



# SOUTH COUNTY HEALTH

FISCAL YEAR 2015 ANNUAL REPORT





# SOUTH COUNTY HEALTH

South County Hospital ~ South County Home Health

South County Medical Group ~ South County Quality Care

South County Surgical Supply



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## Guiding Values

*South County Health is committed to its community and guided by the values of caring, respect, integrity, collaboration, and excellence.*

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# MESSAGE TO THE COMMUNITY

Fiscal year 2015 was an exceptional one for our community hospital and healthcare system: We expanded facilities and services; earned impressive recognition for our achievements; welcomed new members to our outstanding team of healthcare professionals; and put plans in motion that will help ensure our success for many years to come.

Of course, as a community health resource, we are continually evaluating our relationship with the people we serve, and this year was no different in that regard. Now more than ever, our focus is on establishing that relationship long before a person shows up in our emergency department or our cardiac catheterization lab or our diabetes management center. Actually, our goal is to decrease the need for such care by creating a healthier community.

We are moving in that direction by collaborating with other civic entities and groups in ways that promote healthy lifestyles, assure healthy child development, and create environments where healthy choices are easier to make. A good example of that effort is our involvement with ten other community organizations in the creation of a health equity zone (HEZ), while we also, as a healthcare system, continue to sponsor, promote, and organize community events and initiatives that work toward similar goals. In 2015, these activities led us to re-examine our organization's vision statement, and our healthcare system name, as well.

*“We are actively engaged with the community in ways that pull each individual into the steps that are necessary for health.”*



  
**SOUTH COUNTY HOSPITAL**  
HEALTHCARE SYSTEM

is now

  
**SOUTH COUNTY HEALTH**

## A NEW NAME AND VISION TO REFLECT OUR PURPOSE

And so, on June 29, the Board of Trustees voted to change the system name from South County Hospital Healthcare System to South County Health.

This new system name represents a shift in emphasis toward being actively engaged with the community in ways that pull each individual into the steps that are necessary for health. We think it's important for the community to adopt this point of view, too. Health, after all, requires a personal commitment and ownership.

Developed in tandem with the new system name, our new vision statement is: “To forge extraordinary connections with our community that support health at every stage of life.” This commitment is illustrated through our support of such programs as healthful cooking classes at Thundermist for low-income families, our support of family activities offered by South Kingstown Parks and Recreation Department, our support of The Chorus of Westerly youth programs, and so much more.

## THE COMMUNITY HOSPITAL YOU'VE GROWN TO DEPEND ON

We will still be the place where babies are born and families get off to a great start; the place where you come in the middle of the night with a ruptured appendix; the place where you come for joint replacement surgery; and the place where you have an overnight sleep study to put you on the path to better health.

We will continue our extensive outpatient services at locations across South County—diagnostic imaging, medical lab work, vaccinations, urgent/walk-in care, and behavioral health services—to name a few. Our home care will still be here for patients of every age and every stage of life. And our full-service home healthcare retail store will still be here to offer all the items you may need at home while recuperating.

In fact, our services are only improving and expanding. Thanks to the support of many businesses, individuals, and the community at large, our Capital Campaign for Cancer Care is due to wrap up in 2016. Meanwhile, major renovations to the Read Wing are already underway.



## STANDING BEHIND OUR GUIDING VALUES

Later on in this report, you will find mention of the many third-party recognitions we received this past year. We would encourage you to read them, and really take stock of the amazing health resources available to you—not in Providence, not in Boston, but right here in South County, not far from your own backyard.

Of course, while we will be here in the event of any emergency, we hope to meet you under only the best of circumstances. In the meantime, know that South County Health's dedicated healthcare professionals, staff, and volunteers will continue to demonstrate their commitment to our guiding values. After all, it is their caring, respect, integrity, collaboration, and excellence that make our considerable accomplishments possible, and allow us to continue to meet our mission to you.



Louis R. Giancola  
President & CEO

Eve T. Keenan, RN, Ed.D.  
Chairperson, Board of Trustees

William H. Sabina, MD  
President of the Medical Staff



## Orthopedics Center Quality Recognition

### **Blue Distinction Center for Knee and Hip Replacement**

Recognized by Blue Cross & Blue Shield of Rhode Island, a designation awarded to facilities demonstrating better care and overall outcomes for patients who have undergone knee or hip replacement surgery.

### **UnitedHealth Premium® Total Joint Replacement Specialty Center**

Designated in recognition of the quality care provided in its Orthopedics Center, the Hospital was given a three-star rating, the insurance company's highest designation.



