

# GOLD standard

## FEATURED THIS MONTH


- U.S. Congressmen Visit ED
- Awards and Recognition
- Physician News
- Nursing News
- Construction Updates
- Calendar of Events

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“I don’t know what the answer is, but collectively we need to find out.”

—Rep. Gresham Barrett

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U.S. Sen. Lindsey Graham, R-S.C. talks with AnMed Health doctors and administrators.

## U.S. Congressmen Talk Policy

U.S. Rep. Gresham Barrett, R-S.C., and U.S. Sen. Lindsey Graham, R-S.C., saw firsthand how health care policy is affecting local hospitals during a tour of AnMed Health’s emergency department last month.

AnMed Health’s Emergency Department has been one of the state’s busiest facilities for many years. But the ED recently has experienced unprecedented increases in patient volume, and the staff admits they are feeling the strain.

Dr. Wallace Davies, medical director of emergency services, said the number of patient visits to the Emergency Department has increased by almost 20 percent over the past two years. He believes the rising cost of health care insurance is the primary reason for that growth.

“Many of these patients are either uninsured or have Medicaid as their primary insurer, and simply can’t find any alternatives to the emergency room,” Davies said. “We estimate that at least one-third of our patients would be better served by receiving treatment in a non-emergency facility.”

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U.S. Rep. Gresham Barrett, R-S.C.

“People buy their cigarettes and pay their cable bill. I don’t buy into this idea that we as a nation can’t pay for a life-saving service.”

—Sen. Lindsey Graham



Dr. Davies shows Rep. Barrett around the ED.

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Unfortunately, such alternatives just aren’t available. Davies said few local doctors will accept uninsured or Medicaid patients. Under federal law, however, the Emergency Department is required to treat everyone who comes through its doors.

Adding to the hospital’s strain is the decrease in Medicaid reimbursements. While the number of Medicaid patients using the Emergency Department is increasing, Medicaid reimbursements have significantly decreased, contributing ever increasing financial losses for the hospital.

“The only way the hospital has to cover these losses is by regularly raising the charges for those patients who do pay for services, and that just isn’t fair,” Davies said.

Adding to strain on emergency rooms is the rising number of mentally ill patients turning to the Emergency Department for treatment. Since the South Carolina State Hospital in Columbia shut down operations and Patrick B. Harris Hospital reduced its inpatient capacity, an increasing number of mentally ill patients have come to the Emergency Department, said Dr. Mike Tillirson, an emergency physician and AnMed Health’s chief medical officer.

Patients who pose a hazard to themselves or the public can’t be discharged until a bed becomes available at a psychiatric facility, which means mentally ill patients can sometimes spend several days in the Emergency Department, taking up rooms and resources that could be used by other patients, Tillirson said.

Because most people carry little if any insurance for mental health-related illness, even those with basic coverage may not have the means to pay. Parity legislation, which would force insurers to provide mental health coverage, could be part of a solution to help hospitals receive payment for the resources they use treating the mentally ill.

At the end of his hour-long visit, Barrett remarked that politics isn’t so bad, compared to what emergency doctors face every day.

Graham’s health care solution was two fold: provide greater access to health insurance and create consequences for those who misuse the system.

There should be a disincentive for using the emergency room as a means of primary care, he said. The American health care system also needs a loser pay rule for lawsuits and a “new deal” for citizens older than 65, Graham said.

**AnMed Health ED Census:  
Average Number of Patients  
Seen per Day 1998-Present**

YEAR	# of PATIENTS
1998	153
1999	161
2000	170
2001	172
2002	173
2003	178
2004	174
2005	183
2006	186
2007	195
2008*	219

\* data through 8/15/08

# Awards and Recognition

## 2007 STAR Shines On

**Marlene Campbell, RN**, AnMed Health's 2007 STAR of the Year, is still shining brightly, according to a letter from a visitor received recently.

Noticing a visitor who looked distressed, Campbell approached her and asked if she could help. The visitor explained that she did not have enough money to buy gas for her car to get home to Greenwood. Campbell immediately opened her pocketbook and gave the visitor \$10. A month later, the visitor sent back Campbell's money, along with some words of appreciation:

"It is good to know that there are still people in this world who care about other people and that a little act of kindness goes a long way in changing a person's outlook on life and people. There are still some good people out there who care and I know one at AnMed Health."

In recognition of her ongoing commitment to customer service, the AnMed Health Board visited Campbell on her unit, 4 Center, following the July meeting. The Board thanked Campbell for her efforts and returned her \$10.



Charles Thornton, Chairman of the Board, Marlene Campbell, Tina Jury, CNO

## Queen for the Day

On Monday, July 21, 2008, a very surprised **Sandra Bevill** arrived to work to find that the Medical Affairs Department had been magically converted to a queen's abode complete with red carpet, a tiara and a magical wand. The department had arranged a surprise birthday party around the theme "Queen for the Day." Bevill celebrated her 65<sup>th</sup> birthday the previous day on Sunday, July 20.

