

# healthy

## PERSPECTIVES

THAT'S SOMETHING TO  
**BELIEVE IN**

CHECK  
OUT OUR  
CALENDAR OF  
EVENTS!  
SEE PAGE 4.

**Shhh—Quiet Please!**

**Emergency Center  
Changes Benefit You**

**Putting on the Ritz—  
A Gala of Giving**



l'Yani, daughter of Eleshea, Patient Care Associate, is part of our *Quiet for You* campaign.

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Chair, Scotland Health Care System

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## Provider Update

We say good-bye to the following providers who have left the System to pursue other career opportunities:

- Millicent Brown, DPM
- Ernest L. "Chip" Helms, MD
- Scott Luneau, MD
- Linda McClain, MD
- Sandra Quick, PA-C
- Denis Ricard, PA-C
- Sylvia McKoy Watts, FNP-C
- Taneka Williams, MD

( From the President and CEO )

# Happy New Year!

Our financial year ends September 30, and I am delighted to report that last year was one of our best. Despite enormous external economic pressures, we were able to expand and improve the breadth, quality, and safety of the care and services we provide to our community.

Clearly, our Board of Trustees, physicians, and staff are extremely concerned about the continued Medicaid and Medicare payment reductions and increased regulatory requirements. Governing officials and the public need to understand how these negative changes threaten our ability to keep our community's health care system strong.

Fortunately, last year we began to make the internal transformational changes necessary to sustain ourselves in the new environment. Innovative changes in how we communicate a patient's condition to staff working the next shift, physician leadership in supply standardization, and daily safety calls with all management are just a few examples of how we have used our new Lean philosophy to improve our patient care.

So what are our New Year's resolutions? At the top of the list is continued growth and strengthening of our Scotland Physicians Network. Did you know that less than 3 percent of the patients we serve each year are inpatients? Scotland Health Care System is clearly becoming a system. Focusing efforts to coordinate and integrate our patients' care is critical for our long-term success.

One area that has not stopped growing is our Emergency Center, which now sees 130 patients daily. The committed staff continues to meet its 140-minute average treatment time, greatly exceeding the national benchmark. The renovation under way there will create additional capacity, a secure space for behavioral health patients, and a more open registration area where patients will immediately see a nurse.

Rounding out the list of resolutions is taking advantage of the information technology available to us and our patients; growing our Carolinas HealthCare System, Duke, and FirstHealth partnerships; and recruiting and retaining the highest-quality professionals possible. To that end, we are delighted with our new cardiologist, Pembroke native Dr. Will Harris, and his services in both Laurinburg and Pembroke.

Yes, we are significantly externally challenged, and we serve a disadvantaged region, but we prefer to focus on our opportunities and what we can control. With the collective support and complete engagement of our trustees, providers, and dedicated team of health care professionals, we are successfully changing what we do and how we do it. In the process, we overcome our challenges and take maximum advantage of the opportunities to bring our community the finest, safest, and most compassionate care and services possible.

Thank you for your continued support. Have a great fall!



Gregory C. Wood, CEO

A handwritten signature in black ink that reads "Greg Wood".

Gregory C. Wood, CEO

# 'Our Affiliation with Scotland Health Is Fantastic!'

On the third anniversary of Scotland Family Counseling Center's affiliation with Scotland Health Care System, Charles Wentz is exuberant when he says, "Our affiliation with Scotland Health is fantastic!" Wentz is the Executive Director of the center, which was formed in 2007 by a group of clergy and laypeople as a faith-integrated, outpatient mental health center serving Scotland and surrounding counties. The center, a United Way agency, is an independent nonprofit corporation that has an affiliation agreement with Scotland Health Care. The agreement includes support without financial contributions.

"Our counseling center has received across-the-board support from the Scotland Health Care family, without exception," explains Wentz. "This includes senior leadership and people from engineering and environmental services, marketing, compliance, human resources, information systems, risk management, and the Scotland Memorial Foundation. We have received more support than we ever dreamed. All this has made it possible for us to succeed and concentrate on providing excellent mental health services to our clients."

## TREATING A RANGE OF CONDITIONS

Referrals from network physicians have grown in the past three years to the point that the center's clinical hours have increased by 70 percent. This means more people in the community are being helped. Scotland Family Counseling Center serves clients from as young as age 5 to older adults for a variety of concerns, including:

- Abuse and neglect
- Adjustment disorders
- Anger management
- Anxiety
- Depression
- Grief



- Issues of faith
- Marriage and couples' problems
- Oppositional defiant disorder in children
- Personality disorders
- Post-traumatic stress disorder
- Separation and divorce
- Stress
- Substance abuse


Clients can register for counseling services through referrals from physicians, insurance companies, or themselves. The center accepts coverage from Medicaid and almost all major insurance companies. Also, client-aid is available on a sliding-fee scale for those without insurance.

The ministry of Scotland Family Counseling Center is also supported by the Silent Samaritan Society, which is a group of individuals, businesses, and foundations that provides annual financial support.

## EXPERIENCED COUNSELORS

The center has three counselors who all have master's-level education and great life experience. Tamara Davison, Mary Neil Thompson, and Wentz are full-time licensed professional counselors with national certification. Cheryl Kagey Wood was a licensed professional counselor with the center until her untimely death in December 2012. Also on staff are Miranda Faulk, Office Manager, and Carolyn Wood, Administrative Assistant.

"Scotland Health has made it possible for us to expand and deliver comprehensive counseling services to many counties," says Wentz. "We are truly grateful to God and Scotland Health Care System for this blessing."

