking toward South Carolina for ways to partner and broaden their service area.

For several years, we have been making investments to prepare GHS for the future healthcare environment. Investments in Epic, MyHealth First Network and the Care Coordination Institute are preparing GHS to assume more risk for the care we offer patients. Our newly created governance structure, growth in Oconee and Spartanburg markets, and investments in academics are creating a system and workforce that will thrive as we work in this new setting.

This issue of *The View* includes several articles that demonstrate our commitment to improving constantly. Without your feedback, many of these achievements and initiatives would not have been successful. I appreciate the work you do for our communities. Thank you!

Michael C. Riordan
President and CEO

I appreciate the work you do for our communities.

Over 800 work units achieved 100% participation in the survey.

Leadership Profile

Kay Swisher, BSN, MSN, RN, *Chief Nursing Officer, Laurens County Memorial Hospital*



When Kay Swisher walks into a meeting, her favorite coffee cup comes with her. She places it on the table and says, "Imagine this is the patient; imagine if the patient is in the room with us." This serves as a reminder that the patient is the focus of everything we do.

By age 11, Swisher knew she would be a nurse; she had her grandmother's nurturing spirit. She wanted to make a difference.

For many years, Swisher worked among frontline staff as a floor nurse in labor and delivery. "I've walked in their shoes," she noted. "I know how important their perspective is to what needs to happen to provide high-quality care."

Swisher has served as CNO at Laurens County Memorial Hospital (LCMH) for the last decade. She, along with campus president Rich D'Alberto, has worked to create an in-house Patient Experience program that cultivates a culture of customer service. Each year, the program builds on its own success.

Key to that success is frontline involvement and leadership. Over half of the Patient Experience Team are frontline staff. They take what they learn and then teach it to their co-workers, contributing to a heightened sense

"The most important thing that any of us can do is focus on the patient and what is right for that patient."

of ownership. As a result, commitment to the Patient Experience is shared among all levels of staff within all departments.

"The patient experience scores at LCMH show that we embrace a culture that puts the patient at the center of everything we do," stated Swisher. "We are learning to help each other—that includes telling each other when we are not showing our best selves to patients and reminding each other of our purpose."

Staff have a personal reason for investing their time in the Patient Experience program. LCMH is *their* hospital. It's where they and their friends and families go to receive care. The merger with GHS three years ago hasn't changed that sense of close-knit community.

"Becoming a part of GHS was the best thing that could happen to us," Swisher observed. "it has allowed us to stabilize and continue to provide health care to the community."

"The patient experience scores at LCMH show that we embrace a culture that puts the patient at the center of everything we do."

Quick Takes

Hometown:
Grantsville, West Virginia

Family: Spouse Ron, a daughter and two granddaughters

Interests: Reading, walking and shopping with her grandchildren

Primary Care at Your Fingertips



GHS SmartExam

GHS' total health commitment is to provide the right care, at the right time, in the right place—especially primary care. A few years ago, the “right place” meant MD360® or a doctor's office. Now, that definition has expanded to include a Mobile Health Clinic, middle schools and on-site clinics in workplaces throughout the region.

As of April 4, the right place may be in the palm of your hand. That's when GHS launched SmartExam, which connects patients with a GHS care provider online. It is fast, secure and convenient. For just a \$20 fee, patients enter their symptoms into SmartExam.

SmartExam patients receive a diagnosis and treatment plan by email; any prescriptions are sent electronically to the pharmacy of their choice. A provider reviews patients' symptoms and contacts them by phone within one hour.

Common conditions treated through SmartExam include bladder infections, colds, allergies or chest infections, sore throat and ear pain. Parents also can use SmartExam for their children, and a pediatric provider will review their symptoms.

Patients are not charged if a diagnosis cannot be made using SmartExam.

SmartExam is available 24 hours a day, with responses provided 8 a.m.-8 p.m. daily. To learn more or register, visit www.ghs.org/smartexam.

GHS Virtual Care

A telemedicine program launching this spring is GHS Virtual Care. An extension of our Employee Care Centers (ECC), this program is offered through GHS Business Health to participants in the system's health plan. Like SmartExam, it can be used to diagnose and treat minor illness such as bladder infections, colds, allergies or chest infection, sore throat and ear pain.

