

GHS Senior Care: Setting a Good PACE



GHS Senior Care is located in a custom-designed building just minutes from Greenville Memorial Medical Campus. It is a safe and inviting place, with many windows to bring in light and views of nature.

This new program helps individuals live in their communities as independently as possible for as long as possible.

In April, Greenville Health System opened GHS Senior Care, a Medicare program for people over age 55. The program provides community-based care and services for those who would otherwise need nursing home-level care. It is one of three such programs in the state and the first in the Upstate.

Based on the PACE (Program of All-inclusive Care for the Elderly) model, the program is centered on the belief that the best outcomes for seniors with chronic conditions happen when they are served in their community—and that taking preventive measures can help avoid some problems.

Currently, 18 participants are enrolled in Senior Care. Half live alone and half live with family or other caregivers. All seniors now enrolled in the program are Medicare and Medicaid eligible.

“We truly are meeting the PACE mission to allow seniors to remain in the community as long as possible,” said Kim Martin, director of Operations for GHS Senior Care.

A ‘Class’ Act

“I love the concept here,” stated Ashanti Rice-Sullivan, RN, quality coordinator for GHS Senior Care. “When I started working here, I thought this program might be good for my dad, who has early-stage dementia. Since my mother’s death in March, he has struggled with depression and isolation. He had moved in with his brother, but was alone most of the day.”

Since enrolling him in the program, Rice-Sullivan has seen a profound change in her dad’s outlook, which she attributes to social interaction in the adult day care program. He has made friends and looks forward to coming to the center, which he calls “going to class.”

“I’m seeing a side of my dad that I haven’t in a long time,” she remarked.

GHS Senior Care assumes all patients’ primary care, including doctor visits and prescription drugs. Other services include physical, occupational and recreational therapy, adult day care, meals, dental and vision care, nutrition counseling, social services, and basic laboratory and X-ray services. The center also provides transportation to and from a patient’s home for adult day care at PACE and to and from doctor visits.

“We serve as ‘traffic control’ in coordinating care—which is important, as participants typically have several health conditions,” explained Brad Torrence, manager of Operations. Care coordination within the GHS network helps prevent unneeded diagnostic tests, drug reactions and other complications, thus lowering costs—and stress—for patients and their caregivers.

“This model of care reduces the number of days an individual spends in skilled nursing care or the hospital,” added Torrence. “We believe that’s in large part because of the level of communication we encourage.”

Caregivers Benefit, Too

The PACE model also supports family members and others with a resource library, training, support groups and respite care. “It’s as important to help the caregivers as the participant,” emphasized Martin.

As a mom working full time and raising a family, Rice-Sullivan feels supported just being able to entrust her dad’s care to program staff. “Knowing that all my dad’s medical needs are met has brought a huge sense of relief,” she noted. “We don’t have to worry about scheduling appointments, taking him to the doctor or making sure he takes his medicine.”

The facility is open weekdays from 8 a.m.-5 p.m. The program’s resources, however, are available after hours and on weekends. Participants can call a “virtual access center” and speak to a nurse about their concerns. The nurse will follow-up with appropriate recommendations.

For more information or to see if a loved one is eligible for GHS Senior Care, call (864) 522-1950 or visit www.ghs.org/PACE. Click the Eligibility tab to download an application.



Ashanti Rice-Sullivan, RN, visits with her dad at GHS Senior Care.

GHS providers and staff interested in a tour or presentation to learn how the PACE program may help their patients can call (864) 522-1950.



October marks the start of a new fiscal year for GHS and new opportunities to refocus our support for the clinician-patient relationship.

President's Report

Goals & Focus for FY 2017

As GHS' new president, I have talked at Town Hall meetings and in other settings about the importance of the clinician-patient relationship. I have shared the story my minister told me about the care a female parishioner received one night in our ED. He was moved by the compassion exhibited by each member of our team—from the person in admissions to the nurses and the individual in housekeeping who provided extra linens.

An unimaginable event in this woman's life was made more bearable thanks to the kindness and compassion of everyone she encountered at GHS. This is but one example of why we must remain focused on the clinician-patient relationship. It's at the heart of everything we do!

Our shared goals for FY 2017 provide an opportunity to measure how well we are doing in supporting the clinician-patient relationship and in continuing to live our mission to *heal compassionately, teach innovatively and improve constantly*. That's why I want to make sure that all GHS employees know these system-level priorities.

FY 2017 Organizational Goals and Measures

People: We work to transform health care.

- Employee Opinion Survey Participation Rate: 87%
- Wellness Measure: Reduce A1c by 3% in people with diabetes enrolled in Care Coordination Services

Experience: We make patients and families the focus of everything we do.

- Inpatient: 75th percentile HCAHPS
- Ambulatory/Physician Practices: 75th percentile CGCAHPS
- Emergency Services: 75th percentile

Quality: We provide right care at the right time and in the right place.

