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Nurses at AnMed Health once again excelled in 2014. From earning degrees and certifications to being recognized as Palmetto Gold and Extraordinary Women, our nurses proved they are among the best and brightest.

December ended two years as an American Nurses Credentialing Center recognized Magnet Designated facility. This program recognizes facilities for strong nursing leadership, shared decision making, integrated professional practice that provides both quality of care and outstanding patient experience, and innovation and infrastructure that supports evidence-based practice and research. The success of this program resides with staff nurses dedicated to quality outcomes of patients.

Staff were busy during the year learning new concepts and conducting pilot projects aimed at reducing both length of stay and readmission rates. These included: 1) the Synergy Project begun on 4 Center utilizing a multidisciplinary team to round daily and address patient care needs prior to being ready for discharge and 2) a transitions of care program placing health coaches in the home of high-risk COPD patients to address needs and teach coping skills.

Additionally, AnMed Health partnered with the Joint Commission Transforming Healthcare Initiative to reduce Congestive Heart Failure (CHF) 30-day readmissions. A team of AnMed Health nurses from many disciplines collaborated with physicians, social workers, pharmacists, and other specialty areas to address the transition from inpatient to outpatient for this complex patient population. The group chose two primary methods of reducing readmissions, based on our patient population and past successes in similar Joint Commission projects. These methods were to a) increase use of telehealth monitoring and b) schedule a follow up appointment within 7-10 days of discharge. The target group baseline readmission rate of 22.27% showed statistically significant improvement over a 7 month period to 15.36%.

Many others were working on projects to affect these and other measures. Our work is not done. Much remains to address the needs of our patients. We support our patients, their families and our staff.

I hope you will find the stories in this year’s Annual Report meaningful and ones that promote pride in the work you do each and every day. Thank you for being an AnMed Health nurse.

Tina Jury, CNO, Executive Vice President for Patient Care Services
Transformational Leadership

Raising the level of motivation and performance
Brown named one of 20 Under 40

Nedra V. Brown, RN, BSN, MHA, was named one of 20 Under 40 by the Anderson Independent Mail in a ceremony and publication in the daily newspaper. The annual program honors 20 “high-achieving individuals” from the community who are leaders in community engagement, business, education, health and other areas. Brown, orthopaedic service line director, is a recipient of the South Carolina Palmetto Gold Nursing Award and a number of other awards and honors, including AnMed Health Extraordinary Women in Healthcare Award.

Campbell serves on panel to curb workplace violence

Hope Campbell, director of nursing for AnMed Health Women’s and Children’s Hospital and Behavioral Health Services, was selected to participate on the American Nurses Association (ANA) Professional Issues Panel on Workplace Violence and Incivility Advisory Committee. The goal of the panel is to develop a position statement on workplace violence and incivility and detailed recommendations for registered nurses and employers. The work of the committee is to provide guidance and feedback to ANA and to the Workplace Violence and Incivility Steering Committee. The committee will help develop resources related to the project.

Four honored with Gold Standard Nursing Awards

AnMed Health named four Gold Standard Nursing Award winners in 2014.

A partnership between Jamie Wallace and Kelli Potter led to improvements in patient care and a Gold Standard Nursing Award for the duo from Wound Care Services, while Nancy MacDougal and Darlene Hoyle struck gold for the second half of the year.
nurses have been involved in skin and wound care improvement processes and are responsible for the annual Wound and Skin Fair.

MacDougal’s nominator says she revolutionized care on 4 Center by engaging in research and quality improvement projects. Her research and quality improvement projects resulted in new workstations placed on the unit in places that made hourly rounding more efficient and staff more accessible to patients. She was instrumental in implementing a new delivery model that reduced length of stay by more than 25 percent and improved patient satisfaction scores.

She also has shown dedication and leadership on other areas, working to fill positions during a time of staff turnover, meeting patients in the parking lot to make sure they knew how to take medicine and taking part in fundraising efforts for the AnMed Health Ride for the Cure.

Hoyle is known for her ability to teach nursing skills to her fellow professionals. She has been an educator in Nursing Staff Development for 12 years where she has built a reputation for being a positive and encouraging instructor who teaches in a manner that makes learning better. In addition, she has earned certification in Advanced Holistic Nursing and collaborated with other nurses to organize the Palmetto Chapter of the American Holistic Nurses Association, which she served as president.

Others nominated for the Gold Standard Nursing Award were:

Anna Childers, ICU
With a solid reputation as a compassionate nurse, Childers serves as a positive role model for her peers and has been singled out by patients and their families for her giving spirit and exceptional disposition. She also has been recognized by interdisciplinary departments at AnMed Health for her positive attitude.

Childers also stepped in to serve as unit council chair in 2014 when the position opened on short notice.

Betty Hei, 3 East
Overcoming many American cultural barriers as a young woman, including language, Hei has gone on to be a stalwart nurse in 25 years with AnMed Health.

She has built a reputation for excellence in Women’s Surgery over the years. She now serves as charge nurse and often takes time to work with new nurses and nursing students.

Hei’s peers believe she exemplifies what a model nurse should be with her patience, kindness, conscientiousness, teamwork and professionalism.

Donna Marcengill, Operating Room
As charge nurse in the Medical Center Operating Room, Marcengill is responsible for daily operations, including staffing and patient flow.

