

NAVIGATING HEALTHCARE TOGETHER



SOUTH COUNTY
HEALTH 

YouTube Live: 5:40-22:19

CANCER CENTER





Patient Question

The dramatic and devastating resignations of the Oncology/Hematology medical providers, many of whom have been practicing medicine through SCH for decades, must surely be over much more than an issue of a "for profit or non-profit" model of hospital administration?



- Ellie





Community Question

Given your stated desire to partner with a non-profit organization for oncology, how does the current partnerships with for-profit organizations for Orthopedics and Gastroenterology differ?





Patient Question

These resignations occurred several months ago. Why has the hospital's executive staff waited this long to defend its decision making and to protect its patients' continuing care?



- Ellie





Patient Question

Dr. Seidler is my oncology doctor.
In his new position, will he still handle
my care, or will I be
assigned a new doctor?



- Cheryl





Patient Question

As a patient of Dr. Taber, who has left, can I choose which of the new oncologists will serve as my doctor?

- Karen





Community Question

How will I know who is handling my care at SCH Cancer Center?





Patient Question

Two of the new providers have agreed to one-year contracts, and the third has agreed to a six-month contract. Do you honestly think this is good for the patient with cancer to know they may only have the doctor for 6 months to a year? I know as a cancer patient, who has been provided the absolute best care. This is stressful to say the least and the less unnecessary stress the better for the patient. I DO NOT want to trust my care to someone who is only there for a year, especially after I have had the best oncologist team already, who truly care for their patients.



- Ellen



Community Questions

What do you say to those patients concerned about losing their cancer provider maybe for the 2nd time, and may have to transition to another provider in a year from now?

Is SCH having any discussions with oncologists within our state?





Community Question

Why did South County Health decide to no longer offer certain infusions and how is South County Health different than other healthcare systems in Rhode Island in how they get reimbursed for infusions?





Community Question

What comes next? What is the plan moving forward to address the losses experienced in Medical Oncology and Infusion programs?



YouTube Live: 23:38-25:28

PARTNERSHIPS





Patient Question

Is SCH in conversation with Lifespan?
Would it not strengthen SCH to become part of Lifespan (in light of SCH's current limits from funding to staffing, etc)?



- Laurie





Community Question

Why hasn't South County Health merged with another Out-Of-State non-profit organization?



YouTube Live: 25:32-35:20

QUALITY OF CARE & SAFETY





Patient Question

I am scheduled to have surgery at the hospital in November. How can you assure me and other upcoming patients that the patient care will be adequate given the recent turmoil that has recently been reported in the news?



- Ken





Patient Comment

This statement from a highly respected doctor speaks volumes:

‘No physicians have left because of inadequate compensation. Most of them haven’t fled to Massachusetts or Connecticut ... they’ve gone elsewhere in Rhode Island. Clearly, they’re being driven out by management decisions that directly impact their ability to provide quality, safe care to their patients.’

- Anonymous





Community Question

Should the community be concerned about the quality of care that we can expect to continue to receive at South County Hospital?





Community Question

Please explain what led to the RIDOH investigation into South County Health? Did they have any findings?





Patient Feedback

I have now learned that my doctor will no longer do my annual checkup. A NP will do it. I want my doctor. I am beginning to feel my care is being compromised by hospital policies. I might be better off with a private practice doctor rather than Hospital sponsored.



- Dianne



Community Question

What role does an Advanced Practice Provide (APP) play in our health system? Is there a difference in care that an Advanced Practice Provider can offer in comparison to a physician?



YouTube Live: 35:21-39:29

ACCESS





Patient Question

As you have acknowledged that South County Health is the primary health system for residents of Southern Rhode Island, why did you take SCH Medical Primary Care doctors out of the Southern RI area and relocate them to Cranston, Warwick, and East Greenwich while local Southern RI residents are unable to find a primary care provider accepting new patients?



- MJ





Patient Question

I was an E.R. patient last year. Never saw a doctor. Will effort be made to hire physicians in E.R.?



- Karen



YouTube Live: 39:30-43:54

STANDARDIZED APPOINTMENT SCHEDULING





Community Question

It is being shared by critics through media sources that the imposition of organizational “benchmarks” for patient care visits are being disregarded by the professional judgment of practitioners, who are best positioned to determine their patient’s needs. What are SCH’s policies around appointment times?





Patient Question

What are the current Medicare guidelines for said benchmarks?

Seeing Medicare is generally the universal guidance. I'm wondering why the physicians did not think this was attainable.



- Gina



Community Question

Nephrology is one of the departments that have been referenced in some of the concerns shared by physicians for specific short appointment times, mentioning that administration is asking the nephrologists to limit their appointments to 10 minutes in an effort to increase volume and profits. What is being asked of the Nephrologists and how does that compare to industry benchmarks?



YouTube Live: 43:55-

SERVICE LINE CHANGES



YouTube Live: 43:55-47:35

SERVICE LINE CHANGES



Center for Women's Health



Patient Question

Why was the decision made to cut outpatient lactation services? This is a crucial part for many postpartum women and not something that is usually perfected within the 2-3 days spent in the hospital.



- Denise



Community Question

Does SCH offer TOLAC/VBACs? What happened that caused the confusion?



