

Connecting our community to better health

Ours is a special corner of the world, as the photos in this report attest, and South County Health is here to help you get the most out of each day. Our organization is committed to forging extraordinary connections with our community that support health at every stage of life.



South County Hospital ~ South County Home Health

South County Medical Group ~ South County Surgical Supply

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Message to the Community

liscal year 2017 was an exciting time at South County Health. We made strides in helping to create a safer environment for patients, visitors, and staff, implemented programs that support community health, onboarded new medical staff, and received impressive recognition for our achievements.

MAKING CARE SAFER

As an organization we always work to improve safety in the care we provide and in our environment for patients and staff. Over the past year we have participated in a collaborative effort with other hospitals to become a High Reliability Organization. High Reliability Organizations strive to make everyone aware of how their actions affect safety. As part of this effort, we conduct a daily safety huddle in which each department reports on events or planned activities that might put patients or staff at harm. We want to ensure that we are doing the right thing at the right time for every patient.

In August 2016, The Joint Commission visited South County Health for a routine survey that takes place every three years. Overall, their findings were positive, including the transparency of information and the responsiveness of staff who interacted with the inspectors during their visit. The Joint Commission is an independent, not-for-profit organization that accredits and certifies nearly 21,000 health care organizations and programs in the United States. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. We were pleased to achieve re-accreditation by The Joint Commission.

The safe practices and protocols used by our staff continue to lower the incidence of surgical site infections, blood stream infections, and other complications that can occur as a result of surgery and hospitalization. To ensure that patients receive not only quality care, but attentive care, we've formed a patient experience team that works diligently to identify areas where the overall patient experience can be improved.

MILESTONES & RECOGNITIONS

Our Medical & Wellness Center in Westerly, our new Cancer Center and the remodeled Women and Newborn Care Unit celebrated their one-year anniversaries in fiscal year 2017. They have received great reviews from patients and staff alike.

The Orthopedics Center implemented new robotic techniques so that total knees are now performed using robotic-arm assisted technology. South County Health Orthopedics Center is now doing over one-third of all joint replacements in Rhode Island, and we are the only hospital to publish quality outcomes for orthopedics.

South County Health continues to receive recognition for its quality and patient experience. In 2017, the Centers for Medicare and Medicaid recognized South County Hospital as one of only 19 hospitals in the country to receive two 5-Star ratings – for quality care and patient experience. We were the only hospital in the Northeast to receive two 5-Star ratings. We are fortunate to have incredibly dedicated staff who made this distinction possible. Quality care and a positive patient experience are always our top priorities.







Addressing Behavioral Health Needs

The most recent statewide Community Health Needs Assessment conducted through the RI Department of Health indicated that behavioral health is a significant concern among residents in Washington County. With the highest suicide rate in the state and more than 147 opiate overdoses reported in 2016, behavioral health in our area needs to be addressed. The South County Health Board of Trustees voted to make behavioral health the key focus for its Community Health Assessment Implementation plan. Below are a number of initiatives South County Health supported during the last year or two, among others, to help build a stronger, healthier community.

Fund-a-Need Initiative

Our Fund-a-Need program currently supports the efforts of South County Healthy Bodies, Healthy Minds (SCHBHM), a vigorous, collaborative, long-term effort to help provide equal access to healthy living resources and lifestyles regardless of race, income, or gender.

• Suicide Prevention Training

Ninety percent of those who commit suicide and half of all drug abusers show an underlying mental illness. SCHBHM conducts local youth mental health first aid trainings to help parents and adults who work with youth recognize early

warning signs of mental health problems as well as how to intervene when a person experiences a mental health crisis.

SCHBHM also launched "The Greatest Eight," an innovative evidence-informed, public health intervention (in partnership with University of Rhode Island and Brown University Continuing Medical Education Office) to promote social-emotional competence in children ages zero to eight.

SAFEGUARDING YOUR HEALTH

Third-party data shows that South County Hospital is among the best hospitals in the country for hospital quality and patient experience. Every day, South County Health's medical, professional, and support staffs work tirelessly to help you remain healthy and active at every stage of life. Your health matters – to you, and to us.

We continuously scrutinize the quality of the care we provide by participating in patient care initiatives, evaluating outcomes and processes, reviewing performance data and monitoring patient satisfaction both through independent third-party assessment and internal review by our Quality Improvement Team.

You inspire us each and every day to fulfill our vision: to forge extraordinary connections with our community that support health at every stage of life.