She also works with students who rotate through the OR and makes sure their rotations meet learning objectives. She functions as a preceptor, mentor and counselor for novice nurses as they
Transformational Leadership

navigate learning to function in a unique practice setting.

Marcengill completed her BSN, became certified in perioperative nursing (CNOR) and started work on her Master’s in Nursing degree.

Sharon Smith, 6 North
A champion of the AnMed Health Step in Line with 179 program, Smith led 6 North to winning the first award given by the initiative.

She has been an advocate for patients and aggressive in physician communication regarding insulin needs for glycemic control. She has provided financial and emotional support to coworkers and serves as a shift leader and preceptor. Smith has assisted in the orientation of new graduates, serves as a transfer mobility coach and will serve as unit council co-chair in the coming year.

Chassie Burdette, 6 North
Burdette, the evening shift charge nurse for 6 North, serves as a preceptor for many students and new employees and is known among them for her eagerness to help them. A graduate of Tri-County Technical College’s nursing program, she did her clinical on 6 North and asked about a job when she was finished.

She worked toward her BSN at Clemson University in 2014 and remained on track to obtain her Med Surg certification.

Caroline Nalley, Outpatient Surgery
Even as she nears retirement, Nalley has earned a reputation for adaptability in a changing profession. She was named the first charge nurse in Outpatient Surgery in 2013. When the task of preparing morning patients for surgery was transferred to Outpatient Surgery, she was instrumental in making sure the department was ready. Nalley has led the way in embracing changes that have come to her and the rest of the staff. She is a member of the American Society of PeriAnesthesia Nurses.

CNO recognized with Extraordinary Women in Healthcare Award
AnMed Health singled out three women for their outstanding contributions to their professions during the March 13 annual Extraordinary Women in Healthcare Awards and Symposium, including Tina Jury, Chief Nursing Officer and executive vice president of Patient Care Services.

Jury was awarded the Gladys Grantland Extraordinary Woman in Healthcare Community Service Award for extraordinary clinical excellence and transformational leadership in support of AnMed Health’s integrated healthcare delivery system.

Jury was AnMed Health’s director of nursing for Medical Surgical Services when she was tapped for the role of chief nursing officer and vice president for patient services in 2007. During her tenure as CNO and VP, she has spearheaded the implementation of a long list of patient care and process improvement strategies that aligned AnMed Health with the best of the best in nursing, including her role in efforts that led to Magnet recognition for AnMed Health from the American Nurses Credentialing Center.
USC nurse anesthesia program calls AnMed Health its best experience

The USC Graduate Program in Nurse Anesthesia recognized the AnMed Health Department of Anesthesia as the clinical site of the year. The program is based out of Palmetto Health Richland and students rotate to other training sites, including AnMed Health.

Each year the program administrators ask the students to rate their experiences at the various clinical training sites, and the Class of 2014 chose AnMed Health as the affiliated site that provides the best overall experience.

The program’s two main training sites are Palmetto Health Richland and Greenville Health System. Affiliated clinical partners enrich the students’ experience by offering rural, community and military practice opportunities.

The nurse anesthetist is a highly trained medical care specialist who works under the supervision of a physician and is responsible for anesthesia requirements during surgery. The nurse anesthetist develops, implements, and evaluates the anesthetic plan of care for individual patients.

Leadership positions

Nurses stepped into leadership positions throughout the organization during 2014. Some of those included:

- Michelle Autry, clinical instructor of Surgery
- Sunni Busby, nurse manager of 4 South
- Carolyn Edwards, director of nursing for Critical Care
- Denise Hamby, nurse manager of 4 Center
- Kim Irby, coordinator for Certified Cardiovascular Care
- Angela Johnson, nurse manager of Surgery
- Greg Krakos, patient care coordinator

Members of the nurse anesthesia staff accept an award for earning top marks in training nurse anesthetists. Jesse Kaiser, CRNA, David Abramovitz, CRNA, Angela Johnson, RN, and Paul Ward, CRNA (l-r, in green scrubs) accept the certificate from representatives of the USC Graduate Program in Nurse Anesthesia.

AnMed Health employees demonstrate hands-only CPR at the Spring Water Festival in Williamston on Aug 23.
Structural Empowerment

Empowering nurses to accomplish goals
Structural Empowerment

Summer externs hone their skills

Senior year BSN students obtained additional assessment and clinical skills to prepare for the workplace in AnMed Health’s summer extern program.

The eight-week program is structured learning that involves assigned preceptors and weekly educational presentations. Externs are evaluated on clinical performance.

“Each year I look forward to the summer and meeting the new externs,” said Shelly Walters, coordinator of the program. “They have such a passion for learning and great attitudes. Their enthusiasm is infectious.”

The extern program is also a good recruiting opportunity for AnMed Health, Walters said. In the last three years, at least 75 percent of the externs have stayed on in a PCT2 role until graduation, and eight of 10 externs from the previous years’ class are now RNs at AnMd Health.

Quality improvements lead to award for heart care

AnMed Health received the Get With The Guidelines®—Heart Failure Gold Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association/American College of Cardiology Foundation secondary prevention guidelines for heart failure patients.

The program helps hospital teams provide the most up-to-date, research-based guidelines with the goal of speeding recovery and reducing hospital readmissions for heart failure patients.

