

your Health Matters

A publication produced four times a year as a community service of South County Health

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SOUTH COUNTY HOSPITAL RATED AMONG TOP IN NATION FOR QUALITY AND PATIENT EXPERIENCE

The Centers for Medicare and Medicaid Services (CMS) developed the Star Rating System to help healthcare consumers make informed decisions



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

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. 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 South County Health president and CEO, Lou Giancola. “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.”

South County Hospital is the only hospital in the Northeast to earn a 5-Star rating in the two categories.

Overall Quality

The Overall Hospital Quality Star Rating incorporates 57 measures on outcomes using

data collected from sources such as the Hospital Inpatient Quality Reporting (IQR) Program and the Hospital Outpatient Quality Reporting (OQR) Program, as well as patient experience scores.

Scores are based on mortality, safety of care, readmission, patient experience, effectiveness of care, timeliness of care and efficient use of medical imaging.

Patient Experience

Patient experience scores are based on the Hospital Consumer Assessment of Healthcare 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. These surveys focus on how patients perceived key aspects of their care. South County Hospital earned high scores on critical aspects of health care, including communication with their doctors and nurses, understanding their medication instructions and the coordination of their healthcare needs.

A 5-Star rating in each of these areas indicates a hospital is doing an exceptional job of meeting both patient expectations and providing a high level of quality care.



TO YOUR HEALTH

DELIVERING QUALITY CARE AND A POSITIVE PATIENT EXPERIENCE AMID UNPRECEDENTED CHANGE



Louis R. Giancola
President & CEO
South County Health

To say that this is a turbulent time in healthcare seems both trite and an understatement at the same time. Trite because healthcare has been undergoing significant change for years and, somehow, we have muddled through. An understatement, because I can honestly say that in my 47 years working in healthcare, I have not seen such uncertainty and so much change.

At the federal level we are seeing this new administration and Congress struggling to replace the Affordable Care Act, otherwise known as Obama Care, with something that could remove insurance coverage for 23 million people. The spillover effects on RI of reducing Medicaid (a program shared between the federal government and states) by \$2 billion over ten years have been termed catastrophic. In an effort to slow the rate of increases in health insurance premiums, health insurers are pushing the control of utilization of services and cost to healthcare providers. Insurance companies are moving toward a global payment to doctors and hospitals, with rewards if they manage costs and quality efficiently.

This is being done through the Accountable Care Organization, partnerships of doctors and hospitals trying to steer patients to lower cost settings for care. All of these changes have resulted in two hospitals going into receivership, the state equivalent of bankruptcy, and all except South County Health, joining larger systems.

I mention these changes not to sow seeds of concern about the future of South County Health, but rather to assure you that we are weathering the storm. In times like this, our approach is to “stick to the knitting,” that is, continue to strive to provide the highest level of quality and service to the communities we serve. Our vision and mission is “to forge extraordinary connections with our community that support health at every stage of life.” We are actively working with many partners in the community, including our neighbors—Westerly Hospital, Thundermist Health Center, Wood River Health Center and the Jonnycake Center, just to name a few—to address environmental and lifestyle issues that contribute to ill health.

We are striving to make our environment safer for patients and staff by participating in a collaborative effort with other hospitals to become a High Reliability Organization. High Reliability Organizations strive to make everyone extremely 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. An example is patients with the same last name residing on the same nursing unit. We are also learning a series of techniques, refined in naval aviation, such as STAR (Stop, Think, Act, Review), to ensure that we are doing the right thing at the right time for every patient.

We have implemented program and facility changes to ensure that patients experience patient-friendly care. Our renovated Cancer Center and our remodeled Women and Newborn Care Unit have received great reviews from patients and staff alike. Our Medical and Wellness Center in Westerly is celebrating its one-year anniversary and has received a warm reception from residents in Westerly and surrounding Washington County communities. The Orthopedics Center has implemented new robotic techniques so that total knees are now performed using robotic-arm assisted technology. South County Health Orthopedics Center is now doing one-third of all hip and knee replacements in RI, 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. Recently, the Centers for Medicare and Medicaid recognized South County Health as one of only 19 hospitals in the country to receive a double 5-Star rating for patient safety and patient experience, and the only hospital in the Northeast to receive the two 5-Star ratings. We are fortunate to have incredibly dedicated staff who made this distinction possible.