Jou Ganda

Louis R. Giancola
President & CEO

Ce Leenan

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

Aaron Weisbord, MD
President, Medical Staff







RECOGNITION & ACCOLADES







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



Leapfrog Hospital "A" Patient Safety Score

South County Hospital has earned straight A's for hospital quality and patient safety from The Leapfrog Group. It is one of only 63 hospitals nationwide to attain the straight A rating and the only hospital in Rhode Island to earn straight A's since 2012.



Five-star rating by HCAHPS

South County Hospital was awarded a five-star rating by the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS), putting it in the top seven 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.











CMS Double 5-Star Rating - 2017

In 2017, South County Hospital was one of only 19 hospitals nationwide to earn a Double 5-Star Rating in quality and patient experience from the Centers for Medicare & Medicaid Services.

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.



RECOGNITION & ACCOLADES

South County Hospital Quality Recognition

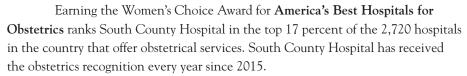
South County Hospital recognized for stroke care



South County Hospital was 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 Awards® - 2018 - Obstetrics, Patient Safety, Stroke

South County Hospital earned three Women's Choice Awards for 2018.



The America's Best Hospitals for Patient Safety award recognizes South County Hospital's safe surgery practices and low rates of complications and infections. The Hospital is ranked in the top 16 percent of 3,179 hospitals in the U.S. for patient safety.

The award for America's Best Stroke Centers recognizes South County Hospital for meeting high standards for stroke care as determined by the Joint Commission, as well as meeting or exceeding numerous performance measures set by the Centers for Medicare and Medicaid Services. Joint Commission accreditation and certification is recognized nationwide as a symbol of quality.

South County Hospital has been accredited by the Commission on Cancer



WOMEN'S CHOICE AWARD

AMERICA'S BEST HOSPITALS

Accredited since 2000, South County Hospital now provides quality care to cancer patients in its modern, fully integrated Cancer Center.



Infusion therapy nurse team.



SCH team accepts PBN's Healthiest Employers award.



Providence Business News names South County Health one of its Healthiest Employers of 2017

For the fourth consecutive year, *Providence Business News* has named South County Health as one of the winners in its 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.



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. every year since 2010.



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 HEALTH



"Express Care realized a 34% increase in patient volume in 2017."

Investing in Care for the Community

A note from J. Russell Corcoran, MD, Chief Medical Officer

In Fiscal Year 2016 we were pleased to report that South County Health completed three significant milestones for the health of the community - the new Medical & Wellness Center in Westerly, the newly renovated Women and Newborn Care Unit, and our comprehensive, state-of-the-art Cancer Center. Building on those successes, the results of Fiscal Year 2017 illustrate that these investments in the community, and the excellent care provided to patients, were not only warranted, but welcomed.

The Medical & Wellness Center in Westerly experienced continued growth in primary care with many new patients seeking its services. To meet the demand, a nurse practitioner will be added to our medical staff in 2018. Likewise, the Center for Women's Health has become a valuable resource for women, adding a comprehensive list of services to our OB/GYN practice. Now, women have all the high quality services and personalized care they need for every stage of life, close to home.

For those who need quick medical attention for non-life-threatening injuries and illnesses, Express Care has delivered quality care, realizing a 34 percent increase in patient volume.

South County Health and the South County Medical Group will continue to expand the specialty services offered at the Medical & Wellness Center in Westerly, bringing board-certified physicians who specialize in cardiology, general surgery, and nephrology into that area of the state.

Our partnership with Ortho Rhode Island South County continues to serve patients across the state and beyond. Through the South County Health Orthopedics Center, our surgeons perform over one-third of all joint replacements in Rhode Island. Patients receive excellent orthopedic care that we can all be proud of.

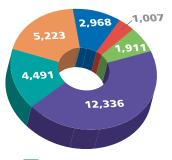
At South County Hospital, our hospitalist program provides individualized care to inpatients while communicating their progress to their personal physicians. As visits to our emergency room continue to grow, that department achieved Level 3 Care designation, becoming the first step toward recovery for patients with opioid use disorder.

The growth in the number of patients who use South County Health is a tribute to the caring attitude of the medical and ancillary staffs across our health system.