- Zero Harm Measures: Reduce catheter-associated urinary tract infections (CAUTI) by 20% and reduce *Clostridium difficile* infections by 15%

- Magnet® Journey: Achieve Magnet status at Greer Memorial Hospital and schedule a site visit for Greenville Memorial Hospital

Engagement: We partner with many communities to improve health.

- Achieve 25% MyChart account activation rate

Finance: We responsibly direct our resources to support our mission.

- Operating Margin: 1%
- Total PMPM (per member per month) Spend: Increase by no more than 5.5% over FY16 PMPM costs

Academics: We educate to transform health care.

- Scholarly Activity: 250 peer-reviewed publications, presentations, etc., with GHS identification or attribution
- Conscious Professionalism Exposure: Increase management and staff exposure by 19% over FY16 levels

We all have a shared interest in achieving these goals. Results from the FY 2017 People, Experience, Quality, Engagement and Finance pillars will influence the annual employee incentive. The "spotlight" goals—Magnet Status, Total PMPM Spend, Conscious Professionalism Exposure and Wellness Measure—will not factor into the incentive but are key system strategies that we will track and measure over the next 12 months.

As we begin this new fiscal year, I am grateful for everyone's hard work over the last year and thank you for your continued commitment to our patients and their families. You make a difference in the lives of those we serve every day.

Spence M. Taylor, MD
President



Quick Takes

Hometown: Asheville, N.C.

Family: Wife, four children and a daughter-in-law

Interests: Home improvement—
"I seem to keep one or two areas torn up at any given time."

"Working together, we can come up with solutions for more effective and better outcomes."

Leadership Profile

Blix Rice, MBA, CHFP, vice president, Care Coordination Institute

Health care is changing and so is GHS. In fact, our system is in an era of healthcare innovation, according to Blix Rice, MBA, CHFP. Rice is vice president of the Care Coordination Institute.

"We are seeing risks and incentives shift to providers to align our financial rewards with doing what helps our communities most," Rice pointed out. "And we get to create those new solutions."

For several years, GHS has worked collaboratively with the Care Coordination Institute to develop models that are efficient, cost effective, accessible for patients and that produce better outcomes.

CCI helps providers like GHS with tools and technologies to respond to shifts in healthcare reimbursement. One example is GHS' participation with the MyHealth First Network in the Medicare Shared Savings Program (MSSP). Through this program, networks take accountability for the health of a population based on certain clinical measures, for instance, chronic disease management.

Networks that improve the population's health and spend less money in the process get to share in those savings. These savings provide the network with resources to develop ways to further improve care, make it more efficient and enrich the population's experience.

An example is intervening early on by providing better access to care at local doctor offices and elsewhere in the community, rather than have patients go to the ED when they are sicker and care is more costly.

In its first year of taking part in the MSSP, the network cut Medicare costs by \$17.5 million among a population of 60,000 patients—a great accomplishment. The results ranked the network No. 2 in the nation for a first-year participant, and the Centers for Medicare & Medicaid Services recognized it as a "high achiever."

GHS and CCI have partnered to create models of care that result in sustained or improved outcomes. CCI also has performed sophisticated analyses and reporting to help providers know where to focus resources and where they are making progress.

Transforming health care is at the heart of GHS' vision and essential for its ongoing success, Rice emphasized. "Our employees depend on our ability to shift from selling services to managing population health," he said. "As we realize this vision, we improve our community's quality of life, attract economic development and, ultimately, benefit the people we serve."

He added, "GHS has been executing bold visions for over a century. Being here allows me to join everyone at GHS in creating our future."

Wellness Goals Exceed Target!

In FY2015 and 2016, the GHS People pillar goal included a wellness measure:

- Reduce A1c by 3% in employees and spouses enrolled in the Care Coordination Program
- Reduce average LDL by 3% of those with an LDL value greater than 136

GHS exceeded both goals with a 5.8% decrease in A1c and 8.5% drop in LDL. Overall, 68.5% of those still in the program have lowered these numbers.

“This effort has been successful because of the incredible programs that GHS offers employees,” stated Jane McBride, director of GHS Clinical Rehabilitation and Wellness. “LoseWell, Disease Management coaching, nutrition counseling with registered dietitians and more are provided across the system at convenient times to help employees learn more about managing their risks.”

McBride added, “Our goal is to educate employees and give them the tools, resources and support they need to succeed. We can do so thanks to great collaboration among physicians, educators and coaches to ensure those with elevated or rising risks know the options available to them.”



Ronni Ayala, NP, fits exercise into her busy schedule, often taking 10-minute walking breaks.

A Pair of Successes

The Employee Wellness Center at Oconee Memorial Hospital (OMH) has provided tremendous support to Ronni Ayala, NP, and Mildred “Queenie” Campbell. Ayala works at a GHS Business Health on-site clinic in Oconee County; Campbell is a cook at OMH.

Ayala credits coaches with keeping her motivated before, during and after

bariatric surgery about two years ago. Today, she is 118 pounds lighter with A1c and LDL in normal ranges. She has gained a more confident, adventurous spirit. When

she hit the 100-pound mark, she went skydiving and now is training for a 5K with her manager, Joni Metler.