To use this service, health plan participants schedule a same-day appointment with an ECC nurse practitioner through MyChart. At their appointment time—weekdays from 8 a.m.-8 p.m.—they will login to GHS Virtual Care to meet with a provider in a way similar to Skype.

The cost is \$20. As with SmartExam, patients are not charged if a diagnosis cannot be made during the Virtual Care visit.

Note: A MyChart account and app are required to access GHS Virtual Care. Register for MyChart and download the app at mychart.ghs.org.



GHS' total health commitment is to provide the right care, at the right time, in the right place.

Sign Up for a MyChart Account

MyChart is a portal that connects you to your GHS providers. You can make appointments, get reminders, ask billing questions, request prescription refills and even email questions to your provider. Register for MyChart or learn more at www.mychart.ghs.org.

MyChart App

Download the MyChart app to your mobile device at www.mychart.ghs.org.

SmartExam Tip:

BEFORE you click “Submit,” wait for the animated graphic of the sun to fall below the horizon. Otherwise, your SmartExam will not be processed.



Quality Circle

Rx Cost Avoidance



A project to educate prescribers and employees on a standardized GHS formulary and the benefit of prescribing generic

medications is making a difference. From October 2015 to February 2016, prescribing of generic medications for GHS Health Plan participants increased by 2.16%, resulting in overall cost avoidance of \$690,020.

In 2014, a multidisciplinary team representing Pharmacy, the Medical Staff, HR and Marketing & Communications was charged with developing a standardized GHS formulary and increase prescribing of generic drugs to reduce costs for prescription drug claims.

Keys to their success:

- Internet-based tool OPRX at www.ghs.org/formulary: Designed for use with mobile devices, this online tool provides real-time access to the formulary with easy cross-referencing of generic and brand-name medications. It also can assist patients when talking to care providers.
- Mandatory GHS-employed prescriber education completion average of 99%
- Outpatient P&T Subcommittee established for regular outpatient formulary review
- Comprehensive communication plan: *What's Happening at GHS* (WHAG), *Medical Staff Times*, *Employee Benefit Summary & The View*. OPRX is introduced to all new hires.

MyHealth First Network has adopted the model as part of its program. Try it at www.ghs.org/formulary. Follow instructions to save it to your home screen.



Find and compare generics, brand names: Search by name, type and drug class.

Bookmark OPRX to your home screen. Go to www.ghs.org/formulary.



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

March Stellar Stars



Nicole Buchanan, IS/CIN, immediately responded when she witnessed a car slide into a creek. She pulled over and waded into the creek to rescue the victim and worked valiantly until first responders arrived. Buchanan does not consider herself a "hero" because the outcome was not as desired, but she unquestionably is committed to caring for her community.



Dennis Koch, Social Work/RCP, demonstrated the COMPASSION standard "assist patients, families and other customers." Koch helped an individual share his own story in a way that would encourage other patients. The customer wanted to donate a medal to support patients. Koch bought a shadow box in which to display the medal and helped placed it where it could inspire patients.



Sandon Wilson, Patient Transport/GMH, stopped to help a nurse who was trying to coax a patient in the Hospitality Shop into a wheelchair. The patient, who was mentally disabled, was upset because she wanted a necklace without paying for it. Wilson gently assisted the nurse in returning the patient to her room. He then went back and bought the necklace for the patient.

April Stellar Stars



Sheila Craig, RN, Radiology/GMH, showed compassion to a patient's family member in the Radiology waiting area. He had been ill and soiled himself. Craig took him back to the nursing area and gave him scrub pants and washcloths so that he could clean himself. She washed out his shoes and double-bagged his pants. The man tearfully thanked her for her compassion.



Saeeda Chowdhury, MD, Cancer Institute/Faris Road, was recognized by a patient for her compassionate, respectful manner. Dr. Chowdhury always was available, the patient noted, and took time to explain each step on the treatment path. She was a great team player among a great team of staff. "Throughout the course of my treatment," the patient wrote, "she never forgot what is important."



Karen Edgar, Radiology/GMH, helped a patient without transportation return to her family. Early one morning, Edgar met a patient who had been discharged by the ED. By noon, the patient was still waiting, but told Edgar that she could meet a relative in Anderson if she had transportation. With her manager's approval, Edgar arranged for a taxi to take the patient to her family.