Patients Seen by Program



- Pet Therapy Visits
- Reiki Sessions
- Comfort Cart Visits
- Patients and Visitors Escorted
- Safety Volunteer Adults
- Patient Experience Liaison Visits

Offering Assistance and Compassion

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

The mission of every South County Health 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 further. Let the numbers tell the story of 2017:

- 262 volunteers, including 107 students
- 23 percent male, 77 percent female
- Median age of our volunteers: 52 years old
- 37,897 total hours served

Volunteer Collaboration

Our volunteers come from all walks of life and make essential contributions throughout our hospital and in over 45 different areas of South County Health. Here is just a sampling of the valued support they provided in FY2017:

- Patient Information Desk
 - Over 9,760 patient inquiry calls answered by our patient concierges
 - Approximately 12,300 patients and visitors escorted
 - Guide over 15,600 patients and visitors to assistance
- Patient Experience Team
- Ambulatory Care Center
- Food and Nutrition
- Surgical Services
 - 32 volunteers
- Inpatient Units
- Cancer Center
- Cardiopulmonary
- Emergency Department
 - 23 volunteers
- Medical Records
- Integrative Therapy
- Marketing

Introducing the Patient Portal Volunteers

Volunteers visit newly admitted patients and help connect them to their own private health records. With the support of the Patient Access Department, volunteers see patients who have opted to participate in SCH's online Patient Portal, helping them to navigate the system. Patients are able to:

- View their diagnostic imaging, laboratory and EKG results.
- Ensure their healthcare provider has the correct contact information.
- Update their health information, including allergies, medical conditions, and procedure history.

South County Hospital Auxiliary

Since 1976, the Auxiliary has raised more than \$1.5 million for Hospital services and equipment through fundraising events and contributions from the Coffee and Gift Shops. The Auxiliary works hard to promote South County Hospital through community fundraising events, including its Annual Fashion Show.

- Coffee Shop extended hours to five days a week and assisted the Food & Nutrition Department with support during its shut down, increasing the shop's net profits by \$18,700
- Gift Shop increased its net profit margin by 50% to \$29,600
- Annual Fashion Show fundraiser remained a highly anticipated event, drawing nearly 400 guests

SOUTH COUNTY HEALTH



"Healthcare systems with high staff engagement have higher quality and safety..."



A National Leader in Workplace Wellness and Development

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

South County Health's Human Resources Department raised the bar in workplace services and programs at every level over the past year. Through expansion and continued staff education, the department continued to see an increase in employee satisfaction and participation in wellness programs that impact not only staff members, but their families as well.

Program Accolades

South County Health's Well Beyond program garnered national attention and recognition in 2017. SCH's program was ranked number 43 in the country across all industries and companies of any size in 2017, the highest ranking nationally of any other employer in the state of Rhode Island. Providence Business News named SCH one of the Healthiest Employers in RI, including top honors in our employer size for the fourth and third consecutive years respectively. Since 2008, we have been awarded an Exemplary Worksite Health Award from the Greater Providence Chamber of Commerce and 2017 was no different.

Striving for Excellence

While the Well Beyond program has earned much acclaim and recognition, we still strive to earn higher marks nationally. The strategic goal of the Human Resources Department is to see SCH in the top 5% nationally for staff engagement. It's been proven that healthcare systems with high staff engagement have higher quality and safety with fewer hospital-acquired infections/conditions; shorter lengths of stay with fewer readmissions; improved patient experience as measured by HCAHPS scores; improved finances including higher net margins; lower per-patient spending for readmissions; and improved organizational cultures as measured by productivity, retention and image in the community. In working toward that goal, we implemented the following by way of leadership educational programs in 2017:

- Goal setting to align an individual's performance goals with SCH's strategic plan and annual operating goals.
- Recognizing achievements and rewarding staff.
- Ensuring staff demonstrate SCH's Guiding Values of caring, respect, collaboration, integrity, and excellence.
- Supporting staff in their professional development goals.
- Including staff engagement in individual, annual goals and performance assessments.

RN to BSN Cohort

SCH saw the graduation of its first RN to BSN cohort in 2017. Twenty-one registered nurses from the system earned their Bachelor of Science degree in nursing. It takes approximately 49 credits to complete the program depending on the employee's academic transcripts. This first cohort participated in two classes, of ten-week sessions each, completing eight classes in one year. As of 2014, just under 50% of hospitals in the U.S. require new hires to have a minimum of a BSN, while just under 80% express a strong preference for BSN graduates when looking for new nursing hires. Currently 57% of the RNs employed by SCH have their BSN or higher.