“I no longer let my weight be an excuse for saying I can’t do something,” said Ayala, who makes exercise a priority, from regular walks around the OMH walking track to working out at a local gym. She stays on track with her Fitbit and MyFitnessPal app.



Queenie Campbell enjoys running, most often on a treadmill, but also on OMH’s employee-funded track.

Campbell also takes exercise seriously, saying, “I used to hate running, but now I love it.” An avid cook, she has switched from traditional Southern soul food recipes to healthier favorites like quinoa chicken chili and turkey pesto burgers.

A year ago, Campbell convinced her doctor to let

her try diet and exercise before going on statins. Since then, she has lost 60 pounds, does not need statins and no longer takes blood pressure medicine. Campbell has another reason to be healthy—she and her husband plan to adopt a child.

Both women draw strength from each other and their fellow participants in LoseWell. “When we all reach our goals, we’re going to Carowinds to ride rollercoasters,” said Campbell.

To learn about GHS wellness opportunities, contact HealthTrack at healthtrack@ghs.org or (864) 454-8725.

GHS’ FY2017 wellness goal is to lower A1c by 3% in covered employees and spouses with diabetes.

“Our goal is to educate employees and give them the tools, resources and support they need to succeed.”

—Jane McBride, director, GHS Clinical Rehabilitation and Wellness

Quality Circle

Improve Constantly: Culture of Safety Survey Results

For the first time since 2014, GHS conducted the Agency for Health Research and Quality (AHRQ) Hospital Culture of Safety Survey and the AHRQ Medical Office Survey on Patient Safety.

This year’s overall score for the Hospital Culture of Safety Survey was 64.1%, up from 63.7% in 2014—and near the AHRQ national benchmark of 65%. GHS improved markedly in two composite areas:

- Frequency of events reported: from 56.8% to 66.5%
- Communication openness: from 62.6% to 65.4%
Our greatest opportunity to improve is in handoffs and transitions. All facilities—except Oconee, Greer, Marshall I. Pickens and Roger C. Peace—dropped in this area, from 50.5% in 2014 to 43.1% in 2016.

Target participation rate was 75%; we achieved 50%. Per AHRQ recommendations, all employees (not just clinical staff) were invited to take part to ensure that GHS results are comparable with AHRQ results.

The Medical Office Survey on Patient Safety showed little change, with GHS University Medical Group reaching an overall score of 70% in 2016 compared to 70.2 in 2014. National benchmark is 74%.

Thanks to everyone who completed one of these voluntary surveys. Your participation reflects a commitment to a culture in which everyone is responsible for patient safety!

Kudos to Oconee Memorial Hospital!

This hospital bettered its Culture of Safety scores in all 12 areas and boasted the most improved overall score, from 53.8% in 2014 to 65.8% this year!



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

September Stellar Stars



Runita Cannon, EVS/Greer Memorial Hospital, was praised by a patient's husband for helping his wife get the right care. The pair were cycling in a remote area when the wife wrecked her bike and was hurt. They felt helpless until Cannon came along. She took them to the nearest fire department and advised them to go to Greer's ED.



Benjamin Cannon, AEMT, Mobile Care, was recognized for helping a patient whose wife also was in the hospital. Cannon had arrived to transport the patient to a rehab center. Before leaving, the patient asked if they could stop by his wife's room so that he could tell her goodbye. Cannon did not hesitate to grant his wish.



Richard Stein, NRP, Mobile Care, also was praised for his role in the story above. Neither Stein nor Cannon could have known that this farewell would be the couple's last. The wife died the next day. Thanks to these two caring individuals, their patient was given one more opportunity to tell his wife that he loved her.

October Stellar Stars



Tia Washington, RN, 3B/GMH, was recognized for small acts of kindness even though she wasn't the patient's nurse. The patient was especially grateful for Washington's attention to her spiritual needs. When she mentioned how she would like to have study notes she found in the hospital room bible, Washington copied the pages for her.



Laura Batson, RN, 5A/Peds Hem/Onc, demonstrated compassion by completing a memory keepsake and making hand molds for the family of a patient who had passed away. Batson did a fantastic job, and the family was so appreciative. Her nomination praised her willingness to care for all of the needs of our patients and their families.



Angela Bron, RN, Emergency Department/LCMH, made sure a patient's "best friend" was fine. The patient had left the dog in his truck with the motor running. Bron turned off the engine and took the dog to the vet. She even took a video to show the patient that his buddy was OK. And when the patient went home, she took his dog to him.

Volunteers of the Month



Angie Waylett is the Volunteer of the Month for September. Soon after her start as a volunteer at Children's Hospital early this year, Waylett became invaluable to Child Life Services. Her warm, welcoming smile cheers children and parents alike. Always eager to help, Waylett has been an asset in training new volunteers by helping them feel comfortable and confident in the hospital environment.