Bevill first came to AnMed Health in February 1971, joining the department known then as Administration; however, her actual arrival was much earlier as Bevill was born at Anderson Memorial Hospital in 1943. Hilda Lindley, who hired Bevill in 1971, surprised Bevill by joining the celebration. Throughout the day, others who had worked with Bevill over the years came by to express their birthday greetings including AnMed Health President John Miller. She and her guests enjoyed both a chocolate and a punch fountain, fit for a queen.

"Sandra is a very special lady whose graciousness and smile make her a joy to work with," said Department Director Dale Duncan, who has worked with Bevill for 21 years. "Sandra truly epitomizes customer service; she has a can-do attitude and is always willing to go the extra mile. We all wanted to let Sandra know how special she is."



Sandra Bevill with John Miller

## Other Awards and Recognitions

**Lucy Barnett**, of Patient Safety, Quality and Research, and **Elizabeth Fairchild**, of CVOR, were inducted into Sigma Theta Tau International Honor Society of Nursing.

**Tim Arellano**, general counsel and director of risk management, has been elected to serve on the boards of Palmetto Hospital Trust, PHT Services Ltd., and Palmetto Healthcare Liability Insurance Program. His terms are effective through Dec. 31, 2010.

**Dr. William Buice, M.D., F.A.C.S.**, is one of 55 physicians nationwide to receive the Commission on Cancer's Cancer Liaison Physician Outstanding Performance Award. The award recognizes those who exceed expectations in improving their cancer program.

Buice oversees Commission on Cancer standards compliance and brings leading-edge therapies to patients. He initiated and chairs bi-monthly thoracic cancer conferences as well as Cancer Care Executive committee meetings. He also monitors physician compliance with the American Joint Committee on Cancer and works with the American Cancer Society on community prevention and detection programs.

The award was a surprise for Buice, who was nominated by oncology staff members. In the nomination summary, Freda Kelly, nurse manager of the oncology unit, credited Buice's advocacy for getting physicians and nurses to make patient rounds together.



# Patient Satisfaction Scores

1st quarter, January-March 2008

## Employee Blood Drive Successful

The AnMed Health Blood Center's annual summer employee blood drive was a great success. With 412 donors, the Center collected 343 pints of blood. That's 62 donors and 65 pints of blood more than last year!

"We depend on AnMed Health employees to meet the blood needs of our patients during this vacation season, as historically, community blood donations decrease as blood usage increases during the summer months," said Kaye Acton of the Blood Center.

In addition, the Blood Center would like to thank Russell Stover candies for donating 400 boxes of candy which were given out during the drive.



### **Inpatient winner:**

Women's surgery – 94th percentile  
3.76 out of 4



### **Most improved inpatient:**

6 North – 91st percentile  
3.65 out of 4



### **Outpatient winner:**

North Campus  
Outpatient surgery –  
95th percentile  
3.79 out of 4



### **Most improved outpatient:**

LifeChoice – 94th percentile  
3.76 out of 4



### **Excellence in Customer Service:**

The ICU was selected for the Excellence in Customer Service award for their multi-pronged approach combining patient satisfaction with clinical quality. Within less than a year, the group undertook major efforts to reduce blood stream infections, reduce restraint use while controlling for self-extubation, and maintain their high level of patient satisfaction. At the same time, staff found time to host a skills fair for staff interested in Critical Care issues and print a cookbook to raise money for the Chaplain's Fund.



Maranda Adams



Logan Camp



Candace Gambrell



Brandon Hendrix



Gunny McBeth



Stephanie McCall

## Summer Nurse Extern Program

Fourteen senior nursing students from four area colleges completed AnMed Health's Summer Nurse Extern Program in July. During the eight-week program, the nurse externs shadowed a registered nurse to learn clinical and critical thinking skills needed on the job. This year's nurse externs were chosen from a pool of more than 50 applicants. According to program coordinator Paula Martin of Nursing Staff Development nine of the externs will remain with AnMed Health as PCTs.



Sarah McGee



Jessica Mitchell



Mary Osbey



Brittany Poling



Katrina Sharpe



Casey Skelnik



Rebecca Stevens



Heather Swaney

## Certification Prep Courses

Staff nurses at AnMed Health have had the opportunity this past spring and summer to prepare for taking one of several national certification exams by attending preparation courses offered by Dr. Linda Howe, RN, PhD, CNS, CNE. Dr. Howe is an associate professor at the Clemson University School of Nursing with clinical specialties in critical care and adult health.