AnMed Health earned the award by meeting specific quality achievement measures for the diagnosis and treatment of heart failure patients at a set level for a designated period. These measures include proper use of medications and aggressive risk-reduction therapies such as cholesterol-lowering drugs, beta-blockers, ACE inhibitors, aspirin, diuretics and anticoagulants. Before patients are discharged, they also receive education on managing their heart failure and overall health, as well as referrals for cardiac rehabilitation.

“AnMed Health is dedicated to improving the quality of care for our heart failure patients, and implementing the American Heart Association’s Get With The Guidelines—Heart Failure program helps us to accomplish this goal by being tracking and measuring our success in meeting internationally-respected guidelines,” said Kathy Delo-plaine, assistant vice president for Cardiovascular Services at AnMed Health.
NPs have a growing presence

Nurse Practitioners are a growing part of the AnMed Health system, finding greater ways to contribute to a growing patient population.

Ashley Black
AnMed Health Carolina Cardiology

Stacey Branyon
AnMed Health Honea Path Family Medicine

Lisa T. Bryant
AnMed Health Williamson Family Medicine

Anna Burdette
Occupational Health

Sherri L. Cheek
AnMed Health Carolina Cardiology

Amanda Couch
AnMed Health Upstate Gastroenterology

Lindsey A. Davis
AnMed Health Carolina Cardiology

Sarah M. Deblaey
AnMed Health Carolina Cardiology

Mary E. Fairchilds
AnMed Health Pulmonary and Sleep Medicine

Linda Gardner
AnMed Health Kids’ Care

Kara Cooper Gilmer
AnMed Health Neurology Consultants

Kim Gosnell
AnMed Health CHF Clinic

Tara Gunnells
CareConnect

Kristen A. Hall
AnMed Health Pulmonary and Sleep Medicine

Diana M. Harper
AnMed Health Carolina Cardiology

Nancy Hellenga
AnMed Health Ob/GYN Associates

Suzanne Keoght
AnMed Health Clemson Family Medicine

Jennifer Lingerfelt
AnMed Health Lakeside Family Medicine

Mary Lollis
AnMed Health Arrhythmia Specialists

Sarah Long
AnMed Health Internal Medicine

April Mann
AnMed Health Centerville Family Medicine

Valerie Mattingly
Occupational Health

Christine McMahan
AnMed Health Oncology and Hematology Specialists

Corrinna Obannon
Anderson Heart

Dawn Russell
AnMed Health Carolina Kids

Laura Saylors
Supportive Care Services

Kathleen Sheppard
AnMed Health Palmetto Family Medicine

Jocelyn Sikes
AnMed Health Clemson Family Medicine

Connie Simpson
Occupational Health

Kelly Smith
AnMed Health Internal Medicine

Kayla Tulloch
AnMed Health Children’s Health Center

Shelley Wells
AnMed Health Medicus ENT

Candace Whitfield
AnMed Health Honea Path Family Medicine

Gayla R. Wilson-Patterson
AnMed Health Carolina Cardiology

Margaret Winbourn
Occupational Health

Mary Beth Wright
AnMed Health Family Medicine Residency Program
AnMed Health nurses pursue advanced certification

An increasing number of AnMed Health nurses have achieved certification. The National Credentialing Research Coalition (NCRC) says certified nurses have higher patient satisfaction ratings, more effective communication skills, fewer disciplinary events and higher job satisfaction. Certified nurses also report rewards such as personal growth, increased autonomy, empowerment and career advancement.

The certified nurses at AnMed Health include:

**2 North**
Sharon Smith

**3 East**
Aimee Sharp

**4 Center**
Teresa Burdette
Candy Chapman
Gloria Cheek
Kelly Herring
Nancy MacDougal
Dawn Smalley

**4 South**
Sunni Busby
Kippany Garriga

**5 Center**
Beverly Stewart

**5 North**
Marlene Campbell
Shirley Walker

**6 North**
Sandra Ellison
Kathy Gibson
Heather Thompson

**6 South**
Stephanie Brown - 6 South
Kimberly Hair - 6 South
Jane Mitchum - 6 South
Amy Morrison - 6 South
Jennifer Wright - 6 South

**7 South**
Melisa Aiken
Mary “Kathy” Dugan
Lisa Haynes
Angela Senkiw

**8 South**
Allison “Leigh” Morgan
Whitney Sanders
Sarah Tuorila

**Anesthesia**
Rawhi Abu Abdo
Mark Bone
Michelle Buckreis
John Burgess
James Calvert
Adrienne Cauley
Joyce Collier
Valeria Consonery
Shauana Cox
Bridget Cromer
John Harbin
Jesse Kaiser
Kristen Mills
Curtiss Moore
Jason Mortenson
Luanne Nuttall
Carol Pethel
Gregory Sanders
Jesse Smith
Carol Watts
Amy Weaver
Robert Wood
Care Coordination
Christina Evans
Tara Rencher

Cardiovascular Administration
Kimberly Irby

Cancer Center Infusion Center
Carol Holder
Cynthia Simmons

CCU
Raven Anderson
Kristi Boggess
Julie Chiappini
Barbara “Renee” Leaf
Robin Michael

Centralized Monitoring
Laura Kesler
Brenda Randolph

Clinical and Nursing Research
Kathy Betsill

CVICU
Cindy Barshaw
William “Doug” Hulme
Amanda Show

Diabetes Management
Thomasona Hunt
Jane Mauldin

Emergency Department
Nella Allen
Marie Ashley
Sarah Atkin
David Cothran
Beverly DeAngelis
Nancy Ellett
Kathryn Guinn
Dorothy Hardin
Marcy Holbrooks

