

CMS RANKS SOUTH COUNTY HOSPITAL AMONG TOP 19 IN COUNTRY FOR QUALITY & PATIENT EXPERIENCE

South County Hospital is one of only 19 hospitals in the country and the only hospital in the Northeast to receive the highest score of 5-Stars in two areas used to measure healthcare excellence – Overall Hospital Quality and Patient Care.

The Centers for Medicare and Medicaid Services (CMS) developed the Star Rating System to simplify complex criteria that measure healthcare quality so that healthcare consumers can make informed decisions when choosing providers. The ratings are assigned to over 4,000 hospitals across the country.

“Our staff is focused on delivering the best patient care possible. We strive to ensure that our healthcare system performs up to our own high expectations,” said Lou Giancola, South County Health president and CEO. “When the data reinforces the success and feedback we get

from our patients, it reassures us that we are providing quality care, centered on the patient. It also inspires us to work harder to improve outcomes and the patient experience.”



Overall Quality

The [Overall Hospital Quality Star Rating](#) incorporates 57 measures on outcomes, based on data collected from sources such as the hospital industry, The Joint Commission, the National Quality Forum, the Agency for Healthcare Research and Quality, as well as

patient experience scores.

The clinical areas within which South County Health excelled were safety of care, readmission and patient experience, while still achieving high grades in the other areas of healthcare.

Patient Experience

Patient experience scores are based on the Hospital Consumer Assessment of Healthcare

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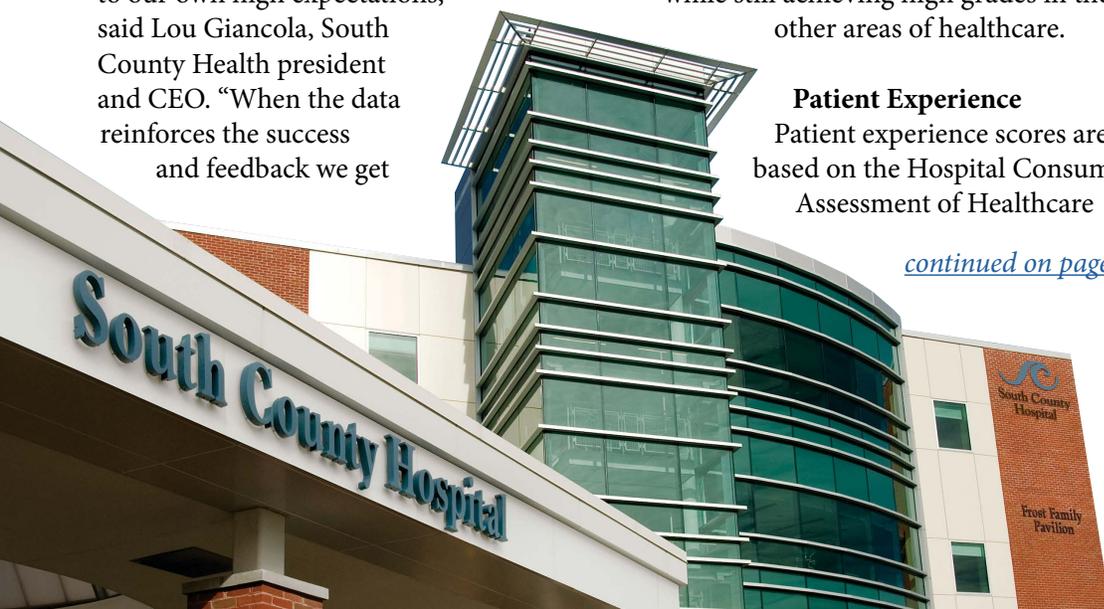
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Lou's Health Wave





As Medical Staff President, I recently had the chance to attend three events for the hospital, each of which reaffirmed for me the profound impact that we as individual caregivers and as an institution have on the lives of our friends and neighbors. These ceremonies recognized the contributions of some of the amazing doctors and nurses with whom we work and who call South County Hospital home.