 For information about Scotland Family Counseling Center, visit [scotlandcounseling.org](http://scotlandcounseling.org) or call 910-276-7011.

# Calendar of Events

## BREAST CANCER AWARENESS WALK

October 31, noon, CHRC  
Join others who support breast cancer awareness at our annual walk around the hospital campus. Lunch will be provided to all participants. Call **910-291-7638** for information.

## PUTTING ON THE RITZ

November 1, WRDCC  
Come for an evening of fine dining, dancing, entertainment, and exciting silent and live auctions at this year's Masquerade Ball. It's all for a very worthy fundraising cause—our own community members. Tickets can be purchased by calling the Foundation office at **910-291-7543**.

## BLOODMOBILE VISITS

November 11, January 6, and March 10; 11 a.m. to 3:30 p.m., OWR

For a priority appointment with the Red Cross Bloodmobile, call **910-291-7314** or visit [scotlandhealth.org](http://scotlandhealth.org) and click "Calendar of Events" to register online.

## HOSPICE CANDLELIGHT MEMORIAL SERVICE

November 20, 7 p.m.  
Hospice will hold its annual candlelight service at Northview Harvest Ministries, Highway 401N, Laurinburg. It's open to all who have lost a loved one in the past year. Call **910-276-7176** for more information.

## DIABETES FAIR

November 18, 6 p.m., WRDCC  
If you or a family member has been diagnosed with diabetes, join us for our Diabetes Fair. Call **910-291-7550** for more information.

## LOOK GOOD ... FEEL BETTER

November 20, 9 to 11 a.m., Cancer Center  
This is a free American Cancer Society program for women 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.

## GREAT AMERICAN SMOKEOUT

November 20, 10 a.m. to 2 p.m., SMH  
Join smokers across the nation for the American Cancer Society's Great American Smokeout. What better day to start smoking less or even quit tobacco for good? Hospital staff will be in the main lobby to help those who are ready to quit.

## ANNUAL COMMUNITY MEETING

January 29, 6 p.m., WRDCC  
Community members are invited to join Scotland Health Care System Board Members and staff as we present our annual report. Please call **910-291-7550** to register.

Our Calendar of Events can also be viewed on our website at [scotlandhealth.org](http://scotlandhealth.org). For more information about any of these events, call **910-291-7550**.



Local first responders were a vital part of this year's Men's Health Event, as the program's topic was "Your First Line of Defense."

# When People Care

*Even with a hip injury that required surgery and rehabilitation, Laney Davis was a perfect patient who adored his doctors and nurses. Here's his story.*

## FEBRUARY IS AMERICAN HEART MONTH

Scotland Health Care System is once again sponsoring free cholesterol screenings in February to celebrate American Heart Month. For dates, times, and locations, call **910-291-7550** or visit **scotlandhealth.org** and click on "Calendar of Events."

## THE WOMEN'S CENTER AT SCOTLAND MEMORIAL

Call **910-291-7820** for information or to register for the following free programs:

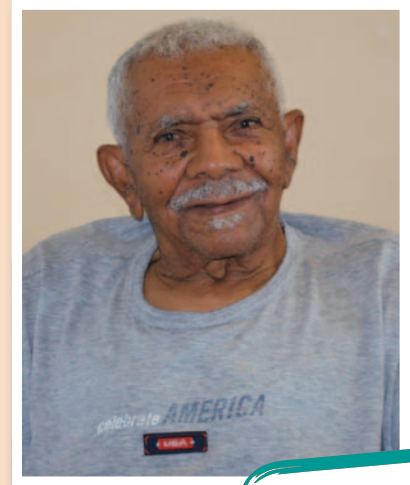
- **Preview Night:** We roll out the red carpet for expectant mothers on the third Thursday of each month from 6 to 8 p.m. Come hear talks by our anesthesiologists and pediatricians, and receive information about the delivery of your baby, what to bring to the hospital, breastfeeding, and child care 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. The class is taught from 6 to 7 p.m. on the second Tuesday of each month, in the SDC, which is located just behind the hospital.

## SUPPORT GROUPS

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

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

Laney Davis, age 92, loves caring for his tomato plants and tending to his lawn on his riding lawn mower. But a fall in his home in July brought him to Scotland Memorial Hospital. During the accident, his hip was broken and required surgical repair by orthopedic surgeon Dr. Paul Rush. Following surgery, Davis became a patient in the Center for Inpatient Rehabilitation where he quickly became a favorite of the staff.



Laney Davis, a favorite of staff and physicians.

THAT'S SOMETHING TO BELIEVE IN

## AN IDEAL PATIENT


"He is so sweet, full of wisdom, and such a great patient," says April Grice, RN. "He is a breath of fresh air. We all love to talk with him because he has such a positive attitude. He does everything we instruct him to do so that he can get back to doing the things he enjoys."

The feeling is mutual for Davis. "I like being in the Inpatient Rehab Center," he says. "If it wasn't for my wife, I wouldn't want to go home. Everyone here has been so nice to me and treats me so well. I do have to walk with the therapists, but I haven't had much pain. I know I have to do what they tell me to do so I can go home. And I'm going to try to stay out of the hospital."

Davis' wife, Wilhemina, is a constant companion by her husband's bedside. "We've been married 70 years, and we don't like to spend a night away from each other," she says. The couple has one daughter, seven grandchildren, and five great-grandchildren.