## South County Hospital Quality Recognition



### **South County Hospital earns "A" safety rating for three consecutive years**

For the sixth consecutive biannual evaluation, South County Hospital has received an "A" Hospital Safety Score from The Leapfrog Group. It is the only hospital in Rhode Island to earn the "A" rating for three full years.



### **Top in RI Surgical Care – Consumer Reports**

Named by Consumer Reports as the number one hospital in Rhode Island for surgical care, based on patient safety and outcomes.



### **Five-star rating by HCAHPS**

South County Hospital was recently awarded a five-star rating by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), putting it in the top 7 percent for Patient Satisfaction of those surveyed nationwide.



### **Top Performer on Key Quality Measures®**

South County Hospital was named Top Performer on Key Quality Measures by The Joint Commission, the leading accreditor of healthcare organizations in America. The Hospital is one of only three hospitals in the state to achieve this distinction.



### **Performance on Core Measures**

South County Hospital is among the top hospitals in the state for performance on core measures, standards for surgical care and for the treatment of heart attack, heart failure and community-acquired pneumonia. Core measures are universally used in assessing quality and are an indicator of top quality, safe patient care.



### **Harvard Pilgrim Hospital Honor Roll**

Harvard Pilgrim Health Care has named South County Hospital to its Harvard Pilgrim Hospital Honor Roll for the past three years. The Hospital Honor Roll names those hospitals whose performance was among the top 25 percent of those measured nationally on a set of composite quality metrics.



### **American Heart Association's Get With The Guidelines® Program**

South County Hospital was the first hospital in the state recognized by the American Heart Association for participation in its Get With The Guidelines program. The program outlines standards of care for coronary artery disease and helps ensure continuous improvement in treatment and prevention of heart attacks.



### **American Nurses Association National Database of Nursing Quality Indicators®**

South County Hospital participates in the American Nurses Association National Database of Nursing Quality Indicators (NDNQI). The program provides opportunity for the ongoing collection of data necessary to assess and improve patients' quality of care.



### **NICHE (Nurses Improving Care for Healthsystem Elders)**

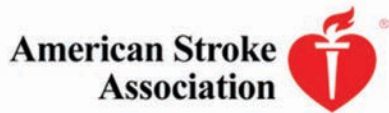
NICHE is the leading nurse-driven program designed to help hospitals improve the care of older adults. The vision of NICHE is for all patients 65 and over to be given sensitive and exemplary care. The program's mission is to provide principles and tools to stimulate a change in the culture of healthcare facilities to achieve patient-centered care for older adults.



### **Pathway to Excellence™**

South County Hospital was the first hospital in New England to achieve the prestigious Pathway to Excellence designation by the American Nurses Credentialing Center (ANCC). The Pathway to Excellence designation identifies the elements of work environments where nurses can flourish. The designation substantiates the professional satisfaction of nurses at South County Hospital and identifies it as one of the best places to work.

## South County Hospital Quality Recognition



### **South County Hospital recognized for stroke care**

South County Hospital has been recognized for its use of up-to-date, research-based treatment guidelines for stroke patients through the American Heart Association/American Stroke Association's Get With The Guidelines®–Stroke quality improvement program. A Gold Plus level recipient, South County Hospital is among 915 hospitals nationwide receiving a Get With The Guidelines–Stroke award this year. More than 1,700 hospitals received awards for their achievements in heart, stroke and resuscitation care.



### **Women's Choice Award® 2015 & 2016 – Obstetrics**

South County Hospital was one of only two hospitals in Rhode Island to receive a 2015 and 2016 Women's Choice Award for outstanding care in obstetrics. This designation is one of a kind and identifies the country's best healthcare institutions based on female patient satisfaction, clinical excellence, and what women say they want from a hospital.



### **Women's Choice Award 2015 – Stroke Care**

South County Hospital has been named a recipient of the Women's Choice Award as one of America's 50 Best Hospitals for Stroke Care. According to the American Heart Association (AHA) and American Stroke Association (ASA), stroke is the fifth leading cause of death in the US and the leading cause of adult disability. Every 40 seconds, someone will suffer a stroke, resulting in more than 795,000 annually affected, with more than 137,000 deaths. According to the AHA, one in three women will die of heart disease or stroke.



### **Providence Business News names South County Health one of its Healthiest Employers of 2015**

Providence Business News has named South County Health as one of the winners in its fourth annual Healthiest Employers recognition program. South County Health received the distinction of being number one in its category (500-1,499 employees) as well as achieving the fourth-highest score overall.



### **South County Hospital Pharmacy Department earns ASHP accreditation for residency program**

The South County Hospital Pharmacy Department earned accreditation for its residency program in spring 2015.