Early in May, I was asked to provide an overview of issues currently affecting our medical staff to members of the board of trustees and involved community members at the Annual Meeting for South County Health. A highlight of the evening was the announcement of the Physician of the Year Award. This award is given by the hospital to a member of the medical staff who exemplifies the virtues of excellence, commitment and dedication in the service of the hospital and community. This year's deserving recipient is Dr. Bill Sabina. Most of us know Bill from the Emergency Room where he serves as the Medical Director and Chairman of the Department. It is where he practices outstanding medicine under the most challenging of circumstances. Bill's work, however, extends far beyond the

ER. In addition to being the immediate past president of the medical staff, Bill currently chairs three hospital-level committees, sits on several other committees, serves as the physician liaison to case management for reimbursement denial and is the Medical Director for EMS services for a number of local municipalities. There is no one on the medical staff I know of who dedicates more of his or her time to South County Hospital, and I want to congratulate Bill on this well-deserved award and thank him for all he does for us.

The second event I was privileged to attend was the annual Celebration of Excellence, which recognizes the educational and professional accomplishments of our outstanding nursing and technical staff. Unbeknownst to many, a large number of our nurses and technicians, while not busy working on the floor or in the lab, are engaged in hours of work outside the hospital to further their education or are involved in professional development projects to improve patient care at SCH. This year nearly 50 nurses, specialists and technologists were recognized for their achievements. On behalf of the medical staff, I would like to offer my congratulations on their achievements and express our appreciation for all they do for our patients.

Last but certainly not least was the Frances McGillivray Tribute Campaign Celebration to support

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Physician Focus is a publication for the medical staff of South County Health. Questions or comments should be directed to [Eric Dickervitz](#) at 401 788-1137.

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VIDEO OF THE MONTH

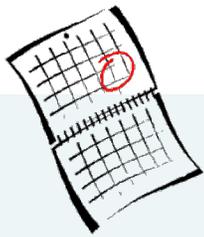
[Beyond Silence](#)



Beyond Silence is a documentary that provides a glimpse into the lives of three people and their diagnoses—which include bipolar disorder, schizophrenia, depression and anxiety—ultimately weaving together a story about how speaking up about behavioral health is key to living well.

This film illustrates the strength, perseverance and dedication of these courageous individuals who are determined to break through the silence often associated with mental illness and help others along the way.





JUNE 2017

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
				1	2	3
4	Ob/Gyn Dept. 6 – 7:30 pm Potter 5	Cancer Conference (formerly Tumor Board) 7 – 8 am Potter 6	Admissions Review Committee 7 – 8 am Med Staff Library 7	Leadership Council 7 – 8:30 am Med Staff Library 8 Utilization Review Committee Noon – 1:30 pm Potter	9	10
11	12	Cancer Conference 7 – 8 am Potter 13 Credentials Committee 7 – 9 am Potter A P&T Committee 7:30 – 8:30 am DI Conference Room	M&M Conference Noon – 1 pm Potter B&C 14	Dept. of Emergency Medicine 7:15 – 9:15 am DI Conference Room 15	16	17
Father's Day 18	19	Cancer Conference 7 – 8 am Potter 20 Medical Executive Committee 7 – 9 am Potter A	21	22	Anesthesia Department 7 – 8 am Anes. Dept. 23	24
25	26	Cancer Conference 7 – 8 am Potter 27	28	29	30	



Russ Corcoran, MD

“TEN STARS”

You all know that the usual rating for restaurants and hotels is five stars. Recently, South County Hospital achieved a five-star score – the highest rating possible – in two areas, Hospital Quality and Patient Experience. We were one of only 19 hospitals in the country to receive five-star ratings in the two categories that measure excellence in healthcare, and the only hospital in the Northeast to achieve those ratings. This is a great achievement for a hospital of our size and as our CEO, Lou Giancola, emphasized in a recent payroll memo, “[The Backstage Staff](#),” this is a real team effort and everyone should be congratulated.

top to bottom. These efforts and our quality efforts should continue to enhance our reputation.

The patient experience at South County Health has always been one of our strong points. For a number of years in a row, we have been number one in the state in Press Ganey measurements. These high scores on Overall Hospital Quality Star and Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) are a reflection of our commitment to caring for the community.