Thank You, Volunteers!

Volunteer Appreciation Week



April King and Pauline Young assist in the Volunteer Office at GMH.

April 11-16 was Volunteer Appreciation Week. Over 1,000 volunteers—ranging in age from 15 to 98—assist patients, visitors and staff throughout GHS. They perform a variety of tasks, from escorting patients to working in the Hospitality Shop. They staff reception and waiting areas,

cuddle babies and perform clerical duties. Volunteers deliver mail, assist at nursing stations and visit with patients.

Volunteers contribute almost 250,000 hours of caring and concern annually in service to GHS. In financial terms, the value exceeds \$5.7 million!

In addition, the Auxiliary donated more than \$400,000 to GHS last year for patient equipment and services. Each year, the Auxiliary also donates several healthcare scholarships to members of the GHS family.

Standard of the Month

Secure a Safe Environment

This issue's COMPASSION standard—*secure a safe environment*—underscores that safety is everyone's responsibility, no matter where we work in the system. Here are some ways each of us can contribute to the safety and well-being of others:

Ask for help. If you have a question about a safety issue, ask someone. Have a heavy load? Ask for help if what you are moving is too heavy.

Whether alone or with help, use proper body mechanics and equipment to lift, push, pull, or carry heavy, large or awkward objects.

Report and correct safety hazards or find someone who can correct them. Hazards that most of us can remedy include cleaning non-toxic spills, moving boxes or clutter in hallways and offices, and tucking cables and cords where people won't trip on them.

Report equipment that is not working properly and remove it from use.

Know what to do in an emergency. Where are fire alarms, fire extinguishers and emergency exits in your area? Do you know the safety codes and how to respond?

Stay current with safety training. This ranges from job role or department-specific training to the annual computer-based safety modules that emphasize workplace safety, GHS policies and disaster preparedness.

These modules are grouped within a course titled "GHS Environment of Care." The title emphasizes the important role that safe work practices play in providing excellent patient care.

Kudos

Kinneil Coltman, PhD, chief diversity officer and director of GHS' Diversity Department, received a 2016 Women Making History award by the Greenville Cultural Exchange Center. Coltman is one of six women the GCEC honored for their unique contributions to the Greenville community.

Dianne Dillon, director of Neurology and Post-Acute Services, GHS Office of Philanthropy & Partnership, has received the "You Rock" award from the Ace Foundation, the philanthropic arm of Ace Hardware. This honor recognizes Dillon's dedication in helping local stores raise funds for Children's Miracle Network (CMN). These funds benefited GHS Children's Hospital, the CMN member hospital in the Upstate. In honor of her determination, commitment and positive attitude, the Ace Foundation donated \$10,000 to Greenville Health System in her name.



(l-r) Jody Phillips, CMN; Dianne Dillon; Chris Doucet, Ace Foundation; and Julie Breckencamp, CMN

Martin Lutz, MD, chief, GHS Emergency Transport Services and William Tatum, supervisor, Ambulance Services/OMH, were honored during the South Carolina EMS Symposium in February. Dr. Lutz was named the S.C. Medical Control Physician of the Year. Tatum received the William D. McBride Award, which recognizes outstanding commitment to the citizens of South Carolina. Also recognized were three Greenville County EMS paramedics who work closely with GHS as part of the STEMI team: Dietrich Easter and Chris Ruggiero won the S.C. Paramedic Competition for the third consecutive year and Roger Dobbs was named SC EMS Paramedic of the Year.



(l-r) William Tatum and Dr. Martin Lutz were honored during the South Carolina EMS Symposium.

Reda Reilly, manager, GHS Security, has been elected secretary of the state chapter of the International Association of Safety and Security (IASS). Reilly, a member of IAHS, is a Certified Healthcare Protection Administrator.



Angelo Sinopoli, MD, vice president of Clinical Integration and chief medical officer for GHS, has been named to *Becker's Hospital Review's* list of 100 Hospital and Health System CMOs to Know. The 100 executives on this list were chosen based on their clinical leadership and contributions to establishing standards of excellence at their respective organizations.



