

SPRING 2017

healthy

SCOTLAND
HEALTH CARE SYSTEM
Closer Care. Better by Far.

PERSPECTIVES

We're Growing!

New Renovations at
Scotland Health Care
System's Women's Center

ALSO

A Great Year for
High Quality

A New Level
of Care
Provided
Locally

2016
Annual
Report

Inside...

- 3 Closer Care. Better by Far.
- 4 Calendar of Events
- 5 Can't-Miss Car Seat Tips
- 6 Expecting Our New Addition
- 8 New Level of Care Keeps Stroke Patients Local

Scotland 2016 Annual Report

- 9 Scotland Plans Mystery Dinner Theater for Cancer Survivors
- 10 Join Our Patient Family Advisory Program
- 11 Do You Need Easy Access to Your Medical Records?
- 12 Meet Our New Providers
- 13 Scotland Physicians Network Welcomes New Practice
- 13 Daisy Award Winner
- 14 Highland Society Recognition Dinner
- 15 A Great Year for High Quality
- 16 Every Dollar Counts

FROM THE PRESIDENT AND CEO

Closer Care. Better by Far.

My fall message focused on the Safe, High Quality, and Compassionate Care we provide. This message focuses on the second "S" in SHCS, our Sustainability. How do we stay focused on assessing the needs of our community and meeting them?

Earlier this year, a nationally regarded marketing organization conducted a series of focus groups and interviews with community leaders, physicians, and managers to determine how Scotland Health Care System is perceived. What are our strengths, weaknesses, opportunities, and threats?

POSITIVE AREAS

At the top of the list of positives were our community involvement, state-of-the-art technology, local ownership, leadership, quality of care, our orthopedics and cancer services, and our partnerships. High on the list of concerns were a lack of community awareness of our services, weak communication and handoffs in some areas, medical staff succession planning, and the need for certain physician specialists.

This spring we also completed our Medical Staff Development Plan. This triennial plan looks at demographics and impending retirements to determine the number and types of doctors and advanced practitioners our community will need over the next three years.


ACTION GOALS

We have folded findings from these two projects into our existing plans. So, what are we going to do?

- Management has identified ways to strengthen communication, information, and handoff coordination.
- Our Board has determined which medical specialties to target over the next three years, and we're developing plans to ensure we have the caregivers our community desires and deserves.
- We will ensure that you and your family know more about the excellent services and level of technology that we offer. In areas like cancer, cardiology, general surgery, and orthopedics, our services match hospitals much larger than us. As our new brand message states, our Care is Close, but more importantly, Better by Far.

All of us at Scotland Health Care System are grateful for the trust you place in us as we help you and your family live the healthiest life possible.

Have a great spring!



Greg Wood
President and Chief Executive Officer



healthy PERSPECTIVES

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CONNECT WITH US



A Joint Commission
Top Performer



Closer Care. Better by Far. New Campaign Highlights Scotland Health Care Services

“If you build it, they will come.”

That’s the famous line from the movie “Field of Dreams.” And certainly, building a hospital that can provide the very best care for this community is job No. 1.

But will the community come if they don’t know about their hospital and all the good things it can do?

Recent market research has shown us that the community doesn’t completely understand what we can do to help them. That research also found that we need to do a better job of telling our story and letting people know that we provide some of the safest, best care in the nation.

That’s why we’re launching a new community outreach campaign that let’s you know what we’ve built here, with a simple theme that makes it clear:

CLOSER CARE. BETTER BY FAR.

Closer Care may seem obvious. We’re the hometown hospital, caring for families in our communities in North and South Carolina. Yet, many in our community are unaware of the wide range of services we offer from labor and delivery to cancer care and orthopedic surgery. Part of our outreach will make sure you know all of the ways we can care for you.

We’re also excited to demonstrate how we’re better—beyond being the closest, most convenient place to get care:

- We’re one of the top 49 safest hospitals in the nation
- We’ve earned a 4-star ranking
- We attract top doctors who want to make our hospital home
- We’ve renovated—and we’re still not done—to make our facilities the best
- We’re community-owned, so we put your needs first

FOR YOU AND YOUR FAMILY

Scotland is partnering with an award-winning firm that understands the value small hospitals bring to the people they serve. Through advertising, public events, and in everything we do to deliver care, we’re eager to show what Closer Care. Better by Far means, in real ways, for the well-being of you, your family, your neighbors, and our community.

< IN THE NEWS >

Welcome New Leaders

The Scotland Health Care System Board of Trustees welcomed new board member **Tim Brooks**.

Board leadership includes: Jane Rogers, Chair; David Harling, Vice Chair; Chip Shytle, Treasurer; and Dr. Doug Nederostek, Chief of Staff.

Scotland Health Care System is pleased to announce **Paula McKinney, DNP, RN, NE-BC**, has joined as Vice President of Patient Care Services. Ms. McKinney brings years of nursing leadership experience to the system.

Calendar of Events



For dates, times, and locations, call the Marketing Department at **910-291-7550** or visit scotlandhealth.org and click on “Events”.



COMMUNITY EVENTS

CANCER SURVIVORS DAY

May 19, 5:30 p.m., LPC

Scotland Cancer Treatment Center’s annual Survivors Day celebration is open to all cancer survivors regardless of where cancer treatment was received. For registration and additional information, call **910-291-7630** or toll-free **877-762-2735**.

LOOK GOOD ... FEEL BETTER

May 18, July 20, and September 21, 9 to 11 a.m., SCTC

A FREE American Cancer Society program for women who are undergoing treatment

for cancer. Learn skin care and how to use turbans, scarves, and hats. Free makeup and wigs are available. Call **910-291-7630** to register.

