




# SOUTH COUNTY HEALTH



## 100 Years of Caring for Our Community

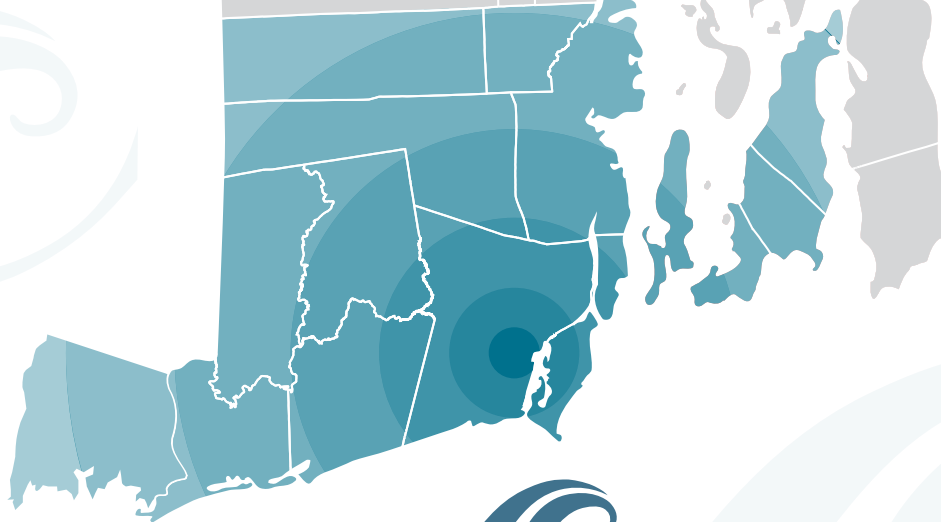


**Fiscal Year 2019 Annual Report**



*Ours is a special corner of the world, and South County Health  
is here to help you get the most out of each day.*

*Our organization is committed to being the region's most trusted  
health partner as we advance high-value health and wellness for  
our communities by delivering unparalleled quality, service, and innovation.*



## **SOUTH COUNTY HEALTH**

**South County Hospital ~ South County Home Health**

**South County Medical Group ~ South County Surgical Supply**

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## Table of Contents

Message to the Community .....	2
Recognition and Accolades .....	6
South County Health	
Message from Lisa Rameaka, MD, Chief Medical Officer.....	8
Message from Nadine McCauley, Patient Experience & Volunteer Services.....	9
Message from Maggie Thomas, Human Resources.....	11
Message from Lynne Driscoll, Community Health .....	12
South County Hospital	
Message from Elaine Desmarais, Clinical and Quality Achievements .....	13
Message from Elaine Desmarais, Performance Improvement.....	15
Key Hospital Statistics .....	18
New Medical Staff .....	19
South County Home Health	
Message from Ansje Gershkoff, RN .....	20
South County Surgical Supply	
Message from Paul Desmarais .....	21
South County Medical Group	
Message from Lisa Rameaka, MD.....	22
Financial Highlights	
Message from Thomas Breen .....	23
Community Outreach	
Message from Brett Davey .....	24
News from Development	
Message from Christine Foisy .....	25
Donors.....	26
Special Events.....	35

# MESSAGE TO THE COMMUNITY

As we look back on 2019, we do so with continued pride regarding the incredible quality, service, and innovation that have made South County Health one of the most awarded health systems in Rhode Island. We do this understanding that the global COVID-19 pandemic has seemingly changed our world overnight. What remains unchanged is the spirit of service and partnership with our communities that makes South County Health truly special. While this report focuses on the accomplishments from our Centennial year, please know how incredibly thankful we are for the staff at South County Health that continues to work tirelessly to care for patients. Though this global pandemic is unprecedented, our team has risen to the occasion as they have with other significant challenges over our first 100 years – with incredible compassion, quality, and service excellence.

Our community has continued its history of support for our health system with donated food, supplies and words of encouragement in cards, emails, and yard signs that now fill our neighborhood. South County Hospital was founded in large part as a response to another pandemic – the Spanish Flu outbreak of 1918 – by citizens concerned that the southern part of our state did not have a hospital or major health services. Our founders would share in our pride regarding South County Health's response to this current pandemic.

## 100 YEARS OF CONFIDENCE

Our Centennial year was an opportunity to celebrate the evolution of South County Health, from a small cottage hospital designed to provide medical care within a close-knit community to a comprehensive healthcare system that treats patients with a variety of advanced curative and preventative therapies that improve the lives of so many. In 2019, we wished

Lou Giancola a happy retirement after 19 years as President and CEO of South County Health. During Lou's tenure, our health system was recognized as a national leader in quality care and exceptional patient experience. At the same time, South County Health experienced significant expansion in the growth of healthcare services and facilities. We thank Lou for his commitment to making our community a healthier place to live.

*What* we do at South County Health is exceptional. From advanced orthopedic treatments to the most progressive robotic surgical platform in Rhode Island, South County Health is at the cutting edge of advanced clinical care and we are fortunate to have a team of professionals who are experts in their respective fields. But it is *how* we do our work that is truly remarkable. The caring and compassion with which the expert care is delivered is what sets our team apart. Double 5 star rankings from the Centers for Medicare and Medicaid (CMS), Press Ganey's Pinnacle of Excellence and Guardian of Excellence awards, Leapfrog's "A" grade for patient safety, and Healthgrade's Outstanding Patient Experience award confirm that the experience and care we deliver to patients is second to none in Rhode Island.

We have also partnered with like-minded physician groups and organizations in Washington County (and beyond) to ensure that many of the resources offered at larger healthcare systems are available and accessible locally.

South County Health has been the preeminent health care provider in Washington County for 100 years. Our foundation is one of medical and healthcare excellence, combined with exceptional patient experiences. We are innovators, willing to change to meet the emergent needs of the communities we serve while never letting our size dictate our clinical aspirations.



Aaron Robinson  
President & CEO



Dennis F. Lynch  
Chairman  
Board of Trustees



Salvatore Abbruzzese, Jr., DO  
Medical Staff President

As we welcome the start of our second century, we are committed to investing in technological innovations, clinical advancements, and programs that change how and where expert care is delivered. These advancements will only enhance our commitment to excellence in patient care.

## CENTENNIAL

2019 marked our Centennial, but it was more than just a year-long celebration. It was an opportunity to look back at where we began and reflect on what we've become.

This was a unique opportunity to learn how our community-focused mission took root in Washington County and has spread well beyond to address the medical and wellness needs of people who demand high-quality care.

With the help of local historian Betty Cotter, a century's worth of stories from our health system were chronicled in a series published by the Southern Rhode Island Newspaper Group and posted on our website.

Months of research uncovered new details about South County Health's history, a colorful story of medical needs and technological advancements, as well as profiles of the men and women who dedicated their lives to helping others. The stories attached to some of these names – Borda, Hazard, and Read – came to life in the series and gave us an even greater appreciation of those who built this foundation.

Today, an historical timeline in the main lobby of the hospital depicts the evolution of South County Health, along with some of the key figures who had the vision and talents to build, grow, and sustain this medical institution. During the course of the Centennial year, we were honored to hear from many retired physicians, nurses, and other professionals who contributed

anecdotes and insights to illustrate our rich history.

Among the events that were held to mark this historic milestone: a physician-led colloquium on the evolution of antibiotics, the unveiling of our Centennial timeline, an event to celebrate our milestone 100th surgery utilizing da Vinci XI robotic surgical system, and much more.

There is no question: the first 100 years of South County Health have been remarkable.

## NEXT CENTURY PLAN

In 2019, the 'Next Century' strategic plan was developed to guide South County Health over the next five years and beyond. Along with our new Mission, Vision, and Values, the plan sets specific goals to position South County Health as:

- A high performing, independent health system.
- Home to advanced service line Centers of Excellence.
- A system that provides easy access for patients utilizing our services – either physically or virtually.
- Increasingly focused on population health, value and risk-based arrangements.
- A leader in digital health.

## QUALITY OF CARE & PATIENT EXPERIENCE

Our team is always focused on planning for the future of health care. In Fiscal Year 2019, South County Health invested in technologies and resources that targeted identified needs and improved patient outcomes. You can read about the difference those investments made in the pages to follow.