Michelle Taylor Smith, RN, NE-BC, FACHE, Vice President, Patient Care Services/Chief Nursing and Experience Officer, has been appointed to the Board of Directors of the Greenville Free Medical Clinic. In March, she also was a presenter during the Manager Boot Camp at the American College of Health Executives annual conference.

Holly Watson, coordinator, Injury Prevention and Outreach for the GHS Trauma Program, was awarded "Alive at 25: Advocate of the Year" by the S.C. National Safety Council (SCNSC). Watson also was asked to serve on that organization's Board of Directors.



Holly Watson, SCNSC Advocate of the Year

GHS was recently recognized by the South Carolina Hospital Association and Prevention Partners for reaching the highest standards of workplace health and prevention. The system achieved this recognition by earning straight A's in four areas: tobacco use, physical activity, nutrition, and overall culture of health and wellness.

Oconee Memorial Hospital has earned Baby-Friendly Designation. This international designation recognizes hospitals and birthing centers that offer an optimal level of care for infant feeding and mother/baby bonding. Learn more at ghs.org.

Greenville Memorial Hospital is among 700 hospitals nationwide that have earned Quality Respiratory Care Recognition (QRCR). The American Association of Respiratory Care started the program in 2003 to help consumers identify facilities that use qualified respiratory therapists to provide respiratory care.

GHS is one of 12 healthcare organizations to receive the ECRI Institute's 2016 Healthcare Supply Chain Achievement Award. This award recognizes health systems and hospitals that follow best practices to reduce costs without negatively impacting quality and outcomes for patients.

Local Book Continues to Shine

Introduced last spring, *Goodnight Greenville* now is in its second printing. The popular children's book, authored by GHS pediatrician Joe Maurer, MD, has gone through its first 5,000 copies.



Book proceeds go directly to Child Life Services at GHS to help ease the stress that children and their families face in dealing with medical procedures. Many activities provided by this valuable program depend solely on the generosity of donors.

Learn more about Child Life and about this colorful hardbound book, including retail locations, at www.goodnightgreenville.com.

"Best Friend" Cheers Patient

Deborah Craddock, RN, wrote the following note to express her appreciation for GHS' pet visitation policy and the difference it made during her husband's hospital stay:

"Recently, my husband underwent cardiac catheterization and placement of stents in the Cath Lab at GMH. His procedure went well and he received excellent care from physicians and staff. My husband's dog was mourning his absence and in turn, my husband was worried about his dog.

Kudos to staff for recognizing and respecting the important impact our relationship with pets has on our patients' health."



The picture speaks for itself.



GHS President and CEO Michael Riordan presented during an AAW meeting.

AAW@GHS

"How long has it been since we last saw each other?" "Wow, not since the last LDR!" That conversation took place January 10, 2013, followed with vows "to do better."

Three months later on April 22, 2013, "to do better" became the employee resource group African American Women at Greenville Health System (AAW@GHS). The 20 charter members are mostly African American women representing frontline staff to senior leadership.

AAW@GHS offers professional and personal support through coaching, mentoring and community outreach. The group's motto is "when we are at our best, GHS is at its best." Guest speakers have included GHS President and CEO Michael Riordan; Vice President, Chief Nursing Officer and Chief Experience Officer Michelle Taylor Smith; and State Representative Chandra Dillard.

The group has hosted educational and financial health fairs and supported charities such as Miracle Hill Ministries and statewide flood relief efforts. In December 2014, AAW@GHS "adopted" a single Hispanic mother and her four children. The group continues a strong relationship with this family, helping them regain independence and stability.

All employees interested in supporting AAW@GHS and its mission are invited. For more information or to join AAW@GHS, email Bobbie Rhodes (brhodes@ghs.org) or Jessica Sharp (jsharp@ghs.org).

GHS Launches Meal Rewards Program



As part of its commitment to improve the health of its employees, patients and community, GHS now offers a meal rewards program at its cafeterias. ChooseWell meals contain 675 or fewer calories, 23 or fewer grams of fat, 7.5 or fewer grams of saturated fats and 725 or fewer milligrams of sodium. Learn more at www.ghs.org/choosewell.

Medical School Graduates First Class

The USC School of Medicine Greenville, which opened in 2012, will graduate its first class of medical students this spring. A convocation ceremony will take place May 5 in Greenville, and a commencement ceremony will take place in Columbia on May 6. Congratulations!