MEN’S HEALTH EVENT

June 15, 5 to 8 p.m., WRDC

This educational program is open to men of all ages. Registration is required; space is limited, so don’t delay. Call **910-291-6933** to register or visit the Events page at www.scotlandhealth.org.

CAMP SPINOZA—GRIEF CAMP FOR CHILDREN

June 2 to June 4

Scotland Regional Hospice’s Camp Spinoza is a grief camp

for children ages 5 to 13 who have experienced a loss. Call **910-276-7176** for more information.

FREE HEALTH SCREENINGS

St. Paul A.M.E. Zion Church

May 20, 9 to 11 a.m.

1227 Adamsville Road
McCull, South Carolina

SUPPORT GROUPS

- Alzheimer’s
- Caregiver
- Circle of Hope, Womens Cancer
- Diabetes

- Multiple Sclerosis
- Parkinson’s
- Stroke



Cecil Chandler and Amanda Sellers continue to highlight Scotland Health Care System’s services on “On the Road in Scotland County.”



Eugene A. “Gene” Woods, President of Carolinas HealthCare System, makes a visit to Scotland Health Care System as part of a “listening and learning tour.”



LEGEND

LPC = Laurinburg Presbyterian Church

SMCC = Scotch Meadows Country Club

SCTC = Scotland Cancer Treatment Center

SDC = Staff Development Center

WRDC =W.R. Dulin Center

Scotland Health Care System’s Executive Team promotes the upcoming Employee Celebration Event held in November.



THE WOMEN'S CENTER OF SCOTLAND MEMORIAL

Call 910-291-7810 for information or to register for the following FREE programs:

Preview Night: We roll out the red carpet for expectant mothers. Come hear talks by our anesthesiologists and pediatricians, and information about the delivery of your baby, what to bring to the hospital, breastfeeding, and child care agencies. Start your registration process. Tours of The Women's Center and refreshments provided.

Breastfeeding Class: A "how-to" breastfeeding class for moms planning to breastfeed or those not yet decided.

Childbirth Education Program:

This four-session educational program for mothers and their support person. Preparing for childbirth will lead to a more satisfying birth experience. This class covers:

- Labor and the birth process
- Comfort measures
- Relaxation and breathing techniques
- Role of the support person
- Newborn care
- Breastfeeding

For information on classes provided by the Women's Center, call 910-291-7820 or visit www.scotlandhealth.org/womens-center.

Can't-Miss Car Seat Tips

While children are safer in cars than they've been in decades, vehicle crashes still cause 1 in 4 unintentional injury deaths of youth under the age of 13. The best way to keep your precious cargo safe while you're driving is to make sure they're properly restrained.

SECURE SEATS LEAD TO SAFETY

Proper restraint depends on the age and weight of your child. Until they're at least 2 years old, kids should sit in a rear-facing car seat in the backseat. This will keep their tiny heads, necks, and backs properly supported.

Once a child has outgrown a rear-facing seat, move to a front-facing one. Follow all manufacturer instructions for using the various straps and attachments based on height and weight. Keep children strapped in with a harness until they're at least 4 years old. Once they've outgrown a front-facing car seat, a booster seat should be used until they're around 4 feet 9 inches tall so that the seatbelt fits properly.

And remember—even after the car seat age has passed, your children should always ride in the backseat until they're at least 13 years old. They may complain about it, but a whiny kid is better than an injured one.

CAR SEAT CONSIDERATIONS

You've got the appropriate seat for your child and know how to secure him or her in it. But there's even more to think about when it comes to buckling up. Consider these facts you may not know:

- **Baby, it's cold outside.** Bulky coats aren't safe to be worn under a car seat harness. Instead, dress your child in layers, such as bodysuits and fleece. You can drape a coat or blanket over the car seat if necessary.
- **History matters.** It may be tempting to buy or borrow a used car seat, but only do so if you know the history of the device. Never use one that has been in an accident.
- **The right placement.** Some car seats are better suited for certain cars. If you're wondering which one makes the most sense for your vehicle, a child passenger safety technician can help.

Come to Our Pregnancy Fair

 Scotland is here to educate you to make informed decisions as a parent. Find out about our upcoming Pregnancy Fair on May 18 by visiting www.scotlandhealth.org and click the *Events* link.



Expecting Our New Addition

Renovations continue at Scotland Health Care System's Women's Center

Scotland Health Care System is investing nearly \$2.7 million to renovate Women's Center.

Updates began in November and include several visual improvements along with new advanced technology. Scotland Health Care System hopes these changes will make patients and visitors feel more comfortable and secure during their stay.

CREATING COMFORT

Improvements include beautiful, new flooring and paint throughout the hallways, patient rooms, labor and delivery and nursery. The unit's three nurses' stations will be remodeled to include new cabinets and shelving to improve workflow.

To create a more relaxing atmosphere for our new mothers, patient rooms will be upgraded to include soothing

lighting, as well as new cabinets and furniture. Also, some patient rooms will be enlarged to create more privacy.

HIGH STANDARD OF CARE

Michelle Herberg, Director of the Women's Unit says, "Scotland Health Care System is excited about the renovations in progress and looks forward to sharing the new Women's Center with the community. The renovation will provide a more comfortable and inviting environment for our patients. It will also bring a higher standard of health care to the women in our communities."

In addition, the health care system has a dedicated staff of compassionate OB/GYNs who have years of experience providing high quality care.

Renovations are expected to be completed around winter 2017. Stay tuned for further updates.



We're Here for You The Women's Center staff—our exceptional physicians, certified nurse midwife, nurses and other professionals—are dedicated to providing the best care to you and your baby. Our goal is to ensure that we exceed your expectations.