Maddison Harkey is the Volunteer of the Month for October. Harkey served in the Wonder Center (a day treatment program for medically fragile children) this past summer, starting soon after her high school graduation. She always arrived smiling and brought fresh ideas for entertaining the children. Harkey also took the initiative to raise donations for new toys. Staff and parents were overwhelmed by her generosity and hope she will return next summer.

Standard of the Month

Shhh, It's Quiet Time

Quiet environments support healing and create a more productive work environment. Studies show that decreased noise levels, even for just an hour or two, can improve patient outcomes and lessen staff stress.

The second part of this issue's Compassion standard—*maintain a clean and quiet environment*—acknowledges the important role of the patient environment in improving outcomes. We all know that a quiet environment helps people rest. But did you know it supports the body's efforts to heal? And did you know that high noise levels might lengthen healing time?

Last spring, to honor patients' need to rest and support a healing environment, Greenville Memorial Hospital launched "Quiet Time" in its patient care areas. Quiet Time is designated time set aside when staff members are intentional about reducing noise levels in their units. During Quiet Time, staff look at ways to bundle care to decrease interruptions.

Here are some ways staff reduce noise:

- Lower their voices during conversations in hallways
- Minimize volume on communication devices (cellphones, Vocera, etc.)
- Dim the lights and remind visitors to minimize noise while on the units
- Ask patients if they would like their TVs turned to Channel 89 (white noise)
- Offer patients earplugs to use

Quiet Time is a hospital-wide practice. Doctors, clinical support and other support staff also are mindful to minimize noise when they are on the units during this time.

Quiet environments support productive work environments. They ease staff stress, improve concentration in the workplace, and decrease medical and nursing errors.

Quiet Time is a teaching opportunity to emphasize to patients, visitors and each other the important role rest plays in healing the body and calming the spirit.

Kudos

Amanda Taylor, BSN, MSN, MHA, RN, NE-BC, nurse manager, Family Beginnings/GMH, received the DAISY award. Taylor was nominated for her generous spirit and unwavering support of her co-workers and staff.



(l-r) Terri Negron, director of Nursing, Women's Hospital and Vascular Access Team; Amanda Taylor; and Lisa Hawkins, RN.

Linda Brees, MS, director, Children's Advocacy, has been appointed to the Furman University Institutional Review Board as a community representative. Brees will review the involvement and participation of individuals in research programs or projects conducted by Furman University researchers, faculty, students or staff.



Lori Fox, BSN, MBA, CCM, director of Ambulatory Care Coordination, and **Laura Lowe, MBA, BSN RN, ACM, IQCI**, nurse manager, Hospital Case Management/GMH, presented a breakout session on the GHS Transitions of Care Program at the 2016 Studer Conference in Chicago this August.



(l-r) Laura Lowe and Lori Fox presented at the 2016 Studer Conference.

Beau Shields, police officer with GHS Law Enforcement, was awarded the J.P. Strom Award by the South Carolina Criminal Justice Academy. This honor is given to the student in each class who attains the highest cumulative academic score for all unit tests. Shields received his award during the academy's graduation ceremonies in September.



(l-r) Doug Horton, Security Director, GHS Law Enforcement; Beau Shields; and Jackie Swindler, director, S.C. Criminal Justice Academy.

Curtis Turner Jr., MBA, MEd, CPME, practice manager, GHS Eye Institute, was named Paraoptometric of the Year by the S.C. chapter of the American Optometric Association. This honor recognizes the optometric assistant or technician who has made outstanding contributions to optometry, paraoptometry and the general public. Paraoptometric staff extend the optometrist's capabilities by assuming routine and technical aspects of vision care services.

Medicine-Pediatrics residents **Bernadette Wood, MD; Sarah Wells, MD;** and **Jeremy Loberger, MD**, garnered first and second place in the Resident Poster Session at the annual meeting of the S.C. chapter of the American Academy of Pediatrics in July. Drs. Wood and Wells won first place for their QI project poster on implementing the SEEK (Safe Environment for Every Kid) questionnaire for patients in the GHS Center for Pediatric Medicine. Dr. Loberger received second place for his project to reduce the time it takes for patients with sickle cell disease and fever in the Children's Emergency Center to receive antibiotics.

Greenville Memorial Hospital was named one of five hospitals in South Carolina as a leader in LGBT (lesbian, gay, bisexual and transgender) Healthcare Equality by the Human Rights Campaign Foundation. 2016 marks the fourth year GMH has received this honor.

UPLIFT Coach of the Year

Oconee Memorial Hospital's Mollie Barrow, DPT supervisor, Therapies, is GHS' 2016 UPLIFT Coach of the Year. This honor recognizes dedication and commitment to patient and employee safety through UPLIFT (Use Portable Lifts In Facilitating Transfers).

Nominated by Pat Smith, CNO of the hospital, Barrow has been integral in initiating the safe patient-handling program at Oconee Medical Center, from facilitating the initial clinical process mapping meetings to selecting a core team and delegating their roles and responsibilities. Barrow serves as UPLIFT and Mobility Coach for the hospital. She ensures that managers and staff receive training and that patient-handling equipment is placed in an optimal location for ease of access.