## SPECIALIZED CARE

The Center for Inpatient Rehabilitation at Scotland Memorial is a fully licensed seven-bed acute care center located on the third floor of the hospital. The Center offers a specialized program for hospitalized patients recovering from orthopedic or joint replacement surgery, stroke or other neurological disorders and injuries, and trauma. The Center's goal is to restore the maximum level of function to patients so they become more self-sufficient following hospitalization. Most patients require a two-week course of inpatient care that may include up to three hours of daily physical, occupational, speech, and recreational therapy.

 For more information about the Center for Inpatient Rehabilitation, please call April Grice, RN, Patient Navigator, at **910-373-2154**.

# Your Patient Portal Secure Access to Your Medical Records

Viewing your medical records became easier this year with the launch of our secure patient portals for the hospital and medical practices.

“Medical information is now available in a timely manner and is convenient to patients,” says Matt Pracht, Vice President of Finance. “They can view their records when and where they desire to do so.”

## CUSTOMIZED INFORMATION ONLINE

“All that is needed to activate this service is a patient’s valid email address,” says Ruth Anne Bland, Senior Director of Patient Financial Services. “At their next hospital or doctor’s registration, patients are asked to provide this information. Upon discharge, patients receive an email with login instructions. For each visit after that, whether it is inpatient or outpatient, the medical record is readily available. Patients can edit their information online by adding current medicines and more.”

Information that is accessible through the portal includes:

- Lab results
- Radiology and procedure results
- Medications
- Vital signs
- Allergies
- Immunizations

## BETTER PREPARED FOR DOCTOR VISITS

Knowing this information before a doctor visit may help patients talk more openly about their health. The portal also prevents unnecessary retesting, saving money for patients and the hospital.




Registration Associate Joel Quick advises a patient about the Patient Portal.

The portal is free for Scotland’s patients. The site is HIPAA (Health Insurance Portability and Accountability Act of 1996) compliant and uses the latest encryption technology. “We urge all of our patients to use the portal to keep track of their medical information,” says Bland.

If you are a patient of one of the following medical practices, you will be asked to provide your email address at your next office visit:

- Harris Family Practice
- Marlboro Ob/Gyn
- Maxton Family Practice
- Pembroke Family Practice
- Scotland Health Care Center, Bennettsville
- Scotland Surgical & GI
- Wagram Family Practice

 If you have questions about the hospital portal or your doctor’s office portal, please call **910-291-7550**.

# Lung Cancer Screenings Available

Lung cancer is the second-most diagnosed cancer in men and women, but there's good news. Fewer people are dying of it. This is because of research funded by the American Cancer Society and because doctors are catching the cancer sooner, when it's easier to treat.


## EARLY DETECTION IS KEY

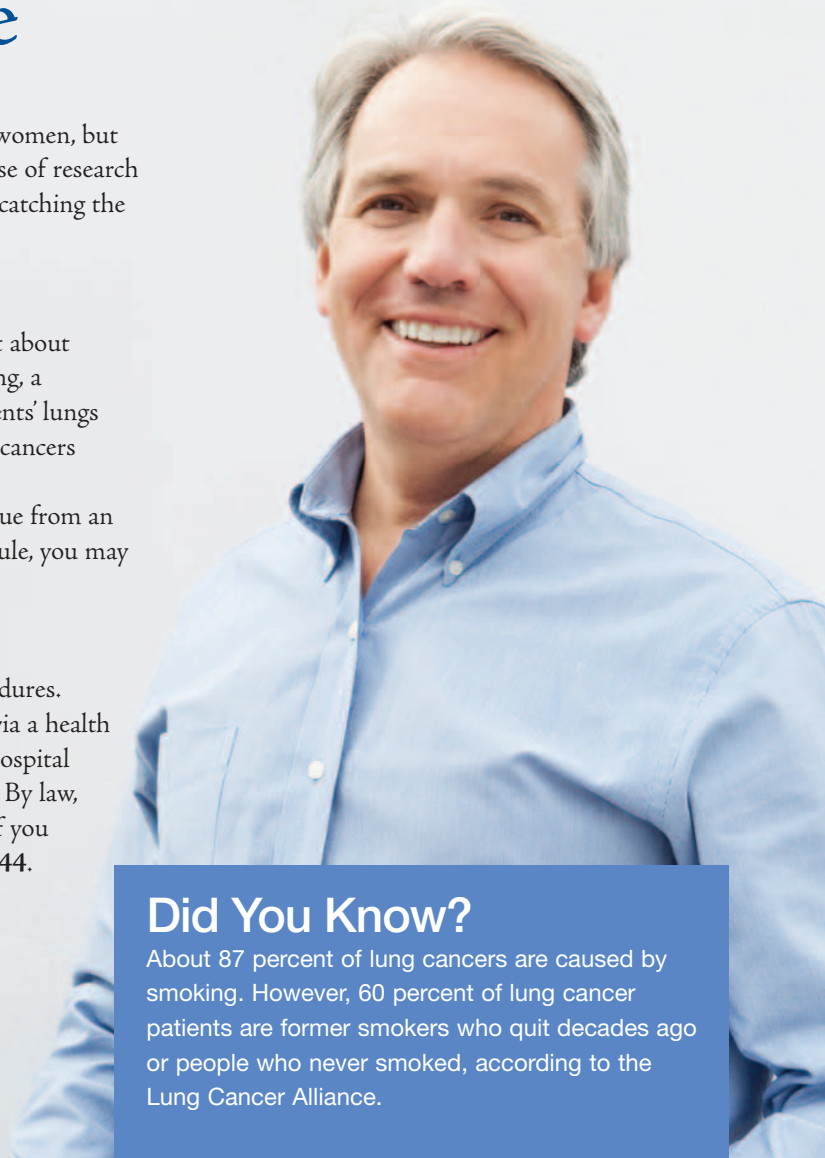
Finding lung cancer early, when it's small, allows doctors to cure it about 80 percent of the time. CT (computed tomography) lung screening, a noninvasive, painless procedure, uses low-dose CT to screen patients' lungs for cancer. This test helps doctors find nodules (small masses) or cancers more easily and accurately than with a chest X-ray.

