

FALL 2016

healthy

PERSPECTIVES



Home to High Quality Health Care

- 4-Star Quality Rated by CMS
- North Carolina's Only Top 49 Safest Hospital in the U.S.

Glitz, Glamour, and Giving at the 23rd Annual Putting on the Ritz

THAT'S SOMETHING TO BELIEVE IN

Excellence is Our Specialty

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healthy PERSPECTIVES

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A Joint Commission
Top Performer

FROM THE PRESIDENT AND CEO

Safe, High Quality Care Validated Again

Our mission, adopted by our board one year ago, stated that we exist to provide **S**afe, **H**igh Quality, **C**ompassionate, and **S**ustainable health care to the people we serve—nifty use of our SHCS acronym! In this issue, I want to talk about the first two attributes: how safe is our care and is it of the highest quality? It is one thing to believe what you do is excellent—it is another to be validated by unbiased and widely accepted national standards.

Let's start with the basics. Safe care means “do no harm”—the physician's Hippocratic oath. You expect us to keep you or your loved ones safe when you entrust us with your or their care. The right surgery, the right medicine, and the absence of infection or falling are key safety measures. This spring we were recognized as one of the 49 safest hospitals in the nation, the only one in North Carolina, based on how few safety incidents we had.

As medicine becomes more standardized, the highest quality care means we adhere to the best proven methods to deliver care. For the second year in a row, we received 4 out of 5 stars from Medicare, putting us in the top 25 percent of hospitals nationwide based on experience, access, safety, and quality measures. Plus, we are again forecasted to be one of the top performers in the entire Carolinas Health Care System of hospitals in Medicare's Value Based Purchasing program, which rewards hospitals for safety and outcomes measures.

Superb physicians and providers do not choose to come to rural communities unless they are confident the level of care will meet their high standards. As you will see inside this issue, we have added several excellent physicians and practitioners, who have determined that we possess the technology, staff, and values worthy of their training and expectations.

Physician leaders, especially our Chief Medical Officer Dr. Cheryl Davis, ensure we do not rest on our successes but constantly study how to improve by assessing how we do things and learning from best practices.

Please know that when you chose Scotland Health Care System for your care, or for your loved ones, you can be confident that you will receive Safe, High Quality care delivered compassionately.

Enjoy your fall season,

Gregory C. Wood, CEO



Scotland Health Care System— Home to Quality Care

Scotland Health Care System recognizes that providing superb care requires a commitment to Safe, High Quality, and Compassionate care.

WHAT DOES QUALITY MEAN TO YOU?

Quality means different things to different people.

Quality health care means doing the right thing, at the right time, in the right way, for the right person—and having the best possible results.

Information on quality lets patients and their family compare the quality of care provided in other hospitals and to make informed decisions about their health care.

Scotland Health Care System remains committed to improving its quality and patient safety measures. For these efforts, we have received national recognition.

FOUR STARS FOR QUALITY

For the second consecutive year, Scotland Memorial Hospital earned a four-star designation from the Centers for Medicare & Medicaid Services (CMS). **This recognition places Scotland Memorial Hospital in the top 25th percentile in the nation for the quality care delivered to our community.** CMS rated the hospital on the following seven key areas:

- **Mortality:** Patient life spans for certain disease types after discharge
- **Safety:** Care delivered without hospital-acquired infections
- **Readmissions:** Unnecessary return to the hospital after discharge
- **Patient experience:** Survey ratings from patients treated at Scotland
- **Timeliness of care:** Treatment times in the Emergency Center
- **Effectiveness of care:** Medical care compared with national guidelines
- **Imaging:** Use of contrast material in imaging procedures like CT scans

“Our doctors, nurses, and staff focus on creating a patient-centered health care



experience for those we serve,” says Dr. Cheryl Davis, Chief Medical Officer. “We consistently strive to provide Safe, High Quality, Compassionate health care, and the scores prove we care well above the national average.”

THE SAFEST HOSPITAL IN N.C.

Scotland Memorial Hospital’s patient safety has made national news. **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.

The statistics were calculated using several indicators related to surgical procedures, pressure ulcers, blood clots, and hospital-acquired infections. The data was gathered from July 1, 2012, through June 30, 2014.

“This recognition confirms that we

are what we say: Excellence is our specialty,” says Dr. Davis. “We attribute our success in preventing hospital-acquired infections to a partnership with Duke Infection Control Outreach Network. We do that with highly skilled physicians and compassionate staff, putting the patient at the center.”

TOP PERFORMER ON KEY QUALITY MEASURES

Scotland Health Care System is recognized as a **Top Performer on Key Quality Measures® by The Joint Commission.** The Top Performer program recognizes hospitals for improving performance of healthy outcomes for patients with certain conditions, including heart attack, stroke, pneumonia, and surgical care.

You’ll see several aspects of these measures throughout this newsletter.