Van Jones
Paige Kennedy
Joyce Lawless
Teryi Louch
Jamie Moon
Glenda Ricci
Zachary Stancill
Virginia Taylor
Jean Wald

EP Labs
Stewart Powers

Executive Offices
Tina Jury (CNO)
Dianne Spoon

Health Promotion
Valerie Mattingly
Jean Watson

ICU
Sheila Burdette
Melissa Haynie
Beth Hunt
Faith Lewis
Cyndi McGee
Cheryl Quartararo

Infection Prevention
Gwen Usry

IV Therapy
Urbano Hilton
Lisa Mattison
Andrea Ohly

Kids’ Care
Cathey McClain
Whitney Williams
Structural Empowerment

Labor and Delivery
Angela Riddle
Doris Street
Kimberly Watson

LifeChoice
Amy Goodson

LifeFlight
Jennifer Clark
Jennifer Durham
Angela Fields
Gregory Krakos
Alex Nicholas

Neuro Intensive Care
Chuck Horton
Tracy Kopp
Lynne McCarragher
Mandy Scott

Occupational Health
Connie Simpson

PACU
Jacqueline Muhammad

Patient Care Administration
David Abramovitz
Carolyn Edwards
Bryan Kennedy

Perioperative Services Administration
Chrystine Hatem

Quality Outcomes
Freda Kelley

Staff Development
Andrea Briscoe
Darlene Hoyle
Donna Kleister
Nandel Smith

Surgery
Melissa Croft
Lena Day
Donna Marcengill

Surgery/AnMed Health Vascular Medicine
Jane Cwynar

Surgery Assessment Center
Constance Roberts
Crystal Hooper

Training and Organizational Dev.
Paula Martin

Women's and Children's Anesthesia
Jessica Boggs
Brooks Cauley
Nancy Chabek
Misty Deason
Charles Flowers
Debora Froese
Christopher Leonard
Anna Mayberry
Deborah Salley
Catherine Schnepf
Shelly Spang
Paul Ward

Women's and Children's Administration
Hope Campbell
Cynthia Swaney

Women's and Children's Mom/Baby
Karine White

Women's and Children's Nursery
Ann Bolt

Women's and Children's PACU
Barbara McAlister
Pamela Griffin
AnMed Health nurses passed a significant milestone during the third quarter of 2014 by passing a certification goal of 20 percent. By the end of the year, 22.1 percent of AnMed Health nurses had earned their advance certification.

AnMed Health places a high value on building the best staff available to us and that means hiring nurses that come with the critical thinking skills of a Bachelor of Science in Nursing. In 2014 we approached our goal of a nursing staff in which 50 percent have earned BSN.
Exemplary Professional Practice

Commitment to the highest standards
Exemplary Professional Practice

Cardiovascular team works hard to earn Chest Pain Center status

AnMed Health Medical Center was recognized in 2014 as an accredited “Chest Pain Center with PCI” by the Society of Cardiovascular Patient Care (SCPC).

PCI is percutaneous coronary intervention, commonly known as angioplasty, in which a “balloon” is used to open up blockages that are preventing blood flow to the heart. The length of time it takes someone suffering a heart attack to receive PCI is key to saving a heart, and a key measurement in determining whether a medical center meets the tough standards of Chest Pain Center accreditation.

Hospitals must meet or exceed a wide set of stringent criteria and demonstrate commitment to reducing the time it takes to provide treatment to a patient experiencing chest pain and other signs of a heart attack, and increasing the accuracy and effectiveness of treatment. Accredited Chest Pain Centers also work in the community they serve to promote and encourage lifestyles that support a healthier heart.

One of the criteria of a Chest Pain Center is to significantly reduce the time it takes for a patient experiencing symptoms of a possible heart attack to get to a cardiac catheterization lab where an interventional cardiologist can immediately begin life-saving PCI. Accredited hospitals must create more effective systems to get patients from the time of first medical contact with an EMS provider or the emergency room into the catheterization lab so a blocked coronary artery can be opened in the shortest amount of time. Doing so decreases the chance of death from a heart attack and decreases the amount of damage to the heart that could have long-term effects such as congestive heart failure.

To achieve Chest Pain Center accreditation, AnMed Health has implemented numerous strategies designed to reduce the time it takes to treat a blocked artery. The door-to-balloon time at AnMed Health is about half of the national average. AnMed Health also has been part of a program to place AEDs at crucial places throughout the community. The goal is to improve survival of people who experience sudden cardiac arrest outside the walls of the hospital.

“This is about more than having a highly-qualified Cath Lab team. This is about a whole system that works together and communicates effectively to save lives and protect vital heart muscle,” said Kathy Deloplaine, assistant vice president for Cardiovascular Services. “That effort starts with the first responder and is carried through EMS, into our lab and through the time of discharge.”

The American Heart Association recommends door-to-balloon time should be less than 90 minutes. Each 30 minute delay in restoring blood flow increases the one-year mortality by 7.5 percent.

“AnMed Health is committed to improving the community’s readiness to respond to a potential heart attack as well as our hospital response,” Deloplaine said. “Minutes make the difference between life and death and in quality of life.”