Smith wrote, "Mollie "is a role model—an enthusiastic, positive therapist who embraces change and evidence-based practice!"

This successful patient safety program continues to reduce clinical turnover, having decreased staff injury by 81% and costs associated with those injuries by 95% systemwide. Continued effectiveness and sustainability is thanks to UPLIFT coaches throughout GHS who educate patients and staff on the importance of minimal lifts within a culture of safety.



Mollie Barrow (center, with certificate) was presented her award during an OMH Leadership meeting.

Call for Nominations: Diversity Leadership Awards

The Diversity Department is accepting nominations for the 2017 Martin Luther King Diversity Leadership Awards. These awards honor a GHS individual and team who demonstrate outstanding commitment to supporting diversity and inclusion.

Deadline for nominations is Thursday, Dec. 1, 2016. To nominate a person or team, search MLK Awards on Plexus or contact the Diversity Department at 455-7115 or diversity@ghs.org.

Awards will be presented during the 10th annual Martin Luther King Diversity Leadership Luncheon on Jan. 13 at 11:30 a.m. in the GMH Skarupa Community Room. This free event is open to all GHS employees, but registration is required.

To reserve your seat, contact the Diversity Department by Jan. 6 at 455-7115 or diversity@ghs.org.



(l-r) Heather Mayer, BSN, RN, UPLIFT facilitator, GHS Employee Health, presents the UPLIFT Coach of the Year award to Mollie Barrow.



GHS and USC School of Medicine Greenville Host Disaster Drill

Students of the USC School of Medicine Greenville got to test their life-saving skills in a trauma environment as part of an annual disaster drill in September.



Discover Your Inner Crafter

This little cat looks right at home in the basket her human made in the Anonymous Crafters class, sponsored by the GHS Recreation Committee. Discover your inner crafter. Contact Sammie Tate at 455-3805 or state@ghs.org.

Joy of Giving Program

The Joy of Giving Program gives GHS employees an opportunity to help a GHS family experiencing severe financial distress by buying gifts for children who would otherwise not receive them. Employees may apply for online assistance at <https://marketing.ghs.org/joyofgiving>. Applications are due Nov. 5. Only volunteers working with the program know the identities of the families.

Between Nov. 7-Dec. 1, employees and departments wanting to sponsor a child or family are invited to go to [Plexus.ghs.org/giving](https://plexus.ghs.org/giving) to review requests, select a child or family to sponsor and make a firm commitment. Sponsors may take their gift items to a specified drop-off location the week of Dec. 12.

About ERGs

Over the last year, *The View* has highlighted GHS Employee Resource Groups (ERGs). These voluntary, employee-led and founded groups provide leadership development and a social outlet for their members through various activities, including leadership development events, social gatherings and community service projects. Sponsored by the Diversity Department, all ERGs welcome all employees and must comply with GHS' non-discrimination policies.

At present, GHS has five employee groups:

- African American Network (formerly African American Women); this new name reflects the group's intent to be more inclusive)
- GHS Young Professionals
- GHS Veterans Association
- Levi S. Kirkland Society
- Greenville Women in Medicine and Science

How often do ERGs meet?

Each group determines how often it meets. Most meet a few times a year and may host several events. Attendance at meetings and events is not mandatory.

Why are some ERGs targeted to a specific group?

ERGs tend to represent minority groups or have a specific focus. They are named by the employees who belong to them. All ERGs at GHS are approved by the Human Resources department and must be inclusive of all employees. Our goal is for all ERGs to bring employees together.

How can I join an ERG?

To join an ERG, email Jessica Sharp, diversity coordinator, at jsharp@ghs.org. If you know someone who might enjoy being part of an employee resource group, let Sharp know. She will email them on your behalf.

Containing Costs, Adding Value

Last year, the Value Analysis Team reviewed over 300 new products—from floor wax to hip implants. These reviews include price benchmarking, technology, usage and contracts. Their job is to help managers and leaders know their numbers because sound decisions come from good data!

During the July LDR, Dylan Lawler, manager, Value Analysis, quizzed attendees on annual costs of some everyday items and services at GHS. Here is what they learned about what the system paid in FY2015:

- \$ 95,000 Toilet paper
- \$450,000 Copy paper
- \$375,000 Paper towels
- \$9,500,000 Power
- \$5,700,000 Food
- \$437,000 Soap and hand sanitizer
- \$835,000 Soft drinks
- \$124,000 Coffee (excludes Starbucks)

Children's Hospital Awards

At its annual celebration Sept. 20, the Children's Hospital Community Advisory Council honored several employees, community volunteers and supporters of GHS Children's Hospital.