*continued on page 4*



# MESSAGE TO THE COMMUNITY

## RECOGNITIONS

South County Health has long been known for excellent patient care. That recognition continued this year with honors from a variety of organizations that measure quality. In addition to being accredited by The Joint Commission, South County Hospital continues to earn accolades for excellence. Among these recognitions:

- South County Hospital again received Double 5 star rankings from the Centers for Medicare and Medicaid (CMS), placing us among the elite hospitals in the United States.
- Our Cancer Center received re-certification and the Outstanding Achievement Award from the Commission on Cancer.
- We received Press Ganey's Pinnacle of Excellence and Guardian of Excellence awards.
- South County Health received the 2019 Gold Level Health Impact Award from the American Heart Association for creating a culture of health in the workplace.

## HIGH RELIABILITY ORGANIZATION (HRO)

South County Health is focused on being a High Reliability Organization (HRO) with a long-term goal of zero preventable harm to patients. Currently, 83 percent of our staff have received HRO training, and new staff are trained at orientation.

We have also developed a measureable action plan to improve patient care and demonstrate sound financial stewardship. Our team is working daily to collect quantifiable data on patient safety events, outcomes of care, efficiency of care, and financial performance measures. By doing so, we can use a data-driven approach to improve our processes and utilization of resources to optimize patient care.

## INSTITUTE FOR ROBOTIC SURGERY

South County Hospital is home to more robotic surgical devices than any hospital in Rhode Island. These investments were made so patients can benefit from the latest surgical technology. Placing these robotic tools in the hands of expert surgeons allows them to perform intricate procedures that are less invasive and promote faster recoveries. Here are some of the robotic technologies that our surgeons utilize:

### Mako

South County Health is the first healthcare system in Rhode Island to use Mako robotic arm-assisted technology for knee and hip procedures. This technology, utilized by surgeons from our partner Ortho Rhode Island, returns patients to a superior level of mobility and functionality. Patients value our technology and medical expertise, which is illustrated by the fact that more orthopedic joint reconstructive procedures are performed at South County Hospital than any other hospital in our state.

### ExcelsiusGPS

In January 2019, Dr. Ian Madom of Ortho Rhode Island became the first surgeon in the state to perform robotic-assisted spine surgery. This was possible because South County Health saw the benefit that ExcelsiusGPS could bring to patients who have long suffered with back issues. Using a GPS-guided arm, orthopedic spine surgeons like Dr. Madom can pinpoint precisely how they will perform surgery while minimizing their margin of error – a critical technological enhancement when operating on the delicate anatomy of the spine.

### da Vinci Xi

The most advanced da Vinci robotic technology, the da Vinci robot, Xi, has proven to be a valuable surgical tool in

South County Hospital's operating rooms. Its precision, visual magnification, and dexterity, guided by the hands of our experienced surgeons, contributes to faster recoveries and shorter hospital stays for our patients. The da Vinci Xi surgical system is routinely used in urologic, colorectal, obstetric, and general surgeries.

## ENHANCED RECOVERY AFTER SURGERY (ERAS)

In an effort to improve patient outcomes across surgical specialties, South County Health, in partnership with Johns Hopkins Institute, developed an evidence-based, perioperative pathway that has proven successful in reducing readmission rates, post-operative complications, and length of inpatient stay.

The ERAS pathway was initially introduced at South County Hospital for use with colorectal surgery. Based on its initial success here and elsewhere, the pathway was expanded to include urologic surgery, cystectomies, prostatectomies, obstetrical surgeries, and orthopedic surgeries.

Research confirms that this pathway vastly improves outcomes and recovery for surgical patients. The components of an ERAS program ensure that patients and caregivers understand the surgery, manage pain with non-opioid medications (a critical advancement to assist in battling the opioid epidemic), ambulate early and often after surgery, and follow new evidence-based practices.

## INFECTION PREVENTION

The current pandemic is a reminder of the critical importance of infection prevention and control. At South County Health, infection prevention is, and always has been, at the forefront of patient care. We will continue to make improvements that result in fewer hospital acquired infections.

Our staff leads the state in hand hygiene and receiving influenza vaccines, and we are continually monitoring and updating our staff to ensure the safest and best practices in patient care.

## COMMUNITY HEALTH

Responding to behavioral health issues like substance abuse, depression, and suicide is essential to the overall wellness of a community. In Washington County, we continue to partner with other organizations to address these often undiagnosed conditions.

In Fiscal Year 2019, the Washington County Zero Suicide Program trained 259 individuals from 10 organizations in Question/Persuade/Refer (QPR). The program also prepared 16 new instructors to provide the QPR training. This training educates participants on how to identify a person in crisis, and how to get them help.

Our Community Health team, along with its partnering agencies that make up Healthy Bodies, Healthy Minds, held Mental Health First Aid trainings across Washington County. These efforts included training for early childhood teachers and directors, and outreach to children and adolescents.

Our goal is to achieve healthy bodies, healthy minds, and healthy communities.

As mentioned at the beginning of this letter, the COVID-19 outbreak is looming large in all of our lives as this is written. In the coming months, our collective efforts will allow us to return to the life we previously knew. Until then, stay safe, stay healthy, stay positive, and stay engaged with our mission – to be Rhode Island's Most Trusted Health Partner. We are privileged to serve the members of this community, who need us now more than ever.



**Aaron Robinson**  
President & CEO



**Dennis F. Lynch**  
Chairman  
Board of Trustees



**Salvatore Abbruzzese, Jr., D.O.**  
Medical Staff President

# RECOGNITION & ACCOLADES



## American Heart Association Gold Level Health Impact Award

The American Heart Association's Workplace Health Achievement Index measures the extent to which a company has implemented workplace health best practices. Companies recognized at the Gold level have achieved an Index score between 175 and 217 out of a maximum 217 points.



## Worksite Health Exemplary Award

Blue Cross & Blue Shield of Rhode Island and the Greater Providence Chamber of Commerce honored South County Health with the Worksite Health Exemplary Award for demonstrating a commitment to improving Rhode Islanders' overall health through innovative wellness programs.



## Cancer Center receives Outstanding Achievement Award from Commission on Cancer

The Commission on Cancer recognized South County Health Cancer Center's programs with the Outstanding Achievement Award for performance excellence in meeting the CoC's standards and motivating other cancer programs to work toward improving their level of quality cancer care.



## Leapfrog

The Leapfrog Group, the nation's leading non-profit watchdog on hospital quality and safety, graded South County Hospital with straight A's for Hospital Quality and Patient Safety. The rating is based on an extensive review of 27 measures of publicly available hospital safety data.



## Women's Choice Awards

South County Hospital received three Women's Choice Awards in 2019 – America's Best Hospitals for Obstetrics, America's Best Hospitals for Patient Safety, and America's Best Stroke Centers. The Women's Choice Award evaluates hospitals using a combination of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey results along with primary research about women's preferences in regard to healthcare.



## Healthgrades

South County Hospital received the 2019 Outstanding Patient Experience Award from Healthgrades, a leader in making information on physicians and hospitals more accessible and transparent to healthcare consumers.



## Press Ganey

South County Health received the 2019 Guardian of Excellence and the Pinnacle of Excellence awards from Press Ganey, an organization that uses hospital and patient survey data to help healthcare systems transform the patient experience and create continuous, sustainable improvement. The Guardian of Excellence award recognizes South County Hospital's achievement in reaching the 95th percentile in patient feedback surveys for each reporting period during the award year. The Pinnacle of Excellence Award recognizes top-performing organizations based on extraordinary achievement and consistently high levels of excellence over a three-year period.





### **U.S. News and World Report**

South County Hospital has been recognized as a High Performing Hospital by U.S. News & World Report’s 2018-19 “Best Hospitals” edition. It was the only hospital in Rhode Island to receive the “High Performing” rating for knee replacement surgery.



### **Pathway to Excellence**

South County Hospital achieved its second Pathway to Excellence re-designation by the American Nurses Credentialing Center. Pathway to Excellence recognizes healthcare facilities that create positive work environments where nurses can flourish, and are deemed a best place to work, with high nurse satisfaction and retention.



### **CAHPS**

South County Home Health received a five-star rating for patient satisfaction from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Home Health Care Survey. The HHCAHPS Survey is designed to measure the experiences of people receiving home health care from Medicare-certified home health care agencies.



### **Double 5 Star – CMS**

The Centers for Medicare and Medicaid (CMS) again ranked South County Hospital with 5-Star ratings in two categories – Hospital Quality and Patient Experience. The overall hospital rating includes a variety of measures, including the Hospital Inpatient Quality Reporting (IQR) Program and the Hospital Outpatient Quality Reporting (OQR) Program.