CT lung screening does involve radiation exposure, but the value from an accurate diagnosis far outweighs any risk. If the test reveals a nodule, you may need a follow-up CT scan.

## GET SCREENED AT SCOTLAND

Most insurance companies do not cover CT lung screening procedures. As with most imaging services, CT lung screenings may be paid via a health savings account or a flex spending account. Scotland Memorial Hospital charges \$150 for a CT screening procedure at the time of service. By law, we must have a physician order to perform this exam. However, if you would like to schedule an appointment yourself, call **910-291-7244**.

 If you are a candidate for a lung cancer screening, please discuss this service with your medical provider. You can also find more information at [scotlandhealth.org](http://scotlandhealth.org).



## Did You Know?

About 87 percent of lung cancers are caused by smoking. However, 60 percent of lung cancer patients are former smokers who quit decades ago or people who never smoked, according to the Lung Cancer Alliance.

## Who Should Have a CT Lung Screening?

In July 2013, the U.S. Preventive Services Task Force officially recommended CT lung cancer screening for all patients who meet the criteria listed below in the first tier. Under the Affordable Care Act, insurance providers will be required to cover this screening beginning in 2015 for anyone who meets these specific criteria:

**1. First Tier of At-Risk Patients:**

Individuals older than age 55 with a

30-plus pack year history of smoking.

A pack year is the number of packs smoked per day times the number of years you have smoked. For example, smoking a pack of cigarettes daily for 30 years or two packs daily for 15 years equals 30 pack years.

**2. Second Tier of At-Risk Patients:**

Individuals older than age 50 with a

20-plus pack year history of smoking and one other risk factor such as:

- Exposure to asbestos
- Contact with radon
- A personal history of other cancers
- A family history of lung cancer
- A personal history of other lung disease
- Contact with secondhand smoke

# Emergency Center Changes Benefit Patients

## ER Express Holds Your Place in Line at the EC

Thanks to ER Express, if you have a non-life-threatening illness or injury but need care soon, you can visit [scotlandhealth.org](http://scotlandhealth.org) to make an appointment in the Emergency Center (EC). You can remain in the comfort of your home while waiting to be seen, rather than in a waiting room, especially during the EC's busiest hours.

Scotland's EC team is quite excited about ER Express. "While scheduling an appointment in the EC goes against the common belief of an emergency room's role, we do function for some patients on a minor emergency or urgent level," says Dr. Doug Nederostek, EC Medical Director. "ER Express, which is not available at any of the other area hospitals, is a major improvement in Scotland Memorial's EC."

Dr. Nederostek stresses there is one thing to keep in mind about the service. "We will do everything we can to see those patients at their appointment time as long as there is not another emergency occurring then," he explains. "Our EC staff must treat patients based on the severity of their illness or injury. Should a patient with a life-threatening condition arrive in the EC, appointment times may be delayed."

ER Express appointments can be made only at [scotlandhealth.org](http://scotlandhealth.org). Select the appointment time that is best for you and complete a short form. You will receive a confirmation email, and the EC staff will be alerted that you will be arriving at the EC.

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## We Built It. You Came. We Outgrew It.

The number of people treated at Scotland's Emergency Center (EC) has grown significantly—from 29,000 visits in 2007 to 44,000 in 2012. It is estimated that more than 47,000 patients will have been treated in the EC by the end of 2014.

Despite the capacity constraints this growth creates, the physicians and hospital staff have done a phenomenal job decreasing treatment times and the number of patients leaving without being seen (LWBS). With 24,000 patients, Scotland had a LWBS rate of more than 11 percent. "Now, our LWBS rate is 1.1 percent, and we consistently average less than 140 minutes from the time patients come in to the time they are discharged," says Dr. Doug Nederostek. "These numbers are significantly better than the national standards."




Emergency Center (EC) physician Dr. Jennifer Isenhour and Assistant Director Chinna Hale, RN, encourage patients to schedule an appointment online, when possible, before visiting the EC.

With growth expected to continue, the Scotland Health Care System Board of Trustees approved a renovation project that should accommodate EC capacity for the next six to ten years. The three-phase project provides additional room for beds; a separate and secure area for Involuntarily Committed (IVC) behavioral health patients; and a more open, yet safe registration area with a triage nurse available. This person will be the first EC staff member to see patients upon arrival.

Kirsten Dean, Executive Director of Scotland Memorial Foundation, says funding for the renovation has been secured from two philanthropic agencies. "The Kate B. Reynolds Charitable Fund is providing \$150,000 toward the renovation and relocation of the behavioral health unit. In addition, the Cannon Foundation is providing \$100,000 for renovation purposes."

Based on current treatment times, an expanded EC will allow us to treat up to about 65,000 patients per year. As Scotland Memorial Hospital's "front door," most inpatients start in the EC. They will see firsthand how we continue to grow for the community.

 For more information about Scotland Memorial's EC, please call Karen Carlisle, RN, Emergency Center Director, at **910-291-7705**.