83 Staff participated in tuition reimbursement



A3 National ranking for Well Beyond wellness program





SOUTH COUNTY HOSPITAL



99.4%

Staff immunized against influenza (highest in the state)



Hand hygiene compliance for outpatient areas



Hand hygiene compliance for inpatient areas

Improving Care, Enhancing Safety

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

South County Health's ongoing efforts to become a High Reliability Organization (HRO) have benefitted patients and staff alike. Through education and diligence, we have made significant strides that have resulted in improved patient care and made South County Health safer for patients and staff.

Patient care

- Intensive Care Unit: Liberation A through F bundle was completed, earning:
 - Sustained improvement for "D" bundle (Delirium assessment, Prevention, & Management)
 - Sustained Improvement: Highest level mobility
- Diabetes Center: The Diabetes Center identified Champions in each department to promote ongoing education and 'camp' to combat diabetes in patients.
- CAUTI: Foley catheter use was decreased in several service areas, resulting in a significant decrease of Catheter Associated Urinary Tract Infections (CAUTI).
 - ICU decreased use by 22%
 - Telemetry decreased use by 38%
 - Medical/Surgical decreased use by 14%
 - Orthopedics decreased use by 50%
- **Lippincott Procedures:** Over 600 policies were reviewed to deliver the most effective patient care, with real-time access via the internet, to step-by-step guides for over 1,700 evidence-based procedures and skills in a variety of specialty settings.

Safety

- Safe Injection Practices: In FY2017, syringe and needle injuries decreased by 36% from 2016.
- Workplace Violence Prevention: 29 reports of disruptive behavior by patient/ family toward staff prompted a taskforce to design best practices for safety and security in the healthcare environment.

Accomplishments

- Pinnacle of Excellence Award
 - 95th percentile for Press Ganey's patient-recommended hospital overall.
 - 99th percentile for Rhode Island.
- Women's Choice Award® America's Best Hospitals in:
 - Obstetrics
 - Stroke
 - Patient Safety
- South County Hospital was ranked in the top 10 percent in the nation for Medical Excellence in Pulmonary Care based on Quantros' CareChex® Hospital Quality Ratings Analysis.

Staff Excellence

- RN to BSN: 22 South County Health Registered Nurses graduated from the University of Rhode Island Bachelor of Science in Nursing program (includes one posthumous degree awarded.)
- Nurses Improving Care for Health-system Elderly (NICHE):
 - 5 CNAs were certified as Geriatric Patient Care Associates.
 - 11 Infusion Center RNs completed the Nursing Care of the Adult with Cancer modules.
 - 22 new/recertified staff within Patient Care Services and Home Health.
 - 7 CARE (Career Advancement and Recognition of Excellence) program awardees.
 - 3 Daisy Award recipients.

Pharmacy

- A Pharmacology Training Course was developed to better educate SCMG Medical Assistants when communicating with physicians and patients.
- Numerous protocols and procedures were implemented to ensure reductions in dosing errors.
- Upgrades made to Pharmacy IV Sterile Compounding Room to fully comply with guidelines.
- Numerous significant improvements were implemented to advance Antimicrobial Stewardship objectives.

Patient Experience Advisory Council

The Patient Experience Advisory Council (PEAC) supports the strategic vision of South County Health by providing a forum for ongoing communication and feedback by consumers of healthcare on the quality of services provided across the health care system.

- Council Achievements:
 - Learning about patient satisfaction measures and the complaint processes.
 - Engaging in dialogue with South County Health leadership.
 - Working with Marketing to provide feedback on a re-designed South County Health website.
 - Approving a PEAC Charter.
 - Engaging in discussion to decide upon a focus area for advocacy and recommendations.
 - Drafting and presenting a proposal to leadership for improving the patient experience in the South County Health Emergency Department waiting area.



Hospital Associated Infections (HAI)

- Zero Central Line Associated Blood Stream Infections (CLABSI)
 - ICU
 - Telemetry
 - Medical/Surgical
 - Orthopedics
- **Zero** staff injuries due to patient handling

SOUTH COUNTY HOSPITAL







Continuing our Success in Quality Improvement

A note from Elaine Desmarais, Vice President, Performance Improvement, Regulatory & Corporate Compliance

In October 2015, South County Health (SCH) began its endeavor to become a High Reliability Organization (HRO) 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, South County Health aims to eliminate unintended harm.

In fiscal year 2017 SCH started training staff in HRO Error Prevention. All staff will be trained by June 2018. Of 1,440 staff members and 303 medical staff, 980 and 188, respectively, have completed the training as of this writing.