〈 IN THE NEWS 〉

\$450,000 Grant Targets Improving Diabetes Care

Scotland Memorial Foundation has received a \$450,000 grant from The Duke Endowment to fund Scotland Care Improvement for Diabetics (SCID) program. Specifically, the grant will be used to enable Scotland Health Care System’s electronic medical database to:

- Target patients with diabetes most at risk for poor outcomes
- Arrange resources to ensure those patients receive appropriate care and screenings
- Track results over time

Scotland Health Care System is committed to improving care by reducing the number of diabetes-related hospitalizations and readmissions. Leading the project is Dr. Cheryl Davis, Vice President of Medical Affairs and Chief Medical Officer, who oversees the care plans for patients with diabetes.

Calendar of Events



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

CANCER CARE

Look Good ... Feel Better

November 17, 2016,
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.

Art Expressions

Every Tuesday, 3 to 5 p.m.,
SCTC

Cancer survivors often feel overwhelmed during the treatment process and find it hard to find a new normal. Art Expressions is used to explore feelings, develop social skills, and improve quality of life. The program supports the excellent

medical care provided by the staff of Scotland Cancer Treatment Center.

For additional information contact Mary Callahan-Lopez, social worker, at the Cancer Center at **910-291-7638**.

COMMUNITY EVENTS

Breast Cancer Awareness Walk

October 28, 2016, noon, CHRC
Join with others who support breast cancer awareness at our annual one-mile walk around the hospital campus. Lunch provided to all participants. No registration required.

Putting On the Ritz— A Gala of Giving

November 5, 2016, WRDCC
Come out for an evening of fine dining, dancing, entertainment, and exciting

silent and live auctions at the annual Putting on the Ritz fundraising event.

Tickets can be purchased by calling the Foundation Office at **910-291-7543**. See page 13 for more details.

Hospice Candlelight Memorial Service

November 19, 2016, 6:30 p.m.,
Northview Harvest Ministries,
Highway 401N, Laurinburg
Hospice of Scotland County's annual candlelight service is open to anyone who has lost a loved one in the past year. For more information, call **910-276-7176**.

Annual Community Meeting

January 19, 2017, 6 p.m.,
WRDCC

Please join Scotland Health Care System Board Members and staff as they present the annual report.

Jersey Mike's Day of Giving

March 29, 2017

Donations to Scotland Cancer Treatment Center can be

made at Jersey Mike's Subs throughout March, then on March 29, 100 percent of Jersey Mike's sales will be donated to the Foundation. These funds will help provide wigs, personal care items, and transportation for our cancer patients.

FUND RUN-4-Life

April 22, 2017

Scotland Memorial Foundations annual FUND Run-4-Life offers a half-marathon, 5K, and 1-mile walk/run. For registration information, call **910-291-7543** or visit scotlandhealth.org/foundation.

HEALTH AND WELLNESS

Diabetes Health Fair

November 15, 2016, 5 to 8 p.m.,
WRDCC

Scotland Memorial Foundation's annual Diabetes Health Fair is an educational, interactive event for people living with diabetes and their loved ones. FREE health screenings from 5 to 6 p.m. include: Hb A1C blood work, blood pressure, weight, and body-fat analysis. Exhibitors will provide information on topics from exercise to footwear.

Register by calling Patrick Bines at **910-291-6933**.

Great American Smokeout®

November 17, 2016, 10 a.m. to 2 p.m., SMH Main Lobby

Tobacco users who are ready to quit will receive support for the American Cancer Society's Great American Smokeout®.

CHRC = Community Health and Rehabilitation Center
SCTC = Scotland Cancer Treatment Center
SMH = Scotland Memorial Hospital
SDC = Staff Development Center
WRDCC = WR Dulin Conference Center

FREE Health Screenings

November 22, 2016, 9 to 11 a.m.,
Wagram Recreation Center,
24441 Marlboro Street, Wagram

December 8, 2016, 9 to 11 a.m.,
NCWorks Career Center-
Scotland, 303 N. Main Street,
Laurinburg

Women's Health Event

February 4, 2017

Presented by the Scotland Memorial Foundation, women will receive FREE health screenings, breakout sessions, keynote address, and lunch. Registration is required; space is limited—don't delay.

Call **910-291-6933** to register or visit the *Events* link at scotlandhealth.org.

Pregnancy Fair

April 22, 2017, WRDCC

Questions from mothers and fathers, especially new ones, can be answered here. Presenters will address prenatal care, labor options, caring for your baby, and much more.



Bob Weagraff had struggled for several years with hip pain and walked with a dominate limp. That's when he turned to OrthoCarolina-Scotland for help.

SUPPORT GROUPS

Please visit scotlandhealth.org to view dates, times, and locations for the following support groups:

- Alzheimer's
- Caregiver
- Circle of Hope, Women's Cancer
- Diabetes
- Multiple Sclerosis
- Parkinson's
- Stroke

FREE Events at The Women's Center at 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 on the third Thursday of each month from 6 to 8 p.m. Come hear talks by our anesthesiologists and pediatricians, and information about delivering 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. The class is taught from 6 to 7 p.m. once a month, in the SDC, which is located just behind the hospital. Visit the *Events* page at scotlandhealth.org for the next available dates.