### **Healogics**

The South County Health Wound Care Center has been recognized for continued excellence in wound healing and for clinical excellence with the Robert Warriner III Center of Excellence Award. This nationally recognized award is presented by Healogics Inc., the nation’s leading and largest wound care management company.



### **PBN Worksite Wellness**

South County Health received top honors for being one of Rhode Island’s healthiest employers. The Healthiest Employer list is published annually by Providence Business News and awards businesses that promote wellness in their organization.



*“Improving healthcare is a never-ending journey. We are honored that you’ve trusted us for 100 years.”*

## **Raising the Bar on the Quality of Our Care**

*A message from Lisa Rameaka, MD, FACOG, Vice President Medical Staff Affairs, Chief Medical Officer*

As we’ve seen over the past 100 years, South County Health is adept at measuring the needs of the community and investing in the technologies and resources that will help to deliver an exceptional level of care to meet those needs. What remains constant is our dedication to healthcare excellence and making our patients our number one priority. Throughout the decades, the staff and volunteers of South County Health have continually looked to improve on what we do, and ‘raise the bar’ on the quality of our care, patient experience, and successful outcomes.

South County Health continues to be a leader in healthcare excellence. The many awards and accolades you’ll see in this report are the result of a dedicated staff, forward-thinking administrators and Boards of Directors, and adherence to the mission, vision, and values on which South County Health was founded.

We have made significant strides in lowering – and in some cases eliminating – the occurrence of hospital acquired infections, a challenge that every healthcare system faces. At the same time, we have significantly increased our staff’s rate of compliance with hand hygiene, immunizations against the flu, and trainings aligned with our goal of becoming a High Reliability Organization.

Many of our service lines, including cardiovascular, obstetrics, oncology, and orthopedics, have experienced the history of growth and development with South County Health. This continuum of care, coupled with the advances in medicine, diagnostic technologies, and robotic capabilities that we’ve adopted, has made South County Health the provider of choice for generations of families.

One of the most recent and successful initiatives we’ve implemented is the Enhanced Recovery After Surgery (ERAS) pathway to get surgical patients to recover more quickly, with a shorter hospital stay, and with fewer complications. The combination of robotic surgery that offers less invasive procedures, an already successful opioid sparing pathway, and a new mindset toward post-operative nourishment and activity for patients, shows amazing results in patient outcomes.

The ERAS pathway has been highly successful in colorectal surgeries and is now trending toward use with urology and spine patients. Our expectation is that enhanced recovery after surgery will be the new normal in delivering high quality patient care and an exceptional patient experience.

Our ties to the Washington County community are an important part of our history. It’s that sense of community that has allowed us to reach patients who live across Rhode Island and elsewhere. Every day, our teams of professionals – whether in direct contact with patients or in support roles – are focused on the care and quality of each patient who comes through our doors. And the experiences gained today, from interactions across medical disciplines, as well as with patients and their families, help improve what we can do for the patients of tomorrow.

Improving healthcare is a never-ending journey. We are honored that you’ve trusted us for 100 years. We will continue to earn your trust and be here when you need us.



## Striving for Exceptional Patient Experiences

A message from Nadine Mollo McCauley, CPXP, Manager, Patient Experience and Volunteer Services

93%

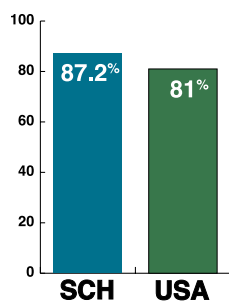


Rate This Hospital\*

95%



Likelihood of Recommendation\*



Effective Nurse Communication\*

### Valuing our Patient and Family Feedback

South County Health strives to be your most trusted health partner, just as we have been for over a century. One of the ways to achieve this is to continually assess our patient experience and look for opportunities to improve. By monitoring real-time patient feedback and reviewing survey results, we identify and prioritize our patient experience improvement plans. These plans are reviewed and discussed by our **Patient Experience Taskforce**, a diverse group of staff who meet on a monthly basis to ensure best practices are used to deliver exceptional care and promote optimal outcomes.

### Listening to our Community

Acute care hospitals throughout the United States participate in a patient survey process designed and regulated by the Centers for Medicare and Medicaid Services (CMS). Eligible adult patients are asked to complete a survey after they are discharged from the hospital. This survey, Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), measures patients' perspectives of their hospital care. Third-party organizations such as Press Ganey use this data to measure healthcare quality for consumers.

Based on the results of those surveys, along with other quantifiable data, Press Ganey ranked South County Health in the top 5 percent nationally for inpatient care for three consecutive years.\*

\*Public results are available at [medicare.gov/hospitalcompare](http://medicare.gov/hospitalcompare). Results displayed represent four consecutive calendar quarters.

### Patient Experience Advisory Council

The **Patient Experience Advisory Council (PEAC)** is another opportunity to receive feedback from our patients and bring our healthcare professionals together to gain a better understanding of the patient perspective.

The work of PEAC was instrumental in improving the Patient Experience in the Emergency Department Waiting Area and Surgical Services Reception Area.

One of this year's initiatives is to promote a quiet environment for healing.

### Caring. Assuring. Responsive. Empathetic. Safe.

All staff and providers participate in continual learning aligned with South County Health's expectations for the patient experience. **C.A.R.E.S.** (Caring. Assuring. Responsive. Empathetic. Safe.) is an educational program that aligns our mission, vision, and values with our culture. This program is presented monthly during staff orientation, offering department-specific sessions for staff to review our organization's behavioral standards, patient surveys and service recovery techniques.

\*Out of 2,782 hospitals nationwide  
Source: Press Ganey

continued from page 9

## Striving for Exceptional Patient Experiences



# 282

Number of SCH  
volunteers at end of  
fiscal 2019



# 37,897

Total volunteer hours  
at end of fiscal 2019

### Volunteer Services

Volunteers at South County Health offer our patients and families compassion and assistance while utilizing our services throughout the health system. Members of the community eagerly donate their time to interact, engage, and improve the positive experience for patients and staff.

### Top Placements

- Patient Escorts
- Emergency Room Volunteers
- Patient Experience Liaisons
- Surgical Family Waiting Room Liaisons
- Gift Kiosk
- Coffee Shop

We value our volunteers and celebrate the contributions they make to sustain our mission, vision, and values. Their efforts are among the factors that help South County Health consistently achieve high ratings for the patient experience we deliver.

We celebrate the contributions our volunteers make throughout the year, including National Volunteer Appreciation Week and our Volunteer Recognition Dinner.



L-R: Nadine Mollo McCauley, CPXP, Manager, Patient Experience and Volunteer Services; Joyce Reusch, Volunteer of the Year; and Aaron Robinson, President & CEO



## High-Quality Healthcare Begins With a Highly Qualified Staff

*A message from Maggie Thomas, Vice President & Chief Human Resources Officer*

South County Health's commitment to providing high-quality healthcare is reflected in our commitment to employ a highly qualified staff. To ensure that our teams are prepared to sustain South County Health's exceptional reputation for quality of care and meet the changing needs of our patients, we ensure that continuing education, certification, and training opportunities are available and accessible to them.



1,493

Number of SCH employees at end of fiscal 2019



76

Number of staff who participated in tuition reimbursement



67

Number of staff recognized in Galaxy of Stars

### Leadership Development

South County Health enrolled 48 team members in a Leadership Development Training program led by business professors from Rhode Island College. The training sessions focused on topics such as professional communication and facilitation skills, change leadership and sustainable changes, building effective teams, making decisions and driving results, and developing business and financial acumen. In addition to classroom sessions, participants completed reading assignments that aligned with the training topics, participated in online asynchronous learning, and designed a final presentation for senior leadership on a project relevant to his/her work, outlining the fundamentals of 'Plan, Do, Study and Act'.

### Perioperative Preparation

Seven (7) Registered Nurses who had no previous experience in an operating room environment were hired into the Periop 101 program. Their prior experiences ranged from new college graduate, nursing home staff, telemetry, and community health care. The Periop 101: A Core Curriculum™ is a standardized, comprehensive education program for nurses new to the perioperative setting. It provides a solid foundation in evidence-based practices and safe surgical patient care. Learners gain the knowledge, skills, and confidence necessary for high-performing OR teams. Each individual learned through a standardized, blended course that included 22 to 27 online modules, required readings, hands-on and group activities, study guides, and a clinical practicum led by experienced perioperative nurses. Each individual worked at their own pace and completed an extensive exam to finalize the program.