For more information about the Women's Center at Scotland Memorial Hospital, please call **910-291-7820**.

'The renovation will provide a more comfortable and inviting environment for our patients. It will also bring a higher standard of health care to the women in our communities.

- Michelle Herberg



Take a Virtual Tour

Log on to www.youtube.com/watch?v=dPInQDuCxf0 to take a look inside the newly renovated nursery. While you're there, subscribe to our channel.

New Level of Care Keeps Stroke Patients Local

If you notice the signs of a stroke in yourself or a loved one, the first step is to call **911**. The second step is to take note of the time.

The time when symptoms begin is called “time last known well.” Doctors use this information to decide if a patient is eligible for the most effective stroke treatment.

The most common type of stroke occurs when a blood clot blocks a blood vessel in the brain. To treat this type of stroke, doctors use a clot-dissolving medicine called tissue plasminogen activator, or tPA. But this medicine is only effective within a 3-hour window once the stroke begins.

However, many stroke patients don’t get to the hospital in time for tPA treatment. That’s why it’s vital to recognize the signs of stroke and call **911** immediately.

TELESTROKE PROGRAM

When it comes to treating victims of stroke, time is crucial. For that reason, Scotland Health Care System recently launched a tele-stroke program – using tele-medicine videoconferencing technology—to help fill gaps in a critical need and save precious minutes when dealing with strokes.

If a patient arrives at the hospital with stroke symptoms, Scotland Health Care System’s staff notifies the Code Stroke team through a protocol the hospital has in place called Code Stroke.

This interdisciplinary Code Stroke team is made up of doctors, nurses and other medical professionals from Scotland Health Care System’s Emergency Center, Critical Care Unit, Lab, and Imaging department who have extensive training in Code Stroke protocol.

The Emergency Center physician

does an initial assessment of the patient and then notifies a board certified tele-neurologist.

Within minutes the Emergency Center physician is on the phone with the tele-neurologist, giving a summary of his or her assessment. During this time, the Stroke Response Team ensures the patient gets a CT scan and then gets labs drawn—all within minutes of arrival.

PEACE OF MIND

The teleneurologist has instant access to CT results and lab to determine if the patient is a candidate for tPA.

The medicine can potentially reduce the long-term effects attached to a stroke. However, tPA only works if a patient receives it roughly within three hours of when their symptoms began.

“Our goal is to keep more patients in their home community when they need healthcare,” said Chinna Hale, Director of the Intensive Care Unit at Scotland Health Care System. “We are proud to be able to offer this new level of care seen at larger facilities right here in Laurinburg.”

Scotland Health Care System collaborates with Carolinas Health Care System which has developed Carolinas Stroke Network—one of the largest stroke network programs in the Southeast.

Think FAST Use the acronym FAST to remember the signs of a stroke:

F is for **face drooping**. One side of the face may sag.

A is for **arm weakness or numbness**, usually in one arm.

S is for **speech difficulty**, such as slurred speech or the inability to talk.

T is for **time**. Even if these symptoms get better, call 911 immediately. Check the time to know when symptoms began.

Because ‘time is brain’ anyone who observes these signs should call **911** immediately.



Stop Strokes in Their Tracks.

The best ways to prevent strokes are to not smoke, eat healthy, and exercise regularly. To get more advice on stroke prevention, talk with your doctor. If you are looking for a new doctor, find one at www.scotlandhealth.org/find-doctor.



ANNUAL REPORT

2016

About Scotland Health Care System

MISSION:

The Mission of Scotland Health Care System is to work with our health care partners to create and operate a patient-centered, integrated system to provide Safe, High Quality, Compassionate, and Sustainable health care to the people we serve.

VISION:

Scotland Health Care System will be recognized and chosen by patients and their families throughout our region for the quality and value of services we provide. This value will be demonstrated through the highest level of Quality and Service, along with the Safest environment. We will lead efforts to improve the health and well-being of the citizens in our region.

VALUES:

We accept and are proud of our role as the safety net provider of essential services for our region.

- As a community-owned health care system, we believe in transparency and accountability to our community for the decisions we make. These decisions will be made collaboratively and with the utmost integrity.
- Our associates, physicians, other providers, and volunteers are our most important assets. We treat each other, along with our patients and families, with care, compassion, dignity, and respect at all times.
- We carry out all these principles in a financially prudent and sustainable manner to ensure we stay focused on our Mission.

Marlboro Family Practice and Urgent Care Sees Patients on Saturdays

The practice staff has served the Marlboro County community since 2000 and is dedicated to providing patients with quality, personalized care in a friendly, professional setting. To better serve the community, they extended their hours to include Saturdays, 8 a.m. to 1:30 p.m. for urgent care services.