My job is to ensure that South County Health remains in balance despite the forces that weigh against the healthcare industry. Quality care and a positive patient experience is what we strive for. In good times and in uncertain times, that is what we will deliver.

lgiancola@southcountyhealth.org

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QUALITY AND PATIENT SAFETY EARN SOUTH COUNTY HEALTH STRAIGHT A'S FROM WATCHDOG GROUP

For the fifth consecutive year, South County Hospital earned straight A's for hospital quality and patient safety. The Leapfrog Group, the nation's leading nonprofit watchdog on hospital quality and safety, made the announcement after completing a review of 30 measures of publicly available hospital safety data. The performance measures produce a single score representing a hospital's overall performance in keeping patients safe from preventable harm and medical errors. South County Hospital 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 for five consecutive years.

"The fact that we're one of the few hospitals in the country to earn straight A's in patient safety speaks to the efforts we make every day to ensure that patient care is our number one priority," said Lou Giancola, president and CEO of South County Health.



The Leapfrog Hospital Safety Grade was developed under the guidance of an expert panel that reviews hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. The grades are calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public. Some of the areas analyzed by The Leapfrog Group include inpatient care management, medication safety, maternity care, infections and injuries.

"Straight A hospitals are a rare breed. Not only did South County Hospital achieve the highest national standards for safety, but they consistently maintain that level of excellence," said Leah Binder, president and CEO of The Leapfrog Group. "That means that they put the well-being of their patients first, every hour of every day, year after year. We are proud to recognize that tireless commitment."

DEPARTMENT OF DIAGNOSTIC IMAGING EXPANDS TECHNOLOGY, SERVICES, AND FOOTPRINT

The Department of Diagnostic Imaging (DI) has undergone major changes and additions over the past year. When it comes to screening and imaging, the most accurate care begins with a clear and confident diagnosis on the heels of DI. South County Health recently expanded its technology and some of the offerings found in the Outpatient Diagnostic Imaging Center at South County Hospital as well as at the Medical & Wellness Center in Westerly. To find out what's new and exciting in South County diagnostic imaging, we spoke with Lenor Durand, manager of the department.

SCH: The system was able to expand its DI service offerings into Westerly in the past year. What imaging services are now available there?

Lenor Durand (LD):

Our growth into Westerly this past year has been very successful. We have a digital x-ray department that can accommodate any doctor's orders. If you visit our Express Care and require an

x-ray, the technologists are ready and available to accommodate you.

In addition to x-ray, we have a full-service ultrasound department. Abdominal, pelvic and obstetrical studies are performed in addition to almost any other study, such as a thyroid or extremity in question of deep vein thrombosis (DVT). Call our scheduling department at the Hospital at extension 1486 to book your appointment.



The latest 3D mammography is available at the Hospital in Wakefield and at the Medical & Wellness Centers in East Greenwich and Westerly.

SCH: How does 3D mammography differ from previous breast screening technology and why is it more advanced?

LD: A woman's chance of developing breast cancer in her lifetime is 1 in 8, proving the importance of having your screenings performed with the most advanced technology. Our Hologic mammography systems have proven to detect 41% more invasive breast cancers and reduce false positives reports by up to 40%.

continued on page 8

PROTECT YOURSELF FROM THREAT OF THE ZIKA VIRUS

Summer is just around the corner and the threat of contracting the Zika virus through mosquito bites is creating a public health concern again. Since its resurgence in 2015, the number of symptomatic cases in the US states has grown significantly.

In 2016, 5,102 cases of Zika virus were reported with 4,830 of those from travelers in affected areas. 224 cases were transmitted through local mosquitos in the US and 48 were acquired through other transmission such as sex, lab work or other means of person-to-person contact. In 2016, 54 cases were reported in Rhode Island. Data from January 1 to May 10 reports 110 cases of Zika with two reported in Rhode Island. Unfortunately at this time, there is no vaccine or medications available to prevent the virus.

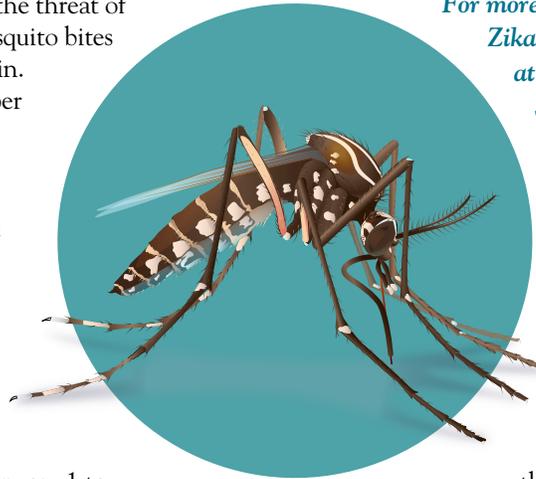
Anyone who contracts Zika is negatively affected with symptoms of:

- fever
- rash
- headache
- joint pain
- red eyes
- muscle pain

Pregnant women and those planning to become pregnant are most at risk. The virus can be passed to the fetus resulting in a serious brain defect called microcephaly, which is a sign of incomplete brain development. This link was definitively confirmed by the Centers for Disease Control (CDC) in April 2016.