### South County Health is committed to creating a healthy workplace

- 2018 WELCOA Well Workplace, Gold Level
- 2016-2019, Worksite Health Award, BCBS RI & Greater Providence Chamber of Commerce, Exemplary Level
- 2015-2020, Providence Business News Healthiest Employers of RI Honoree, #1 for Employee Size 500-1999
- Best Wellness Employer, Wellness Workdays in collaboration with Harvard Medical School, Gold Level





## Advancing Community Health through Collective Action

*A message from Lynne Driscoll, Assistant Vice President, Community Health*

South County Health is proud to serve as the backbone organization for **Healthy Bodies, Healthy Minds Washington County** (HBHM), providing critical infrastructure, staff support, and collaborative involvement in this countywide effort. Since 2015, HBHM, the region's Health Equity Zone (HEZ), has been working to advance the health and well-being of Washington County residents through collective community action.

As its name implies, **Healthy Bodies, Healthy Minds** has three action areas:

**Healthy Bodies**, to prevent childhood obesity and chronic disease.

**Healthy Minds**, which has several components, including countywide behavioral health strategic planning, mental health awareness and training, and systems change.

**Healthy Communities**, whose work has focused on installing community health workers to address the social-economic and health needs of community residents, while cultivating resident leadership.

### Community Health

Community Health (CH) of South County Health is a trained team of behavioral health care providers and community health workers who function as an extension of primary care practices by working with high-risk adults to identify barriers to healthy living, and providing community resources to help address these barriers. They assist individuals to address long-term health needs and create a continuum of care from the medical office out into the community. The overall goal of CH is to address social, behavioral and environmental determinants for medically compromised adults to establish healthier living and improve health outcomes.

### First Connections and Healthy Families America

The First Connections and Healthy Families America program are two of the home visiting programs working collaboratively with CH and the healthcare community, focusing on expecting parents and families with young children under the age of 3. These evidence-based programs have been shown to assist young and low-income parents in particular to cope with multiple challenges and stressors. Trained nurses, social workers and community health workers provide connections to healthcare services, health and parenting education and guidance on preventive health practices. The staff screen for maternal depression, interpersonal violence and child wellness, providing an important link within the healthcare continuum and community.

**Case Management, Nurse Care Managers, Palliative Care Team, Nurse Navigators, and South County Surgical Services** work with partnering agencies to facilitate solutions to the long-term health needs of high-impact patients to create a continuum of care. We strive to see that a mindset of healthy bodies, healthy minds, and healthy communities is the way of life in Washington County.

### Overarching Goals

There is a significant number of people residing in Washington County who struggle with behavioral health issues. Through the efforts of Community Health, the capacity to identify these individuals and connect with them will improve, along with the availability of professional resources that can help them. We aim to build a strong mental health system that meets the needs of residents, increases the use of appropriate behavioral health care and reduces the inappropriate use of emergency rooms.



## Improving Care, Enhancing Safety

*A message from Elaine Desmarais, Vice President, Interim Chief Nursing Officer*

South County Health continues to accelerate its journey as a High Reliability Organization (HRO). Significant progress has been made this year in reducing our Serious Safety Error Rate by 76 percent.

We continue to strive to provide the highest quality of care, patient safety, and an excellent patient experience to our community. As a reflection of these efforts, the Centers for Medicare and Medicaid Services (CMS) has awarded South County Hospital with a Double 5-Star designation for Hospital Quality and Patient Experience.

# 99.6%

Staff immunized against influenza (highest in the state)



Hand hygiene compliance for outpatient areas (Press Ganey)



Hand hygiene compliance for inpatient areas (Press Ganey)

### Patient Care

#### Antimicrobial Stewardship (AMS)

Through collaboration with antimicrobial stewardship initiatives, our goal is to maintain a Standardized Antimicrobial Administration Ratio (SAAR) at or below the national benchmark of one (1).

As highlighted in last year's annual report, South County Hospital was the first hospital in Rhode Island (other than the Veterans Administration Hospital) to submit antimicrobial use data to the National Healthcare Safety Network (NHSN), and the first hospital in the state to add penicillin allergy skin testing to its Antibacterial Stewardship Program, among its initiatives.

Antibiotic Stewardship data has shown that SCH has had a downward trend on antibiotic utilization over the past year. South County Hospital outperforms peer hospitals when all antibiotics across every unit are measured. Our hospital also utilizes significantly less anti-MRSA drugs and broad-spectrum drugs for community-acquired infections.

South County Hospital is only one of two hospitals in Rhode Island that voluntarily reports all of its antimicrobial use to the Centers for Disease Control on a monthly basis. At the statewide Antimicrobial Stewardship Coalition, South County Health is often a resource for information and recommendations, and has been invited to present initiatives at this coalition.

#### Pharmacist Medication Reconciliation

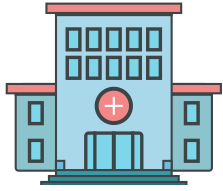
98% of inpatients have their home medication list obtained/validated by a South County Health pharmacist.

#### Pharmacy Expansion

\$1.2 million construction project was completed with space expansion including new offices, new conference room and breakroom, changing area, and a state-of-the-art cleanroom for hazardous and regular IV compounding.

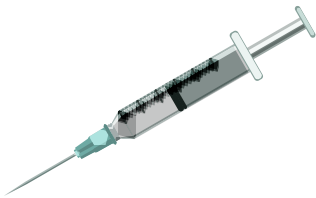
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## 28 public and employee flu clinics

held in the community



## 2,000+ influenza vaccines

administered to employees, volunteers, board members, providers, and community members



## Developed ERAS

Enhanced Recovery After Surgery programs for cystectomies, prostatectomies, and urologic, obstetrical, and orthopedic surgeries

## Improving Care, Enhancing Safety

### Pharmacy Presentation

“A Retrospective Evaluation of a Novel Perioperative Opioid Sparing Protocol for Patients Undergoing Robotic Assisted Laparoscopic Surgery” was delivered by pharmacy resident, David Krok, PharmD, at the American Urological Association’s New England section meeting. Dr. Joseph F. Renzulli II was the research lead on this project.

### Safety

We continue to report incidents of workplace violence in the event reporting system (SAFE) and analyze incidents by type – physical or verbal – and department to identify trends. This data is reported to HealthInsight Hospital Improvement Innovation Network (HIIN) through the Hospital Association of Rhode Island. This program is one of 16 nationwide involved with the Partnership for Patients (P4P).

### Staff Excellence

The **DAISY Award** is given to nurses for their extraordinary compassionate care. Award recipients are nominated by someone within the organization or by a patient, the patient’s family or caregiver.

In FY2019, the DAISY Award was presented to **Serena Kenyon, RN**, Emergency Department; **Katie Ormondroyd, RN**, Cancer Center; and **Amanda Vinhateiro, RN**, Women Newborn Care Unit, for their nursing excellence.

South County Health’s **Peer Support Team** is a multidisciplinary group of 16 inter-professionals who are trained and certified in Critical Incident Stress Management (CISM). They are available to healthcare workers (medical staff, clinical and non-clinical staff) to provide evidence-based, emotional support and resources after a traumatic or challenging event, and to reduce compassion fatigue and/or vicarious trauma otherwise known as burnout.

This internationally recognized team was formed in response to requests and feedback stemming from Schwartz Center Rounds and the Ethics Committee regarding compassion fatigue and high stress among staff from a variety of disciplines across healthcare.

- In 2019, 52 interventions were performed

Below are some examples of traumatic/stressful challenges a healthcare team may face:

- Death or violence to child
- Loss of life to a patient
- Unexpected death of coworker
- Overdose or suicide

### Accomplishments

- Pinnacle of Excellence Award – Inpatient experience
- Baby-Friendly re-designation
- NICHE certification (Nurses Improving Care for Healthsystem Elders)



## Dedicated to Quality Care and Patient Safety

A message from Elaine Desmarais, RN, CPHQ, Assistant Vice President,  
Performance Improvement, Regulatory & Corporate Compliance

### High Reliability Organization (HRO)

In October 2015, South County Health began its journey to becoming a High Reliability Organization with a long-term goal of zero preventable harm to patients. By adopting protocols and practices used in other high-risk industries, such as aviation and nuclear power, SCH aims to eliminate unintended harm to patients.

Since we began our High Reliability journey, our length of time between serious safety events has been as high as 182 days.