### **Wound Care Center Receives Center of Excellence and Center of Distinction Awards**

South County Health's Wound Care Center is one of only four centers in the country to receive both the Robert Warriner III, MD Center of Excellence 2014 Award as well as a Center of Distinction Award from Healogics, Inc. for six consecutive years.



### **Blue Distinction Center+ for Maternity Care**

A Blue Cross & Blue Shield of Rhode Island designation awarded to facilities recognized for their expertise and cost-efficiency in delivering specialty care.



### **South County Hospital has been accredited by the Commission on Cancer**

Accredited since 2000, South County Hospital has been providing quality care to cancer patients since 1927.

The DAISY Award is an international recognition program that celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Four nurses per year at South County Hospital are selected as DAISY Award winners.



*Pictured at top, l-r: Anne Schmidt, South County Hospital's chief nursing officer; Corey Cook, RN, Daisy Award recipient Spring 2015; Joanne Dursin, South County Hospital nurse manager; Holly Marcello, South County Hospital nurse manager; and Lidia McGunagle, RN, Daisy Award recipient Winter 2015. Pictured below: South County Health's Staff Nurse Practice Council on retreat at the Hampton Inn in South Kingstown on July 8. The council works closely with administration to improve nurse practice at the Hospital.*



*“The palliative care task force showed the strength of South County Health by bringing together nurses, doctors, board members, and staff to determine the needs of our system and community.”*

## Providing High-Quality Coordinated Care

*A note from Russ Corcoran, MD, Chief Medical Officer*

The past year has been a busy one, including a lot of activity concerning South County Health and South County Medical Group.

Much of this activity centers on changes in our medical system that are rapidly moving us towards population health management and value based payments. We have been preparing for these changes by facilitating Patient Centered Medical Home practices and a Patient Centered Medical Community here in South County. During the past year, we have also affiliated with Integra (an accountable care organization, or ACO) and have new partners, Care New England and Rhode Island Primary Care Physicians Corporation (RIPCPC), in this ACO. We’re looking forward to working with these partners to continue providing high-quality coordinated healthcare to the South County community.

In addition, one major initiative that started this past year is our Palliative Care Program, which has its roots in a palliative care task force started in January 2015 and is coordinated by Holly Fuscaldo and the Case Management Department. Membership included all areas of the South County community.

This group showed the strength of South County Health by bringing together nurses, doctors, board members, and staff to determine the needs of our system and community. Their final recommendations were acted upon this fall and the Palliative Care Program began assisting our community in January 2016. As you may know, palliative care helps better coordinate care to some of the most complex patients in our system. And as we move further into payments based on population health management, the contribution of palliative care will be fully realized.

Of course, the future holds many challenges for South County Health. But the dedication of our board, nurses, doctors, and all staff members will continue to set us apart as leaders in healthcare.



*South County Cardiology is one of the 16 medical practices that make up South County Medical Group.*



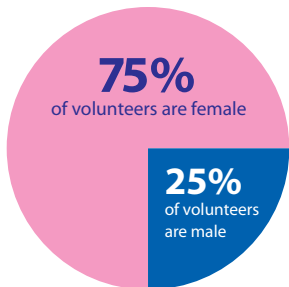
## Offering Assistance and Compassion

A note from Nadine Mollo McCauley, Manager, Volunteer Services Department



The mission of every South County Hospital volunteer is to provide the highest level of support, assistance, and compassion to all patients, staff, and visitors. This year, our capacity to perform this role grew even more—but let’s let the numbers tell our story. In 2015, we had:

- 293 volunteers, including 101 students, in 51 areas
- 120 new volunteers during FY15
- 3 staff members that coordinate the front desk and assist with training
- 33,606.65 total volunteer hours recorded (including 607 non-clinical internship hours)
- Total value of volunteer time (not including internship hours): \$770,060.74



*“In whatever capacity or role a volunteer serves, he or she will demonstrate professionalism and kindness, and reflect the Hospital’s dedication to quality patient care.”*

### Volunteers: a vital part of our team

Our volunteers come from all walks of life and make essential contributions throughout our hospital, including in the following areas:

- Patient Information Desk
- Hospital Escorts
- Ambulatory Care Center
- Emergency Department
- Surgical Services
- Reiki Program
- Comfort Volunteers
- Coffee Shop
- Patient Floors
- Gift Shop
- Patient Experience

# 18%

of volunteers are ages 20-24 (largest age group)

# 14%

of volunteers are ages 70-74 (second largest age group)



Many thanks to the hardworking members of South County Hospital Auxiliary for filling the Dunes Club with fun and fashion on June 17, 2015, raising \$15,523 for a Urinalysis Machine for the Hospital.