I hear compliments wherever I go concerning the caring attitude of our staff here at South County Health. We are not sitting back on our laurels for this measure. We have instituted customer service training in our Medical and Wellness Center in Westerly and it will soon be rolled



Thanks to our staff and providers, proud to be the only hospital in the Northeast to earn a Double 5-Star rating in Quality & Patient Experience

Our quality department has been following the 57 measures and outcomes that make up the Hospital Quality Star Rating. We are working on improving our patient care, safety of care, readmissions, patient experience, effectiveness of care and efficient use of medical imaging. The care coordination department reports daily on readmissions during our safety huddles. We are not standing still in all of these areas. We are striving to be in the top 10 percent of hospitals nationally. Our commitment to High Reliability Organization training is strong and we are striving to involve all of our staff, from

out to other areas throughout our system. This will ensure that we continue to maintain our high rating in patient experience.

In the next few weeks, we will have a celebration for this great achievement. Please congratulate the staff, and I congratulate all of you, for the great care of our patients and our community.

Thank you for the care of our patients.

J. Russell Corcoran M.D. VPMA/CMO
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CMS RANKS SOUTH COUNTY HOSPITAL AMONG TOP 19 IN COUNTRY FOR QUALITY & PATIENT EXPERIENCE

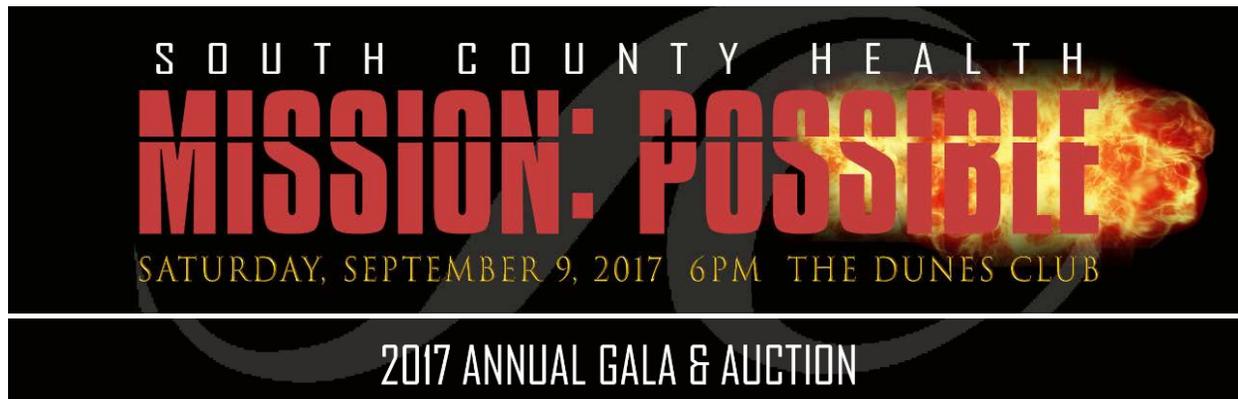
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Providers and Systems (HCAHPS), a national survey that asks discharged patients 27 questions about their hospital stay, ranging from nurse communication to environment, pain management and discharge information.

[Patient experience surveys](#) focus on how patients perceived key aspects of their care. Patients gave South County Hospital high scores on their experience of critical aspects of health care, including communication with

their doctors and nurses, understanding their medication instructions and the coordination of their healthcare needs.

A five-star rating in each of these areas indicates that a hospital is doing an exceptional job of meeting both patient expectations and providing a high level of quality care.



Tickets are now available for the 2017 South County Health Annual Gala & Auction. This event will take place at The Dunes Club, Narragansett, on Saturday, September 9, 2017 at 6 p.m.