Quality care, patient safety, and patient experience continue to be our top priorities. The Quality/Patient Safety goals are outlined every year in the Quality/Patient Safety Plan, and Key Performance Initiatives are identified in the Strategic Plan. Some areas of focus in FY19 were:

- 1. Decrease the Serious Safety Event Rate**  
Baseline FY16 – 2.71; FY19 – 0.65 (76% decrease)
- 2. Increase compliance with resolution of patient grievances within 7 days, which is consistent with our policy and CMS regulations**  
FY18 – 45% compliance; FY19 – 68% compliance (51% increase)
- 3. Reduce overall 30-day readmissions**  
FY18 – 14.6% readmit rate; FY19 – 14.7% readmit rate (although we did not make our goal, we maintained our rate)

Other quality metrics related to patient care are monitored by the Infection Prevention Team. Some focus areas in FY19 were:

### Hospital Acquired Infections

- 1. Decrease Hospital onset Clostridioides Difficile Infection (CDI) lab events by 50%**  
FY18 – 1.72; FY19 – 2.3  
Although the goal was not met, there were ZERO infections for Q4 FY19; this reflects our change to two-step lab testing that was instituted late in the fiscal year.
- 2. Reduce Catheter Associated Urinary Tract Infections (CAUTI) to ZERO**  
FY18 – 2 CAUTIs; FY19 – 2 CAUTIs  
Although this goal was not met, ICU and Telemetry had ZERO CAUTIs and Telemetry achieved 3 years without a CAUTI
- 3. Reduce Catheter Device Utilization (DUR) by 10% per unit**  
FY19 – ICU reduced catheter device utilization by 26%; Med/Surg reduced by 9%. Ortho Foley usage remained the same; however, their baseline use is exceptionally low.
- 4. Reduce Central Line Associated Blood Stream Infection (CLABSI) to ZERO**  
FY19 – 1 CLABSI, which was present on admission – not a hospital acquired infection.



continued on page 16

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## Dedicated to Quality Care and Patient Safety

### Surgical Site Infections

#### 1. Decrease Spine, Colon and C-Section SSIs by 50%

Spine – FY18 – 2%; FY19 – 0.51% (76% decrease)

Colon – FY18 – 3.5%; FY19 – ZERO (100% decrease)

C-sections – FY18 – 2.76%; FY19 – 2.03% (26% decrease)

### Schwartz Center Rounds

South County Health completed its third year of Schwartz Center Rounds participation. Noreen Mattis has facilitated Schwartz Rounds since its inception, and Dr. Louis Rubenstein and Caroline Jenckes, NP have been co-leading this forum for our staff. Recently, Holly Fuscaldo, MSW, LCSW was appointed Rounds facilitator as well as Patient Experience Advisory Council Chair.

The SCH culture has welcomed and embraced Schwartz Rounds. Six groups were well attended during year three, with the following topics presented:

- “We’re In This Together” – Negotiating with the reluctant patient
- “What Keeps Us Going” – Finding joy and meaning amid the chaos
- “This Is Us” – Reflections on expectations versus reality in clinical practice
- “The Long and Winding Road” – Collaboration, comfort, care complexity
- “YOU Are the Patient Experience” – The power of partnership and connection, empathy and compassion, individual and inspiring care
- “The Daily Disruptors” – A perspective on healthcare technology’s interruptions, intrusions, innovation

As a direct outcome of Schwartz Rounds, **The Peer Support Team** was developed to provide critical stress management to staff who were impacted by an emotionally difficult situation.

- 13 trained and certified Peer Support members provided 68 interventions in 2018/2019
- Over 100 interventions with staff regarding COVID-19

### Patient Experience Advisory Council

The Patient Experience Advisory Council (PEAC) completed its third year. PEAC was formed to create an ongoing mechanism for consumer feedback on the patient experience for all SCH service lines. The formation of the Advisory Council was identified in South County Health’s Strategic Plan as a strategy to improve the patient experience. The Council is chaired by Holly Fuscaldo, and members are represented as nine consumers, three staff including the Patient Experience Manager and two ad-hoc members.





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## **PEAC Key Accomplishments/Projects**

### **Improving the Patient Experience in the SCH Emergency Department Waiting Area**

PEAC members toured the ED waiting area, dialogued with ED Leadership, researched best practices, and reviewed patient grievances and data. Three key strategies were identified:

1. Improved communications
2. Improved environment of care
3. Quality and safety in the waiting area

Changes that occurred:

1. New signage in the waiting area
2. Expanded hours of staffing for the registration desk
3. Fresh paint in the waiting area
4. Replacement of healthier options in the vending machines
5. Redesign of the underutilized computer area

### **Improving the Patient Experience in the Surgical Services Waiting Area**

Five key areas were identified:

1. Patient privacy and confidentiality
2. Environment of care
3. Function, process, patient/family, flow
4. Communication
5. Technology

Changes that have occurred:

1. Private space created for provider communication with family members following surgery
2. Volunteer desk was moved to a more prominent space in the waiting area
3. Fresh paint and artwork in the waiting area

### **Introduced Knitted Knockers into the Cancer Center**

Knitted Knockers is a national program that provides knitted breast prosthesis for breast cancer patients.



## Key Hospital Statistics



### Discharges

FY 2019: 6,250  
FY 2018: 5,920



### Births (discharges)

FY 2019: 683  
FY 2018: 677



### Inpatient days

FY 2019: 20,337  
FY 2018: 18,427



### Average length of patient stay (days)

FY 2019: 3  
FY 2018: 3



### Observation days

FY 2019: 2,849  
FY 2018: 3,572



### Outpatient surgery

FY 2019: 7,948  
FY 2018: 6,822



### OR surgeries

FY 2019: 7,115  
FY 2018: 6,221



### Endoscopies

FY 2019: 3,240  
FY 2018: 2,985



### Emergency room visits (total)

FY 2019: 26,508  
FY 2018: 27,594



### Express Care visits

FY 2019: 27,520  
FY 2018: 24,811



### Outpatient visits

FY 2019: 229,846  
FY 2018: 219,478



### Physician office visits

FY 2019: 193,069  
FY 2018: 152,523



### Skilled nursing home care visits (SCHH)

FY 2019: 69,931  
FY 2018: 78,842



## New Medical Staff

October 1, 2018 – September 30, 2019

J. Winslow Alford, MD, *Orthopedics*  
Maroun Azar, MD, *Nephrology*  
Heather Barone, PA-C, *Emergency Medicine*  
Peter Basilios, PA-C, *Orthopedics*  
Andre Bonnet, DO, *Emergency Medicine*  
Ellen Boynton, PA-C, *Emergency Medicine*  
Anthony Caporaso, MD, *Primary Care*  
Paul Casinelli, MD, *Anesthesiology*  
Christine Charpentier, PA-C, *Hospitalist*  
Kristen Chase, CRNA, *Anesthesiology*  
Casey Chiu, MD, *Emergency Medicine*  
John Comito, DO, *Anesthesiology*  
Kathleen Danilczyk, PA-C, *Express Care*  
Sumit Das, MD, *Neurosurgery*  
Kayla Denis, PA-C, *Orthopedics*  
Alyssa Doody, DO, *Hospitalist*  
John Dufresne, APRN, *Emergency Medicine*  
Sean Eden, PA-C, *Emergency Medicine*  
Alexander Ejzak, PA-C, *Express Care*  
Jennifer Enos, DO, *Ob/Gyn*  
Janet Fetherston, CRNA, *Anesthesiology*  
Mercedes Godin, PA-S, *Orthopedics*  
Mohamad Hamdi, MD, *Ob/Gyn*  
Briana Hawksley, NNP, *Pediatrics*  
Emily Henault, PA-C, *Gen. Surgery/Urology*  
Benjamin Hilliker, MD, *Emergency Medicine*  
Emily Hoffman, CNM, MSN, *Ob/Gyn*  
Abby Hornstein, MD, *Pathology*  
Lauren Houle, APRN, *Urology*  
Zachary Hudson, PA-C, *Orthopedics*  
John T. Irwin, MD, *Emergency Medicine*  
Kelly Italiano, CRNA, *Anesthesiology*  
Liudvikas Jagminas, MD, *Emergency Medicine*  
Christopher Jalbert, MD, *Hospitalist*  
Alexander Jorin, PA-C, *Emergency Medicine*  
Patricia Karwan, DNP, FNP, *Oncology*  
Bethany Kennedy, MSN, AGACNP, *Hospitalist*  
Caroline Kinney, FNP-C, *Hematology/Oncology*  
Bethany Knorr, PA-C, *Express Care*  
Edward Kuo, MD, *Emergency Medicine*  
Matthew Lynch, MD, *Nephrology*  
Harry Ma, MD, Ph.D., *General Surgery*  
Joline Macfarlan, MD, *Primary Care*  
Stephanie Maggs, APRN, *Anesthesiology*  
Kristina McAteer, MD, *Emergency Medicine*  
Mark McMullen, MSN, CRNA, *Anesthesiology*  
Jason Meeks, MD, *Anesthesiology*  
Stephen Migliori, MD, *General Surgery*  
E. Bradley Miller, MD, *Urology*  
Bart E. Muhs, MD, Ph.D., *General Surgery*  
John O'Bell, MD, *Nephrology*