All 49 members of the charter class will move on to residency programs at some of the nation's most prestigious institutions—including GHS—after graduation. Of those 49, nearly half will remain in South Carolina, and a quarter of those will stay at GHS.

GHS Senior Care Enrolling Patients

GHS Senior Care is enrolling patients and will begin care in May. This innovative program provides coordinated medical care to seniors, while keeping them active in their communities and out of nursing homes or other long-term care facilities. Services include primary care, dentistry, emergency services, home care and hospital care, as well as meals, nutrition counseling, and occupational and physical therapy. GHS Senior Care is the only program of its kind in the Upstate. To learn more, call (864) 522-1950.

Baptist Easley Hospital Unveils New Logo

Baptist Easley Hospital, of which GHS is half owner, recently unveiled a new logo—together with a new mission and vision—that reinforces the hospital's innovative leadership and commitment to preserve health and enhance the lives of a growing regional community of patients, residents, and clients. *New mission:* Serve compassionately. Inspire others. Personalize the experience. *New vision:* To be the best in community health care. Learn more at www.baptisteasley.org.

Eye Institute Staff Accrue Credentials

All members of the GHS Eye Institute's patient services and front office staff recently earned credentialing as Certified Patient Service Specialists from the American Society of Ophthalmic Administrators and BSM Consulting. In addition to business practices such as customer service, billing and insurance, these certified specialists must demonstrate knowledge of basic eye health practices, including eye anatomy and physiology, common eye health conditions, triaging ocular emergencies, and scope of practice.

Congratulations to Lynn Illner, Kayli Schmidt, Myesha Young, Taneesha Nance, Tina Cotton, Kendra Prest, Donna DeMarco, Brandy Sperry, Angela Gross and Sharon Howard!

Staff members Angela Gross and Rose Crenshaw have earned other certifications. Gross is a Certified Ophthalmic Technician (COT) through the Joint Commission on Allied Health Personnel in Ophthalmology. Crenshaw is credentialed as a Certified Paraoptometric by the American Optometric Association and the Commission on Paraoptometric Certification. Both women are continuing their professional development by pursuing related certifications.

Enhancing Patient Care Through Collaboration and Coordination

At GHS, our patients are the focus of everything we do and partners in their care! To help provide the very best in safe and effective care, we must all work together to reduce complications and optimize positive patient outcomes. This occurs in several ways:

Within a facility. Multiple departments and clinical staff at every level coordinate the many aspects of patient care from admission through discharge with patient, family, and caregiver participation and engagement.

Between facilities. Our hospitals work together to ensure that patients are transferred from one facility to another in the least disruptive way possible. All involved communicate to ensure our patients are in the right place at the right time to meet their needs.

At physician practices. After patients are discharged, primary and specialty care practices help them manage their conditions as well as help them prepare and understand diagnostic tests. Also, our doctors and staff are available for consult, referral and follow-up.

We can serve our patients in a coordinated manner thanks to the teamwork of doctors, nurses, pharmacy, lab staff

and many others. These relationships are strengthened through interdisciplinary committees, hospital unit leader teams, rounding and more. Patients and families engage in this aspect of care through interactions such as bedside shift report, care coordination rounds and other venues!

I am particularly grateful to our physicians. They are key partners with nursing, and many support departments to ensure high-quality and safe care coordination on behalf of our patients.

Epic, our new informatics and electronic medical record system, is an excellent patient care Quality and Safety tool. Every provider involved in the patient's care sees the same information at the same time, which enhances quality and safety.

Coordinated care makes a difference! Together we must continue to strive for improved patient satisfaction and high-quality outcomes, evidenced by our scores—Our Patient's Voice.

Onward and forward.

GHS Nursing Staff:
Best Wishes for National Nurses Week! May 6-12.

Embrace our 2016 theme:
"A Culture of Safety—it starts with you."

With much appreciation for all that you do and for choosing GHS as your organization for practice,
Michelle



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

Palmetto Gold Nursing Awards

The Palmetto Gold Nurse Recognition and Scholarship Program is a subcommittee of the SC Nurses Foundation that annually recognizes 100 RNs in our state who exemplify excellence in nursing practice and commitment to the nursing profession. Since the program was introduced in 2002, approximately 90 GHS nurses have been named Palmetto Gold Winners!