In collaboration with Nursing Staff Development, certification review courses were offered for medical surgical, critical care, progressive care (critical care step-down), and emergency nursing. Twenty-eight AnMed Health nurses attended and over one half actually plan to sit for the certification exams in the next few months. Those who successfully pass the exam will be eligible for reimbursement through the Peggy G. Deane Scholarship Program.

According to the American Nurses Association (ANA), "national certification is way to enhance professional credibility and validate skills, knowledge, and abilities to contribute to better patient outcomes." Based on results from the American Board of Nursing Specialties Value of Certification Survey of March 2005, certification has been linked to fewer medical errors and increased job satisfaction among nurses. Credentialing guarantees that nurses meet national healthcare standards and assures the general public that the nurses are competent and current. Though nurses at AnMed Health are already dedicated to maintaining ongoing clinical competence, obtaining a specialty certification can ultimately demonstrate to the public and the profession of the strength of their nursing abilities.

### What students had to say:

"The CCRN prep course helped me identify the areas where I needed to concentrate my studies in preparation to take the exam in the fall," said Krystal Boggess, RN, CVICU.

"The CEN course was a total crash course review in all things clinical as they apply to the Emergency Department patient, a great review for any ER nurse regardless of prep for the certification exam," said Shelly Walters, RN, BS, Emergency Department Educator.

April Maxwell, CMSRN, of 4C attended the Medical Surgical Prep course last summer and passed the certification exam last fall. "Taking the review course reminds you of how much you forget when you don't see it everyday," Maxwell said.

"I feel that it really helped us get back into the study mode," said Lisa Deptula, CMSRN, a nurse on 4C who also passed the certification exam last fall.

# In Summary...

“Since implementing the program at AnMed Health, we have seen a 16 percent reduction in the loss of first year nurses,” said Tina Jury, CNO. “Participants feel the program is supporting their need to provide evidence-based quality care for their patients.”

## Nurse Residency Program

Retention of graduate nurses during their first year of employment is crucial to the success of any health care facility. The significant cost to recruit, orient and train replacement staff can be overwhelming for the management team. Of even greater importance, turnover has a demoralizing effect on staff who remain to cope with low staffing levels and the burden of ‘showing the ropes’ to another new staff member.

Begun just last year, the AnMed Health Nurse Residency Program has already made an impact on retention of new hire first year nurses. Designed by Nursing Staff Development, the program assists new graduates in developing the clinical competence and critical thinking skills necessary to thrive in the modern health care environment. Organizational commitment is developed by increasing awareness of patient and family experiences along with the services and resources available to clinicians helping patients cope with their changing needs.

**SUCCESS** – Socialization, Understanding, Competence, Confidence, Engagement, Skill and Safe care – utilizes support and guidance to enhance job satisfaction and promote retention of new graduate nurses through their first year of employment. The implementation of similar nurse residency models to increase the retention rates of nurses is endorsed by many organizations such as the Joint Commission, Nursing Executive Watch and the Robert Wood Foundation.

Dr. Lynn Lewis, dean of Health Sciences at Tri-County Technical College, has partnered with AnMed Health in allowing nurse residents the ability to utilize the college’s simulation lab. The lab, complete with computerized-response mannequins, allows clinicians the opportunity to practice assessment and treatment skills in a controlled environment. The simulator’s scenarios include a variety of critical need situations requiring immediate and appropriate reaction from clinicians. “Partnering with AnMed Health is a win-win for both organizations,” Dr. Lewis said.

## Remembering AnMed Health’s Early Days



Mary Louise Gunter Jones in front of the Jennie Gilmer sculpture at the Medical Center

It was not the best of times. In fact, it was probably the worst of times. World War II had started and it was a difficult period in the history of the United States.

The federal government, as part of the Emergency Relief Appropriations Act of 1935, had established the National Youth Administration (NYA) to provide work training for unemployed youth and part-time employment for needy students.

That’s when Mary Louise Gunter Jones found herself seeking employment through the NYA at what is now AnMed Health Medical Center. She was one of the hospital’s first nursing assistants and today – nearly 70 years later – she recalls many of those early days.

“This was just a little bitty hospital in those days,” said Jones, 88, during a recent stay at the AnMed Health Rehabilitation Hospital. “It was just a little two story building and I worked on the Jennie Gilmer wing.”

In fact, she not only worked on the wing, but also got to know Jennie Gilmer who founded the hospital 100 years ago.

“She was young,” Jones said of Jennie Gilmer, “and she was just so sweet. She was in and out of the hospital all the time, and I remember she was very fair skinned and had a real sweet face.”

Those were busy days for Jones who loved her job. She had her choice of two jobs – working on the patient wing or working on the sewing wing – helping to mend bedsheets and other patient items. She was definite – she wanted to help the patients. Joining her at the same time as a nursing assistant was a friend, Mattie Lou Royster Jones. “We ended up marrying cousins,” Jones said.