Matthew Richter, DO, *Primary Care*  
Mark V. Salmon, DO, *Hospitalist*  
Laju Satchithanandam, MD, *Diagnostic Imaging*  
Ankur Shah, MD, *Nephrology*  
Alexandra Sherman, MD, *Radiation Oncology*  
Megan Shue, MD, *General Surgery*  
Noah Siegel, MD, *Sleep Studies*  
James Singer, MD, *Nephrology*  
Jie Tang, MD, *Nephrology*  
John Wigneswaran, MD, *Nephrology*  
Randy Wolfe, MSN, APRN, *Urology*  
Colin Woodard, DO, *Gastroenterology*  
Akshay Yadhati, MD, *Orthopedics*

### Resignations

Michael Bloss, MD, *Diagnostic Imaging*  
Ellen Boynton, PA-C, *Emergency Medicine*  
Jared Bradley, MD, *Diagnostic Imaging*  
Leah Briones, MD, *Family Medicine*  
Ross Budacki, MD, *Orthopedics*  
Robert Capalbo, MD, *Internal Medicine*  
John Chaffey, DO, *Internal Medicine*  
Logie Chikaodili, MD, *Diagnostic Imaging*  
Maria Corsetti, NP, *Hospitalist*  
Angela Darko, MD, *Pathology*  
Joseph Dotolo, MD, *Cardiology*  
Matthew Downey, MD, *Surgery*  
Susanna Draine, CNP, *Medicine*  
Armando Fraire, MD, *Pathology*  
Cornelius Granai, MD, *Ob/Gyn*  
Hannah Griffin, PA-C, *Emergency Medicine*  
Kathleen Kappler, APRN, *Hospitalist*  
Jamie Kapur, MD, *General Surgery*  
Jila Khorsand, MD, *Pathology*  
David Kim, MD, *Diagnostic Imaging*  
Jon Kimpton, Ph.D, *Psychology*  
Ida Kruse, PA-C, *Orthopedics*  
Robert Legare, MD, *Hematology/Oncology*  
Douglas Martin, MD, *Pulmonology*  
Khanh Nguyen, MD, *Teleneurology*  
Patricia Rompf, MD, *Pediatrics*  
William Sabina, MD, *Emergency Medicine*  
Philip Salko, MD, *Orthopedics*  
Kim Shields, MD, *Diagnostic Imaging*  
Diane Smith, MD, *Palliative Care*  
Crystal Souza (Taveras), FNP, *Emergency Medicine*  
Kathryn Wagner, MD, *Diagnostic Imaging*

### Retirements

Yoash Enzer, MD, *Surgery*  
Robert Leonard, Jr., DO, *Surgery*



## Caring for Our Community

*A message from Ansje Gershkoff, RN, Director, South County Home Health*

We at South County Home Health are fortunate to be part of a great community and healthcare system. Through collaboration among our stakeholders, we pride ourselves on enhanced partnerships to better serve our community as we visit patients in their most treasured environment – their homes.

Fiscal year 2019 was a year of growth and change for South County Home Health with our staff caring for 4,859 unique patients and making a total of 69,931 home visits.

Our dedicated team of nurses, physical therapists, occupational therapists, speech therapists, and social workers provide exceptional care to our patients every day. Their work is enhanced through our team of certified nursing assistants, physical therapy assistants, and certified occupational therapy assistants.

Many of our patients have complex medical needs which include illness, injury, or surgery and acute and chronic conditions such as diabetes, congestive heart failure, and hypertension. We work closely with interdisciplinary healthcare professionals in our case management department at South County Hospital, our hospitalists, specialists, and other service lines to bring “continuity of care” to the next level as a hospital-affiliated home care organization.

Through ongoing relationships and collaboration, we strive as an organization to bring the highest quality care to our patients at home. Here are some of our program highlights:

### Senior Health Checks

Senior Health Checks is offered free at 20 senior centers where SCHH staff engage senior participants to better manage their chronic health issues.

### Telemedicine Program

Our Telemedicine Program allows us to provide daily clinical oversight remotely to patients in their homes and respond to individualized questions designed to identify early symptomology of a worsening health condition.

### BIG and LOUD Rehabilitation Program

BIG and LOUD Rehabilitation Program is a program that helps patients with Parkinson’s disease. BIG is delivered by certified physical and occupational therapists, and LOUD is used by certified speech therapists to assist in the recalibration of movement and voice patterns.

### Diabetes Team

The Diabetes Team consists of three certified diabetes educators – a registered nurse, a pharmacist and a nutritionist – and an occupational therapist. This multidisciplinary approach is very effective and has enabled our diabetes patients to live healthier lives as their diabetes is controlled.

*“Through ongoing relationships and collaboration, we strive as an organization to bring the highest quality care to our patients at home.”*



# 69,931

home visits FY2019

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### **Certified Wound and Ostomy Clinicians**

Our Certified Wound and Ostomy Clinicians work closely with South County Health's Wound Care Center, seeing patients in their homes while providing expert solutions and advice to hospitals and nursing homes.

### **Dysphasia Therapy and Vital Stim for Swallowing**

Dysphasia Therapy and Vital Stim for swallowing are therapies designed for patients who have difficulty swallowing, often associated with neurological diagnoses such as stroke, Parkinson's disease, or ALS. This program includes muscle enhancement with electric stimulation and exercise to improve the quality of life for these patients.

### **Fall Prevention Program**

South County Home Health's Fall Prevention Program is based on a multidisciplinary approach for fall risk reduction that addresses the unique factors in each patient to ensure any risk is mitigated with appropriate precautions in place.

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## **SOUTH COUNTY SURGICAL SUPPLY**

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### **Increasing Convenience, Aiding Recovery**

*A message from Paul Desmarais, Manager, South County Surgical Supply*

South County Surgical Supply continues to provide hospitals and home-bound patients with durable medical equipment (DME) and supplies needed to help them recover from illness or injury, and improve the quality of their lives.

In August 2019, South County Surgical Supply changed its retail business model from storefront to an exclusive pick-up and delivery model so customers can shop conveniently from their home or office.

The change was made, in part, to add more convenience to those who need medical supplies but do not have the time or ability to get to our store.

South County Surgical Supply stayed competitive in the DME industry during FY2019. We increased CPAP volume in our local area. Our competitive advantage is based on our high-quality products, our efficient operational processes, our reputation and experienced staff.

One of the high-quality products that we provide is the latest CPAP option on the market. It is among the smallest devices of its kind, equipped with smartphone application controls as it tracks the patient's sleep score.

For all our products, we streamline the orders through the billing department to provide each patient with the assurance that the coverage criteria have been met.

The reputation of South County Surgical Supply and continued level of customer service allow us to maintain our relationships with community referrals. Our most important competitive advantage is the staff. Their years of experience in our industry are the foundation of our success.







## Providing Increased Levels of Care to Patients

*A message from Lisa Rameaka, MD, FACOG, Vice President Medical Staff Affairs, Chief Medical Officer*

The 106 physicians and mid-level providers who make up South County Medical Group deliver high-quality care in 12 different service lines. In FY2019, this group saw 193,069 patient visits, an approximate 27 percent increase over FY2018's 152,523 visits.

Among the highlights that impacted South County Medical Group's ability to provide an increased level of care to patients is the growth of robotic technology, particularly da Vinci XI used in urologic, colon, and other general surgeries. This technology allows for less invasive procedures that contribute to optimal outcomes in patients.