This year's gala includes:

- Complimentary Cocktail Reception and Dinner
- Live and Silent Auctions (with auctioneer John Terrio)
- Dancing to the music of The Cartells

2017 Annual Gala & Auction Committee Co-Chairs:

Susan Winter and Sandra Winter

Committee Members: Elizabeth Chase, Anne Considine, Bonnie Considine, Joanne Daly, Jamie DelVecchio, Ellie Ferguson, Laura Harris, Carole Higginbotham, Teddie Kapos, Meghan Keenan, Sue Kermes, Christine King, Andrew Laperche, Colleen Mahoney, Noreen Mattis, Jennifer Mauran, Nadine McCauley, Patti McGreen, Ralph Mitchell, Catherine Moran, Jean Moran, Janice Panoff, Mary Phillips, Lisa Picerne, Laura Reilly, Robin Ryan, Marzena Salome, John Sheerar, Cathy Shippee, Claudia Swain, Tatum & Kym Wadensten.

To reserve a sponsorship or table, please contact the Development Office at South County Health at 401-788-3893 or DevelopmentOffice@southcountyhealth.org.

NEWS

OF INTEREST...

[Who Will Be Caring for Me During Treatment for Breast Cancer?](#)

In this article published by the U.S. News and World Report, Elaine K. Howley discusses the advantages of a multidisciplinary approach to treating cancer. This same approach is used at the South County Health Cancer Center where a team of healthcare and medical professionals work together to provide patients with the best possible care for the best possible outcomes.

[Blood Clots: The Least-Appreciated Complication of Hospital Care?](#)

Each year, dangerous blood clots claim the lives of about 100,000 Americans. Many of those deaths occurred during or after a hospitalization, despite evidence showing that most of these events could have been prevented. In this article, Peter Pronovost examines the importance of physicians, nurses, patients and their families working together to do a better job of raising the profile of this danger.

[Company churns out burritos, French toast — and inspiration for health care](#)

Cargill is a large, Minnesota-based company that has about 75 business units, including Cargill Kitchen Solutions, which largely makes egg products for McDonald's, schools and many other customers. Food there is prepared on a massive scale: eggs being cooked by the thousands, breakfast burritos being assembled and placed on conveyor belts, French toast cooked, stacked and placed into boxes. For Cargill, excellence is a choice, achieved by three main objectives: Focus on the customer; Humility; and Accountability. In this article, Peter Pronovost wonders if these same objectives, when applied in the healthcare industry, can also lead to excellence.

WELCOME TO SOUTH COUNTY HEALTH

The following professionals were appointed to the South County Health Medical Staff in May 2017:

Jessica L. Parker, APRN, FNP-C (Orthopedic Center)

Jessica Parker was approved as an affiliate to the medical staff at South County Health, having over 12 years of emergency nursing experience. She is employed by West Bay Orthopaedics & Neurosurgery, Inc. in Warwick, RI, working with orthopedic surgeon, Anthony P. Mechrefe, MD. Jessica received a Master of Science in Nursing from the University of Rhode Island and her BS in Nursing from Salve Regina University. She holds certifications in RNFA, BLS, ACLS and PALS.

Sara Watson, MD (Family Medicine – Referring)



Sara Wilson, MD, a staff physician at Thundermist Health Center in Wakefield where she practices Family Medicine, was approved by the board of directors as a referring physician to South County Health. Dr. Wilson received her medical degree from

Virginia Commonwealth University School of Medicine

and completed her residency in family medicine at Memorial Hospital of Rhode Island. She has extensive experience caring for adult and pediatric patients in both an inpatient and outpatient environment.

Abby White, DO (Thoracic Surgery – Consulting)



Thoracic surgeon, Abby White, DO, was approved by the board of directors as a consulting physician to South County Health. Dr. White also holds appointments/affiliations with Brigham and Women's Hospital, Kent Hospital, and within the Thoracic

Oncology program at the Dana-Farber Cancer Institute. She received her Doctor of Osteopathic Medicine degree from the Philadelphia College of Osteopathic Medicine and completed her fellowship in thoracic surgery at Brigham and Women's Hospital. Her professional and academic experience includes extensive lecture presentations, publications and research.

A WORD WITH AARON WEISBORD, MD, PRESIDENT OF THE MEDICAL STAFF

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our Cardiopulmonary Rehabilitation Program. This event, held in the memory of Mrs. McGillivray, a long-tenured volunteer and devout supporter of South County Hospital, is an annual celebration of her life during which



Cardiologist Dr. Steven Fera was honored for his 30 years of service to South County Hospital at the 2017 Frances McGillivray Tribute Campaign event. The campaign raised more than \$50,000, which will benefit Cardiopulmonary Services at the Hospital. Thank you to those who generously donated. We are so grateful for your support.