Hospitals that receive SCPC accreditation achieve a higher level of expertise in dealing with patients who arrive with symptoms of a heart attack. They emphasize the importance...
of standardized diagnostic and treatment programs that provide more efficient and effective evaluation as well as more appropriate and rapid treatment of patients with chest pain and other heart attack symptoms. They also serve as a point of entry into the health care system to evaluate and treat other medical problems, and they help to promote a healthier lifestyle in an attempt to reduce the risk factors for heart attack.

To become an Accredited Chest Pain Center, AnMed Health was held to a rigorous evaluation by SCPC for its ability to assess, diagnose and treat patients who may be experiencing a heart attack. The community served by AnMed Health benefits from the processes in place that meet strict criteria aimed at:

- Reducing the time from onset of symptoms to diagnosis and treatment
- Treating patients more quickly during the critical window of time when the integrity of the heart muscle can be preserved
- Monitoring patients when it is not certain that they are having a heart attack to ensure that they are not sent home too quickly or needlessly admitted to the hospital

The Society of Cardiovascular Patient Care is a patient-centered professional society focused on heart disease and a mission of educating the public and healthcare professionals on rapid diagnosis and treatment of those experiencing chest pain.

5 Stars for patient satisfaction

Three AnMed Health entities earned 5-Star Awards from Professional Research Consultants (PRC) during the company’s 2104 Excellence in Healthcare Conference.

AnMed Health Women’s and Children’s Hospital, AnMed Health Kids’ Care and the staff of 3 East were recognized for scoring in the top 10 percent of PRC’s national client database.

The awards are based on the percentage of patients who rate their overall quality of care as “excellent.”

PRC uses a confidential survey to assess patients’ perceptions of their care. AnMed Health uses these research findings to continuously improve and enhance patient satisfaction.
Exemplary Professional Practice

Step in Line competition results in lower glycemic numbers hospital wide

The Neuro ICU and 7 North were co-winners of Step in Line with 179 for the quarter ending in November 2014.

Nursing units continued to make a difference in the glycemic health of their patients by taking place in a competition to keep the numbers down.

Step in Line with 179 is AnMed Health’s Glycemic Control Initiative designed to improve the care given to patients with hyperglycemia throughout the hospital. The goal is to reduce the percentage of blood sugars greater than 179 after the first 24 hours of admission to less than 28 percent.

Throughout the hospital, 33.35 percent of the patients had a glycemic level over 179 before the project started. For the year, the average dropped to 23.6 percent, almost five points below the 28 percent goal.

Part of the project is a quarterly competition between units. 8 South was a two-time winner in 2014. Neuro ICU won two times as well, once along with 7 North.

“All of the nursing units have continued to make a difference in the glycemic control of their patients,” Mauldin said. “Although not all units win the competition, all of them have shown improvement and have done a great job.”

Cath Lab nurse named Health Care Hero

A nurse was one of two AnMed Health caregivers recognized as Health Care Heroes in 2014 by GSA Business, a Greenville-based publication that focuses on business in the Upstate.

Starr Stancil was nominated for the honor based on her service to the National Guard and her dedication to nursing, and specifically for saving a life while off duty one evening when she administered high-quality care.
CPR to a man who had collapsed while riding his motorcycle. Stancil kept Conger Purcell alive until rescue personnel arrived with the proper equipment.

At that time Stancil was a nurse in ICU, but later transferred to the Cath Lab. As a sergeant in the National Guard, she served her country in Kuwait.

Women’s and Children’s Hospital earns Baby-Friendly status

AnMed Health Women’s and Children’s Hospital in the summer of 2014 was named the Upstate’s first Baby-Friendly Hospital, designated by Baby-Friendly USA, a national version of an initiative by the World Health Organization (WHO) and UNICEF – the United Nations Children’s Fund – to promote breastfeeding for new moms and their babies.

The Baby-Friendly Hospital initiative was created to foster maternity care practices that promote and support breastfeeding. It endorses “Ten Steps to Successful Breastfeeding,” science-based practices established to improve breastfeeding rates.

Earning this Gold Standard designation is the culmination of an effort that started more than a year earlier when the Women’s and Children’s Hospital took on the Baby-Friendly Hospital Initiative, offering a higher level of attention to infant feeding and mother/baby bonding.

The goal is to give all mothers the information, confidence and skills necessary to successfully initiate and continue breastfeeding their babies or, when necessary, to use formula safely.

AnMed Health Women’s and Children’s Hospital went through a rigorous preparation and review process to become only the fifth South Carolina hospital to earn the Baby-Friendly designation, and the first in the Upstate.

“We’re excited to see the hard work of many team members pay off with this designation,” said Hope Campbell, director of Women’s and Children’s Services for AnMed Health. “It feels like a victory for us, but the real winners are the infants who benefit from a heightened awareness by their parents and our staff. Breast-fed babies are healthier babies and we’re glad to adopt practices that will encourage new mothers to breast feed.”

With the Ten Step process, the hospital gives moms the support and confidence they need to commit to breastfeeding. The practices include informing pregnant women about the benefits of breastfeeding and helping them initiate and maintain breast feeding. The practices also encourage immediate skin-to-skin contact between mother and baby and rooming-in accommodations so the infant is never separated from the mom while still in the hospital. The hospital will also provide support equally to those moms who choose to bottle feed their newborns.
Exemplary Professional Practice

Four nurses among the state’s very best

Four AnMed Health nurses were recognized among the state’s best. Cynthia Swaney, Brenda Randolph, Martha Stratton and Lynne McCarragher are among the recipients of the 2014 Palmetto Gold Award.