Childbirth Choices: This four-session educational program for mothers and their support person is held monthly. This class covers labor and the birth process, comfort measures, relaxation and breathing techniques, role of the support person, newborn care, and breastfeeding. Click the *Events* link at scotlandhealth.org for the next available dates.



First, Weagraff learned what his surgical options were when he went to a Community Health Night Out at Scotland Health Care System. Here, Dr. Paul F. Rush, of OrthoCarolina, explained the Mako™ Robotic-Arm Assisted Surgery System.

Dr. Rush and his OrthoCarolina-Scotland partners, Drs. Richard E. Alexander, Ralph E. Carter III, and John A. Smid are all experienced in navigational surgery.

Here, he learned that during surgery, the doctor guides the robotic arm while preparing the hip socket and positioning the implant based on the patient's personalized preoperative plan. When the surgeon prepares the bone for the implant, the Mako robotic-arm system guides the surgeon within the predefined area which helps provide more accurate placement and alignment of the implant.

Following the education session, Bob went to see Dr. Carter, who reviewed an X-ray of his hip. He determined the joint had already deteriorated and a total hip replacement was needed.

All went well with his surgery, and he was up walking around his neighborhood in just a couple of weeks. Within a month, Bob was back at work with no pain and no limp.

Bob says, "I couldn't have had a better experience." Bob felt fortunate that Scotland Memorial, his local hospital, is the only hospital in the region to offer the Mako™ system. "And it's all done right here at Scotland Health Care System," Bob says.

Scotland Memorial Hospital

is the only area hospital that offers Joint Camp, an educational program for hip or knee replacement surgery patients. Please call **910-373-2154** for dates and times.

New Options in Orthopedic and Spine Treatment

Spine Care

Scotland Health Care System has increased its services by now offering spine care provided by two spine surgeons from the Pee Dee Spine Center.

Joining the health care system is Dr. Rakesh P. Chokshi and Dr. W.S. "Bill" Edwards, both board-certified orthopedic surgeons who specialize in diagnosing and treating pain from spinal disorders.

Dr. Chokshi and Dr. Edwards will now provide the following services at Scotland Memorial Hospital:

- Lumbar microdiscectomy
- Lumbar decompression
- Anterior cervical discectomy and fusion (ACDF), level one

Dr. Chokshi and Dr. Edwards offer convenient office hours at OrthoCarolina-Scotland, located at 1604 Medical Drive in Laurinburg.

To make an appointment with one of these skilled surgeons, please call **843-432-1880**.



Dr. Rakesh P. Chokshi



Dr. W.S. "Bill" Edwards

OrthoCarolina-Scotland

Orthopedic surgery at Scotland Memorial Hospital is performed by the four board-certified orthopedic surgeons affiliated with OrthoCarolina-Scotland:

- Dr. Paul F. Rush
- Dr. John A. Smid
- Dr. Ralph E. Carter III
- Dr. Richard E. Alexander

These surgeons have more than 80 years of combined experience, including 36 years in computer-assisted surgery.

These physicians perform surgery to restore function lost as a result of injury or disease of bones, joints, muscles, tendons, ligaments, nerves, or skin. They are involved in all aspects

of health care pertaining to the musculoskeletal system. They use medical, physical, and rehabilitative methods, as well as surgical methods to help improve quality of life.

Offering patients the following orthopedic treatments in Laurinburg:

- Sports medicine
- Spine care
- Joint replacement
- Mako™ robotic-arm assisted surgery

OrthoCarolina-Scotland offers convenient locations in Laurinburg and Pembroke, and Bennettsville, SC. Call the Laurinburg office at **910-276-4611** to schedule an appointment at any of these three locations.



Orthopedic surgeons Drs. Paul Rush, John Smid, Ralph Carter, and Richard Alexander of OrthoCarolina-Scotland



Volunteerism Fuels Hospice Care

Volunteering at Scotland Regional Hospice is a great way to offer your time and abilities to a worthwhile cause while also making a real connection to those in your community. Hospice volunteers provide companionship to patients nearing the end of life, extend emotional support to loved ones, offer caregivers a much-needed break, assist with the organization's outreach and fundraising efforts, and even help out with some clerical duties around the office. The efforts of the volunteers play a critical role in aiding the organization's mission to provide exceptional, compassionate end-of-life care.

The volunteers at Scotland Regional Hospice fall into two categories: patient care volunteers and community volunteers. "We currently have about 30 patient care volunteers, and we have about 60 to 70 community volunteers," says Bunny Hasty, Scotland Regional Hospice Volunteer Coordinator. "Although we have many wonderful individuals volunteering with our agency, there is always need for more."