# Hospice: Providing Unique Support, Care to Our Community



Providing excellent care to patients and families facing a life-limiting illness has always been central to the mission of Hospice of Scotland County. What you may not be aware of is the broad spectrum of programs our organization offers to the larger community. We help people understand the grief experienced with the loss of a loved one, develop strategies for them to cope, and help them manage the emotions associated with grief.

## HELP FOR THOSE WHO HAVE LOST SOMEONE

Bereavement support, simply stated, is grief support, or the care and support for loved ones and friends of someone who has died. This kind of care is standard for hospice organizations, and Hospice of Scotland County is no exception. Members of our staff are in close contact with the survivors of those we have cared for, especially in the first 13 months after death. How much, or how little, survivors use these support services is up to them.

## ONE-ON-ONE AND GROUP SUPPORT

In addition, Hospice of Scotland County offers grief support services to the community at large. Anyone who is experiencing grief after the loss of a loved one, regardless of whether or not the family was served by our organization, can call and speak with a member of our bereavement staff. Our experts will meet one-on-one with those struggling with the emotional ups and downs that are often part of the grieving process.


We also offer ongoing grief support groups for those who are comfortable with sharing their experiences with others.



Daughters who have experienced the death of their mothers gain strength from one another each May at our annual Motherless Daughters Luncheon.

Many people who participate in these groups are strengthened and encouraged by the support they feel from others. Daughters who have experienced the death of their mothers gain strength from one another each May at our annual Motherless Daughters Luncheon. For children who have lost someone important in their lives, Camp Spinoza, held each June, helps them share their feelings with trained counselors and other children going through the same thing.

"Grieving is a process that is different for everyone," says Tanya Williams, Bereavement Coordinator at Hospice of Scotland County. "There's not a right or wrong way to go through the time after someone you cared about has died. We encourage anyone in the community who thinks they need help coping with grief to call us or attend one of our support groups."

 For more information about Hospice services, call **910-276-7176**.

## JOIN US FOR A CANDLELIGHT MEMORIAL SERVICE

Each November, Hospice of Scotland County recognizes survivors and remembers loved ones we have cared for during an annual Candlelight Memorial Service. We invite the entire community to join us for this celebration of life, love, and hope. It includes the lighting of memorial candles for each person we have cared for during the previous year.

Candlelight Memorial Service  
November 20, 7 p.m.  
Northview Harvest Ministries in  
Laurinburg

# New Physicians to Help Care for You

Scotland Health Care System continues to attract quality physicians to care for our community. Here are the most recent additions to the medical staff.

## DR. SARAH YOUNG, HOSPITALIST

Dr. Sarah Young's path to medicine began when she was an adolescent. "A doctor I knew in my teens told me he was in medicine because he loved biology and people, words that resonated with me," she says. "So I volunteered at the hospital in my college town. Then I volunteered with the doctors on their rounds and found I really liked it. I talked to a great many people to learn what it takes to become a doctor. Now, I'm doing what I love—working in medicine and helping my patients get better."

Born and raised in Rochester, N.Y., Dr. Young attended the State University of New York at Fredonia, a small college south of Buffalo. There she earned a Bachelor of Science in biology and minored in applied music.

Dr. Young then earned her medical degree from the State University of New York—Upstate Medical University. She completed a three-year internal medicine residency at Wake Forest University Baptist Medical Center in North Carolina, where she received the Baptist Medical Center Jane Shelor Award for Patient/Family Satisfaction. Dr. Young is board certified in Internal Medicine.

After working for the FirstHealth Hospitalist team for a period, Dr. Young moved to an ambulatory practice. She quickly found that she preferred inpatient medicine and joined Scotland's team. When away from the hospital and her medical duties, Dr. Young enjoys running, kayaking, and hiking. She and her husband work with the youth program at Seven Lakes Baptist Church, where Dr. Young serves as the pianist and sings.

➤ For additional information about Scotland's Hospitalist program, call the Marketing Department at **910-291-7550**.



Dr. Sarah Young  
Hospitalist

## DR. WILLIAM L. HARRIS, CARDIOLOGIST

Dr. William L. Harris, a board certified interventional cardiologist and a member of FirstHealth Cardiology Services, provides care in Laurinburg and Pembroke.

This Pembroke native joined FirstHealth Cardiology Services following the completion of fellowships in interventional cardiology and cardiovascular disease at the Brody School of Medicine at East Carolina University in Greenville. In addition to office hours, Dr. Harris also performs diagnostic catheterizations at the Scotland Cardiovascular Center, a partnership between Scotland Memorial Hospital and FirstHealth of the Carolinas.

Dr. Harris' interest in cardiology was fueled by his mother's personal battle with coronary artery disease, a condition that eventually took her life. "My mother's four-month hospital stay greatly influenced my decision to become a doctor and to specialize in cardiovascular disease," he says. "I perform various procedures in the catheterization lab, including peripheral vascular intervention."

After earning his bachelor's degree in biology from the University of North Carolina (UNC) at Chapel Hill, Dr. Harris received his medical degree from the UNC School of Medicine in 2006. He completed a residency in internal medicine at Wake Forest University Baptist Medical Center in 2009. Dr. Harris is excited to be working close to friends and family in his hometown of Pembroke. He recently married Rockingham native Amy Denson Harris, a family nurse practitioner. The couple enjoys time with family members as well as trips to the beach.

➤ To make an appointment with Dr. Harris, call **855-695-6915**. His offices are located at 1705-A Berwick Drive, Laurinburg and 102 Livermore Drive, Pembroke.