L-R: Claudia Swain, VP of Development; Pat Williams-Dernavich; Karen Grace; Joyce London; Nadine McCauley, Manager, Volunteer Services; and Gerri Marsocci



## Creating a Better Place to Work

*A note from Maggie Thomas, AVP & Chief Human Resources Officer*

South County Health's Human Resources Department continues to refine its services and programs to help staff succeed at every stage, and to make South County Health a better place to work. In 2015, 834 staff members participated in the Press Ganey staff engagement survey—a 56 percent overall response rate—that identified areas in which South County Health excels, as well as areas for improvement.

### **How did South County Health perform?**

In comparison to the National Community Average, South County Health (SCH) ranked in the 77th percentile for staff engagement. Overall SCH ranked highest in the following areas: Staff felt their ideas and suggestions are seriously considered, that all patients are provided with the highest quality of care, and staff reported having the utmost confidence in senior leadership. Key drivers of engagement for SCH staff include a strong sense of belonging, feeling that their jobs make good use of their skills and abilities, and confidence that leadership responds when allegations of bullying arise.

Since the last staff survey in 2013, staff satisfaction with benefits, career development opportunities, and resources made available for education has significantly improved. Staff, however, reported lower levels of satisfaction with staffing levels, fairness of pay, and “green” initiatives than in 2013.

### **Caring for our staff and their families**

Our self-funded health and benefit insurance programs continue to be offered with no increase to staff contribution rates. Maintaining personal health and planning for retirement remain priorities for many staff, and in knowing this, we are pleased to provide a host of voluntary benefit programs at affordable costs. Whether seeking legal support in refinancing your mortgage, purchasing new eye glasses, or furthering your education, SCH has a plan available to help meet staff needs.

The Well Beyond staff wellness program has expanded its menu of events and offerings. On-site wellness coaching, among other programs, is now offered to support staff and family members in maintaining or improving a healthy lifestyle. Staff and enrolled spouses may earn up to \$300 annually (each) in Well Beyond incentives, which target the following areas:

- Physical activity
- Nutrition
- Preventive care and medical risks (heart health, cholesterol levels, body mass index, etc.)
- Resilience (work/life balance, sleep habits, stress management)
- Financial wellness
- Career development

# 233

new staff  
members hired  
(10/1/14 to 9/30/15)

# 1,375

current staff  
members  
as of 10/1/15



*Diane Benson, pictured, was named Employee of the Year during the annual service awards ceremony on May 8, 2015 as the culmination of South County Health's observance of Hospital Week. Benson, a case manager, has been a South County Hospital employee for 22 years.*

At South County Health we value education and the professional growth opportunities it offers. That's why we ramped up efforts to offer a more robust tuition assistance program to staff. We've expanded the number of eligible annual courses from three to four and increased the reimbursement per course from \$800 to \$825, and the annual benefit from \$2,400 to \$3,300. Per diem staff working 20 hours or more on a rolling 12-month basis are also now eligible to apply for tuition assistance. We've expanded coverage to include prep courses and/or prep materials for national certifications, and pass/fail classes. To supplement tuition reimbursement, an annual scholarship now is awarded to five staff members annually, each worth \$1,000. Any staff who is participating in this program is encouraged to apply for the scholarship if educational qualifications are met.

### **Looking ahead**

Human Resources continues to plan strategically to attract and recruit the best and brightest staff. Applicants must meet the technical or clinical requirements of available positions and be aligned with South County Health's guiding values (caring, respect, integrity, collaboration, and excellence) to be offered employment at SCH. Through our Performance Management program, we align individual efforts with SCH's strategic plan, recognize contributions, and reward success.

We are delighted to recognize staff who exemplify the guiding values at monthly Galaxy of Stars luncheons, and to recognize staff annually for their service. Also, we're pleased to continue the tradition of recognizing an Employee of the Year, Staff Satisfaction Champion, and Wellness Champion annually to reinforce the SCH culture.

We're proud to support current staff in developing and refining their professional skills, and providing the tools and resources they need to succeed so they can provide the very best care and service to our community.



# 83

staff members  
recognized in  
Galaxy of Stars



## Improving Care, Enhancing Safety

*A note from Anne Schmidt, Vice President, Chief Nursing Officer, Patient Care Services*

2015 was a year of note for strides that South County Hospital has taken in terms of improving patient care and both patient and workplace safety. Following are some of our most notable achievements.