“If you are pregnant or planning to become pregnant and you or your partner are planning to travel this summer, check to see if your destination has Zika travel notices,” said Dr. Mary Christina Simpson of South County Health Center for Women’s Health.

The CDC has issued travel notices for certain regions of Cape Verde, Mexico, Africa (Angola and Guinea-Bissau), Asia (Maldives, Singapore), the Caribbean, the Pacific Islands and South America.



For more information on the Zika virus, visit the CDC online at www.cdc.gov/zika or call the South County Health Center for Women’s Health at 401 789-0661. The Center for Women’s Health has three convenient locations in East Greenwich, Wakefield and Westerly.

“Pregnant women, those planning to become pregnant or a partner planning to travel, are strongly encouraged to not travel to Zika infected areas, but if they do plan to make the trip, they should speak with their doctor to ensure they practice all of the precautions to prevent contracting the virus,” said Dr. Simpson.

Protect yourself from Zika

1. **Prevent mosquito bites.** Zika virus is mainly spread through the bite of an infected mosquito. Use an EPA-registered insect repellent with certain active ingredients – DEET, Picaridin, IR3535, Oil of lemon eucalyptus (OLE) or para-methan-diol (PMD) and 2-undercanone.
2. **Protect your baby or child.** Dress your child in clothing that covers arms and legs. Cover the crib, stroller and baby carrier with mosquito netting.
3. **Wear long-sleeved shirts and long pants.**
4. **Take steps to control mosquitoes inside and outside your home.** Use screens on windows and doors; use air conditioning if available; if sleeping outdoors use a mosquito bed net; frequently clean items that hold still water as this is where mosquitoes lay eggs.



RECOGNIZING EXTRAORDINARY NURSES

South County Health’s Jaime Gardner, RN, was the latest recipient of the DAISY Award, an award that is part of an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. Jaime was nominated by the daughter of her patient, for whom she provided end-of-life care. Pictured is Anne Schmidt, Vice President of Patient Care Services and Chief Nursing Officer at SCH, with Jaime at the award ceremony on the Medical/Surgical Nursing Unit.

11th Annual Women's Wellness Day



Keynote Speaker
Marni Jameson

Author of *Downsizing the Family Home*

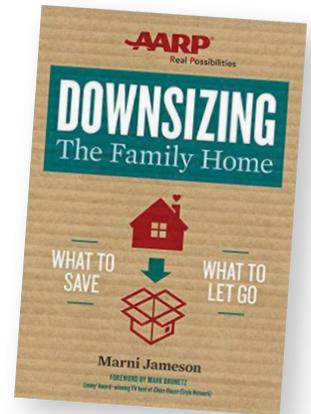
The Ocean House
1 Bluff Avenue, Westerly

A day of enlightenment, inspiration, and fun!

Women's Wellness Day offers you and your friends a way to reconnect and learn about improving and safeguarding your health, while treating yourself to a special day!

- Hear from medical experts on topics specific to women's health*
- Shop for exquisite items in mini-boutiques
- Enjoy a continental breakfast and gourmet buffet lunch
- Enter to win more than a dozen raffle prizes
- Purchase *Downsizing the Family Home* and have it signed by Marni Jameson!

Register by Oct. 7 online at southcountyhealth.org or call 401 788-1173.
\$80 per person includes continental breakfast, lunch, and parking!



Downsizing the Family Home will be available for purchase. Book signings after remarks!

Saturday, October 28, 2017
8:00 am - 3:00 pm ~ \$80

*Visit www.southcountyhealth.org to view the full program of events

WE VALUE YOUR OPINION

Overall, how would you rate *Your Health Matters* compared to other hospital wellness newsletters you receive?

EXCELLENT VERY GOOD GOOD FAIR POOR

What health topics would you like to read about in future issues?