Dr. William L. Harris  
Cardiologist

# Our New Advanced Clinical Providers Help Care for You

Advanced clinical providers (ACPs) include physician assistants, nurse practitioners, and nurse midwives. These providers can be quite valuable to a physician's practice or to a hospital's medical team. Here are our most recent ACP additions:

## SCOTLAND SURGICAL & GI

Board certified Physician Assistant James McBryde was born and raised in the Fayetteville area and frequently visited relatives in Scotland County. He joined the Navy in 1990, where he served as a medic. Upon discharge, he worked in various medical areas until he completed his physician assistant studies at Methodist University. McBryde is excited to be a part of the Laurinburg surgical practice. "Throughout my career, I've often been in situations where I consulted with surgeons, but I never saw the final result of surgeries," he explains. "Working at Scotland Surgical & GI offers me the opportunity to expand my skills."

For information about Scotland Surgical & GI, call **910-277-9164**.

## MAXTON FAMILY PRACTICE CENTER

Physician Assistant Mike Cox, a Lumberton native, joined the staff of Maxton Family Practice Center. After 26 years with the Lumberton Fire Department—the last nine as the Fire Chief—and experience as an emergency medical technician (EMT), Cox decided to lay down his fire hose, return to school, and become a physician assistant.

With a Bachelor of Science in emergency medical care from Western Carolina University, Cox continued his education at the New York Institute of Technology, where he earned a Master of Physician Assistant Studies. "I had a great life as a firefighter, but now I'm ready for my new role as a physician assistant," says Cox. "I am delighted to be working at Maxton Family Practice Center, so close to my home in Lumberton."

To make an appointment with Mike Cox, PA-C, at Maxton Family Practice Center, call **910-844-4077**.

## SCOTLAND HEALTH CARE CENTER, BENNETTSVILLE

Board certified Family Nurse Practitioner Gye S. Mitchell brought close to 16 years of medical experience when she joined the Bennettsville practice in September. After earning an associate's degree in nursing from Valencia College of Nursing and working for a number of years, she returned to school to become a family nurse practitioner.

In 2007 she graduated magna cum laude with a Master of Science in Nursing from the Medical University of South Carolina in Charleston. Since then, she has provided nurse practitioner care in a hospital emergency department and in a private pediatric medical practice.

Excited about joining the Bennettsville practice, Mitchell says, "It is great working with Drs. Howell and Lowry, providing health care to the residents of this area, and increasing access to patient care. It's a time of unlimited opportunities to make a difference in the outcomes of people's health."

To make an appointment with Gye S. Mitchell, FNP, at Scotland Health Care Center, call **843-454-0245**.



James McBryde, PA-C



Mike Cox, PA-C



Gye S. Mitchell, FNP

# Together, We Did It!

Thanks to a voting campaign for worthy community causes, Scotland Memorial Foundation received a \$25,000 State Farm Neighborhood Assist grant to develop the Scotland Mile Fit Trail. The grant will help make a difference in the health and lives of the patients, family members, staff, and entire community served by Scotland Health Care System.

### THE VOTERS HAVE SPOKEN

“Scotland Memorial Foundation is thrilled to have received such incredible support



Foundation board members and staff gather to celebrate the \$25,000 award from State Farm Neighborhood Assist for the Scotland Mile Fit Trail.

during the voting campaign,” says Kirsten Dean, Foundation Executive Director. “People voted for the Scotland Mile Fit Trail locally, statewide, nationally, and even internationally! We thank each and every person for his or her participation.”

### THOUSANDS OF SUBMISSIONS

The Scotland Mile Fit Trail was one of 4,000 cause submissions received through State Farm Neighborhood Assist. The State Farm Youth Advisory Board, a diverse group of 30 students that is passionate about social responsibility, manages the program. It reviewed each of the submissions and selected the top 200 finalists using a scoring criterion the board itself created. The finalists then moved on to a public vote. The nonprofits in the top 40 received a \$25,000 grant.

“The strong engagement Scotland Memorial Foundation received really

shows how a community can rally together to solve local issues,” says Anna Bryant, State Farm Public Affairs Specialist. “We look forward to watching this program grow and make its neighborhood safer, stronger, and better educated with the help of State Farm Neighborhood Assist.”

The Scotland Mile Fit Trail, on the campus of Scotland Health Care System, will consist of a newly paved path across the front of the hospital grounds and use the existing paved road around the hospital to complete the mile. There will be 20 fitness stations for strength training, flexibility, and balance, along with relaxation station benches. Solely funded through philanthropic contributions and grants, \$71,000 has been raised toward a goal of \$125,000. Construction is expected to begin in late 2015.

## Jersey Mike's Month of Giving Raises More Than \$10,000

March marked a milestone month for Jersey Mike's Subs, Scotland Memorial Foundation, and Scotland Cancer Treatment Center. Ron Gibson, a Jersey Mike's Subs franchise owner, selected Scotland Cancer Treatment Center once again this year to receive funds raised during a monthlong national donation event. The center now has more than \$10,000 to provide wigs, personal care items, and transportation vouchers to patients in need.

### COMMUNITY AND STORE SUPPORT

The fundraising effort culminated on March 26, with the Day of Giving. One hundred percent of that day's proceeds, from both the Jersey Mike's Laurinburg and Pembroke locations, was combined with all funds donated by customers throughout the month. The total raised for patients at Scotland Cancer Treatment Center put the Laurinburg Jersey Mike's in the top three in the nation of all participating Jersey Mike's stores. “The community has really shown its support again,” says Gibson. “It's such a great cause.”