Pictured l-r: Amy and Mac McGillivray, Steven Fera, MD, and Dr. Kathe Jaret.

an individual is recognized for his or her contribution to the wellness of our community. This year we recognized the contributions of Dr. Steven Fera, my colleague, partner and friend at South County Cardiology. Dr. Fera's achievements, to mention a few, include modernizing our cardiac rehabilitation services and creating the cardiac catheterization program at South County Hospital. He also served as past Governor of the Rhode Island Chapter of the American College of Cardiology and as President of the RI Chapter of the American Heart Association. This award was richly deserved, and it was a true pleasure to participate in this life-affirming and joyful event.

These examples represent just a few of the innumerable contributions that members of our medical staff make to South County Hospital and to our community. I consider myself fortunate to represent such an outstanding group of medical professionals. Keep up the great work! Enjoy the South County summer!

Aaron Weisbord, MD
President, South County Health Medical Staff

Dr. Weisbord can be reached at South County Cardiology, 401-471-6440 or e-mail: aweisbord@southcountyhealth.org.

SOUTH COUNTY HEALTH ANNUAL MEETING



From accolades to announcements, recognitions and reminders, South County Health's Annual Meeting was a great success all around. Approximately 175 people attended the event, held at the Towers in Narragansett, where food, beverages and the health of the community were featured.

To view photos from the South County Health Annual Meeting, [please click here](#).

CME OPPORTUNITIES

Clinician and Patient Wellness Program Series

(See website for CME credit information.)

Destin, Florida - Sandestin Golf and Beach Resort

July 21 - 23, 2017

This conference is designed to provide primary care practitioners with evidence-based information on commonly encountered clinician and patient wellness issues, while suggesting pragmatic approaches to clinical management. The conference is designed with audience participation and hands-on workshops. The successful completion of this interactive program should improve attendees' confidence in diagnosing, treating and prescribing the most effective courses of treatment, with the ultimate goal of improving clinician and patient outcomes.

Internal Medicine Update

(See website for CME credit information.)

New Orleans, Louisiana - Omni Royal Orleans French Quarter

October 13 - 15, 2017

The Internal Medicine conference is designed to provide physicians, nurse practitioners, nurses and physician assistants involved in Primary Care with evidence-based information on commonly encountered office dilemmas and suggest current approaches to clinical management. The conference will present and critically assess recent advances and key topics in Internal Medicine to enhance the knowledge and competence of Primary Care attendees.

Infectious Diseases in Primary Care

(See website for CME credit information.)

Fairmont Copley Plaza, Boston, MA

Oct 25 - 27, 2017

The Comprehensive 2017 Infectious Disease Update: Prevention, Diagnosis, Treatment provides a comprehensive infectious disease update for physicians, nurse practitioners and physician assistants. This course provides guidance to improve the diagnosis, prevention and treatment of infectious diseases.

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GOT AN IDEA?

Do you want to submit an idea or story for the next issue of *Physician Focus*? Contact

[Eric Dickervitz](mailto:Eric.Dickervitz@scpho.org) at 401 788-1137.

Yield: 12 servings | Diabetes Recipe | Gluten Free | Heart Healthy Recipe



This noodle-less eggplant lasagna is low carb, low calorie and a good source of fiber.

INGREDIENTS

2 large eggplants (sliced lengthwise into 1/8 inch slices)
Black pepper to taste
1 tsp dried oregano
3 cups part-skim ricotta cheese
1 egg
1 3/4 cups reduced-fat mozzarella cheese
1 cup chopped fresh basil
4 cups low-sodium tomato sauce
2 Tbsp grated Parmesan cheese

Recipe courtesy of:

<http://www.webhealthyrecipes.com>

View this and more Health eCooking recipes:

[Eggplant Lasagna](#)

PREPARATION

- Preheat oven to 475°.
- Lightly coat eggplant with cooking spray on both sides. In a baking pan, arrange eggplant slices in one layer and season with black pepper and oregano. Bake for 30 minutes, turning once halfway through baking. Remove and reduce oven to 375°.
- While eggplant is baking, in a medium bowl combine ricotta cheese, egg, basil and mozzarella cheese, reserving 1/2 cup of mozzarella for later use.
- Spread 1/2 cup tomato sauce on bottom of a baking dish. Layer eggplant, cheese mixture and one cup of tomato sauce. Continue until complete.
- Spread remaining 1/2 cup mozzarella and Parmesan on top. Bake for 45 to 60 minutes, or until cheese is melted. Set aside for 10 to 15 minutes before cutting.