Caregivers of the Year

- Zoe Tighe: Bryan NICU
- Claudia Brabham: Newborn Nursery and Family Beginnings
- Amanda Kamman: Inpatient, PICU and Hematology/Oncology Nursing
- Holly Paine: Outpatient Services
- Lori Ripple: Physician Practices and Specialty Care
- Anna Gutierrez: Inpatient and Outpatient Non-nursing
- Shawna McMahan: Outpatient Primary Care
- Lisa Soenen: Non-clinical Professional

The Legislative Advocacy award went to S.C. Rep. Chandra Dillard, chair of the Nicholtown Child and Family Collaborative for promoting community development, human investment and infrastructure needs in the area.

Council member Robin Blackwood won the *Buddy's Spirit* award for embodying the spirit of giving back to Children's Hospital.

Crissy Maynard, director of Philanthropy & Partnership for Children's Hospital, received special recognition for securing \$18+ million in major gifts during her two years with GHS.



Caregivers of the Year (l-r): Zoe Tighe, Lori Ripple, Holly Paine, Claudia Brabham, Shawna McMahan, Amanda Kamman, Lisa Soenen. Not pictured: Anna Gutierrez.

Pharmacist Goes to Washington, D.C.

Lynn Ethridge, PharmD, manager for Pharmacy Operations at Hillcrest and GMH Compliance and Informatics, recently represented the American Society of Health-System Pharmacists (ASHP) in advocating for several healthcare issues that are before Congress.



Lynn Ethridge visits with U.S. Sen. Tim Scott from South Carolina.

These include an act to allow pharmacists to deliver care to patients in federally defined medically underserved communities and an act to provide funding for education, treatment, monitoring, and other resources to combat opioid abuse.

The delegation also urged Congress to explore potential options to reverse the trend in dramatic price increases for generic drugs, noting that price hikes may make some medicines inaccessible to patients and could have serious public health consequences.

Preparing for the Magnet® Site Visit

Recently, Greer Memorial Hospital was approved for a Magnet site visit by the American Nursing Credentialing Center's Magnet Appraisal Committee. The Nov. 2-4 visit will include an in-depth assessment of process, structure, patient outcomes and organizational culture reflecting Magnet components.

Reaching this milestone would not be possible without the efforts of the hospital's nurses, doctors, support departments and other staff as well as from areas systemwide. Magnet designation is challenging for small hospitals—particularly in meeting requirements for education and nurse-driven research. Only 25 of the 385 Magnet hospitals have fewer than 100 beds. Through GHS, 82-bed Greer has ample access to Institutional Review Board oversight, quality data and academic resources not always available to smaller facilities.

Until Nov. 2, nursing leaders will continue to update employees through the Greer Community Facebook site, staff meetings, posters, emails and daily Magnet updates.

This visit is the last step before the committee makes the decision to award Magnet designation. Unlike The Joint Commission visit in which surveyors evaluate a facility for compliance, the Magnet visit is a validation of everyone's hard work. It is a time for staff to shine and share the unique culture of caring, teamwork and compassion that has resulted in the hospital's great outcomes, patient safety initiatives and patient satisfaction scores that reflect Magnet standards for nursing excellence.

Before the visit, every hospital under consideration for Magnet posts a public notice to ask for input on



(l-r) Jenny Slatton, RN; Megan Reid, RN; Lena Darcy, US2; and Valerie Douglas, RN, nurse manager, Med-Surg. Greer staff selected the Olympics as the Magnet journey theme. Every department demonstrates the Olympic spirit through colorful displays of pride in the hospital and the care that co-workers provide.

community perception of its quality of care. Several former patients already have volunteered to talk about the excellent care they have received!



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



Bonne Johnson, RN, DNP, CENP, CNO, Greer Memorial Hospital

Practice Updates

Address Change:

Family Medicine-Mountain
View now is 426 Memorial Dr.
Ext. per Greenville County 911.
The office has not moved.

New Practices:

GHS Family Medicine-Boiling Springs (Oct. 17)
2400 Boiling Springs Rd.
Spartanburg, SC 29316
599-0731 • Fax 599-0791
James D. Franklin III, MD

GHS Internal Medicine-Boiling Springs (Oct. 17)
2400 Boiling Springs Rd.
Spartanburg, SC 29316
599-0731 • Fax 599-0791
Katherine M. Spinks, MD

September Service Anniversaries

50 Years

Lynn Hall

45 Years

Brenda Dowdy
Madonna Turner

40 Years

David McWilliams
Michelle Sullivan

35 Years

Libby Alexander
Louise Frazier
Jude Friddle
Debra McClelland
Peggy Pritchett
Elaine Webb

30 Years

Maxine Hunt
Kris Morgan
Carol Riddle
Sherry Sexton
Sly Washington
Sandra Worthington

Beth Young

Danny Youngblood

25 years

Debbie Dawes
James Rex
Randall Wilhoit

20 Years

Margaret Brown
Audrey Edwards
Pamela Gaddis
Leola Hamilton
Lynn Hastings
Kristen Hauck
Renee Hendren
Ginger Kamdar
Kathy Kovacs
Neal Negovetic
Lisa Newman
Todd Rohm
Kindall Simmons
Missy Spencer
Carolyn Vaughan
Sandra Weber
Robin Zarate