Metrics indicate positive outcomes since transitioning to a culture of high reliability. In 2015 the average number of days between serious safety events across South County Health and four other participating hospitals in Rhode Island averaged 8.2 days. In other words, every eight days a patient suffered avoidable serious harm. At South County Health that timeframe averaged 19 days. In calendar year 2017, South County Health went 120 consecutive days with no serious safety events—and this figure has already improved in 2018. Staff reporting of safety events doubled over the past year, creating opportunities for improvement.

By the end of 2018 South County Health will have an ongoing process for continuous HRO error prevention training as new staff come on board. The work will continue to improve reliability through process design, which includes:

- ensuring evidence-based best practice
- using error prevention techniques
- analyzing causative factors
- making tactical improvements and learning from near miss reporting, great catches, and safety stories

Our continued success and the remarkable results thus far are a credit to the commitment from staff to transparency, reporting, and maintaining just culture.

Schwartz Center Rounds

In June 2016 South County Health adopted Schwartz Center Rounds, offering healthcare providers a time during their fast-paced work lives to openly discuss the social and emotional issues they face in caring for patients and families. In contrast to traditional medical rounds, the focus is on the human dimension of medicine. Caregivers have an opportunity to share their experiences, thoughts and feelings on thought-provoking topics drawn from actual patient cases. The premise is that caregivers are better able to make personal connections with patients and colleagues when they have greater insight into their own responses and feelings.

Piloted at Mass General Hospital in 1997, Schwartz Rounds have expanded across the country. Currently, the Schwartz Center Rounds are held at more than 475 sites in the United States, Canada, and the UK. South County Health holds Schwartz Center Rounds six times per year.

Topics discussed during Schwartz Center Rounds this fiscal year included:

- Cancer: When above & beyond is not enough
- The Many Faces of Addiction: The challenges of caring for patients with substance use disorders
- Nursing: The balance of mind, body and spirit
- Feeling Good: Healing and wellness with integrative therapies

Continuing Our Success

In the spirit of patient safety and the continued journey toward becoming an HRO, the Performance Improvement plan for 2018 targets the following topics as a priority focus:

 Reduction in Hospital Acquired Infections & Hospital Acquired Conditions

SCH's Inter-professional team led by our Infection Prevention Department was selected to present their work on reducing hospital acquired urinary tract infections at Pathway's national conference. We are on our way to zero. Preventing c. difficele infections is the 2018 challenge.

• Reducing Patient Identification Errors

Significant improvements have been achieved over the past few years through transparent reporting, studying cause, standardizing policy, using technology such as bar coding and HRO tools. Efforts will continue in 2018.

• Ensuring patients have knowledge of abnormalities uncovered that are unrelated to the condition prompting the test.

This is a new endeavor in which we are attempting to ensure patients are informed and understand the need for follow up.

Reducing patient falls

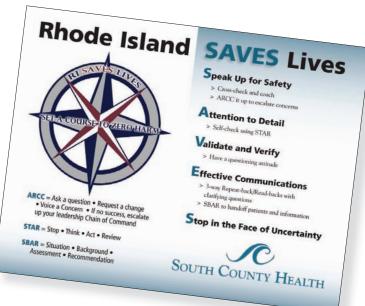
SCH's fall rate is within expected parameters. We will be keeping this in our focus for 2018.

Preventing workplace violence

Healthcare staff face significant risks of workplace violence. We now have federal requirements to take preventive action. A dedicated team of professionals has already made significant progress.

Care transitions

Transition plans, not only from hospital to home, but during pre-hospital preparation, provide our patients with the knowledge and care necessary for a seamless experience.



SOUTH COUNTY HOSPITAL

Key Hospital Statistics



Discharges

FY 2017: 5,834 FY 2016: 5,372



Births (discharges)

FY 2017: 660 FY 2016: 646



Inpatient days

FY 2017: 17,963 FY 2016: 17,059



Average length of patient stay (days)

FY 2017: 3 FY 2016: 3



Observation days

FY 2017: 3,086 FY 2016: 2,551



Outpatient surgery

FY 2017: 6,512 FY 2016: 6,299



OR surgeries

FY 2017: 6,019 FY 2016: 5,735



Endoscopies

FY 2017: 2,997 FY 2016: 2,933



Emergency room visits (total)