2016 GHS Palmetto Gold Recipients: Greenville Memorial Hospital

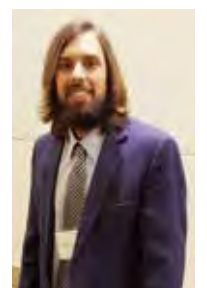
- Stephanie Dutch, BSN, RN
- Lauren Kunkle, BSN, RN
- Michael Blake Wilson, MSN, RN

Greer Memorial Hospital

- Teresa Billig, BSN, MHA
- Valerie Douglas, BSN, RN
- Paula Kemppainen, ADN, RN



(l-r) Paula Kemppainen, Valerie Douglas, Teresa Billig, Stephanie Dutch and Lauren Kunkle



Michael Blake Wilson

March Service Anniversaries

50 Years Katherine Spencer	30 Years Keith Barnes Emily Brannon Kathy Duncan Kathie Lynch	Brenda Pickens Tammy Sibert Mary Thompkins Deb Whitcomb David White	Terry Rogalski Susan Simpson Kristy Tillotson Donna Vaughn	Tyson Erlewine Lance Evans Beverly Head Sandra Mahaffe Melanie Mitchell April Pittman Tracy Richards Kevin Sturm Teresa Tinsley	Alex Campbell Carol Collins Gamarr Davis Ashton Duncan Amanda Durecka Mary Ann Edwards Matt Ellis Delores Gallimore Becky Gratton Sharon Headen Kym Hoffman Rebecca Kelly Theresa King Beverly Locke Dwight Mangum Lisa Merrill Michelle Morgan	Tanna Mullen Terri Newsom Angela Nicometo Charlotte Owens Susan Parker Heather Pearson Jean Pike Elaine Richter Toni Riggins Dee Satterfield Judi Searcy Jane Shaffer Patricia Shipman Shea Shull Karen Simpson Brandon Sprogis Andrea Stokes	Theresa Thomas Travis Threatt Brittany Tollison Tom Waiboer Melissa Watson Allan Younkman
40 years Brenda Brooks Bettie Lown Jackie Williams	25 Years Susan Floyd Connie Geter Suzanne Huyck Sandra Marcengill Maxine Murphy	15 Years Kathy Bethka Mary Bright Nikki Burch Chris Carsten Cindy Donnan Tracy Feehan Lynn Gilliam Brad Nix Todd Padgett Nancy Parker	10 Years Jennifer Alexander Lindy Beaver Michael Beckish Cathy Blackmon Kristi Caballero Julie Capps Russell Crumley Kelly Daigle Stephanie Dutch Vanessa Earle LuAnn Emery	5 Years Brandy Anders Jenna Ashley Serena Bacher Maricela Balk Katie Bray Lacey Burke			
35 Years Gina Durham Bonita Fogle Pamela McAlister Alma Robinson Jan Smith Jane Steadman	20 Years Geri Bailey Theresa James Michael Medlin						

April Service Anniversaries

35 Years Eleanor Chapman Nancy Freeman Lynne Hudson Ruth Larkin	20 Years Donna Ashmore Phyllis Bellinger Mike Casteel Madelyn Dallin Kim Eriksen Lydia Gambrell Mary Johnson Billie Joe Paige Greg Rusnak Michael Serwinowski Jackie Smith Jennifer Strickland William Tatum Lee Thompson Jeannie Tumblin Sam Washington Paige Wilson	15 Years Sharon Bagwell Jennifer Barnes Tarijuana Brown Susan Cruice Lauren D'Amato Hannah Dias Diane Foster Karen Fox Jeff Gregory Karen Hardin Jane McBride Gwendolyn McCrary Robin Mefford Becky Miller Polly Miller Rhonda Nunley Barron Padgett	Patti Pennington Adam Potts Vicky Sheridan Angela Smith Mel Thompson Glenda Tidball Doris Tipton Jose Vasquez Shena Ware Rufus Wright	Jennifer Fricks Brenda Fuller Melody Glenn Sally Gray Treva Griffin Felicia Hunter LaTonya Jamison La-Shina Jones Heather Julian Jackie Lloyd Mark Mangum Kathleen Mitchell Steve Owens Susan Patrick Keela Patton Jennifer Slatton Rebecca Smith O. C. Smith	Ricky Smith Beth Strutton Penny Whyte Danny Wright	5 Years Monica Alper Patricia Beasley Marcie Belcher Kathy Berry Keisha Brewer Benji Cannon Alicia Childers Kat Connors Heather Crawford Mary DePew Litia Dix Lynn Dobbs	Rita Ebel Melinda Hand Kelly Harris Cynthia Hekking Doug Horton Katie Humphrey Anne Hust Kris Imbody Janice Jackson Orsha Jackson Terri Jordan Karen LaLonde Jenny Lankford Rickie Ann League Dawn Leopard Meghan Litten Leslie Manigault Dina Marin	Megan McAbee Christie McAllister Nancy McLeod Megan Moseley Melissa Muller Keri Norris Sara Powell Christina Randall Tavish Shelby Tami Shoaff Rebecca Smith Karen Southard Patrick Springhart Mike Staton Sandy Stroup Connie Tannery Janella Taylor Carla Thomas
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Upcoming Events