### Patient care

- **NICHE:** Achieved Nurses Improving Care for Healthsystem Elderly (NICHE) re-designation in February 2015.
- **Diabetes Outpatient Center:** The Diabetes Center passed an extensive month-long audit of its entire program with a perfect score of 20 out of 20.
- **Sleep Lab:** Received notice of reaccreditation with a new expiration date of 07/17/20.
- **Pharmacy PGY1 Residency Program:** Received official accreditation (May 2015) from the American Society of Health-System Pharmacists for three years.
- **Fit-Friendly Worksite:** For the fourth year in a row, we received official recognition from the American Heart Association at the Gold Level.
- **Operating Room Management System (ORM – nursing computer documentation):** Went live in June 2015; all nursing documentation from pre-op, OR through PACU is electronic.
- **Intensive Care Unit:** Accepted to be a participant in the national ICU Liberation ABCDEF Improvement Collaborative. The aim of the collaborative is to create lean, sustainable and highly functioning teams that partner with patients and families to create a safe and comfortable intensive care unit environment.
- **Pharmacist Certification:** South County Hospital has two board certified pharmacists on staff, including one in oncology pharmacy.



Hand hygiene compliance rate for inpatient care areas



Hand hygiene mean score from the Press Ganey survey

# 99.6%

compliance (influenza immunization of healthcare workers) for 2014/2015 influenza season

# 46

public flu clinics administered 1,891 influenza vaccines for 2014/2015 influenza season

## Safety

- **Safety Fair:** Attended by almost 200 staff on July 15, 2015, the fair covered multiple topics, including: “Run, Hide, Fight: Surviving an Active Shooter Event” video, with Captain Ewing-Chow of the SKPD and Bob Johnson from RIBI Security on hand to answer questions specific to South County Hospital; Cyber Security and HIPPA Guidelines; Fire Extinguisher Handling & Demos; Food Safety in the Warm Weather; De-escalation & Workstation Safety; Bariatric Patient Handling; and more.
- **Safe Patient Handling:** A 2014 end-of-year report submitted to the Quality and Patient Safety Committee found that Nursing and CNA injuries directly related to patient handling are decreasing and our workman’s compensation carrier provided us with a monetary award for improvements.
- **Inpatient Falls:** FY 2014 saw a decrease in inpatient falls by 25 patients or 24 percent (overall rate = 2.2/1000 patient days).



# O

## Hospital Associated Infections (HAI)

- **Zero** Vancomycin resistant enterococcus (VRE) HAIs
- **Zero** central line associated blood stream infections (CLABSIs)
- Frost 1 has had **zero** catheter associated urinary tract infections (CAUTIs) for two consecutive years (FY2014 and FY2015)
- ICU has had **zero** CAUTIs for one year (FY2015)
- Frost 3 has decreased Foley catheter device days by 48% from last year

*“In 2015, we improved patient care while enhancing the safety of patients and staff.”*

## Key Hospital Statistics

	FY 2015	FY 2014
Discharges (adult only)	5,122	5,157
Births (discharges)	632	695
Inpatient days	16,371	17,056
Average length of patient stay (days)	3.2	3.3
Observation days	2,471	2,352
Outpatient surgery	6,429	6,655
Emergency room visits (total)	27,212	26,677
Urgent care visits	11,529	11,448
Outpatient visits	194,246	191,699
Physician office visits	100,832	89,545
Skilled nursing home care visits (SCHH)	87,396	84,093



*In 2015, South County Hospital completed construction of its sixth operating room—a major project necessitated by the growing number of surgeries performed at the hospital on a daily basis. The largest of the hospital's operating rooms, it features leading-edge technology, including a state-of-the-art video integration platform. This technology allows surgeons superior visualization during minimally invasive surgical procedures.*