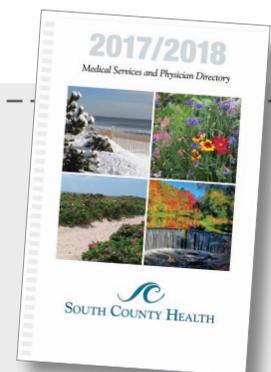
- Yes! Send me my FREE Medical Services & Physician Directory.
- Yes! Add me to your mailing list for health and wellness lectures.

Please print your name and address below:

Name: _____

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E-mail: _____



FROM LOYALTY TO LEGACY: JOSEPH BEAUDOIN PUTS HIS HOME WHERE HIS HEART IS.

Joseph Beaudoin grew up in North Kingstown and began working at the age of six, milking cows for twenty-five cents an hour. By age 16, he had saved enough money to buy the farm on which he worked!

Throughout his life, South County Hospital has been a community stronghold for Joseph and his family. "My mother was born there. I was born there. I've had multiple surgeries there. It's the only hospital I've ever gone to," Joseph recalled. It has been there when he needed help. And now, he plans to return that favor.

A few years ago, Joseph began feeling ill. He and his wife, Barbara, turned to his primary care physician at South County Health. After a battery of tests, he was referred to medical oncologist, Dr. Gerald Colvin. When the diagnosis included leukemia, the couple's visits to South County Hospital became more frequent. Their affinity for the physicians and resources of the Cancer Center became even stronger. Joseph said, "Dr. Colvin has kept me alive." And he adds, "I like that my doctors are all there – on the first, second or third floor."

The Beaudoins appreciate the support they receive from the medical and support staff. Throughout treatment, the Beaudoins arrived at appointments at the Cancer Center with chocolates, Easter baskets and valentine gifts for the nurses. Barbara knitted hats for babies in the Women and Newborn Care Unit. "We do what we can," Joseph said.

But the Beaudoins wanted to do more. They thought about how they could make a difference in the future of South County residents who one day may need the services of the Cancer Center. While the Hospital has grown in size and services over the years, the Beaudoins find that the sense of community has remained. They wanted to support a place like that.

In November 2016, impressed with the care Joseph received, as well as the improvements made to the Cancer Center, the couple informed Dr. Colvin that they had decided to include the South County Health Cancer Center in their will.

Over the next few months, the Beaudoins and Dr. Colvin met with attorneys and the Beaudoins' financial advisors to ensure that the Cancer Center is the beneficiary of the proceeds from the Beaudoins' estate – their home, its contents, as well as the 2.5 acres of land on which it sits.

After signing the legal documents necessary to carry out his charitable intention, Joseph expressed his sense of relief and contentment. "I feel real good about it. Real good," he said.

Barbara shared that sense of satisfaction with her husband. "It's what he wanted. He asked me and I stand by his decision," she said. "We just like to help people."



Barbara and Joseph Beaudoin with Dr. Gerald Colvin (center).

South County Health recognizes the significance of planned giving and the impact it has on sustained improvements to the Hospital and its resources. Those, like

the Beaudoins, who include South County Health as a beneficiary are not only an important part of the Hospital's future, but are honored with membership among a special group of philanthropists called the Flagship Society.

If you would like your legacy to include membership in the Flagship Society for the betterment of South County Hospital, we would be honored to work with you and your financial advisor to help you achieve your philanthropic goals. Contact South County Health's Vice President of Fund Development, Claudia Swain, at 401 788-1608, or send an e-mail to:

DevelopmentOffice@southcountyhealth.org.

YOUR LEGACY MATTERS!



Imagine—the ability to create a personal legacy of giving that will improve the quality of healthcare in your community for decades to come. Flagship Society members have accomplished this through the power of a planned gift or through their will.

Planned giving enables you to make a gift to South County Health that best reflects your interests while also meeting your financial needs.

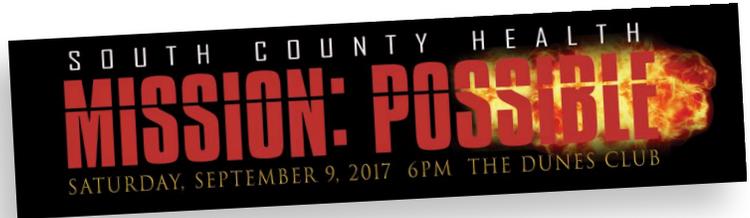
If you have already included South County Health in your estate planning, please let us know—not just so that we can thank you, which we want to do, but because your gift will inspire others to do the same—now, imagine that!