Another significant milestone is the geographic reach that SCMG made beyond our primary area of service. With the addition of South County Urology in FY2018, that practice added a location in East Providence to complement its Wakefield, East Greenwich, and Newport offices. The expansion into the East Bay opens a door of opportunity with plans to make inroads into other parts of Rhode Island where practices that offer high-quality obstetrics/gynecology and cardiology specialties are in demand.

To address the changing needs of healthcare consumers, South County Surgery welcomed Dr. Jordan Hebert whose training and expertise in bariatrics will lead to a new service line specialty. This highly sought area of medicine will allow South County Health to change people's lives for the better and contribute to individual pursuits of a healthier lifestyle.

As we all deal with the COVID-19 crisis, we can – and will – look forward to whatever the new normal will be. And whatever that becomes, the South County Medical Group will continue to address the healthcare needs of people when they need it, and where they need it.

### Locations

East Greenwich  
East Providence  
Newport  
Wakefield  
Westerly

### 12 Practices

- Cardiology
- Center for Women's Health (Obstetrics & Gynecology)
- Express Care
- General Surgery
- Hospitalists
- Infectious Disease Clinic
- Nephrology & Hypertension
- Oncology/Hematology
- Primary Care – Family Medicine
- Primary Care – Internal Medicine
- Urology
- Wound Care



## SOUTH COUNTY MEDICAL GROUP

*Part of South County Health*

### SCMG At A Glance

- 12 Practices
- 2 Express Care Facilities
- 72 Physicians
- 34 Mid-Level Providers

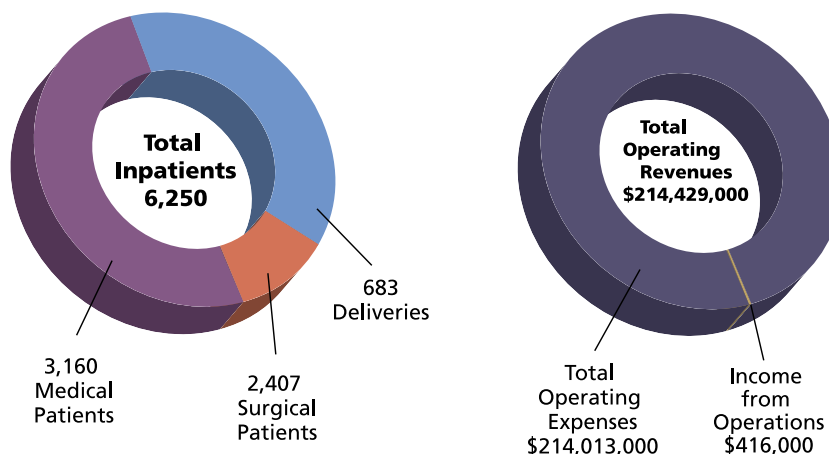


## Maintaining a Healthy Financial Performance

*A message from Thomas Breen, Chief Financial Officer*

South County Health (SCH) ended fiscal 2019 with an operating gain, the ninth consecutive year of positive financial operating performance. During FY2019, SCH also invested \$8,178,000 in infrastructure improvements and new medical equipment.

In FY2019, SCH provided services for 6,250 inpatients, including 3,160 medical patients, 2,407 surgical patients and 683 deliveries. SCH also provided 229,846 outpatient service encounters, including 26,517 emergency room visits and 7,948 outpatient surgical cases.



### South County Health Endowment & Affiliates FY2019 Annual Report

Financial Highlights ~ Full consolidated per audited statements ~(000s omitted)

	FY2019	FY2018
Total Operating Revenues	\$ 214,429	\$ 200,728
Total Operating Expenses	\$ 214,013	\$ 194,196
<b>Income from operations</b>	<b>416</b>	<b>6,532</b>
Investment income (loss)	(1,761)	4,490
Loss on extinguishment of debt	–	–
Excess of revenues over expenses	\$ (1,345)	\$ 11,022
<b>Operating Margin</b>	<b>0.2%</b>	<b>3.3%</b>
Excess Margin	-0.6%	5.5%



## Sharing Our Message of Healthy Living

*A message from Brett Davey, Manager, Marketing & Communications*

Making connections with people who care about their health, and partnering with those who provide resources to enhance one's health, are our top priorities.

Through community outreach efforts, the Marketing and Communications team identifies community needs and creates opportunities for public engagement. In doing so, we are privileged to become connected with people in the community to showcase our model health system – advancing high-value health and wellness for our communities by delivering unparalleled quality, service, and innovation.

Among the 2019 community outreach activities where we shared our message of healthy living:

- Cancer Survivors' Celebration of Life
- Medical & Wellness Lectures by our physicians
- Electric Boat Employee Health Fair
- Virtu Art Festival
- Washington County Fair
- 2020 Scenes of South County Calendar Photo Contest

We will continue our efforts to deliver the events and activities that you enjoy so that we may be part of your healthy lifestyle.

**Our Mission:** *To be your most trusted health partner*

**Our Vision:** *To be a model health system – advancing high-value health and wellness for our communities by delivering unparalleled quality, service, and innovation*

**Our Values:** *Integrity, Caring, Respect, Excellence, Partnership, Stewardship*



## Celebrating Community in Our Centennial Year

*A message from Christine Foisy, bCRE-Pro, Interim Vice President of Development*

In the 100 years since South County Health began, one constant that has run throughout the decades is the outpouring of community support that has contributed to our quality of care. In FY2019, just as it did a century ago, South County Health benefitted from the generosity of people and businesses in the community who value what we do and how we do it.

Volunteers and staff worked tirelessly on a variety of projects and events that helped us celebrate our Centennial year. At the same time, through donor support, the Development team raised \$2,213,481.

Many of our traditional events took on the Centennial theme. Each of these was enthusiastically attended and gave members of the community an opportunity to socialize while supporting South County Health's ability to deliver high-quality care. In 2019, we raised a record-breaking \$694,000 from our events. Among the year's special events were:

### **The Centennial Ball: A Roaring 20s Affair**

Held at the Dunes Club, this fun, formal event included dinner and dancing, along with silent and live auctions.

### **South County Health's 2019 Centennial Invitational**

This annual golf tournament brought 80 golfers to the Misquamicut Club in Watch Hill.

### **The Centennial 5K Run**

South County Health brought back its 5K road race and walk to mark the centennial year, drawing over 300 runners to raise funds to support Cancer Services at South County Hospital.

### **The South County Hospital Auxiliary Centennial Fashion Show & Luncheon**

This popular event, hosted by our Auxiliary and held at The Dunes Club, included raffles, a silent auction, and boutique shopping.

South County Health was also the beneficiary of numerous grants to help specific programs and services. In just the last two years, we have been awarded close to \$1 million in grant funding that has allowed us to grow and expand.

**Our Circle of Care** members and **Business Partners** provide critical annual support. These funds increase our organizational capacity and sustainability, and enable us to provide continued innovation and fuel for growth in the health system.

## South County Health Circle of Care

Thanks to the support of our **Circle of Care** donors, South County Health can maintain the tradition of excellence that has become our hallmark. We are profoundly grateful to the generous individuals and foundations listed below that have helped us fulfill our commitment to continual quality improvement. These gifts reflect contributions of \$1,000 or more to our Annual Fund from January 1, 2019 to December 31, 2019.

### Founder's Society

*Gifts of \$25,000 and up*

Mr. Bruce Ferguson  
Mr. Guadalupe E. Torres USN\*

### 1919 Society

*Gifts of \$10,000 - \$24,999*

Hazard Family Foundation  
Dr. Thomas J. Keenan and  
Dr. Eve T. Keenan  
Ms. Eleanor G. Morris\*  
Roberts Health Centre/  
Richard A. Catalozzi  
The Straetz Foundation Inc.  
Mr. Benjamin R. Sturges\*  
Mr. and Mrs. Kenneth Woodcock  
Mr. and Mrs. Gerald Zarogian

### Chairman's Club

*Gifts of \$5,000 - \$9,999*

Mr. and Mrs. Melvin G. Alperin  
The Honorable Lincoln D. Chafee  
and Mrs. Stephanie D. Chafee  
Mrs. and Mr. Edward M. Cimilluca  
Mr. and Mrs. Duncan H. Cocroft  
Mr. Lodowick U. Collins and  
Ms. Marjorie Jackson  
Mr. and Mrs. Mark Hints  
Mr. Dennis F. Lynch  
Mr. and Mrs. Eugene Martin  
McGuire Wealth Management  
Mr. and Mrs. Gerald Reynolds  
Mr. and Mrs. Aaron Robinson  
Peggy and Henry Sharpe Fund  
Mr. and Mrs. Robert Thavenius  
Mr. and Mrs. Michael Vickers