PATIENT CARE VOLUNTEERS

Because of the sensitive nature of the work and the exposure to confidential information, patient care volunteers need specialized training before interacting with patients on the organization's behalf. This process is set up to ensure the safety of the patients, as well as to instill in the volunteers the high standards of the organization.

"Patient care volunteers have to go through a 12-hour training class," says Hasty. "They also have to take a TB test, a drug test, and participate in orientation at employee health at Scotland Memorial Hospital.

"There are lots of things that they can do," she adds. "Patient care volunteers can visit patients in nursing home and assisted-

living facilities and in patients' homes. They can also help with administrative work, they can make phone calls to patients, and assist with the bereavement and chaplaincy programs."

Not only are patient care volunteers important to improving the efficiency and excellence of the services provided by hospice, but Medicare actually requires hospice agencies to use volunteers. According to the Medicare Conditions of Participation, at least 5 percent of patient care hours provided by a hospice agency must come from volunteers.

COMMUNITY VOLUNTEERS

Community volunteers play a vital role in helping Scotland Regional Hospice fulfill its mission. Community volunteers can assist with fundraising activities such as Scotland Regional Hospice's annual golf tournament in the spring and the "Tree of Remembrance" fundraiser held each December. They also assist with marketing, outreach activities, and some clerical duties such as mailing out newsletters.

Many business-minded volunteers also serve on the Board of Trustees that helps guide the administrative staff into making decisions that will keep Scotland Regional Hospice effective and sustainable. Because there is no direct contact with patients or patient information, community volunteers do not need to meet all the requirements or participate in the same training that patient care volunteers do.



Interested in Volunteering? To become a community or patient care volunteer, please contact Scotland Regional Hospice at **866-276-7176** for more information on how you can help.



Early Detection Is the Best Protection

Creating an Early Detection Plan enables women to be proactive about their health by reminding them to do monthly breast self-exams and schedule clinical breast exams and mammograms. According to U.S. breast cancer statistics, about one in eight U.S. women (about 12 percent) will develop invasive breast cancer over the course of her lifetime.

In 2016, an estimated 246,660 new cases of invasive breast cancer are expected to be diagnosed in women in the U.S., along with 61,000 new cases of non-invasive breast cancer, according to the American Cancer Society.

“Women creating and following an early detection plan can help find these cancers earlier, giving us the best chance

for cure,” says Dr. Beth Lindsay, Duke Radiation Oncologist at Scotland Cancer Treatment Center.

BREAST SELF-EXAMS

Duke Health encourages adult women of all ages to perform breast self-exams at least once a month. By performing monthly exams, you will be able to more easily identify any changes in your breast. Be sure to talk with your health care professional if you notice anything unusual.

Most people who have symptoms and signs of breast cancer will initially notice only one or two things that are different or have changed. Often, these symptoms are not due to cancer, but any breast cancer



Get started creating your personalized “Early Detection Plan” by visiting the National Breast Cancer Organization website at nationalbreastcancer.org/early-detection-of-breast-cancer.

symptom you notice should be reported to your health care provider as soon as possible so that the problem can be diagnosed and treated.

ANNUAL APPOINTMENT

Included in your Early Detection Plan should be an annual appointment with your health care provider and screening mammogram if appropriate.

During that appointment you should have a clinical breast exam. A clinical breast exam is performed by a qualified nurse or doctor. A health care professional will check for lumps or other physical changes in the breast that may need to be investigated. Your provider may also schedule you to have a screening mammogram done. Be sure to talk with your health care professional for their recommendations for your Early Detection Plan.

WHEN SHOULD I GET A MAMMOGRAM?

Recommendations by the American Cancer Society suggest:

- Women with an average risk of breast cancer should undergo regular screening mammography starting at age 45. However, women should have the opportunity to begin annual screening at age 40.
- Annual screening should be done for women between the ages of 45–54.
- Women 55 years and older should transition to screenings once every two years or have the opportunity to continue screening annually.
- Women should continue screening mammography as long as their overall health is good and they have a life expectancy of 10 years or longer.

SIGNS AND SYMPTOMS

Women should notify their doctors if they notice any changes in their breasts. These changes may include:

- Nipple that is tender
- Nipple that is turned slightly inward or inverted
- Discharge from their nipples, including blood

It is also important to note that a milky discharge that is present when a woman is not breastfeeding should be checked by her doctor, although it is not linked with breast cancer.

WOMEN SHOULD ALSO LOOK FOR OTHER SIGNS, INCLUDING:

- Skin texture changes or an enlargement of pores in the skin of the breast—some women describe this as similar to the texture of an orange peel
- Warmth or redness of the breast
- A lump or thickening in the underarm area
- A lump in or near the breast
- Any unexplained change in the size or shape of the breast
- Dimpling anywhere on the breast
- Unexplained swelling or shrinkage of the breast (especially if on one side only)
- Recent asymmetry of the breasts

Although it is common for women to have one breast that is slightly larger than the other, if the onset of asymmetry is recent, it should be checked.