“We cannot thank Ron Gibson and the Jersey Mike's team enough” says Kirsten Dean, Scotland Memorial Foundation Executive Director. “They worked tirelessly throughout the month providing delicious subs and fantastic service to help the wonderful patients of Scotland Cancer Treatment Center.”



### A LOOK TOWARD 2015

“We are really looking forward to March 2015, too!” adds Dean. That's because Gibson has chosen Scotland Memorial Foundation and Scotland Cancer Treatment Center to participate in the event next year. The excitement will build during early 2015. Stay tuned for more information on how you can be part of Jersey Mike's 2015 Month of Giving.

To learn how you can support Scotland Memorial Foundation, call 910-291-7553. You can also visit [scotlandhealth.org](http://scotlandhealth.org) and click on “Foundation.”



# ScotlandConnect: A Health Information Exchange

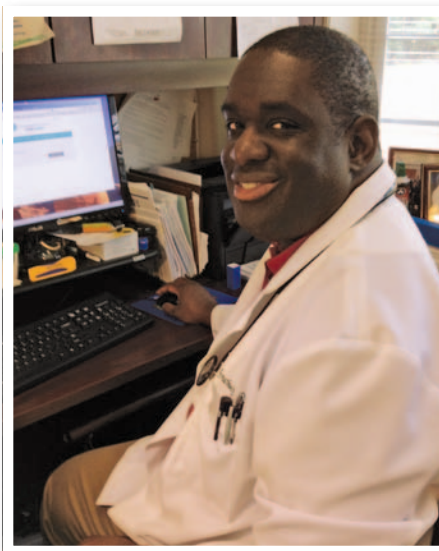
Having to carry X-rays or lab results from one doctor to another may be a thing of the past. Physician offices and hospitals are now connected through ScotlandConnect. This Internet-based network links medical providers throughout the area so they can securely share patients' health information. Scotland Health Care System partnered with the Coastal Connect Health Information Exchange (HIE) to create ScotlandConnect as a way to coordinate and improve medical care.

## IS MY HEALTH INFORMATION SAFE?

Yes. ScotlandConnect is a secure network. Only health care providers with a valid reason are allowed access to patient records. ScotlandConnect is different from the Patient Portal in that it provides results to physicians rather than to patients. Because it's electronically guarded, it meets all state and federal laws regarding the protection of your health information. ScotlandConnect provides documents from hospital and emergency room (ER) visits and related medical diagnoses; laboratory, pathology, and radiology results; and more.

## DO DOCTORS LIKE SCOTLANDCONNECT?

Yes, they do. One such fan is Dr. Jonathan Rowson of Maxton Family Practice Center, who finds it incredibly useful. "The HIE is a positive thing. I use ScotlandConnect to look for test results or old records for my patients. If patients were admitted to another hospital or had



**"I use ScotlandConnect to look for test results or old records for my patients."**

**— Dr. Jonathan Rowson**

tests done elsewhere and come to me with questions, I find it helpful to access their information so I can talk with them. Many times we can save money by not having to repeat tests done elsewhere."

Eventually, all hospitals will be a part of an HIE. "Currently, the only drawback is that not all regional hospitals and medical centers participate in CoastalConnect, the HIE in which Scotland Health Care System is a member," says Dr. Rowson. "Because of that, our access to their records is not as easy as with participating hospitals."


## WHAT ARE THE BENEFITS?

Switching to electronic records has a number of advantages. It does the following:

- Helps all the experts involved in your care communicate with one another
- Decreases the risk for medical errors
- Saves time at the doctor's office
- Reduces paperwork and health care costs
- Lessens damage to the environment by using less paper
- Makes getting medications safer, easier, and less expensive

## CAN I OPT OUT?

Yes. If you do not want your medical information to be accessible to authorized health care providers through ScotlandConnect, you can choose not to participate or opt out. If you opt out, health care providers will not be able to look for your records in ScotlandConnect. And ER doctors will not be able to get information that could help them give you better care or save your life in an emergency. If you do not want to participate, you must complete the *Opt-Out Form*, which is available in your doctor's office. By completing the form, you are opting out of only ScotlandConnect. Your records will still be available to your health care providers from sources outside of ScotlandConnect.

 If you have questions about either ScotlandConnect or the Patient Portal, call the Scotland Health Care System Marketing Department at **910-291-7550**.

# Hand Hygiene Is Scotland's Priority

The average person has between 2 and 10 million bacteria between the fingertips and elbow. The number of germs on your fingertips doubles after you use the restroom. Some of these germs can live on your hands for up to three hours.

Having germs on hands in a health care setting is a concern. According to the CDC, hand washing is the single most effective way to prevent the spread of these bacteria from the hands of health care workers to the patients for whom they care.

## EVERYONE HAS A HAND IN CLEANLINESS

As we strive to maintain our commitment to high quality and safe care for the communities we serve, Scotland Health Care System has chosen to increase the focus on hand hygiene for staff, providers, visitors, and patients.

"Our goal is for all visitors, staff members, and physicians to understand their role in reducing the risk of infections by washing their hands before and after patient contact or by using alcohol-based foam," says Kelly Parks, RN, Infection Prevention Nurse. This focus extends from the hospital campus to each of the system's medical practices.

## 'SECRET SHOPPERS' KEEP AN EYE OUT

"Staff members are educated on the importance of regular hand hygiene upon hire and annually through mandatory education. But it is important to ensure that every person providing care to our patients is reminded of the impact good hand hygiene can make," says Parks. Hand hygiene observations are performed in all inpatient and outpatient areas. "We have 'secret shoppers' who observe staff and providers alike to ensure that proper hand hygiene is practiced." The results of these



L to R: Dr. Michael Gilliam, nurses Elizabeth Parrish and Heather Pate-Smith, and Dr. Doug Nederostek show off their clean hands.

observations are reported on a monthly basis to hospital and physician leaders.