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## New Medical Staff

Salvatore Abbruzzese, DO  
*Hospitalist*

Jane Chandley, NP  
*Department of Pediatrics  
Nursery*

Krista Szatkowski, PA  
*Neurosurgery*

Bashar Bash, MD  
*Critical Care  
Pulmonary  
Sleep Medicine*

Stephen Chabot, MD  
*Psychiatry*

Robin Schiappa, NP  
*Nursery*

Angela DeRobertis, MD  
*Radiation Oncology*

Christopher Klaus, MD  
*Family Medicine*

Benjamin Simms, NP  
*Neurosurgery*

Edmund Ganal, MD  
*Orthopedics*

Paul Levinson, MD  
*Endocrinology and  
Metabolism*

Aimee Bollentin, NP  
*Hospitalist*

Daniel Golding, MD  
*Diagnostic Imaging*

Brian Kwetkowski, DO  
*Family Medicine*

Cristina McCormick, MD  
*Family Medicine*

Eric Han, MD  
*Laboratory/Pathology  
Clinical and Anatomical  
Pathology*

Xiaoping Zhou, MD  
*Laboratory/Pathology  
Clinical and Anatomical  
Pathology*

John Coen, MD  
*Radiation Oncology*

John Beauchamp, MD  
*Internal Medicine*

Matthew Downey, DMD  
*Pediatric Dentistry*

Aamir Ahmad, MD  
*Diagnostic Imaging*

Patrick Koo, MD  
*Critical Care*

Barbara Forloney, CNS  
*Behavioral Health*

Janet Lefkowitz, DO  
*OB/GYN*

Karen Grande, MD (Locum)  
*Urgent Care*

Robert Gianfrocco, DO  
*Urgent Care*

Jamie Oakley, PA  
*Hospitalist, Hem/Onc*

Jayson Spas, PhD  
*Behavioral Health*

Anita Chase, NP  
*Orthopedics*

Nicole Ortiz, NP  
*Emergency Medicine*

Hector Derreza, MD  
*Hospitalist*

Lizbeth Wolfgang, PhD  
*Behavioral Health*

Margaret Mueller, MD  
*Emergency Medicine*

Henri Lamothe, MD  
*Emergency Medicine*

Benjamin Phillips, MD  
*Orthopedics*

Robert Wolf, MD  
*Diagnostic Imaging*

Jessica Sims, MD  
*Emergency Department*

Elizabeth Manzo, MD  
*Critical Care*

### **Resignations:**

Paul DiSilvestro, MD  
Thomas Murphy, MD  
Katherine Williams, MD  
Timothy Pal, MD  
Kara Judson, MD  
Sumita Gokhale, MD  
Kimberly Dreslin, MD  
Erik Enquist, MD  
William Golini, MD  
Gary Zimmer, MD  
Curtis Doberstein, MD  
Christine Boie, CNS  
Keith Baldwin, DO  
William Thompson, MD  
Caroline Wilkel, MD  
Mohammad Banki, MD, DMD  
Christine Boyer, PA

### **Retirements:**

Joseph O'Neill, MD  
James Murdocco, MD

### **Passing:**

Robert Curhan, MD  
Sharon DeLuca, APRN  
Andrew Dowd, MD

## Evolution and Recognition

*A note from Mary Lou Rhodes, President and CEO*



South County Home Health saw a year of tremendous change and recognition. One of the organization's greatest undertakings in fiscal year 2015 was its transformation from VNS Home Health Services to South County Home Health (SCHH)—a name change that better reflects the approach to care that staff of all disciplines provide. The team of home healthcare specialists continually works to improve the health of the community, and keep pace with the evolving healthcare landscape. Designated as one of the country's top 25 percent of home healthcare providers, SCHH has received the HomeCare Elite designation for the fourth consecutive year. This designation, awarded by OCS Home Care in concert with Decision Health, underscores SCHH's dedication to providing quality care and clinical excellence.



*In April 2015, Jason Marshall, South County Home Health board chair, presented Mary Lou Rhodes, SCHH president & CEO, with an award for 30 years of service.*

### Recognized for better care, better outcomes

- South County Home Health received a four-star quality rating from the Centers for Medicare and Medicaid Services (CMS), landing it in the top 16 percent of home health agencies nationwide.
- A donation from the South Kingstown Elks Lodge allowed SCHH to purchase new Cardiocom telemedicine machines—technology used to record and monitor a patient's chronic conditions such as heart failure, asthma, diabetes, and more.
- In an effort to promote better outcomes, patient safety, and effective care for congestive heart failure (CHF) patients, SCHH implemented a series of formal tactics that helped reduce hospital readmissions below the national average (lower is better).
- Families in Westerly received specialized pediatric care through Healthy Families America, a nationally recognized program designed for families who are at risk for adverse childhood experiences, such as financial troubles, physical abuse, and mental health and/or substance abuse. This initiative was made possible thanks to a grant from the RI Department of Health.



*Cardiocom telemedicine machine*



**87,396** home visits  
in FY 2015

## Growth and Expansion

*A note from Pam Jeffrey, President and CEO*



Opportunity for growth in fiscal year 2015 was abundant. South County Quality Care (SCQC) expanded its service area, caring for clients in Newport, Middletown, and southern Portsmouth. In doing so, we became a member of the Newport Chamber of Commerce, involving the organization in several chamber-sponsored events. SCQC has become a regular radio guest on the Newport-based radio station WADK, and continues to appear on Westerly's WBLQ talk show weekly.

*"I'm pleased to report the organization's ongoing networking and marketing efforts continue to attract new patients from Westerly to Warwick."*

Care of dementia and Alzheimer's patients comprise a large number of our cases. SCQC staff has taken steps to improve their expertise in this specialized care by completing classes in Habilitation Therapy. Regular education helps keep SCQC staff up-to-speed on the latest therapies for this fragile population. The education of staff in this area is ongoing and has continued into 2016.

In 2015 SCQC hosted First Coffee Friday for the Southern Rhode Island Chamber of Commerce, and has had representation at several chamber events.