The Palmetto Gold Nurse Recognition and Scholarship Program is South Carolina’s only statewide recognition program for nurses from all practice settings. Palmetto Gold selects the top 100 nurses from those who have been nominated to honor during a formal awards ceremony.

With more than 45,000 licensed nurses in South Carolina, it is an honor to be selected as a Palmetto Gold recipient. These nurses have demonstrated excellence in practice and commitment to the profession and have earned the respect of their colleagues and peers.

“Year after year, we see the same attributes in our Palmetto Gold nurses. We see people who have made a tremendous difference in the lives of their patients, co-workers and neighbors,” said Tina Jury, AnMed Health’s executive vice president for Patient Care Services and chief nursing officer. “They are the epitome of what it means to be a dedicated professional nurse caring for the people we serve.”

Women’s and Children’s Hospital recognized for paternity acknowledgement rates

AnMed Health Women’s and Children’s Hospital exceeded state goals in completing forms that acknowledge the father of newborn babies.

The forms are significant because they give state health and education officials a better idea of some of the social issues that may arise during those newborns’ lives.

Family structure impacts the economic wellbeing of children as well as parental access to resources. Children of unmarried mothers are more likely to live in poverty than children of married mothers and face a higher risk of adverse birth outcomes.

While no data are currently available on the number of children 0-5 living in single-parent households or living with adults other than their parents in South Carolina, there are data on the presence of fathers’ information on birth certificates of children in the state.

The Palmetto Gold Nurse Recognition and Scholarship Program is a subcommittee of the South Carolina Nurses Foundation.

The program started in January 2002 with a meeting of nurse leaders. Their goal was to form a statewide nursing recognition program that showcases nurses’ contributions to patient care and raises scholarship fund for students pursuing an RN.

The first Palmetto Gold Gala raised enough money to award a $1,000 scholarship to each of the state’s 23 approved registered nursing programs.

More than $232,000 in nursing scholarships have been awarded and an endowment was established that now exceeds $100,000.
A father's information can either be recorded on a birth certificate through his marriage to the child's mother or through completion of an Acknowledgement of Paternity (PATACK) form that adds the father’s information to the birth certificate.

Maternity Services birth certificate clerk Karla Neeley worked under the direction of Doris Street, BSN, RN, NE-BC, CORN, to ensure PATACK forms were completed. Twenty-three of the state’s 45 birthing hospitals met the 60 percent goal and AnMed Health Women’s and Children’s Hospital achieved a 61 percent completion rate.

**Women’s and Children’s Hospital exceeds national average in infant nutrition practices**

Babies at AnMed Health Women’s and Children’s Hospital eat well.

The overall quality score for infants born in the hospital was 91 percent, exceeding the state score of 70 percent and the national score of 88 percent.

The Maternity Practices in Infant Nutrition and Care Survey is a national survey of infant feeding practices in maternity care settings. Every two years the Centers for Disease Control invites all U.S. hospitals that provide maternity service and free-standing birth centers to participate.

The overall score ranges from 0-100 percent and is an average of seven aspects of care: labor and delivery care, postpartum feeding of breastfed infants, breastfeeding assistance, contact between mother and infant, discharge care, staff training, and structural/organizational aspects of care delivery.

When compared to similar size facilities with 1,000-1,999 annual births achieving an average overall quality score of 90 percent, AnMed Health Women’s and Children’s Hospital earned a score of 91 percent.

**AnMed Health makes healthy babies our business through the S.C. Birth Outcomes Initiative**

AnMed Health Women’s and Children’s Hospital has participated in the South Carolina Birth Outcomes Initiative (BOI) since January 2011. Over the course of the last few years, the Birth Outcomes Initiative has substantially improved infant health. Because of this collaborative effort the state was recognized as a national leader in birth outcomes and reducing the number of low birth weight infants.

CEOs of all birthing hospitals statewide committed to end non-medically necessary early elective deliveries before 39 weeks of gestation. Early elective deliveries result in poorer health outcomes for infants and higher health care costs. There has been a 51 percent decrease of early elective births across the state.

At AnMed Health Women’s and Children’s Hospital, nurses collaborate with the OBs to ensure that there are no non-medically indicated deliveries prior to 39 weeks. In 2010, the year ended with a 72.3 percent EED rate. After several years of collaboration on this initiative, the EED rate had dropped to 7.14 percent in 2014. Work on the EED initiative continues into 2015, with a goal of zero percent.
Local tragedy brings out the best in emergency response

By Tara Devido, Trauma Program Manager

A mass casualty event in November 2014 illustrated that our AnMed Health team and our community really are in this together.

Just after midnight on Nov. 8 a severe motor vehicle crash involving two vehicles and seven people took place just minutes from our Emergency Department. Two of the injured were killed at the scene and five critical trauma alerts were transported to our Emergency Department at AnMed Health. EMS, law enforcement and the fire department did a commendable job on the scene, including extrication and life-saving interventions and rapid transport.

The Emergency Department was alerted to the incoming victims and everyone prepared for the casualties with the little time we had to prepare. The proximity to us meant the emergency and trauma response team had to respond to a mass casualty incident with little advance warning. The emergency staff – the nurses, the techs, the charge nurses, our assistant nurse manager (who was new to AnMed Health), the ED physicians and the trauma surgeon – triaged and provided immediate care for the five critical patients who arrived.