Mobile Mammography Rolls in Marlboro County

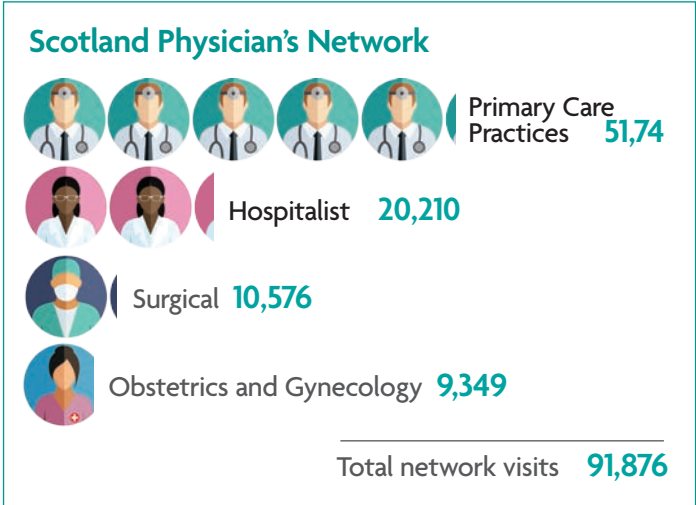
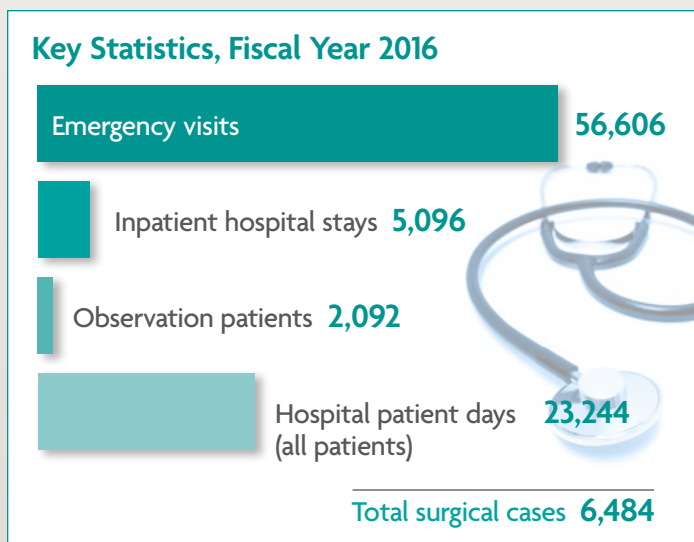
Meeting our community's breast health needs and saving lives is our top priority and was able to offer our breast health expertise on wheels. Scotland Health Care System was able to bring early breast cancer detection to you thanks to our partnership with Charlotte Radiology. Our goal is to provide women with a more convenient option for breast cancer screening. Patients experienced the same quality, compassionate care, expertise, and comfortable atmosphere as in our imaging center.

Implemented Daisy Award Program

Nurses who consistently demonstrate excellence as outstanding role models through their clinical expertise and extraordinary compassionate care at Scotland Health Care System are nominated by patients and families, physician, and colleagues for the DAISY Award for Extraordinary Nurses. The DAISY Award is part of the DAISY Foundation's program to recognize the "superhuman" tasks nurses perform every day.

Launch of the Patient Family Advisor Program

Scotland Health Care System captures the voice of the customer through Patient Family Advisors. The ultimate goal of Patient



Family Advisors is to improve the patient and family experience by incorporating their valuable insight and recommendations across all settings. The Patient Family Advisor volunteer is a patient, family member, or caregiver who has experienced care at Scotland Health Care System. Advisors volunteer their time to provide direct influences on policies, programs, and practices that affect patient care.

Harris Family Practice Extends Hours

Harris Family Practice extended their hours to Monday through Friday from 7 a.m. to 7 p.m. The practice expanded their hours to better meet the needs of our community. The staff at Harris Family Practice is committed to providing convenient and quality care to their patients.

Ready Care Unit Opens

An expansion project to add "Ready Care" at Scotland's Emergency Center was completed in early February. The project utilized existing space formerly used for main emergency center beds. The Ready Care unit is a separate area from the main Emergency Center with designated staff that includes one provider, one nurse, and one patient care technician.

Renovations Begin on the Women's Unit

Scotland Health Care System has nearly \$2.7 million in renovations planned for its Womens Center. Improvements include beautiful, new flooring and paint throughout the hallways, patient rooms, labor and delivery, and nursery. The unit's three nurses' stations will be remodeled to include new cabinets and shelving to improve workflow. Renovations are expected to be completed around winter 2017.



Surgical Wing Remodels

The remodeling of the 4,500-square-foot second floor surgical wing was completed. It was designed to offer patients more comfort, convenience, quality, and efficiency of care. A new overhead patient lift was installed in a room designed with additional space to provide patients with extra security and comfort.

< OUR PHYSICIAN PARTNERS >

Scotland Health Care System Providers Grows

New physicians who joined Scotland in 2016 included:

- **Dr. Lisa Bracey**, who provides care at Pembroke Family Practice
- **Dr. Priyanka Costa**, hospitalist at Scotland Memorial Hospital
- **Dr. Siresha Datla**, medical oncologist at Scotland Cancer Treatment Center
- **Dr. Chip Helms**, medical oncologist at Scotland Cancer Treatment Center
- **Dr. Matthew Manzo**, who provides care at Wagram Family Practice
- **Dr. Jerome Ponder**, OB/GYN who provides care at Women's Health Center of the Carolinas and Marlboro OB/GYN

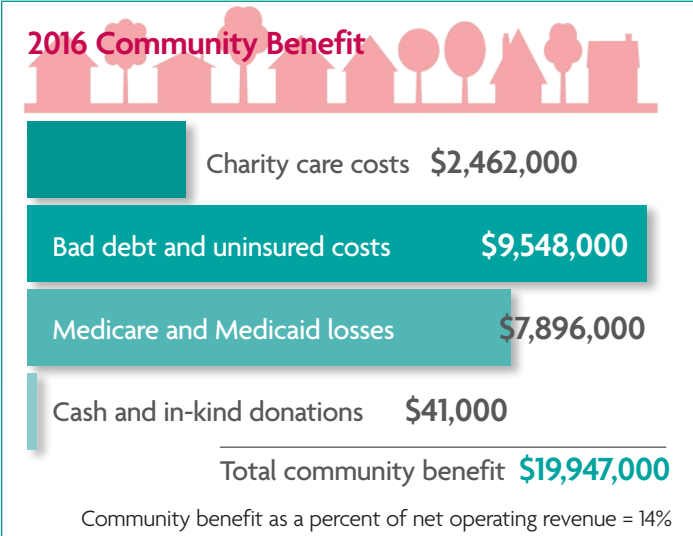
New mid-level providers include:

- **LaTonya Armstrong**, CNW, nurse midwife with the Women's Health Center of the Carolinas
- **Rebecca Crews**, FNP, hospitalist at Scotland Memorial Hospital

- **Tonya Eteo**, FNP, nurse practitioner with Harris Family Practice
- **Jennifer Graham**, PA-C, physician assistant at Scotland Physicians Network
- **Marcella Stanton**, ACNP, nurse practitioner with Scotland Physicians Network

Interventional Cardiology Program Starts with FirstHealth Partnership

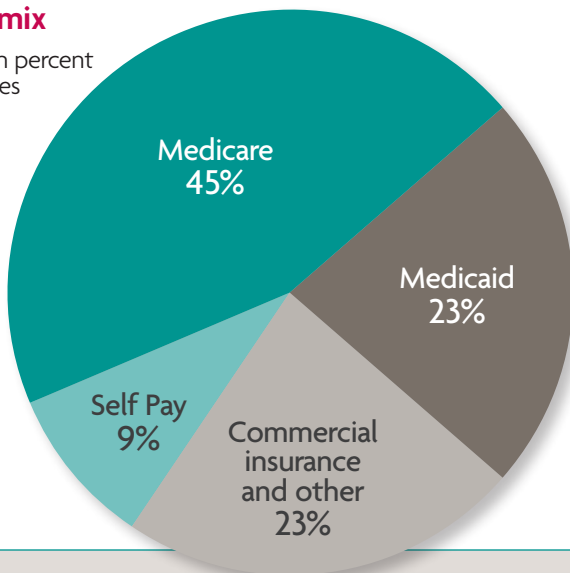
To ensure that our community has access to a full range of quality cardiac care, Scotland Health Care maintains a valuable partnership with FirstHealth of the Carolinas through the Scotland Cardiovascular Center. This partnership of top-notch doctors, diagnostics, treatments, and world-class care offered



Key Financial Statistics, fiscal year 2016

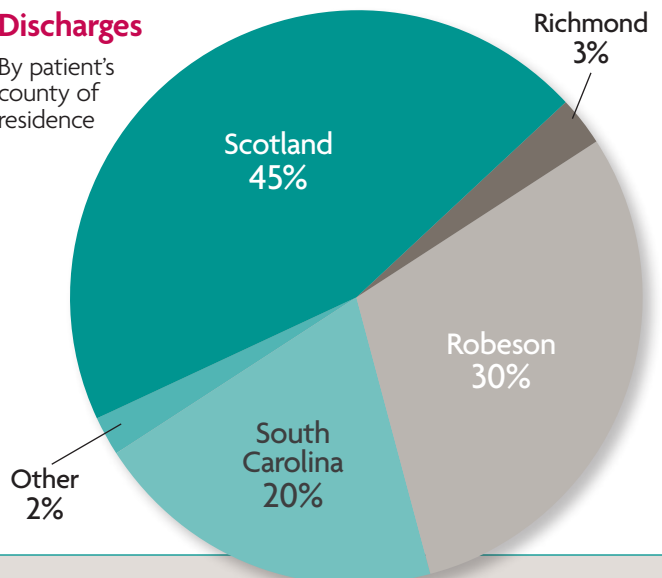
Payer mix

Based on percent of charges



Discharges

By patient's county of residence



a higher level of care to cardiac patients—close to home—with the addition of a new procedure called Percutaneous Coronary Intervention (PCI). Also called stenting, PCI is a minimally invasive procedure to widen blocked blood vessels that feed the heart muscle.

< RECOGNITIONS AND AWARDS >

Four-Star Hospital

For the second consecutive year, Scotland Memorial Hospital was ranked a Four-Star Hospital by the Centers for Medicare and Medicaid Services (CMS). The four-star ranking places Scotland Memorial Hospital in the top 25th percentile in the nation for the quality care delivered to our community.

One of the 49 Top Safest Hospital in the Nation

Scotland Memorial Hospital made national news for its patient safety. Becker's Healthcare released the top 49 safest hospitals in the country. Scotland Memorial Hospital is the only hospital in North Carolina to achieve this recognition.

< INFORMATION AND TECHNOLOGY >

Scotland Urgent Care Offers Online Check-In

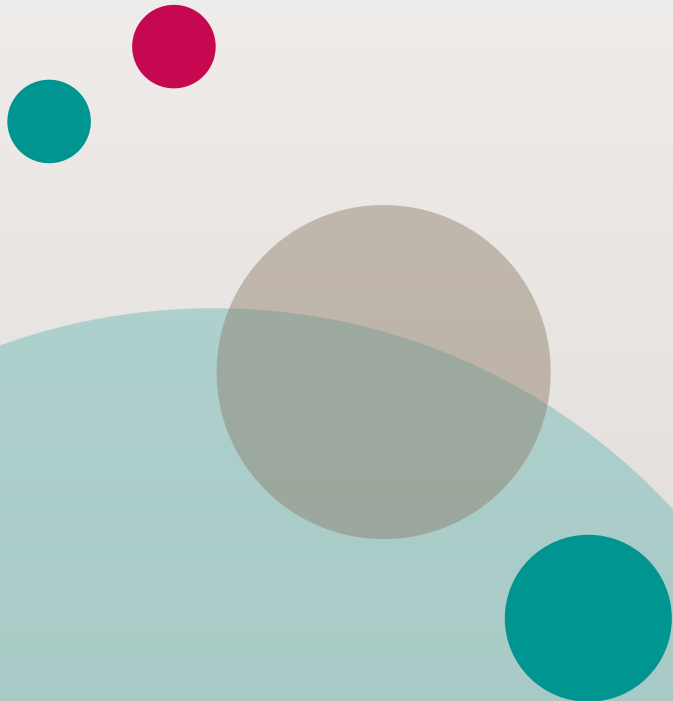
Urgent care is all about receiving immediate care when you need it. Many times an Urgent Care visit is critical when your physician's office is not available. With that in mind, Scotland Urgent Care Center instituted UC Express. UC Express allows patients with urgent illnesses or injuries to reserve a time online. This allows patients to remain in the comfort of their home while waiting to be seen, rather than waiting in a room full of sick people, especially during busy hours.