To discuss how your legacy can have a significant impact, please call Claudia Swain at 401 788-1608, or email her at cswain@southcountyhealth.org or use the enclosed postage-paid envelope.

YOUR MISSION SHOULD YOU CHOOSE TO ACCEPT IT

2017 Annual Gala & Auction

South County Health presents
MISSION: POSSIBLE on Saturday,
September 9, 2017 at 6:00 p.m. at the Dunes Club.



- Complimentary Cocktail Reception and Dinner
- Live and Silent Auctions
- Auctioneer John Terrio
- Music and Dancing with The Cartells



Three ways to purchase tickets:

- Call 401 788-3893
- Email DevelopmentOffice@southcountyhealth.org
- Visit southcountyhealth.org, click "Giving," then "Fundraising Events"

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

2017 Annual Gala & Auction Committee: Elizabeth Chase, Anne Considine, Bonnie Considine, Joanne M. Daly, Patricia D'Ambra, Jamie E. DelVecchio, Ellie Ferguson, Laura Harris, Carole Higginbotham, Teddie Kapos, Meghan Keenan, Sue Kermes, Christine King, Andrew J. Laperche, Colleen Mahoney, Noreen Mattis, Jennifer Mauran, Nadine McCauley, Ann Marie McGarty, Patti McGreen, Ralph Mitchell, Catherine Moran, Jean Moran, Janice Panoff, Mary Phillips, Lisa Picerme, Laura Reilly, Robin Ryan, Marzena Salome, John Sheerar, Cathy Shippee, Claudia Swain, Tatum Wadensten & Kym Wadensten.
Honorary Chairpersons: Dr. Thomas J. Keenan and Dr. Eve T. Keenan.



Committee Chairpersons Susan Winter and Sandra M. Winter

A LEGACY OF PASSION FOR HELPING OTHERS

Frances Dolan ~ 5/23/1921 – 5/14/2017

Fran Dolan was a familiar, friendly face at South County Health. Helping others was a way of life for her. Her contributions as a volunteer and donor made a positive difference at South County Health, but her popularity and generosity extended into the South County community.

In November 2005, Fran began volunteering at the South County Hospital Gift Shop. She had a reputation for being punctual, looking forward to applying her love for gardening to caring for the floral arrangements that she sold.

Music was a big part of Fran's life. She especially enjoyed classical music, and it was a constant presence in her Narragansett home. She was a tenor in the choir at St. Mary's Star of the Sea, a member of The Women's Club of South County and an avid bridge player.



She graduated from American International College, Forsyth School of Dental Hygiene, in Boston, MA and the University of Bridgeport in CT. Her career as a dental hygienist led her to become the director of Fones School of Dental Hygiene at the University of Bridgeport.

Fran was married to the late Francis E. Dolan, and together they raised his five daughters. She was well traveled and enjoyed different cultures and seeing the world.

Her personality was beautifully captured by one of her friends from South County Health: "Fran was a lovely person who everyone knew. She never

had a harsh word to say."

She will be fondly remembered and truly missed by all she touched at South County Health.

Your Health Matters is a free publication produced four times a year as a community service of South County Health. To be added to our mailing list, please call us at 401 788-1492.

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DEPARTMENT OF DIAGNOSTIC IMAGING EXPANDS TECHNOLOGY, SERVICES, AND FOOTPRINT

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We have the latest in mammography technology in all of our centers, including the Medical & Wellness Center in Westerly. This technology is called “tomosynthesis,” which is 3-dimensional mammography. The 3D part of the exam is procedurally very similar to the traditional 2D study. There is no additional compression and it takes only a few additional seconds to complete the 3D views. This technology provides a more detailed study of the breast tissue and helps the radiologist identify any abnormality or change in the breast much sooner than with older systems.

SCH: What is new in DI at SCH this year?

LD: A more advanced 1.5 MRI system was recently installed at the Hospital. The advantages of this new unit are immeasurable. Among the benefits:

- Faster scan time. A scan that used to take 45 minutes takes about 25 minutes on the new scanner.
- We can do many studies “feet first.” This will help people who feel confined and do not like tight, closed spaces.
- Breast MRI and biopsy capabilities are a tremendous addition in our Cancer Center.
- We can now provide prostate scans which we did not have the technology to do before.
- Patients with compatible, MRI conditional cardiac pacemakers can now have MRI exams when needed. Previously, no one with a pacemaker could have an MRI.

For more information on diagnostic imaging at South County Health, visit www.southcountyhealth.org or call 401 788-1486.