The LifeFlight team responded to the Emergency Department and were an instrumental piece to this team response as their trauma experience and expertise were needed. LifeFlight also transferred one of the patients to Greenville Hospital System via air. Medshore transported another by ground to the Level 1 trauma center as required related to their complex injuries.

The blood center was amazing, recognizing the severity of the situation and “running the stairs” to deliver the much-needed blood products to the critically injured patients.

The lab was present and assisting everywhere, actively seeking out what needed to be done. The EKG techs and the security personnel were doing the same.

The respiratory team played a vital role in establishing and maintaining airways, including a difficult and advanced airway, as well as obtaining and monitoring blood gases and helping identify the potential varying levels of shock.

The emergency business office team was on their game, getting everyone identified and registered and organized, which was crucial during this event. The PCC was present and contributed to the team. Environmental Services workers were also present and assisted greatly once things settled down by getting the ED back to normal.

Radiology, X-ray and CT staff were on top of it. Multiple images were required for multiple patients and they all needed it to happen soon. The radiology team members were professional and expedited the studies as soon as possible.

Law enforcement was present in the department for most of the time that the trauma patients were and they were courteous and respectful and maintained an organized approach for their end of things.

Our trauma surgeon and his assistant were there and engaged with all the patients that presented. They provided emergency, operative and resuscitation care. The operating room team was available and was activated for one of the cases. The ICU and 6 South received patients for inpatient care.

Our emergency room physician who took the lead role in this event was also quite amazing. He provided care not only to our patients but our staff, his leadership helped keep the entire team together.

The event on Nov. 8, 2014, illustrated that “We're in this together” is not just a slogan, but a real frame of mind that makes me proud to be part of the AnMed Health team.
Synergy Team finds success in rounding strategy

Increasing the focus on patient centered care should be a top priority for any nursing staff, but increasing that focus while improving efficiency from arrival to discharge for all patients requires a call to action. Denise Hamby, nurse manager of 4 Center Renal Oncology, and other staff members from multiple departments at AnMed Health answered that call by developing a modified version of multidisciplinary rounding which they referred to as the Synergy Team.

Hamby’s previous experience as a nurse manager with AnMed Health Home Health gave her a unique perspective on what patients may lack during the transition to health care at home. Research into best practices in rounding, discharge procedures and safety have always been top priorities for the hospital system, and Hamby sat in on meetings with multiple departments and the executive team concerning re-admission rates and length of stay. The Synergy Team was the answer, and its combined effort has proven to be one of the most comprehensive attempts to address these issues.

The team enjoyed overwhelming support from the departments involved and AnMed Health’s executive team.

“All the departments involved, my staff especially, took a real leap of faith because we honestly didn’t know if this project would work,” Hamby said, “but it’s clear that this approach to rounding has eased our patients’ transition from hospital to home and improved our processes.”

At first, this dream team of employees involved in rounding included a primary nurse, clinical leader, care coordinator, lab representative, discharge planner and pharmacist who all interacted one on one with the patient. The changes to rounding began in April 2014 with basic information the Synergy Team gathered from patients.

The team obtained information critical to discharge soon after patient admission instead of scrambling to gather this information near the end of the patient’s stay. This information included patient support at home, dietary education, prescription coverage and arranged transportation to and from dialysis treatments.

According to Gloria Cheek, clinical leader on 4 Center, the improvements in communication due to this new approach to rounding became apparent very early in the process. Nurses and physicians communicated more about priorities for each patient, and each department represented on the Synergy Team benefitted from each other’s feedback.

Nancy MacDougal, charge nurse on 4 Center, said having a pharmacist on the team benefitted patients’ wallets just as much as their health. Some patients who would pay $100 per day for seven days of medication ended up paying $6 total. Another patient who would have been faced with $1,000 in medication bills paid nothing.

“That was truly shocking; I was learning new things after 23 years,” MacDougal said. “The pharmacist was helping patients find correct, affordable medication options while keeping co-pays down.”

The team’s efforts have resulted in nearly a full-day reduction in hospital stay, and re-admissions to the hospital have decreased. A discharge planner that handles insurance precertification and any placement in assisted living facilities, skilled nursing facilities and Home Health has always been included in rounding. However, the planner’s participation began to occur earlier in the patient’s stay, which improved communication on the team and further eased patient transition.

After several months utilizing this expanded form of rounding, the team took stock of its progress and realized that while there were benefits to the approach, it was expending more resources than necessary. The team decided to scale down significantly so that only necessary members were present during rounding, while others remained available for consultation as needed.
Exemplary Professional Practice

By scaling the team down with similar results, the 4 Center Synergy Team proved that the entire hospital could adopt this form of rounding. After all, the respiratory therapist that would be required on 5 South might be substituted for a physical therapist on 7 South. Using this system, units are encouraged to tailor their multidisciplinary team to the aspects of care that are most important to patients.

“It’s true that this approach improves efficiency for us and keeps us all on the same page,” Hamby said, “but the true benefit is the greater focus on patient centered care.”

AnMed Health Star of the Year made summer camp possible for kids

As an emergency medicine nurse and a respiratory therapist, she made the experience possible for the campers.