Surgeon-Controlled Orthopedic Robotic System

Our Orthopedic team helped pioneer the use of computer-assisted navigational surgery with total joints. By using the MAKO™ Robotic- Arm Assisted Surgery System, our highly skilled surgeons have the latest technology to perform total hip and partial knee replacements. This is just the next step in the evolution of precise surgical technology.

MyScotlandRecord

Scotland Health Care System launched a secure online tool that provides patients with convenient 24-hour access to their personal health information and medical records from any internet enabled device. This tool allows patients to view lab results, access medical records and health history, while keeping all health information private and secure.



Scotland Plans Mystery Dinner Theater for Cancer Survivors

Join the physicians and staff of Scotland Cancer Treatment Center for our annual Cancer Survivors Day Celebration on Friday, May 19, 2017, at 6:30 p.m. at Laurinburg Presbyterian Church.

Sleeping Beauty has awakened from her slumber; the evil queen's reign has turned righteous, and a royal wedding is in the midst. You are promised an evening full of accusations, promises, spells and magic when you join us for the "Once Upon a Time" mystery dinner theater. All survivors are invited to attend with one guest (\$15 charge for additional guest).

Dinner guests will discover who has committed the crime known to all in the kingdom. Is it the mysterious maiden who lost her true love? The sinister stepsister who has more foes than friends? A pouting princess unwilling to give up what is hers? Or possibly, a fairy who fearless battles the powers of dark magic?

As the evening develops, you will discover the stories as they unfold, become intertwined, and lead to the final chapter. Those in attendance will decide the outcome as they identify and condemn the culprit. Or, will the vindictive and vicious villain go free?



Find Out Whodunnit

For more information about this survivor celebration, please contact Scotland Cancer Treatment Center at **910-291-7630**.



Duke and Scotland: A Powerful Combination against Cancer

DID YOU KNOW?

- You don't have to travel away to receive the latest and state-of-art treatments for cancer.
- We use the latest Duke guidelines and cancer research.
- Our physicians, physician assistants, and nurse practitioners are Duke trained.
- We have access to the most current training and staff education when it comes to cancer and cancer-related health issues.

All of this adds up to an increased level of wellness, so our patients receive the higher standard of cancer care and treatment they want and deserve—right here in our own community.

Please call the Center at **910-291-7630** with any questions you may have about treatment, the facility, or clinical research programs. You can also visit www.scotlandhealth.org/cancer.

Join Our Patient Family Advisory Program

If you or a family member has been a patient of the Scotland Health Care System within the past 3 years, we want to hear from you.

There are more than 100,000 unique perceptions of Scotland Health Care System. And it is exactly those perceptions that are driving changes to improve the patient experience for our patients.

ENHANCING YOUR EXPERIENCE

“Patient experience is about a patient’s perceptions of the care they received during their visit and includes every touch point from start to finish,” said Sonja Frye, Director of Patient Experience at Scotland Health Care System.

That is why Frye and the Patient Experience Department address patient experience to everyone from office personnel to doctor.

“To demonstrate that care and concern,” Frye said, “the hospital continuously trains employees and department leaders in patient experience, as well as exploring new initiatives to enhance the patient experience.”

BE A POSITIVE INFLUENCE

One of those initiatives is the Patient Family Advisory Program, a growing group with members composed of patients, family members or caregivers who have experienced care at Scotland Health Care System within the past 3 years. The role of Patient Family Advisor volunteer is to serve as the patient voice across Scotland Health Care System. Patient and Family Advisors commit to create and sustain partnerships with patients and families that enhance the quality, safety and experience of care that is delivered. They have direct input and influence on policies, programs and practices affecting care and services for patients and their families.

CANDIDATES FOR THE PROGRAM SHOULD:

- Participate on committees, projects, and, initiatives
- Want to improve overall quality, safety,



Scotland Health Care System’s Patient Family Advisor Program is to serve as the patient voice across the system.

and experience of care for all patients and families

- Share experiences and offer opinions and recommendations in a variety of areas,
- Assist with creation, implementation, and evaluation of policies and services
- Be willing to speak comfortably in group settings

NEW CAREGIVER ADVISOR

The Patient Family Advisor Program recently welcomed Roseann, who lends her voice from a patient’s caregiver point of view. Roseann’s father came to the Emergency Center at Scotland Memorial Hospital after he fell in his home. Dr. Tala Smith, the EC physician, assured Roseann and her father that she would continue to find out why he fell. Over the course of a four-night stay, an MRI in fact he had pneumonia, which caused his fall.

“All the nurses were willing to help whenever needed during his stay, which

was greatly appreciated,” Roseann said. “They really cared about my father’s health and well-being, as well as my own.”

When asking Roseann why she applied to become a Patient Family Advisor she said she was drawing from her experience as a special education teacher. “I often had to advocate for those with education and sometimes medical disabilities. I don’t want people who are suffering from medical issues to feel alone.”