It's also important to remember that all lumps should be investigated by a health care professional, but not all lumps are cancerous.



Willie Collins,
patient family
advisor

New Advisory Program Aims to Improve the Patient Experience

Reflective of our commitment to patient and family-centered care, Scotland Health Care System is pleased to announce the launch of our Patient Family Advisory Program. The goal of patient and family engagement is to create an environment encompassing people, place, and process where patients, families, providers, and staff all work together as partners to improve the patient/family experience and the overall quality and safety of care.

Scotland Health Care System will capture the voice of the customer through Patient Family Advisors. The ultimate goal of our 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 will volunteer their time to provide direct influences on policies, programs, and practices that affect patient care.

For additional information about the Patient Experience at Scotland Health Care System, you may contact the Patient Experience Department at **910-291-7909**.



For additional information about services provided at Scotland Cancer Treatment Center, please call Mary Callahan-Lopez at **910-291-7638** or visit us at **scotlandhealth.org/cancer**.

More Providers, Greater Access to Care

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



Dr. Lisa Bracey

Dr. Lisa Bracey

Pembroke Family Practice

Pembroke Family Practice is pleased to welcome Dr. Lisa Bracey to its team. She graduated with honors from Howard University College of Medicine, and has more than 20 years of experience in family medicine. She joins Drs. Chamaine Brooks-Locklear and Shelley S. Lowery, and Physician Assistant Scot Hunt. To schedule an appointment with Dr. Lisa Bracey at Pembroke Family Practice Center, please call **910-521-4462**.

Dr. Priyanka Costa

Hospitalist

Dr. Priyanka Costa, a board-certified internal medicine physician, has joined Scotland Health Care System's hospitalist team. Dr. Costa attended McMaster University in Canada where she earned a Bachelor of Science degree. Dr. Costa then earned her medical degree from the University of Sint Eustatius School of Medicine, Sint Maarten Island. She completed her residency at Southern Illinois University School of Medicine, where she served as



Dr. Priyanka Costa

chief resident in family medicine and served on many committees such as quality improvement and medical informatics. For additional information about Scotland's Hospitalist program, visit scotlandhealth.org/hospitalist.

Jennifer Coughenour, FNP-C

Occupational Health Services

Scotland Health Care System's Occupational Health Department announces Jennifer Coughenour, FNP-C, as their occupational health provider. Under the medical direction of Dr. Matthew Manzo of Wagram Family Practice, she will provide occupational health services, working with local businesses. She graduated from the University of North Carolina at Pembroke with her Bachelor of Science degree in nursing. She continued her education and received her master's degree as a clinical nurse leader and a postmaster's degree in nursing education from the University of South Alabama. She recently completed her master's degree in the family nurse practitioner program at East Carolina University. She has nine years of occupational health experience at Scotland's Occupational



Jennifer Coughenour, FNP-C



Dr. Sireesha Datla

Health services as a registered nurse. Occupational Health services are provided at Scotland Urgent Care Center, located on the campus of Scotland Memorial Hospital.

Dr. Sireesha Datla

Scotland Cancer Treatment Center

Dr. Sireesha Datla has joined the staffs of Scotland Cancer Treatment Center and The Duke Cancer Network as a clinical associate. She attended medical school in India at Rangaraya Medical College, and she completed her residency at Jamaica Hospital Medical Center in New York. Most recently, Dr. Datla lived in New York where she served as a hematology and oncology fellow and clinical assistant instructor. Dr. Datla is certified from the American Board of Internal Medicine. She brings more than 10 years of experience to Scotland Cancer Treatment Center.

Jennifer Graham, PA-C

Scotland Surgical & GI

Physician Assistant Jennifer Graham joins Scotland Surgical & GI. Graham graduated from the University of North Carolina



Jennifer Graham, PA-C



Dr. Ernest L. Helms III



Dr. Matthew Manzo



Marcella Stanton, ACNP-C



Dr. Donette Vincente

at Pembroke with her Bachelor of Science degree in biology and Wake Forest University with her master's degree in physician assistant studies. Graham brings more than 10 years of medical experience in primary care, urgent care, and pediatrics. For more information about Scotland Surgical and GI, please call **910-277-9164**.

Dr. Ernest L. "Chip" Helms III

Scotland Cancer Treatment Center

Scotland Health Care System is pleased to welcome back Dr. Ernest L. "Chip" Helms III, a board-certified radiation oncologist, to the medical staff at Scotland Health Care System and the staff of Scotland Cancer Treatment Center. Dr. Helms is a native of Darlington County, South Carolina. He earned his medical degree from the Medical University of South Carolina at Charleston and completed a radiation oncology residency at the University of Cincinnati. In his practice, he uses radiation therapy as primary treatment or in combination with chemotherapy or surgery for various cancers. Dr. Helms will allow Scotland Health Care System to provide

more cancer care options to residents of Scotland County and surrounding areas.