FY 2017: 26,736 FY 2016: 27,074



Express Care visits

FY 2017: 22,730 FY 2016: 14,877



Outpatient visits

FY 2017: 219,756 FY 2016: 212,970



Physician office visits

FY 2017: 163,171 FY 2016: 147,309



Skilled nursing home care visits (SCHH)

FY 2017: 83,000 FY 2016: 86,490

New Medical Staff

Luke Ackroyd, CRNA Anesthesiology

Thomas Barrett, MD Orthopedics

Mary Clare Bergen, APRN Medicine/Palliative Care

Brittany Bertone, PA Neurosurgery

Jason Boulware, DO Emergency Medicine

George Brinius, CRNA Anesthesiology

Ozden Bulut, MD Diagnostic Imaging/Radiology

Albert Chaker, MD Anesthesiology

Marcelo DaSilva, MD Thoracic Surgery

Christopher DeSantis, MD Anesthesiology

Armando Fraire, MD *Pathology/Laboratory*

Charles Hackett, MD Medicine/Palliative Care

Henry Korzeniowski, Jr., DO Anesthesiology Ida Kruse, PA-C Orthopedics

Rolina Levin, MD Diagnostic Imaging/Radiology

Mary Lyster, MD Family Medicine

Suzanne McIntyre, MD Diagnostic Imaging

Diane McKeeff, APRN Express Care

Nancy Adler Moye, CRNP Emergency Medicine/ Express Care

Robert Nordness, MD Emergency Medicine/ Express Care

Jessica Parker, APRN Orthopedics

Jennifer Ritzau, MD Medicine/Palliative Care

Tina Rizack, MD Medicine/Hematology Oncology

Lauren Rousseau, PA-C Emergency Medicine/ Express Care Andrew Sechrest, NP-C Emergency Medicine

Sarah-Kim Shields, MD Diagnostic Imaging

Crystal Taveras, FNP Emergency Medicine/ Express Care

Sara Watson, MD Family Medicine

Abby White, DO Thoracic Surgery

Peter Wilkinson, NP-C Emergency Medicine/ Express Care

Resignations

Mary Ann Abney, APRN John Bardini, MD Mary Clare Bergen, APRN William Brennan, MD John Caldarelli, MD Stephen Chabot, MD Albert Chaker, MD Hector Derreza, MD Hemali Desai, MD Lindsay Funk, PA Dhawal Goradia, MD Karen Grande, MD David Interlini, PA-C Mary Keszler, MD Jason Kiner, MD Patrick Koo, MD

Christopher Ladner, MD Henri Lamothe, MD Sarah Levy, MD Martha Lopez, MD Kamran Manzoor, MD Allison McAteer, MD Vesna Micic, MD Ehsun Mirza, MD Bashar Mohsen, MD Jill Moretti, CNS Colleen Morrison, PA-C Timothy Norton, MD Nicole Ortiz, APRN Kimberly Parkerson, MD Christine Pfeiffer, CNM Alexandra Ruggiero, MD Christopher Sands, PA Benjamin Simms, APRN Gagan Singh, MD Joan Spencer, CNS Mirela Stancu, MD Krista Szatkowski, PA Kyle Wardle, APRN Allen Zechowy, MD

Retirements

John Barrett, DO Louis Colavecchio, MD Robert Crouse, MD Joseph DiBenedetto, MD Timothy Drury, MD Donald McNiece, MD Robert Risica, MD







SOUTH COUNTY HOME HEALTH



We are here to stay.

- Here to stay committed to our community. Last year we made over 84,000 visits.
- Here to stay committed to our staff, now 172 strong and growing.
- Here to help the members of our community, in all the phases of their lives, through any medical challenges that may come.
- We are here to support our community to achieve health and wellness individually, through education and care.
- We are here, just a phone call away. We are proud to be a part of this community.

We Are Here

A note from Marcia Werber Feldman Assistant Vice President, South County Home Health

South County Home Health has roots that run deep in this community. Although 2018 marks the 50th anniversary of South County Home Health (formerly VNS), the birth of our organization goes back to the early 1900s to six pioneer Visiting Nurse organizations: Westerly (1903), South Kingstown (1904), North Kingstown (1923), Charlestown/Richmond (1924), Jamestown (1925), and Narragansett (1943).

These small visiting nurse organizations were each seeing a handful of patients with a small staff. But, just like now, the mid 1960s saw a change coming to healthcare. May 1968 saw the birth of the Washington County Public Health Nursing Association, with 18 staff members. Through a series of changes in name and the healthcare community, that organization became what we now know as South County Home Health.