YouTube Live: 47:36-50:10

SERVICE LINE CHANGES



Sleep Lab



Patient Comment

By taking away the Sleep Study Clinic and Home Blood Draws you really don't know what the community wants. You are only looking out for pay raises and bonuses NOT the community.



- Lorna





Community Question

What was the reason for recently discontinuing Sleep Lab services?



YouTube Live: 50:11-52:51

SERVICE LINE CHANGES



Pulmonology



Community Question

Can you describe SCH's commitment to Pulmonology and is Pulmonology being staff appropriately?



YouTube Live: 52:52-59:48

SERVICE LINE CHANGES



Primary Care



Community Question

Why are there no PCPs available? What has led to many PCPs leaving SCH recently?





Patient Question

What practices or primary care providers are accepting new patients?



- Debora





Patient Question

How are you countering the shift to concierge medicine?



- Janice



YouTube Live: 59:49-1:04:22

SERVICE LINE CHANGES



Cardiology



Community Question

What happened and why did South County Health end up partnering with Care New England for cardiovascular care and where are these service located now?



YouTube Live: 1:04:23-1:07:43

SERVICE LINE CHANGES



General Surgery



Community Question

General surgical services has experienced the loss of a surgeon. What is South County Health's doing to maintain the critical services she offered the community?



YouTube Live: 1:07:44-1:11:24

SERVICE LINE CHANGES



Urology



Community Question

Some community members have expressed uncertainty on why surgeons in the Urology Department left to go to Yale-New Haven. Can you provide more information here on what specifically happened with Drs. Renzulli and Heineman?



YouTube Live: 1:11:25-1:14:22

SERVICE LINE CHANGES



**Anticoagulation &
Diabetes Management**



Community Questions

What was the reason for recently consolidating Anticoagulation Clinic locations to one office?

What about shifting outpatient Diabetes Management and Education services to Primary Care staff?



YouTube Live: 1:14:24-1:18:50

SERVICE LINE CHANGES



Orthopedics



Patient Question

My understanding is that the hospital is only used when a patient might have to stay overnight. Other procedures are now considered outpatient. Is this true? What advantage for South County Hospital was it to, do all these renovations for Rhode Island ortho and move other doctors out on the second floor if in fact, they do not even use our hospital for most of their procedures.

- Sylvia



YouTube Live: 1:18:51-1:20:24

SERVICE LINE CHANGES



Emergency Department



Patient Question

We are now concerned as to the quality and availability of these treatment and services. Will these services and procedures be provided in the future? Will our doctors all leave and will we have to travel to Providence or Boston for doctors and procedures? What will happen to South County Hospital?

- George



YouTube Live: 1:20:25-1:25:06

SERVICE LINE CHANGES



Home Health



Patient Question

How do the changes affect home health care?

- Gina



YouTube Live: 1:25:07-1:42:07

SERVICE LINE CHANGES



Providers



Patient Question

As a Physician /MBA who left RI to take a leadership position in another state with lower taxes, lower cost of living and better pay or mix, what is your strategy for recruiting physicians and physician leaders back to RI and to South County Healthcare?



- Mary





Patient Question

What are you going to do to build a better relationship with the healthcare workers, doctors, nurses and all staff?

What are you going to do to ensure we DO NOT lose any more highly qualified doctors?



- Ellen





Patient Question

Are there any plans to bring in a mediator to help resolve a conflict that has spilled into the public sphere and media? I know SCH faces daunting financial challenges. But clearly some of your doctors and nurses do not feel "heard." I've lived in the area for 30 years and cannot recall doctors holding press conferences or issuing statements. I fear that other staff feel the same way but are afraid to speak up.

- Ann



YouTube Live: 1:42:08-1:46:35

SERVICE LINE CHANGES



What's Next?

YouTube Live: 1:46:36-2:06:42

FINANCIALS

& EXECUTIVE COMPENSATION





Community Question

How does the organization justify executive compensation?





Patient Question

South County Hospital was doing great under previous administration. Why all of a sudden under this administration, they're doing poorly?

- Marie





Community Questions

Can you explain the impact of rate reimbursement for the state and South County Health specifically?

Why did South County Health take the lead within the state taking this issue to legislators?





Community Questions

What reasons were provided to why the bills did not pass this past legislative session and what are the next steps?

What can the community do to help?





Community Question

Outside of advocating for rate parity, and successfully partnering with another organization, what is SCH doing to ensure sustainability?



YouTube Live: 2:06:43-2:16:30

FUNDRAISING





Patient Comment

South County Hospital is a neighborhood hospital, not Warwick Mall. You should not walk into a hospital with a coffee shop and a gift shop looking at you. You want to look at a caring person – compassionate.



- Anonymous





Patient Question

Has SCH undertaken any major long-term strategic fundraising or development initiatives in the past 5 years, and if so, have they been successful?



- Ellie



YouTube Live: 2:16:31-2:22:46

GENERAL QUESTIONS





Patient Questions

I understand you have many challenges but why are you not interacting and communicating with the general staff. Listening and interacting?

Why are you not having monthly financial/organizational meetings with the hospital staff to communicate what is happening to the community?

- Hugh





Patient Questions

Are you planning to offer opportunities for regular people, who value the hospital, to be able to help make a difference? You're not in this alone, but there is no way I know of how to help.

- Steve



QUESTIONS & COMMENTS

SOUTH COUNTY
HEALTH



Thank you!

SOUTH COUNTY
HEALTH