# 60,332

billed hours of service  
in FY 2015

The compassionate and professional team at South County Quality Care (SCQC) provided a total of 60,332 billed hours of service in fiscal year 2015:

# 49,951

CNA hours

# 10,035

homemaking hours

# 346

skilled nursing hours

# 74

individuals employed  
during FY 2015



## Award-Winning Service and Care

*A note from Paul Desmarais, Manager*

South County Surgical Supply has seen continued growth in all areas of business during fiscal year 2015. We were awarded the Quality Respiratory Care Recognition from the American Association for Respiratory Care, a designation that underscores the strict safety and quality standards of our respiratory care services by certified respiratory therapists.

As a home medical supply leader in the state, South County Surgical Supply was consulted by the Rhode Island Department of Health and Human Services for advice on cutting costs. We were able to provide them with valuable information so that they could make informed decisions as it relates to quality and service.

South County Surgical Supply also was awarded a Medicare contract for Continuous Positive Airway Pressure (CPAP) devices, allowing a three-month trial of CPAP therapy to those diagnosed with obstructive sleep apnea. We are now offering the latest advancements in sleep apnea treatment—state-of-the-art equipment that monitors patients remotely and records breathing patterns real-time.

Thank you to the dedicated South County Surgical Supply staff who deliver exceptional service and care.



The Quality Respiratory Center Recognition (QRCR) program was started by the American Association for Respiratory Care (AARC) in 2003 to help consumers make informed choices about their healthcare and identify those facilities using qualified respiratory therapists to provide respiratory care. QRCR designees ensure patient safety by agreeing to adhere to a strict set of criteria governing their respiratory care services.



South County Surgical Supply is accredited by  
The Joint Commission.



## Expanding Resource for Expert Care

*A note from Russ Corcoran, MD, President, South County Medical Group*

With offices for 16 practices located across four towns, and an urgent care center, South County Medical Group continues to be an important and growing portion of South County Health. From primary care to specialty practices, our offering of expert-level care continues to expand.

We finished this year with 47 physician and 14 mid-level providers—four more providers than we began the year with. And, our new Community Health Team is doing great work for patients in multiple practices, thanks to a grant that will help fund the program for two years.

In addition to further growth and success, we also look forward to the opening of our new 30,000 sq. ft. facility in Westerly, set to open in May 2016, which will provide the community with further access to our wide range of services.

*“From primary care to specialty practices, our offering of expert-level care is expanding.”*

### SCMG at a Glance

- 16 Practices
- 2 Urgent Cares (Westerly opens May 2016)
- 47 Physicians
- 14 Mid-Level Providers

### Locations

Wakefield  
East Greenwich  
Charlestown  
Westerly

### Comprehensive Care

- Behavioral Health
- Cardiology
- Endocrinology
- General Surgery
- Infectious Disease
- Nephrology & Hypertension
- Obstetrics & Gynecology
- Oncology & Hematology
- Podiatry
- Primary Care (Family Medicine & Internal Medicine)
- Urgent/Walk-In Care
- Wound Care

### National recognition as Patient-Centered Medical Home

South County Medical Group Primary Care Wakefield achieved level-three Patient-Centered Medical Home (PCMH) recognition—the highest attainable level—from the National Committee for Quality Assurance (NCQA), a not-for-profit organization dedicated to improving healthcare quality.

The PCMH model is a way of organizing primary care to emphasize care coordination and communication. Medical homes can lead to higher quality care and lower costs, and can improve patients’ and providers’ experience.

“This stamp of approval speaks to our efforts to deliver a personalized, comprehensive approach to our patients’ care, and, ultimately, to improve their health,” said Hana Hagos, MD, primary care physician.



**SOUTH COUNTY MEDICAL GROUP**

*Part of South County Health*



## Another Groundbreaking Year

*A note from Claudia Swain, Vice President of Development*

With the superlative help of lay leaders Ellie Ferguson and Rob Panoff, and a strong committee, the Campaign for Cancer Care had a very successful year. By the end of 2015 we were \$6.0M into our \$6.5M campaign to put better services around our cancer patients and their families. We are deeply indebted to the South County Health leadership, staff, Board of Trustees, volunteers, physicians, and the community members who joined in this tremendous effort.

We were also fortunate to have added distinguished leadership to the Development department: A board-level committee was formed to help guide philanthropy to a more donor-centered fundraising initiative. The committee's suggestions have been included in the strategic plan.

We feel very fortunate to be a part of such a caring and generous community; we could not be the healthcare system that we are without it. I look forward to everyone joining us in 2016 to cut the ribbon on a new Community Cancer Center!