Want to Lend Your Voice?

If you have been a Scotland Health Care System patient or a caregiver for a Scotland Health Care System patient within the past three years, and would like to be a member of the Patient Family Advisory Program, please contact Sonja Frye at **910-291-7554**.

You can also apply online at www.scotlandhealth.org.

Do You Need Easy Access to Your Medical Records?

Did you know Scotland Health Care System offers two ways for you to get access to your medical records?

Scotland Health Care System has two unique portals, one for Scotland Physicians Network patients and the other for patients of Scotland Memorial Hospital.

MyScotlandRecord allow you to access your health information online versus over the phone or in person.

FOR SCOTLAND PHYSICIANS NETWORK PATIENTS

The Physician Practice Portal allows you to:

- View provider and office information
- Send your provider a message
- Request medication refills or appointment
- View results on non-critical labs

FOR SCOTLAND MEMORIAL HOSPITAL PATIENTS

The Hospital Portal allows you to:

- View admission details and discharge instructions
- Download your medical record
- View results on non-critical labs and radiology results



Why Use MyScotlandRecord Patient Portal?

You bank, buy your plane tickets, even share family photos online. And if you don't already have access to your personal health information with the click of a mouse, chances are you soon will.

Electronic medical records—digital versions of the paper files your doctor keeps about your care—are becoming more common. About 72 percent of office-based U.S. physicians now use them. That's up from 48 percent in 2009 and less than 20 percent in 2001.

Switching to electronic records can:

- Help all the experts involved in your care communicate with each other
- Decrease the risk for medical errors
- Save you time at the doctor's office
- Reduce paperwork and health care costs
- Lessen damage to the environment
- Make getting medications safer, easier, and less expensive, if the system also allows your doctor to prescribe them electronically

In one study, patients who used electronic records felt more involved in their care. They understood their doctor's directions more clearly, and they found it easier to make lifestyle changes and take medications properly.



Meet Our New Providers

We welcome our new medical professionals to the Scotland Health Care System medical staff.



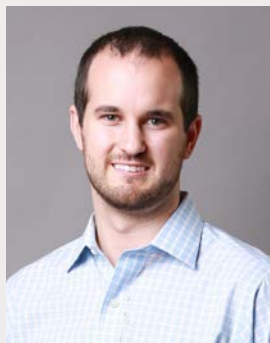
Dr. Veronica Efros

Dr. Veronica Efros Hospitalist

A board-certified family physician, Dr. Veronica Efros is a hospitalist, who increases the high quality care patients receive while they're in the hospital. Dr. Efros attended Nicolae Testemitanu State Medical and Pharmaceutical University where she earned her Doctor of Medicine degree. She has completed two residency programs in Internal Medicine and Family Medicine. Dr. Efros completed her Internal Medicine Residency from the State Medical and Pharmaceutical University in Moldova and her Family Medicine Residency from St. Luke's University Health Network. Dr. Efros joins us from the South Carolina area where she has been providing care to the Bennettsville community for the past five years. Dr. Efros brings years of experience in internal medicine, family medicine, and hospice care.

Scott Glover, PA Scotland Surgical & GI

Scotland Surgical & GI increased the number of its medical providers with the addition of



Scott Glover, PA

Scott Glover, PA-C. Glover is a recent graduate from Methodist University with a Master of Medical Science degree in Physician Assistant Studies.

Mr. Glover joins board-certified general surgeons Dr. Brian Parkes, Dr. Stephen Lanuti, and Dr. Leslie Salloum in providing general surgery care at Scotland Surgical & GI.

His addition to the staff decreases patient wait time and enhances the care provided at the practice. He will provide care for pre- and post-surgical patients in the office and in the hospital. For additional information about Scotland Surgical & GI, please call **910-277-9164**.

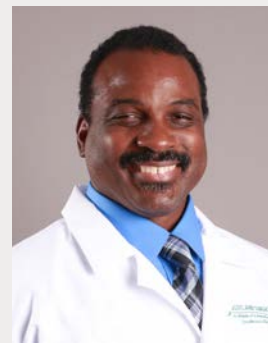
Dr. Katie Notaro Harris Family Practice

Dr. Mary Catherine "Katie" Notaro, an experienced family medicine physician, has joined Harris Family Practice to provide full-time medical care.

Dr. Notaro, a Raleigh native, is a graduate of Appalachian State and Edward Via College of Osteopathic Medicine in Blacksburg, Virginia. Dr. Notaro completed her training at Cabarrus Family



Dr. Katie Notaro



Dr. Jerome Ponder

Medicine Residency Program. Appointments can be made with Dr. Notaro by calling **910-276-6767**.

Dr. Jerome Ponder Womens Health Center, Marlboro OB/GYN

Dr. Jerome Ponder will provide care at Women's Health Center of the Carolinas and at Marlboro OB/GYN. Dr. Ponder brings more than 15 years of medical experience to the practices.

He served as a decorated officer in the U.S. Army as an OB/GYN and Field General Surgeon. He was stationed in the Womack Army Medical Center at Fort Bragg and the 28th Combat Support Hospital in Baghdad, Iraq. He is a graduate of Wake Forest University School of Medicine and completed his residency at Walter Reed Army Medical Center. Dr. Ponder is board certified by the American Board of Obstetrics and Gynecology, where he is a fellow.

To make an appointment with Dr. Ponder at Womens Health Center of the Carolinas, please call **910-277-3331** or at Marlboro OB/GYN, please call **843-479-8357**.

Scotland Physicians Network Welcomes New Practice

Wolonick Family Practice, a long-established medical practice, has joined Scotland Physicians Network (SPN), making it the sixth primary care practice affiliated with SPN.