15 Years

Rusty Campbell
Linda Cantrell
Cindy Capps
Javier Carles
Ted Close
Rebecca Costill
Carter Davis
La Tonya Davis
Tonya Donald
Joe Fletcher
Rose Fowler
Jane Eddins Hogan
Amy Justic
Shonda Kelly
Pam King
Ashley Lark
Constance McCann
Michele McNeely
Jonathan Miller
Sherry Morgan
Justine Onsey
Kathryn Prewitt
Allison Simon
Michelle Wall

10 Years

Karen Balon
Richard Bradley
Keisha Brown
Espie Carandang
Heather Carroll
Lisa Cash
Lindsay Cooper
Mary-Fran Crosswell
Kelli Fleming
Vickey Gray
Missy Griffin
Debbie Hendricks
Paula Kempainen
Tiffani LaCasse
Ann Leverette
Christy Lewis
Michelle Long
Rebecca Mann
James Pittman
Megan Puckett
Wanda Riddle
Charlotte Ross
Kay Swisher
Tracey Walker

Pat Williams
Richard Wilson
Sion Young

5 Years

Anthony Able
Audrey Arsenault
Brooke Babb
Brittany Bridges
Anna Christie
Jenn Cook
Yvonne Cooley
Wimberly Cox
Amanda Dendy
Laura Espinosa
Linda Gary
Meghann Glenn
Margie Greene
Angela Gross
Curt Hall
Ruth Hall
Lauren Holman
Rosalyn Horst
Teri Howes
Chastity James

Jasmine Jennings
Holly Kennedy
Ron Knappenberger
Anisha Kumar
Suhail Kumar
Lori LaForce
Tommie Lattimore
Verscilla Lindsey
Kim Lower
Lannon Lucas
Sheri Lunsford
Marianne McCoig
Jeremy McKee
Angel Motes
Cortni Nations
Blair Owens
Chelsey Pagan
Lorena Pasley
Dimple Patel
Manisha Patel
Laura Phelps
Natalie Putnam
Michael Raymond
Jesse Rearden
Julie Reilly

Kimberlee Roddy
Anna Rodriguez
Ashley Rogers
Carole Rogers
Christina Sanchez
Verna Schmidlin
John Siddens
Rossana Stewart
Remy Tate
Denise Tate
John Turner
Nina Ulanska
Vardrey Williams
Hicham Yactine

October Service Anniversaries

50 Years

K.P. McCall

40 Years

Chris Gordon
Ric Samuels
Ginger Smith
Essie Wayne

35 Years

Bernita Mayes
Shirley Miller
Mary Pinson
Marjorie Thomas
Gail Wright

30 Years

Samantha Allison
Claudette Phinney
Arlene Short
Clarissa Williams

25 years

Melissa Breazeale
Mary Donald

20 Years

Sarah Brem
Sabrena Livengood
Suzie McCoy
Barry Miller
John Sturkey
Sammie Tate
Mona Thrift
Chris Whiten

15 Years

Dee Austin
Christy Baker
Dania Beck
Evalynn Blakely
Telisa Bradburn
Shelly Bugar
Daniel Byers
Tammy Crawford

Serena Davis
Robyn Dicks
Leah Fowler
Patty Gilstrap
Deborah Goforth
Michelle Hanley
Ingrid Hansen
Beverly Harris
Nell Hogg
Kimberly Jenkins
Stacy Jones
James Jumper
Donna Lane
Jeannie Lollis
Peter Martin
Robert Massingill
Lisa Matthews
Omeca Officer
Lynn Parker
Shannon Riddle
Frances Rogers
Wanda Stroble
Darlene Thompson

10 Years

Gail Baginski
Carolyn Barnes
John Boseman
Clita Boss-Etris
Valorie Brooks
Ric Brown
Vanessa Cacanindin
Jennifer Campbell
Paige Chastain
Geri Church
Caroline Clark
Larry Cordell
Elizabeth Cunniffe
Tamara Dickenson
Patricia Dotson
Arthur Eberly
David Garrett
Dominic Gault
Molly Gordon
Beverly Haines
Michael Harris II
Amanda Heisey

Joseph Henderson
Cynthia Hill
Anne Kinsman
Joseph Kmonicek
Janet Lingefelt
Krystal Lynch
Lori Matuscak
Judy McKinney
Betty Mullinax
Sally Nicholson
Dawn Pagan
Condra Pearson
Billy Sandifer
Carol Stott
Tiffany Timms
Skyler Upshaw
Jim Westmoreland
Nicholas Wham
Pamela Wilson
Carol Zaniewski

5 Years

Anna Alvarado
Julie Anderson
Tasha Anderson
Michelle Bowers
Amy Bowers
Julie Brown
Nicole Brown
Jamie Bryant
Jen Burke
Ashlie Ceips
Sherie Charles
Lisa Crawford
Tiara Croft
Jana Demizio
Dodie Denton
San Dorton
Lakesha Drummond
Brooke Elkins
Ashley Espinal
Carol Flemmings
Maria Garcia