Dr. Matthew Manzo Wagram Family Practice

We welcome back Dr. Matthew Manzo, who has joined Wagram Family Practice Center to provide full-time medical care. Dr. Manzo, a graduate of Michigan State University College of Osteopathic Medicine, has more than 25 years of experience in family health care. As a Doctor of Osteopathy (DO), Dr. Manzo's medical degree is very similar to that of an MD. After medical school, both DOs and MDs complete graduate medical education through internships, residencies, and fellowships. He is board certified by the American Board of Family Medicine. Appointments can be made with Dr. Manzo by calling Wagram Family Practice at **910-369-3136**.

Marcella Stanton, ACNP-C

Scotland Surgical & GI

Marcella "Marci" Stanton, ACNP-C, joins Scotland Surgical & GI. Stanton graduated from Francis Marion University with her bachelor's of science degree

in nursing. She worked for four years as a registered nurse in critical care and medical/surgical care. Most recently, she received her master's of science degree in nursing as an adult/gerontology acute care nurse practitioner from Walden University. Her addition to the staff of Scotland Surgical decreases patient wait time and enhances the care provided at the practice. For more information about Scotland Surgical & GI, please call **910-277-9164**.

Dr. Donette Vincente Scotland Cancer Treatment Center

Scotland Cancer Treatment Center and the Duke Cancer Network are pleased to announce that Dr. Donette Vincente has joined the staffs as a clinical associate. Dr. Vincente moved to North Carolina from Johnson City, Tennessee, where she was a community-based oncologist working with Mountain States Health Alliance. She attended medical school at Stony Brook University in New York, and she served her internship, residency, and fellowship at Boston Medical Center. Dr. Vincente is originally from the Bahamas.

(PROVIDER) UPDATE

Nurse Practitioner Ruby Geronimo, who formerly provided surgical care at Scotland Surgical, has moved to Cardiology Services at Scotland Memorial Hospital.

Congratulations to **Dr. Paul Fuchs**, who has been recertified in geriatrics from the American Board of Family Medicine. Based on his performance, Dr. Fuchs ranks in the top 5 percent of all board-certified geriatric physicians taking this national recertification.

Physician Assistant **James McBryde**, who formerly provided surgical care at Scotland Surgical, has moved to The Emergency Center at Scotland Memorial Hospital.

Scotland Health Care System Names Its First **DAISY** Award Winner

Nurses, who consistently demonstrate excellence as outstanding role models through their clinical expertise and extraordinarily compassionate care at Scotland Health Care System, were nominated by patients and families, physicians, and colleagues for the DAISY Award for Extraordinary Nurses.

Scotland Health Care System's first Daisy Award winner is Monica Adams, RN. Adams, a registered nurse on the hospital's medical/surgical/pediatrics unit on the second floor, was honored by hospital executives and her coworkers for her work ethic and compassion and for going well out of her way to help her patients during National Nurses Week in May.

ABOUT THE DAISY FOUNDATION

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes, who died of complications of the auto-immune disease, Idiopathic Thrombocytopenia Purpura (ITP), at the age of 33. During Pat's eight-week hospitalization, his family was awestruck by the care and compassion his nurses provided—not only to Pat, but to everyone in his family. To honor Patrick's memory and the extraordinary nursing care he received, his family created The DAISY Foundation.

SHARE YOUR STORY

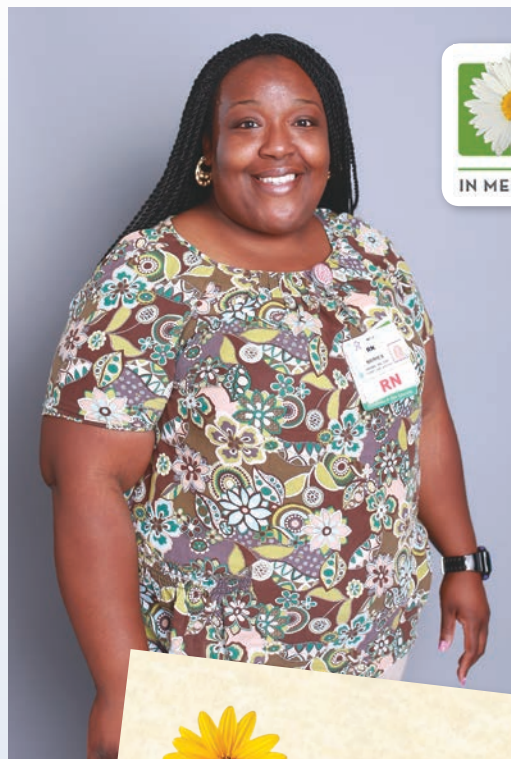
Share your story of a nurse who delivered safe, high quality, compassionate care to you or a patient by filling out a nomination form today—it's an important way of saying thank you to an extra special nurse who has made a difference in your life or another's.

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.

For more information



about The DAISY Foundation program at Scotland Health Care System, please visit scotlandhealth.org/daisy-award.