“She worked diligently with the parents and grandparents of these children so we would give them excellent care during camp,” Rhodes said. “She shows the true meaning of caring, and AnMed Health should be proud of an employee that upholds our mission to passionately blend the art of medicine to optimize the health of our patients, staff and community. She truly is a STAR.”

Moon aspires to be a flight nurse on AnMed Health LifeFlight. She is a full-time nurse in the Emergency Department and serves as certified asthma educator at Camp Asthmania.

Jamie Moon was named AnMed Health STAR of the Year at the annual luncheon to honor monthly STARS.

In nominating her for the award to recognize employees who go above and beyond, Denise Rhodes bragged on the difference Moon made as a volunteer at Camp Asthmania. Three children at the 2014 camp would not have participated without Moon’s presence, and one of them had been turned away from multiple other camps.
AnMed Health’s annual Teddy Bear Clinic on May 17 attracted a record crowd when more than 400 children registered to take their stuffed companions through a series of booths designed to help the children overcome their medical fears.

The ICU staff donates $450 through The AnMed Health Foundation Leigh Freeman, who manages the Robert B. Claytor Patient Assistance Fund.
New Knowledge

Finding new and better ways to care
New Knowledge

Nurses lead project to reduce COPD readmissions

A collaborative project to improve the health of patients with chronic obstructive pulmonary disease (COPD) led to a drop in 30-day readmission rates and nearly $500,000 in avoided medical costs.

A team representing nursing, respiratory therapy and paramedics from the Emergency Department collaborated in the effort to improve preventable readmission rates and empower patients to self-manage their chronic disease.

Pulmonary disease once eclipsed heart disease, cancer and stroke as the leading cause of death in the United States, but mortality rates declined significantly in the 1970s with improvements in diagnosis and treatment.

But AnMed Health staff saw that COPD remains a significant cause of death, particularly within the growing population of elderly residents in Anderson County. Throughout 2013 and into 2014 AnMed Health experienced an increasing rate of admission for COPD patients, rising to as high as 21 percent during some months and was just under 19 percent for the 15 months that ended in March 2014.

The multiple disciplinary team identified several major issues related to readmission rates, including patient failure to understand how to use COPD medication and equipment; managing and organizing the medication schedule; and difficulty navigating the healthcare system after discharge.

The team developed a strategy to tackle the challenge among Anderson County residents who were at high risk for inpatient admission. They created a plan to:

- Develop personalized COPD action plans
- Direct home visits by a health coach
- Make follow-up telephone calls after visits
- Establish a telephone hotline for questions and concerns
- Enable medication access when necessary
- Find transportation access when necessary

The effort reduced 30-day readmission rates from 18.8 percent to 12.9 percent. The cost of the program was under $17,000 and saved $447,934 in medical costs if those patients had been readmitted.

Merry Walkers useful in geriatric fall management

The 8 South geriatric nursing unit is designed to ensure vulnerable dementia patients receive geriatric-specific care while in the hospital with the goal of maintaining the highest level of functioning possible, and with dignity. However, in September 2014, staff saw an increase in patient falls which prompted them to re-evaluate how to best manage this vulnerable population.

Knowing that nursing interventions have proven over time to have a positive impact on patient care and outcomes, the nurses on 8 South used a multidisciplinary approach to determine how to best prevent falls among the geriatric patients.

The role of a geriatric charge nurse dedicated to planning the care of the high-risk dementia patient was implemented, with all 8 South nursing staff trained in the care of dementia patients. Physicians re-evaluated the use of anti-anxiety medications while physical therapists evaluated patient mobility.

Behavioral Health assistants provided valuable insight into the meaning of patient behaviors. Environmental factors, co-morbidities, hypotension, footwear, wandering, vision and/or hearing loss, pain and communication also were assessed for patients who were considered high risk for falls.

Cognitive function in dementia patients can limit their ability to vocalize what they need or want. Since dementia patients communicate through their behaviors, the nursing staff realized that any successful fall management program would need to be based on effective communication.
Understanding the meaning of patients' behaviors, the use of simple verbal cues, quiet voice, a consistent routine and allowing time to process, all contributed to the establishment of an effective method of communication that is patient specific.

The patient who wanders may not recognize the need to rest when fatigued, so to address the wandering behavior of a patient at high risk for falls, nursing staff implemented the use of the Merry Walker. When the patient stops walking, the Merry Walker seat against the patient's lower extremities prompts the patient to sit and rest. It also reduces the need for staff to redirect the patient to a chair on his or her bed when the patient begins to lose balance or demonstrate other signs of fatigue from excessive wandering.

Nursing staff were instructed on how to assist the patient in and out of the Merry Walker appropriately to reduce the risk of falls in those patients who could not recognize the need to rest when fatigued.

Third quarter 2014 results showed a significant reduction in falls after implementation of the strategies and the Merry Walker. As a result, Sarah Tuorila, RN-BC, geriatric charge nurse, developed a policy that will guide 8 South nursing practices in fall management with the use of the Merry Walkers. Leigh Morgan, RN-BC, charge nurse for 8 South, subsequently presented this policy to the Nursing Practice Council. The Nursing Practice Council recommended the policy be adopted on other hospital nursing units where geriatric patients receive care.

Falls dropped from around six for every 1,000 patient days to just under three after Merry Walkers were implemented in the third quarter.

Source: Blake Wilson, BSN, RN, Nurse Manager 8 South Behavioral Health Services