Wolonick Family Practice has grown and thrived over the years, due to Dr. Richard Wolonick's commitment to the community. He and Carol Hayes, Physician Assistant, treat patients of all ages.

"My desire to provide excellent care has not faltered since we opened in 1998. Offering health care today takes a team. By joining the Network, we strengthen our practice and join a group that has the expertise and vision necessary to provide the high quality care needed by the communities we serve," says Dr. Wolonick. "As we grow stronger with the support and expertise of the Network, our focus will become even more patient-centered. It's coming together with people who have the expertise that allows Carol Hayes, PA, and myself to focus on what we do best—providing high quality medical care"

As a doctor of osteopathic medicine



(D.O.), Dr. Wolonick well understands how all the body's systems are interconnected and how each one affects the others. He focuses special attention on the musculoskeletal system, which reflects and influences the condition of all other body systems.

As a member of the American Osteopathic College of Allergy and Immunology, Dr. Wolonick also keeps up his education requirements in this field of medicine. He received extensive training in allergy medicine while serving as a physician in the United States Air Force.

<WOLONICK> FAMILY PRACTICE

106 McAlpine Lane
Laurinburg.

Appointments are
scheduled by calling
910-277-8044.

Scotland Physicians Network also includes:

- Harris Family Practice
- Marlboro OB/GYN
- Marlboro Surgical Associates
- Marlboro Family Practice and Urgent Care
- Maxton Family Practice Center
- Pembroke Family Practice Center
- Scotland Surgical & GI
- Wagram Family Practice Center
- Women's Health Center of the Carolinas

Scotland Regional Hospice Nurse Wins Daisy Award

Congratulations to Amber Almond, RN, from Scotland Regional Hospice as our most recent Daisy Award Winner.

Share your story of a nurse who delivered safe, high quality, compassionate care to you or a patient by filling out a nomination form today. This is an important way of saying thank you to an extra special nurse who has made a difference in your life or someone close to you.

DAISY Award nominees exemplify Scotland Health Care System's excellent patient experience. In addition to naming a DAISY Award honoree, each nominated nurse receives



special acknowledgment from Scotland Health Care System and The DAISY Foundation as our way of saying "thank you" to the unsung heroes in the

nursing profession.

Visit www.scotlandhealth.org/daisy-award for more information on how to nominate a Scotland nurse.

Highland Society Recognition Dinner

The Highland Society was created to thank and recognize donors that made significant contributions of \$1,000 or more in the previous year to Scotland Memorial Foundation. These generous contributions touch hundreds of people each year. Their generosity funds health projects and programs that offer hope, encouragement, and a healthier way of life.

On February 16, 2017, 26 new members were welcomed into the

Highland Society bringing our total membership to 155.

Highland Society membership sets these donors apart as sustainers of our organization. The Board of Trustees thanks and acknowledges these faithful donors with sincere gratitude.

To learn how you can become a Highland Society member, call the Scotland Memorial Foundation office at **910-291-7553**. You may also visit www.scotlandhealth.org/give.

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WLNC Radio

* denotes new membership.

A Great Year for High Quality

Scotland Health Care System Associates celebrated a great year surrounding quality awards.

A FOUR STAR HOSPITAL

For the second consecutive year, Scotland Memorial Hospital earned a Four Star designation by the Centers for Medicare and Medicaid Services (CMS), placing Scotland Memorial Hospital in the top 25th percentile in the nation for the quality care delivered to our community.

BECKER'S HEALTH CARE REVIEW

Scotland Memorial Hospital has made national news for its patient safety. Becker's Healthcare released the top 49 hospitals in the country with the lowest number of safety events per patient. Scotland Memorial Hospital is the only hospital in North Carolina to achieve this recognition.



Keep In Touch

We want to be here for you.

Call us at **910-291-7000** or visit us on the web at **www.scotlandhealth.org**.

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Every Dollar Counts

Where many might see the dollar bill as just a way to pay for necessities, Alan Quadlin sees it a little differently. For Mr. Quadlin, every dollar bill he receives is an opportunity to give back to his community, his hospital in particular.

His system is simple. He checks the Federal Reserve Bank letter in the circle on the front of the dollar bill. These letters are used to show which federal bank in the U.S. printed the bill, but Mr. Quadlin looks at them differently. If the dollar bill has a C for cancer, E for Emergency or H for hospital, he saves them to donate to Scotland Memorial Foundation—pausing to think about the hospital each and every time. He also collects his loose change to donate, as well.

Alan and his wife, Margaret, reside in Scotia Village. When asked why he started giving, his answer was simple. “This is a very good hospital. There was a perception at one time that you had to go out of town to receive your care. That’s just not the case.”

Among the high points of his patient experience, he most fondly remembers his caretakers and, of course, the food. Wayne Hobbs, chair of the Scotland Memorial Foundation Board, is grateful to the Quadlins for coming up with this unique idea and showing that indeed, every dollar can make a difference.



Alan Quadlin holds one of the dollar bills he has donated to the Scotland Memorial Foundation.

Join the Quadlins

If you would like to contribute to the Scotland Health Care System, you can donate through Scotland Memorial Foundation. Gifts can be unrestricted or donor directed to a particular department or program, including:

- Scotland Cancer Treatment Center
- Community health education programs
- Wound Healing Center Patient Assistance Fund

- “Henley’s Heart Fund” for Cardiopulmonary Rehabilitation Patient Assistance
- Charles L. “Chuck” Hicks, Jr. Memorial Fund for Cardiovascular Patient Assistance

Together we can make a difference, because every dollar counts. Get started at **www.scotlandhealth.org/give**.