Although the work of South County Home Health continues to be the care of individuals in their home, it has adapted and changed as technology, demographics, reimbursement and regulations have changed. In the early days, nurses took care of patients in the home, assisting doctors with home operations, cooking, bed making, changing dressings, sterilizing milk, educating those in the home on how to function independently, conducting weekly home nursing classes, and giving aid and assistance as needed.

Today, South County Home Health provides nursing services, certified nursing assistants, physical therapists, speech therapists, occupational therapists, registered dietitians, medical social workers, and personal care. We continue to provide care of patients in the home, including wound care, care of chronic illnesses, care following injuries, surgeries and births. Additionally, we have expanded to include a Maternal Child Health (MCH) program, terminal care, services in senior centers, elder housing, and intensive home therapy for developmentally delayed infants and children.



The staff of South County Home Health.

SOUTH COUNTY SURGICAL SUPPLY





Over 6000 new patients in 2017







Current rental patients: 1,500

Continued Growth and Quality Recognition

A note from Paul Desmarais, Manager, South County Surgical Supply

South County Surgical Supply has seen continued growth in all areas of business during fiscal year 2017. 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 tapped by the Rhode Island Department of Health and Human Services for advice for one of its cost-cutting programs. We were able to provide them with valuable information so that they could make informed decisions regarding quality and service.

South County Surgical Supply also was awarded a new Medicare contract to supply most respiratory items, including continuous positive airway pressure devices for sleep apnea, and durable medical equipment for the next two years. We're continuing to offer the latest advancements in sleep apnea treatment—state-of-the-art equipment that monitors patients remotely and records breathing patterns in real-time.

My thanks to the dedicated South County Surgical Supply staff who deliver exceptional service and care.



The South County Surgical Supply retail store is located at 14 Woodruff Avenue in Narragansett.





SOUTH COUNTY MEDICAL GROUP



Locations Charlestown East Greenwich Wakefield Westerly

Comprehensive Care

- Behavioral Health
- Cardiology
- Express Care
- Family Medicine (Primary Care)
- General Surgery
- Hospitalists
- Infectious Disease & Lyme Clinic
- Internal Medicine (Primary Care)
- Nephrology & Hypertension
- Obstetrics/Gynecology
- Oncology/Hematology
- Podiatry
- Wound Care

Working Together for the Health of the Community

A note from J. Russell Corcoran, MD, President, South County Medical Group

The physicians and advanced practice clinicians of the South County Medical Group provide care in multiple specialties and primary care, in both inpatient and outpatient settings. As the group continued to evolve and change over the past year, it experienced ten percent growth, totaling 163,000 patient visits. The largest growth was seen in two areas - Express Care (34%) and specialty services (6%).

We've continued our partnership with Integra and Rhode Island Primary Care Physicians Corporation (RIPCPC). RIPCPC, an advanced Independent Practice Association (IPA), provides our physicians with education and support for our Patient Centered Medical Homes (PCMH). These partnerships have proven to be productive endeavors, leading to shared savings for primary care physicians.

The South County Medical Group will continue to face challenges in the future. We have worked hard over the last two years to control costs and improve productivity. These efforts are paying off with increased patient visits as described above. Under the leadership of Assistant Vice President of the South County Medical Group Ann Rubino, our practice managers, and the physician advisory board, we have developed an operational plan for the coming year. This plan will help to ensure the sustainability of the medical group as a vital part of South County Health.



Part of South County Health

SCMG At A Glance

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



FINANCIAL HIGHLIGHTS



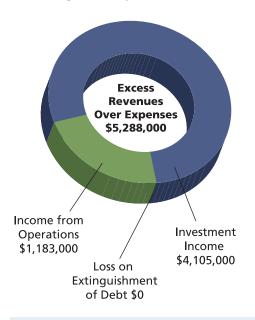
"South County
Health ended
fiscal 2017 with
an operating gain."

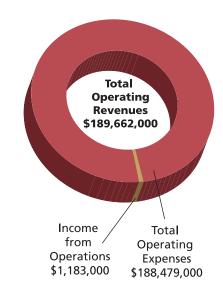
Continued Positive Financial Performance

A note from Thomas Breen, Chief Financial Officer

South County Health (SCH) ended fiscal year 2017 with an operating gain, the seventh consecutive year of positive financial performance. During FY2017 SCH also invested \$9,987,000 in infrastructure improvements and new medical equipment.