### Trustee's Club

*Gifts of \$2,500 - \$4,999*

Mr. Edward A. Allsop  
Mr. and Mrs. Robert M. Beagle

Mr. and Mrs. Darrell H. Bouchard  
Mr. and Mrs. James W. Bowers  
Mr. and Mrs. Joseph W. Cummings  
Dr. and Mrs. James F. Griffin  
Ms. Joanne M. Daly and Mr. Guy Millick  
Ms. Lenor Durand  
Dr. and Mrs. Robert Dyer  
Ms. Laura H. Harris  
Mr. and Mrs. John Howland  
Ms. Christine M. Lindgren  
The Murray Family Foundation  
Dr. David W. Rowe and Dr. Kerry A. Rowe  
Mr. and Mrs. Thomas M. Ryan  
Ms. Jane W. Skogley  
Mr. James R. Swallow  
Mr. and Mrs. John P. Vanderbeck  
Mr. and Mrs. Joseph J. Vuono  
Mr. and Mrs. Bruce Wicks

### President's Club

*Gifts of \$1,000 - \$2,499*

Dr. and Mrs. Salvatore Abbruzzese  
Mr. and Mrs. Ted Almon  
The Honorable and  
Mrs. Lincoln Almond II  
Arrowhead Dental Associates  
Dr. Boudinot T. Atterbury  
Ms. Helen F. Behrens  
Mr. and Mrs. William Bivona  
Dr. and Mrs. Richard A. Black\*\*  
Mr. and Mrs. Raymond J. Bolster II  
Mr. Stephen I. Borsher  
Mr. and Mrs. Russell A. Boss\*\*  
Dr. and Mrs. Neil Brandon  
Mr. and Mrs. Thomas Breen  
Ms. Virginia Brewer  
Mr. and Mrs. David A. Brown  
Dr. David J. Broza  
Ms. Virginia P. Carter  
Mr. and Mrs. Paul Cashion  
Mr. and Mrs. John Cervieri, Jr.  
Mr. and Mrs. David Chase  
Mr. and Mrs. Joseph Cianciolo  
Dr. and Mrs. Thomas J. Coghlin

Mr. Russell L. Cohen  
Ms. Martha P. Conrad  
Dr. and Mrs. Joel A. Dain  
Dr. Richard Del Sesto and  
Dr. Leonora First  
Mr. and Mrs. Ronald D. Denelle  
Mr. and Mrs. Adolf R. DiBiasio  
Mrs. Mary S. Eddy  
Mr. and Mrs. James E. Ernst  
Ms. Michelle J. Fagan  
Dr. Steven R. Fera and Dr. Kathe Jaret  
Ms. Ellie Ferguson  
Mr. Robert M. Fetzer and  
Ms. Rosanne Zimmerman  
Mr. Michael M. Ford



*“South County Health is a premier community hospital that we can all depend on. Known for its excellent care and patient experience, it is always the first choice for our family’s health care needs. We are long time supporters of this valuable community asset and know we will continue to be in the future.”*

– Eve and Tom Keenan

Mrs. Phoebe Ann Freeman  
Mr. and Mrs. Frederick G. Frost III  
Mr. and Mrs. Robert W. Fuller  
Mr. and Mrs. George P. Gardiner  
Gardner Woodwrights, Ltd./  
Randy and Sandi Gardner





*“For the past 100 years, South County Health has been providing high-quality, life-saving care to every person who walks through their doors. With recent innovations, they are now attracting some of the top physicians in the state and are a leader in robotic surgery. We continue to donate to make it possible for South County Health to provide that exceptional care.”*

– Cathy and Tom Ryan

Mr. Louis R. Giancola and  
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We would like to thank our South County Home Health donors for their outstanding support. These gifts reflect donations to SCHH from January 1, 2019 to December 31, 2019.

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# SPECIAL EVENTS

## Frances McGillivray Tribute Campaign

We are profoundly grateful for the participation of the individuals and business sponsors listed on these pages who invested in helping us provide quality healthcare to the community in 2019.



Grand Sponsors South County Cardiology



Dr. Aaron Singh signing his book  
"Your Heart, My Hands"



Our Tribute hosts Dr. Salvatore Abbruzzese  
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continued on page 36





## Frances McGillivray Tribute Campaign

*continued from page 35*

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## South County Hospital Auxiliary Fashion Show



The 2019 South County Health Auxiliary Fashion Show celebrated a huge success on Wednesday, June 19, 2019. The Auxiliary raised more than \$32,000 to help support South County Health.

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A Special Thank you to our Clothing Sponsor Seaside Style, all the amazing models, Emcee Michaela Johnson and Committee Chair Patricia M. Williams-Dernavich.



## The Invitational and Day of Golf ~ May 29, 2019



The 2019 Invitational Golf Tournament and Day of Golf, held at The Misquamicut Country Club in Watch Hill, drew 80 golfers and raised \$110,000. Proceeds from this event will benefit both South County Hospital and South County Home Health.



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## The Centennial Ball ~ September 21, 2019

A record-breaking total of \$509,394 was raised for South County Health at The Centennial Ball, held at The Dunes Club on September 21, 2019. 370 guests enjoyed live jazz, cocktails and hors d'oeuvres, an amazing silent and live auction, seated dinner and mingling followed by dancing the night away – all in Roaring 20's fashion! Top sponsors and patron ticket holders attended the Champagne & Oysters Pre-Party. The sold-out Centennial Ball was surely South County's event of the year and we are incredibly grateful for our generous community that supported the event.



*A very special Thank You to our Volunteer Photographer, David Stephenson, who dedicated countless hours to the Centennial Celebration to capture memories from each event. David and his wife, Holly, are great friends and supporters of the hospital. Holly serves as one of our volunteer piano players in the main lobby.*

## Official Birthday Party

November 19, 2019 celebrated the official 100th birthday of South County Health. Birthday cake was served to all staff of South County Health to celebrate the momentous occasion. In the evening, a Centennial Birthday Celebration Lecture was held in the Hospital Main Lobby with an engaging historical presentation by local historian and writer, Betty Cotter.



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## Annual Meeting ~ April 29, 2019



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## Major Donor Reception ~ October 24, 2019

Members of South County Health's Flagship Society and major donors of the year enjoyed a reception at Kinney Bungalow.





Mrs. Caroline Hazard, circa 1920's

## Concluding Our Year of Centennial Celebrations

### 100 Years of Caring for Our Community

We are immensely grateful to our community for the success of the 2019 Centennial Celebrations. The success achieved this year is due to our donors, event sponsors and, of course, our supporters – event attendees, volunteers, staff and patients.

We extend a very special thank you to our major sponsors – Ortho Rhode Island, Davitt Design Build, ROTH Contracting, Stephanie and Bob Marchand, Lynn and John Wardle, and media sponsor WPRI-TV. The support of nearly 200 sponsors, in-kind donors and event partners at all levels played an integral role in our Centennial Celebrations. We are grateful to each and every one of you!

Thanks to local writer and historian Betty J. Cotter for her hard work and dedication telling the Hospital's history through a series of monthly newspaper articles and the timeline displayed in the Hospital lobby.

Southern RI Newspapers graciously published our historical stories throughout the year and created the beautiful end-of-year commemorative booklet. The archives are now safely housed at the South County History Center. Thanks to this partnership, we are confident that 110 years of caring for the community has been effectively broadcast to South County and that a time capsule for future generations has been created.

We are incredibly proud to remain your independent community hospital today and stand on the shoulders of those – past and present – that so generously support us. Thank you for a memorable 2019 and cheers to the next 100 years!



### With Sincere Thanks from the Centennial Celebration Committee:

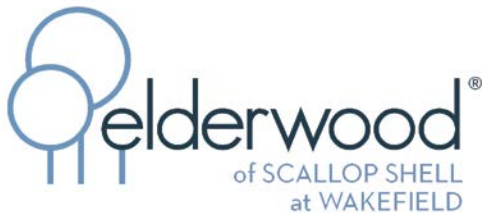
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**South County Home Health**



Visiting nurses; physical therapists; occupational therapists; speech therapists; telemonitoring; wound care; and more

**South County Medical Group**

Expert specialists and primary care healthcare providers

**South County Surgical Supply**

Home healthcare equipment and supplies, including supplemental oxygen and a full line of respiratory products; delivery and 24-hour emergency services



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