MARTHA'S VINEYARD



Martha's Vineyard, located off the Massachusetts coast, is a summertime paradise with a variety of landscapes and experiences perfect for a weekend away or a fun-filled day trip. Whether you're looking for a romantic getaway or a trip with the family, Martha's Vineyard offers many rare sights of the Atlantic with quaint historic surroundings.

For history buffs, Aquinnah Cliffs and Gay Head Beach below them, is an historic Native American site offering panoramic views of the Atlantic Ocean. While roaming the Vineyard, you can visit America's oldest platform carousel – the Flying Horses Carousel – at Oak Bluffs. The amusement ride was transported to Martha's Vineyard from Coney Island, NY in 1884.

There are many outdoor activities for the adventurous, including hiking trails, paddle boarding, boat tours and many beaches. (South Beach and Menemsha public beach are among the most popular.) [Martha's Vineyard Tours and Excursions](#), located in Vineyard Haven and Oak Bluffs, offers informative, narrated tours ranging from one hour to a three-hour tour of the full island.

Shopping is plentiful in the Vineyard, especially in the commercial and ferry port center of Vineyard Haven. There are many types of stores to suit every person's styles – from gift and specialty shops, to art galleries, antique stores and local farmers markets.

Lodging on Martha's Vineyard can be a daunting expense, particularly during the summer high season. However, TripAdvisor lists "budget hotels" that are reasonably priced, such as [The Pequot Hotel](#) in Oak Bluffs. A 4.5 star rating "budget hotel" is [Mansion House](#) located in the heart of Vineyard Haven. If you want to splurge on an amazing experience, try Martha's Vineyard Hotel or better known as the historic [Hob Knob](#) Inn in Edgartown.

The Vineyard is small enough to make the most of your visit, experiencing a little of everything – stunning beaches, not-so-average shopping, delicious food, historic lodging and a quaint New England atmosphere.

Getting There

Martha's Vineyard is serviced by two ferry companies – [Vineyard Ferries](#) and [Steamship Authority](#). Vineyard Ferries ports service the Vineyard, to and from Woods Hole, Hyannis, Nantucket, New Bedford and Falmouth in Massachusetts, as well as New York City, New Jersey and Rhode Island.

Steamship Authority provides service between Wood's Hole and Martha's Vineyard, and Hyannis and Nantucket.



SOUTH COUNTY HEALTH
MEDICAL & WELLNESS CENTER

Come Celebrate With Us!



Food Trucks | Music | Balloon Animals | Health Fair



Join us for an evening of family fun to celebrate a spectacular year of serving the Westerly community!

FREE and open to the public | All ages welcome

Friday, June 23, 2017
4 - 8 p.m.
Medical & Wellness Center
268 Post Rd. (Rte. 1)
Westerly, RI 02891

Register: www.southcountyhealth.org or call (401) 788-1647.

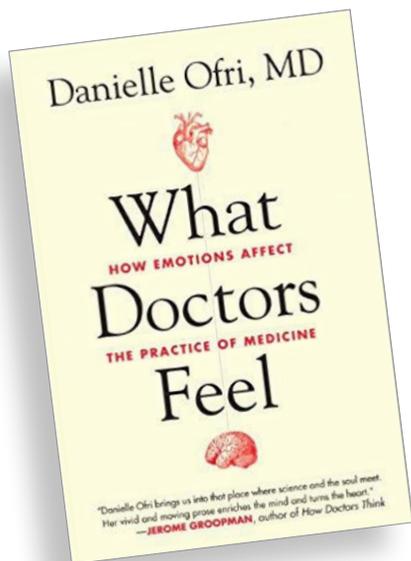
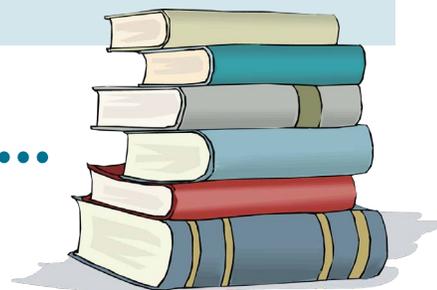
COME CELEBRATE OUR 1-YEAR ANNIVERSARY IN WESTERLY