Monica Adams, RN



"Monica Adams is an excellent nurse who provides exceptional care to each one of her patients. I personally witnessed one of Monica's patients going through a difficult time because her hospital stay was going to be much longer and difficult than expected. The patient began to become depressed ... Monica was able to provide reassurance and encouragement that the patient needed. She brought back joy to the patient and reaffirmed to me the reason we are here and the impact we make in the lives of our patients. Last year Monica lost her home to a fire. She still has yet to set foot back in her home. She has not let her life circumstances keep her from smiling and bringing joy to others. She is deserving of so much more. I am thankful to have her as a coworker and friend."

Excerpt from letter nominating Monica Adams, RN, for The DAISY Award



An Evening of Glitz, Glamour, and Grateful Giving

On November 5, Scotland Memorial Foundation will host the 23rd annual Putting on the Ritz—A Gala of Giving. Guests of the black-tie gala enjoy five-star hospitality, including exquisite entrees and decadent desserts prepared by Master Chefs, valet parking, coat-check services, professional photographer, and assistance from the bidding team.

During the evening, lively competition takes center stage as guests bid on one-of-a-kind items and packages in the silent and live auctions. DJ Lloyd Hinson will provide musical entertainment, which will also feature a live performance by THE (919) Band.

The Ritz, however, is so much more than just an extraordinary evening of glitz and glamour. It truly is an evening of giving, highlighted by the amazing generosity of individuals and businesses that support the Ritz each year.

WHERE YOUR SUPPORT GOES

Since 1994, more than \$2.85 million has been raised through the Ritz to enhance and improve the health and wellness throughout the communities Scotland Health Care System serves. Each donor and supporter made 2015 another outstanding year, raising more than \$181,000. Support of the Ritz provides funding for:

- Free mammograms for women in need

- Free health screenings: A1C, prostate, blood pressure, cholesterol, and body fat
- Wigs and personal care items for cancer patients in need
- Free athletic physicals to middle and high school students
- Henley’s Heart Fund for Cardiopulmonary Rehabilitation
- Charles L. “Chuck” Hicks, Jr. Memorial Fund for Cardiovascular Patients
- Wound Healing Center patient assistance fund
- Four \$2,000 and two \$1,000 scholarships awarded annually to high school seniors pursuing a career

in health care

- Community health education programs
- Assistance for the enhancement of community support groups

YOU CAN MAKE A DIFFERENCE

Your support of Scotland Memorial Foundation means that you can make a significant difference in someone’s life ... possibly your own!

For details about Putting on the Ritz, to make reservations to the gala, or to make a gift, please contact Scotland Memorial Foundation at **910-291-7543** or visit **scotlandhealth.org/foundation**.



3 GREAT RAFFLE PRIZES

Raffle tickets are \$10 and are available to buy until the night of the gala.*

The raffle, sponsored by Nic’s Pic Kwik, Southeast Farm Equipment & Scotland Motors will feature the winner’s choice of one of three items:

- John Deere Gator XUV 590i
- 2015 Nissan Frontier
- \$10,000 cash prize

* Note: The winner does not have to be present to win.



\$2.5M Renovations Underway to Improve Your Experience



Renderings of the new entrance and rooms in the Women's Center at Scotland Memorial Hospital are shown at top and bottom, left. Bottom photo, right, is a newly renovated room on the second floor.

The first phase of renovations for Scotland Health Care System is underway. These multiple renovations are focused to improve patient flow and to provide a more excellent patient experience. The renovations are expected to cost about \$2.5 million.

COMPLETED PROJECTS

FAST TRACK IN THE EMERGENCY CENTER

- The Ready Care Unit of the Emergency Center (EC) opened March 1, 2016.
- Overall length of stay in the EC has decreased by 6 percent since March 2016.
- Major increase in patient satisfaction scores by 500 percent since March 2016.

A FACELIFT TO IMAGING SERVICES

- To enhance the patient experience, this renovation provides a higher level of patient privacy, primarily in the nuclear medicine and ultrasound areas.
- A new nuclear medicine camera was added to provide higher quality images.

2ND FLOOR UPGRADES

- The newly renovated 4,500-square-foot wing has been designed to offer patients more comfort, convenience, quality, and efficiency of care.
- A new patient-lift system was added for patient and staff safety.

THE NEXT PHASE

THE WOMEN'S CENTER AT SCOTLAND MEMORIAL HOSPITAL

- Our goal is to ensure that each new patient who enters the renovated Women's Center feels welcomed, comfortable, and confident that treatment she receives in our facility will be outstanding.

"Our goal is to bring more convenience, access, and higher quality care to our community," says Pat Phillips, Scotland Health Care System's Vice President of Operations.

For more information about the ongoing renovations to Scotland Health Care System, please contact the Marketing Department at **910-291-7550**.

Get Set for Surgery

Sometimes surgery is the best solution for what troubles you. But even the smallest operation can seem frightening. It helps to be informed and ready.