“The patients stayed a lot longer then,” she remembers. “And when they went home, we had to turn the mattress over and scrub it with Lysol.”

“They had two beds in a room and washpans, but they didn’t have TV in those days. The beds had cranks and you had to roll them up and down. Things are really different now!”



## The 2007-2008 LEAD Class

Larry Bannister, Home Care  
 Orlyne Beauchamp, Rehabilitation Services  
 Angie Brownlee, Medical Affairs  
 Sandra Donald, Radiology  
 Jeff Dyer, Rehabilitation Services  
 Roy Fairchild, Information Services  
 Diane Fruster, CSPD  
 Lisa Gillespie, Home Care  
 Jane Keperling, CV Surgery  
 Michelle Kirkland, Physician Network Services  
 Dean Luther, Pastoral Services  
 Anna McCormick, Laboratory  
 Sheila McLaurin, Nursing Informatics  
 Susan Morvey, Executive Office  
 Jody Phillips, Clinical Outcomes  
 Garvis Powers, Laboratory  
 Aimee Sharp, ICU  
 Lisa Sylvestri, Medical Resource Management  
 Shelly Walters, Emergency Department

## LEAD Program Recognizes Class of 2007-2008

Nineteen AnMed Health employees recently completed the group training and development portion of the LEAD program and were recognized during a luncheon on June 3.

The employees of the class of 2007-2008 – who work in a variety of positions and departments throughout AnMed Health – began the program last September. They attended a full day of training each month and completed certain study assignments between classes. In addition, each participant went through a few assessment programs, including a 360°. Based on the assessments, they received an Individual Development Plan (IDP) to guide them in their long-term development.

“This is the fifth LEAD class, and we’ve had 83 employees complete the program,” said Tammy Gillespie, Director of Training and Organizational Development. “Each class develops its own identity and really comes together as a team. They have built contacts that will help them throughout their careers at AnMed Health.”

LEAD is a leadership and employee development program for AnMed Health employees. LEAD participants are involved, respected employees considered to have great potential as future leaders in the organization. The program helps employees achieve their potential by emphasizing training, development, and experience.

## Anderson First Responder Station

The City of Anderson broke ground in June on a new first responder station located near the intersection of Simpson Road and East Greenville Street.

The multi-disciplinary facility, which is a collaboration with AnMed Health, the City of Anderson and Medshore Ambulance Service, will house equipment and personnel for the City of Anderson Fire Department and EMS services. Health and safety workers also plan to use the station to hold community programs such as CPR training and distribution of smoke detectors.

The Highway 81 facility is the first new station to be built in the City of Anderson in more than 35 years. The 15,000-square-foot facility, located on the AnMed Health North Campus, will be constructed on property owned by the health care system.

“In keeping with AnMed Health’s longtime commitment to improving the health of the community, we are pleased to partner with the City of Anderson and others in establishing this emergency response center,” said AnMed Health President John Miller. “Its presence in the north area of the city will improve our ability to respond quickly and efficiently.”



The station is expected to be ready for occupancy in early 2009.



Entrance to physician parking lot by way of NEW-Sherard Street. Newly paved parking lot off of Woodrow Circle.

## Construction Update...

### New Sherard Street opens

Doctors can no longer access AnMed Health Medical Center's physician parking lot from Woodrow Circle. Sherard Street has been closed from Bradley Avenue to Calhoun Street, and a new Sherard Street is open one block behind the old road. Doctors can only access the physician lot from Summit Avenue or the new Sherard Street. Paving is underway at the Medical Center's south parking lot near Woodrow Circle and should be complete this fall. Once complete, the lot should add about 200 new spaces at the Medical Center.

### Relocations coming as renovations reach 7 North

AnMed Health Medical Center's seventh floor is undergoing renovations to become one cohesive neurosciences unit. By the end of September, the neuroscience medical/surgical unit on 7 North will move to 7 South where patients will have private rooms with roll-in showers and a physical therapy area three times the size of what exists today. The move also will increase the neurosciences unit from 25 beds to 28 beds. The medical unit that previously occupied 7 South has moved to 6 North.

### Other improvements at AnMed Health Medical Center

An expansion to the loading and receiving dock is scheduled to be completed Oct. 1, and structural steel is going up for the CEP expansion, which will house upgrades to the hospital's emergency power system.



## Mark Your Calendar

### SEPTEMBER

**24 & 25** Stroke Score + Screening  
8 a.m. to Noon  
AnMed Health Women's and Children's Hospital

Held in the Peggy G. Deane Community Rooms. Call 864.512.2255 today for your appointment.

See our calendar of events on [www.AnMedHealth.org](http://www.AnMedHealth.org)

*Gold Standard* is a publication featuring employee, medical staff and organizational accomplishments and celebrations.

Please submit awards and recognitions to the Marketing Department at 864.512.3703