### Community Cancer Center Events



*“A board-level committee was formed to help guide philanthropy to a more donor-centered fundraising initiative.”*

In October 2015, a ceremonial “wall-smashing” was held to mark the start of renovations to the first floor of the Read Wing to create the new Cancer Center at South County Hospital (top left). In June 2015, in honor of National Cancer Survivors Day, we held our 2nd annual Cancer Survivors Recognition Reception in the Main Lobby of South County Hospital. More than 60 cancer survivors attended the event, and were each given a newly potted plant to take home as a symbol of life.

## Promoting Health, Creating Connections

*A note from Martha Murphy, Manager, Marketing and Communications*

From sponsorships to free lectures, health screenings to day-long educational events, South County Health plays an ever expanding role in the community we serve.

Now, more than ever, our focus is on establishing connections beyond the walls of the hospital. We do that in part by offering free lectures on a range of topics with the goal of educating and empowering individuals to improve and safeguard their health. Throughout the year, at diverse locations across Washington County, our providers give evening presentations on important subjects for improving health and longevity: heart health, diabetes, stroke, sleep apnea, Lyme disease, smoking cessation, colon cancer—and too many others to list here. Day-long and half-day events such as Women’s Wellness Day, Men’s Health Night, and Gardening Is Good for You are perennial favorites, too.

We also support community organizations in their efforts to make South County a healthier place. Whether that means sponsoring a 5k race; healthful-cooking-on-a-budget classes; preservation of the Narrow River ecosystem; or distribution of brand-new, age-appropriate books to children via pediatrician offices, we are always happy to lend a hand and help promote environments where individuals of all ages can thrive.

It all boils down to our new vision statement: *To forge extraordinary connections with our community that support health at every stage of life.* And in that regard, fiscal 2015 was a banner year.



*Shown above: a lecture by South County Orthopedics on the benefits of MAKOplasty knee and hip replacement surgery; and the 8<sup>th</sup> annual Gardening is Good for You event at Highland Farm in Wakefield.*



*Shown above: the 9<sup>th</sup> annual Women’s Wellness Day, held at the Newport Marriott and attended by more than 300 women; and President & CEO Louis Giancola reading to children at a local pre-school.*



## Continued Positive Financial Performance

*A note from Thomas Breen, Chief Financial Officer*



I am pleased to report that South County Health (SCH) achieved a positive operating margin for the fifth consecutive year.

SCH was able to maintain positive financial performance while simultaneously investing in new projects that will assure that SCH will continue to meet the needs of the southern Rhode Island community well into the future. During FY 2015, SCH initiated the building of a new Medical and Wellness Center in Westerly, added a sixth operating room to meet increased surgical demand, and began substantial renovations of the Read Wing to support the Cancer Center and the Center for Women's Health.

Further, as a result of the continued positive financial performance, SCH was able to refinance its long-term debt, providing needed stability to SCH's debt structure and reduced interest cost.

*Winner of the  
2014 Financial  
Improvement  
Performance  
Award at the  
2015 MedAsset  
Healthcare  
Business  
Summit*

### South County Health Endowment & Affiliates 2015 Annual Report

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

	FY 2015	FY 2014
Total Operating Revenues	\$ 166,330	\$ 157,215
Total Operating Expenses	\$ 162,269	\$ 151,205
<b>Income from operations</b>	<b>4,061</b>	<b>6,010</b>
Investment income (loss)	(199)	799
Loss on extinguishment of debt	(1,464)	–
Excess of revenues over expenses	\$ 2,398	\$ 6,809
<b>Operating Margin</b>	<b>2.4%</b>	<b>3.8%</b>
Excess Margin	1.4%	4.3%





## 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, 2015 to December 31, 2015.

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We are sincerely grateful to the generous Corporate Circle of Care donors who support our high-quality care through corporate charitable gifts of \$1,000 or more to our Annual Fund from January 1, 2015 to December 31, 2015.

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*The following individuals included the Hospital in their estate plans.*

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## Frances McGillivray Tribute Campaign ~ Thursday, June 11, 2015

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*The Frances McGillivray Honor Memorial Campaign Reception raised over \$46,000 to benefit the Cardiac and Pulmonary Rehabilitation services. Shown L-R: Gary Kullberg, Gerri Beagle, Robert Beagle, and our speaker, Audrey Kullberg.*

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SAVE THE DATE FOR 2016  
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*“To forge extraordinary connections  
with our community that support  
health at every stage of life.”*

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Inpatient and outpatient services; emergency department;  
education, community health, and support services

**South County Home Health**

Visiting nurses; physical therapists; occupational therapists;  
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**South County Medical Group**

Expert specialists and primary care healthcare providers

**South County Quality Care**

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