PREPARE YOURSELF

Be sure to ask your doctor any question you have. If you're not sure what to ask, here are a few suggestions:

- How much pain may I expect in the hours and days after the surgery?
- Should I avoid certain foods, drinks, supplements, or medications before or after surgery? Note: In some cases, common over-the-counter drugs and herbal supplements can be dangerous if taken before surgery. Others may interact harmfully with medicine prescribed by your doctor.
- Will I need to have someone drive me home after surgery?
- How long will my recovery take?
- Will I need home care, special supplies, or assistance?

- Will I have any short- or long-term disabilities or restrictions after the procedure?

In the days prior to your surgery:

- Let your doctor know if there are any changes in your health—even if it's just a cold.
- Help your body get ready. Be sure to eat right and get plenty of sleep.
- Plan ahead for your at-home recovery period. For instance, you may want to prepare some meals for your first few days back at home.

Right before your surgery:

- You may be asked to sign an informed consent form before surgery. Do not sign it until you fully understand what is involved in the procedure, why you need it, what the risks and benefits are, and what other treatment options you may have.
- Before the procedure, ask your doctor whatever questions you have.

Contact Us

Outpatient Surgery:
(910) 291-7890

Pre-Admission Testing:
(910) 291-7490

OR Scheduling:
(910) 291-7893

For more information about Surgical Services at Scotland Memorial Hospital, contact Kim Mintz, BSN, Director, at **(910) 291-7714**.

Surgeries Performed at Scotland Memorial Hospital

Many excellent surgeons affiliated with Scotland Health Care System perform a variety of general surgeries and specialized procedures, including:

Ear, Nose, Throat (ENT)

- Dr. Mark LaVigne

General Surgeries

- Dr. Chi-Dai Chen
- Dr. Stephen Lanuti
- Dr. Brian Parkes
- Dr. Leslie Sallou

Obstetrical and Gynecological

- Dr. Harvey Kohn
- Dr. Linda Mitchell-Frye
- Dr. John Nobles
- Dr. Patricia Middleton

Ophthalmic

- Dr. Kurt Jute

Orthopedic Surgery

- Dr. Richard Alexander
- Dr. Ralph Carter III
- Dr. Paul Rush
- Dr. John Smid

Podiatric Surgery

- Dr. Austin Matthews
- Dr. Patrick Ricotta

Thoracic Surgery

Urological Surgery

- Dr. Antonios Karamalegos
- Dr. Manlio Goetzl
- Dr. C. Rodney Lenahan
- Dr. Bernard Stanfield II

Vascular Surgery

- Dr. Clinton Atkinson
- Dr. Joel Berman

It is now possible to pre-register for your hospital procedure. Log on to scotlandhealth.org and click the *Pre-Register for a Hospital Service* button to complete a short form.

Community Care of the Sandhills ER Partnership

Scotland Health Care System has partnered with Community Care of the Sandhills to improve the ability to provide primary care appointments for patients who need access to a primary care provider seen in the Emergency Center. A designated case manager is stationed in the Emergency Center to ensure patients without a primary care provider have a follow-up appointment. Scotland Health Care System hopes to increase quality outcomes for those patients.



Scotland Health Care System
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Laurinburg, NC 28352
910-291-7000

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Give the Gift of a Healthier Community



When you or a family member is ill or injured, where do you turn? If you're like most in our community, you turn to Scotland Health Care System. Why? Because you know you will receive excellent medical care.

Scotland Memorial Foundation is grateful to you for helping support our committed team of caregivers. You are touching the lives of thousands—whether patients are facing an urgent need, a devastating disease, or seeking to improve their quality of life.

Scotland Health Care System is your community health care system. We exist to serve you and your loved ones—to provide hope, healing, and recovery. Your support is extremely important because it offers immediate resources that are directed to current needs and opportunities for improving health and wellness. Our providers, nurses, therapists, pharmacists, dietitians, technicians,

Emergency Center staff—everyone here is grateful for your generous partnership and support.

When you make a gift, you can specify to support a particular department or program, including:

- Scotland Cancer Treatment Center
- Community health education programs
- The Wound Healing Center patient assistance fund
- Henley's Heart Fund for cardiopulmonary rehabilitation patient assistance
- The Charles L. "Chuck" Hicks, Jr. Memorial Fund for cardiovascular patient assistance

Gifts can also be made in honor or in memory of a loved one or someone who is special to you.

Together we can make a difference. Donors who choose to give at least \$1,000

in a calendar year will be recognized as members of our Highland Society.

As medical care advances, Scotland Health Care System is committed to staying at the cutting edge—for you, for your loved ones, for every person in the community. Your donation is helping to make our community healthier. Right now, here at home.

Many Ways to Give



To give online:
scotlandhealth.org/foundation

To give by phone:
910-291-7551

To give by mail:
Scotland Memorial Foundation
500 Lauchwood Drive
Laurinburg, NC 28352