National Healthcare Week • May 8-14
Watch *What's Happening at GHS* for details about this week's activities.

GHS Swamp Rabbit 5K

May 6—This 5K run/walk starts at Gateway Park in Travelers Rest and continues on the Swamp Rabbit Trail. A block party with free food and music will follow. For details, visit www.ghs.org/swamprabbit5K.

Is Weight-loss Surgery for You?

May 9—Oconee Memorial Hospital, 5 p.m.
May 18—105 Broadbent Way, 5 p.m., Anderson.
Learn from GHS bariatric surgeons what may be the best weight-loss option for you. Free; registration required. Call 226-2290.

Prepared Childbirth Class

May 14—Oconee Memorial Hospital, 9 a.m.-4 p.m. This class helps expectant parents understand the entire birth process, including how to know when you're in labor, breathing and relaxation techniques, options for pain relief and more. Fee: \$25. Registration required.

NAMI Walks Upstate South Carolina

May 21—Furman University, Timmons Arena, 10 a.m. (registration 9 a.m.) This 5K walk promotes awareness of mental health and supports the National Alliance for Mental Health. Register at www.namiwalks.org/upstatesouthcarolina. Click on or search "Team GHS." If you have questions, email Karen Farmer (kfarmer@ghs.org) or Robbie Shoenleben (rshoenleben@ghs.org).



Breastfeeding Class

May 22—Oconee Memorial Hospital, 2-4:30 p.m. This class prepares couples for the breastfeeding experience and offers practical solutions for common problems. Fee: \$25. Registration required.

Support Our Veterans!

The GHS Veterans Association encourages employees to attend these events honoring our veterans:

Armed Forces Day Parade

May 24—Fluor Field, 5-6 p.m. Show your support for our own GHS' Veterans Association as they march in the parade. Learn more at www.greenvillearmedforcesday.com.

Greenville Scottish Games

May 27-29—Kick-off this weekend event May 27 at 6 p.m. with the Greenville Great Scot! Parade. Visit www.gallabrae.com for a complete schedule of events.

Community Connections



The Knox and Priscilla Haynsworth Day Hospital was dedicated in March. (l-r) William Schmidt III, MD, PhD, medical director, Children's Hospital, with Priscilla and Knox Haynsworth.

Children's Day Hospital Renamed

In March, GHS Children's Hospital announced that the children's day hospital at its BI-LO Charities Children's Cancer Center would be named in honor of Knox and Priscilla Haynsworth, founders of Clement's Kindness Fund for the Children. Since 2002, Clement's Kindness has given approximately \$800,000 in financial assistance to patients and families of the BI-LO Charities Children's Cancer Center and provided more than \$1.2 million in support of the center's programs and facilities.

10th Annual Minority Health Summit

GHS recently hosted its 10th Minority Health Summit. The event focused on diabetes and mental health. It was an exciting day that included exercise demonstrations by Crunk Cardio LIVE, physician presentations, performances by American Idol winner Candice Glover and comedian Akintunde.



Medical students from the University of South Carolina School of Medicine Greenville assisted with diabetes education.



Crunk Cardio LIVE got the audience on their feet and moving.



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To report news, email ghsnews@ghs.org

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