In FY2017, SCH provided services for 5,834 inpatients including 2,670 medical patients, 2,504 surgical patients, and 660 deliveries. SCH also provided 219,756 outpatient service encounters including 26,736 emergency room visits and 6,512 outpatient surgical cases.





0.6%
Operating

2.8%

Excess Margin

Margin

South County Health Endowment & Affiliates 2017 Annual Report

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

		FY2017	FY2016
Total Operating Revenues Total Operating Expenses	\$ \$	1 89,662 188,479	\$ 179,817 \$ 177,043
Income from operations		1,183	2,774
Investment income (loss) Loss on extinguishment of debt		4,105 -	(614) -
Excess of revenues over expenses	\$	5,288	\$ 2,160
Operating Margin		0.6%	1.5%
Excess Margin		2.8%	1.2%

COMMUNITY OUTREACH



32
Community events and lectures held

SOUTH COUNTY HEALTH Talks

Because Your Health is Everything

A note from Kimberly O'Connell Vice President, Strategic Planning & Market Development

At South County Health, we believe that supporting health at every stage of life is essential. That's why we offer programs, services, and community resources to those of all ages to help maintain or achieve optimal health and happiness. From our free evening lecture series, to support groups, to health screenings, we want to be your resource for good health.

As an integral member of the South County community, we also think it's important to support other community organizations in their efforts to make South County a healthier place. By sponsoring 5k races, Little League teams, and golf tournaments to name a few, we want to create an environment where everyone can thrive.

We will continue to seek opportunities to connect with our community beyond the walls of South County Hospital in an effort to support our vision: To forge extraordinary connections with our community that support health at every stage of life.





News From Development



Heartfelt Thanks to our Generous Community

A note from Claudia Swain, Vice President of Development

The support of generous community members helps make South County Health's success possible. Our sincerest thanks to those who recognize the importance of high-quality healthcare in a community hospital setting. Through annual giving and special events, South County Health received a tremendous number of donations in fiscal year 2017.

SOUTH COUNTY HEALTH

Gala

South County Health was thrilled to bring back its beloved Gala in 2017 after a four-year hiatus. This event, themed Mission Possible, was held on Saturday, September 9 at The Dunes Club in Narragansett. More than 350 guests celebrated the evening by dancing to music by the Cartells and bidding on auction items.

\$365,000 raised to fund programs and services at South County Health. \$115,000 raised in Fund-a-Need segment to support South County Healthy Bodies Healthy Minds - Youth Mental Health Initiatives.



raised to support Cardiopulmonary Services at South County Hospital.

Frances McGillivray Tribute Campaign

The South County Health Frances McGillivray Tribute Campaign provides an opportunity to publicly recognize a person or people who made a positive impact on your life, or who simply deserves recognition for their personal or professional achievements. The names of honorees are listed on a plaque in the main lobby of the Hospital for an entire year. The May 11 event honored Dr. Steven Fera for his 30 years of service to the Hospital. A dedication ceremony was held in the Hospital lobby where the McGillivray family made a special presentation to Dr. Fera.



raised to support South County Hospital and South County Home Health.

Invitational Golf Tournament

South County Health held two spectacular days of golf on June 6 and 7 at the Misquamicut Club in Watch Hill. On June 6, our sponsors played in the Invitational tournament. Despite the rain, the golfers had a great day. On the second day, ten foursomes came out for a leisurely day of golf.



raised to support various initiatives at South County Health.

Flagship Members

Those who have included South County Health in their estate planning have been integral to our ability to provide quality care for our patients. We appreciate our Flagship Members for their understanding of the profound impact that their gifts will make. We are humbled by the outpouring of unwavering support, and by their confidence in us to provide expert care to those closest to them.

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 continuous quality improvement. These gifts reflect contributions of \$1,000 or more to our Annual Fund from January 1, 2017 to December 31, 2017.

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"We love South County
Hospital. We should all
feel fortunate to have a
top five-star hospital ...
in our community."



- Charles and Ann Kelley

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Our sincere thanks to all of our contributors for their generous donations in 2017.

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In addition to the donors listed on these pages, we would like to thank the following new donors who contributed to the success of our Cancer Center Campaign in 2017 as well as those donors who fulfilled their campaign pledges in 2017. We are truly grateful for their exceptional generosity.

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Saturday, September 9, 2017

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Ms. Sandra M. Winter

Ms. Joan Woods

Mr. and Mrs. J. Vernon Wyman

South County Hospital

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

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