Todd Glass
Sonia Grayson
Caroline Greer
Benjamin Griffith
Sarah Hamby
Annie Hernandez
Melissa Howard
Nina Kate Jackson
Manya Jennings
Maggie Johnson
Angela Jordan
Beth King
Latoria Lyles
Myra Lyles
Betsy McMahan
Melanie McMaster
Susan McMaster
Rob Miller
Katie Money
Carolyn Nalley
Bernice Phillips
Jannie Marie Pinckney

Amanda Price
Jill Pugh
Keri Queen
Heather Ray
Twila Rhodes
Maranda Robinson
Dawn Scholl
Dani Sherfield
Katie Simpson
Aubrey Smith
Denise Smith
Lolita Sullivan
Laurie Theriot
Roley
Liz Thomas
Marlene VanHoose
Africa Ware
Jackie Whiteside
Rakisha Wilkins
Natalie Williams
Lorinda Young

Upcoming Events

Open Enrollment: Nov. 1-15

Find the 2017 Employee Benefit Summary online at www.ghs.org/employee and www.mybensite.com/greenvillehr. The summary will be posted by Oct. 30.

Light the Night

Oct. 20—Join the Leukemia and Lymphoma Society in raising funds to cure blood cancer by participating in this evening walk at the BMW Performance Center. To find out more, go to www.lls.org/south-carolina.

5th Annual Greenville Polo Classic

Oct. 23—Historic Hopkins Farm, Simpsonville, 12:30 p.m. Proceeds benefit GHS Neurological Institute. General admission tickets are \$75; discounted tickets are \$55 when you commit to fundraising. Tribute signs to honor or remember those affected by neurologic illnesses are available with a minimum donation of \$25. Go to www.greenvillepoloclassic.com.

Run4Life 5K

Nov. 5—Caine Halter YMCA. This 5K run and one-mile walk raises funds for the Cancer Society of Greenville County and GHS Institute for Translational Oncology Research. Please visit www.run4lifesc.org to join the GHS team.

Veterans Day Events



GHS “Item Drive for the Troops”—now through Veterans Day, Nov. 11. Go to Plexus and *What’s Happening at GHS* for a Troops Wish List and drop-off sites. Donated

items will be packed and shipped by Blue Star Mothers of the Upstate.

Nov. 11—Greenville Memorial Hospital, 11 a.m.

Nov. 11—Fluor Field, 5 p.m. S.C. Veterans Upstate Salute—details at www.upstatesalute.com. All veterans welcome!

Moonlight & Magnolias

Nov. 19—This event takes place at Zen and raises funds for the American Cancer Society. Go to www.moonlightandmagnolias.com.

Turkey Day 8K & 5K

Nov. 24—Make plans to walk or run Thanksgiving Day in downtown Greenville! Visit www.treesgreenville.org to learn more.



Community Connections

Take a Loved One to the Doctor

GHS hosted this annual event Sept. 10. It was a great success thanks to our partner sponsors and volunteers. Several GHS employees and medical students helped conduct the following:

- 70 prostate exams
- 75-80 Business Health biometric screenings
- 50 VC glucose testing
- 70-80 blood pressure checks
- 125 vision screenings
- 130 kidney screenings
- 78 hearing screenings
- 80+ foot exams



GHS nurses assisted with prostate exams.



Walmart and Sam's Club staff celebrated the newly named playrooms.

Children's Hospital Honors Walmart and Sam's Club

GHS Children's Hospital recently honored Walmart and Sam's Club for their 29-year commitment to the hospital and helping to raise over \$10.5 million in support of pediatric patients.

In honor of the company's long-term commitment—and generosity of its customers and associates—Children's Hospital dedicated

the playrooms on the fifth and sixth floors of the hospital to Walmart and Sam's Club. The playrooms are open around the clock. Research shows that children who have the opportunity to play during hospital stays often can go home quicker.

Spuds & Sprouts

Loretta Leddo, who works in the Orthopaedic Surgery Clinic, was one of the GHS employees who volunteered at the GHS Spuds & Sprouts booth at the TD Saturday Market.



Vol. 66, Issue 5 September/October 2016

To report news, email
ghsnews@ghs.org

Meredith McGinnis, editor
GHS Creative Services, graphic design

Connect with us. Learn what's going on at GHS.

facebook.com/greenvillehealthsystem
twitter.com/ghs_org
youtube.com/ghsbroadcast

Read *The View* online at <http://plexus.ghs.org/View/TheView-Current.pdf>
or the Employee Access page on www.ghs.org



Sign Up for MyChart

MyChart is the new patient portal offered through Epic. MyChart allows you to see key parts of your medical record, communicate with your care team and participate in your care like never before.

Ask for MyChart at your next office visit or request an account online at ghs.org/mychart.