On Friday, June 23, 2017, from 4-8 p.m., South County Health will celebrate the first anniversary of the Medical & Wellness Center in Westerly.

The family-friendly event will feature food trucks, entertainment and fun, along with the opportunity for our providers to set up information tables where they can connect with the community.

If you would like to promote your practice by setting up a table and interacting with attendees, please contact the Marketing Department to secure your spot. E-mail: marketing@southcountyhealth.org or call 401-788-1137. All requests must be made by Friday, June 16, 2017.

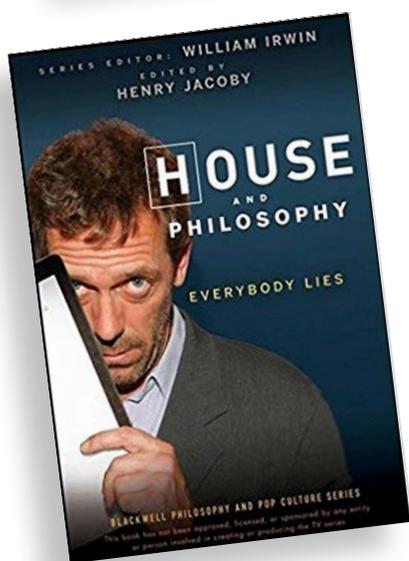
ON THE BOOKSHELF...



What Doctors Feel: How Emotions Affect the Practice of Medicine

by Danielle Ofri

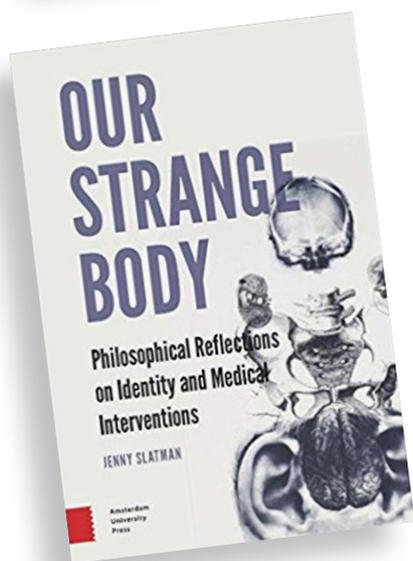
How do the stresses of medical life—from paperwork to grueling hours to lawsuits to facing death—affect the medical care that doctors can offer their patients? Digging deep into the lives of doctors, Ofri examines the daunting range of emotions—shame, anger, empathy, frustration, hope, pride, occasionally despair, and sometimes even love—that permeate the contemporary doctor-patient connection.



House and Philosophy: Everybody Lies

by Henry Jacoby

An unauthorized look at the philosophical issues raised by one of the most popular television shows: “House.” “House” pulled in more than 19 million viewers for each episode. This book takes a deeper look at the characters and issues raised in this medical drama, offering entertaining answers to the fascinating ethical questions viewers have about Dr. Gregory House and his medical team.



Our Strange Body: Philosophical Reflections on Identity and Medical Interventions

by Jenny Slatman

The ever-increasing ability of medical technology to reshape the human body in fundamental ways—from organ and tissue transplants to reconstructive surgery and prosthetics—is something now largely taken for granted. But for a philosopher, such interventions raise fundamental and fascinating questions about our sense of individual identity and its relationship to the physical body. Drawing on and engaging with philosophers from across the centuries, Jenny Slatman develops a novel argument: that our own body always entails a strange dimension, a strangeness that enables us to incorporate radical physical changes.