"Patients are encouraged to speak up if a visitor or staff member comes into the room without washing his or her hands," notes Parks.

## HAND WASHING CHAMPIONS NAMED

To further encourage hand cleanliness, Hand Washing Champions have been named throughout the system. Many are pictured on posters at the entrances to Scotland facilities. These champs were chosen for their personal diligence in performing excellent hand hygiene. Each one is a strong proponent of the Foam In and Foam Out rule, practiced upon entering and exiting a patient room. As indicated in the posters, their foam-covered hands are a clear indication that clean hands are important to us all.

## INFECTION RATES DECLINE

Bacteria that cause infections, such as methicillin-resistant *Staphylococcus aureus* (MRSA) and *Clostridium difficile*, often called C. diff, are spread by contact and can be found on a person's hands. These bacteria cause a wide range of symptoms, some of which may be life threatening. About 2 percent of the population (or two in 1,000 people) are infected with MRSA but may not exhibit symptoms. While hospitals continue to see a number of community-acquired MRSA infections, researchers have found that these infection rates have been declining since 2005, thanks to stepped-up prevention efforts that include good hand hygiene.

"Our goal is to send patients home infection-free," says Parks. "The easiest way to do that is for everyone to practice good hand hygiene."

 For more information about Scotland's infection control services, call Kelly Parks, RN, at 910-291-7562.

# Shhh—Quiet Please!

Noise keeps patients awake—whether it’s the ice machine down the hall, a child crying, an IV pump beeping, or a cell phone ringing. The good news is that all these sounds are being minimized or eliminated thanks to Scotland Memorial Hospital’s *Quiet for You* program.

## HELPING PATIENTS REST AND HEAL

The program is part of a national campaign developed to improve patient stays. “We know that rest is a critical element necessary to healing,” says Sonja Frye, Manager, Organization Relations and The Patient Experience.

“Trying to rest in a noisy environment defeats the purpose of being in a hospital. *Quiet for You* grasps hold of the holistic side of a quiet, nurturing environment in order to provide a more satisfying patient experience.”

Many hospitals are creating such programs to ensure that staff, visitors, and patients are aware of the quiet hours, and to enlist their support to decrease the amount of hospital noise. Scotland’s quiet hours are 8:30 p.m. to 6 a.m. “However, our goal is quiet all the time,” says Frye. The plan is really taking off. “Our staff has taken ownership of the program and is respecting patients’ right to quiet.”


## USING REAL CHILDREN TO SPREAD THE WORD

Deciding to use real children, rather than stock photos, in the *Quiet for You* campaign, Frye turned to Scotland Health Care System’s associates. “We wanted the support from our associates to help ensure the campaign’s success,” explains Frye. “Surprisingly, photos of 34 children were submitted. They are all so adorable that we decided to use them all in the campaign. The smiling faces of these children are featured on posters throughout the hospital. Many of them are posed with finger to lips in the well-known gesture of ‘Shhh.’ Each time a staff member, visitor, or patient sees one of these photos, they are reminded that it’s our goal to provide a quiet environment.”

## SILENCING NOISE IN A NUMBER OF WAYS

During quiet hours, overhead paging is used only in case of emergencies. Staff members’ phones are set to vibrate, and in safe situations, patient room doors are closed. “To help people sleep, we’re also considering offering noise machines, ear plugs, and fans,” explains Frye.

*Quiet for You* can be successful only when everyone in the hospital provides a quiet environment that’s conducive to healing. To ensure the program’s success, hospital staff members are held accountable and will—in turn—hold one another, visitors, and patients accountable. “We all need to be quiet so patients can heal,” says Frye. “That’s why the campaign is called *Quiet for You*.”

 For more information about the *Quiet for You* campaign and The Patient Experience, please call Sonja Frye at 910-291-7554.

Lorna and Elv Jr. are part of the *Quiet for You* campaign. Their mom is Margie Hammonds, RN, who works in the ICU.



## Mark Your Calendars

### Women's Health Event—February 7, 2015

This event will include free health screenings and lunch. Call **910-291-7550** for a registration brochure, or visit [scotlandhealth.org](http://scotlandhealth.org) and click on "Calendar of Events" to register online.

### FUND Run-4-Life—April 25, 2015

Join us for a half-marathon, 5K, or 1-mile walk/run. For registration information, call **910-291-7543** or visit [scotlandhealth.org](http://scotlandhealth.org) and click on "Foundation."



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# Join Us for Putting on the Ritz – A Gala of Giving

The 21st annual Putting on the Ritz – A Gala of Giving will take place on November 1, on the campus of Scotland Health Care System, for the first-ever Ritz Masquerade Ball. The parking lot in front of the Community Health and Rehabilitation Center will be transformed into an elegant ballroom beneath a 14,800-square-foot tent. Guests will enjoy a festive evening complete with gorgeous floral arrangements, decadent food, and silent and live auctions.

### A SENSE OF MYSTERY AND FUN

"This isn't about costumes, it's about having fun with a little sense of mystery and intrigue," says Nancy Adcock, Chair of the Ritz Committee. "It is a black tie event with a masquerade twist. We invite our guests to have a little fun by wearing a mask. Some people will be bringing their own masks, but we will also have ones available when you arrive."

The night will be filled with entertainment. "For those who like to dance, the Ritz is a must, as we always feature a live band that keeps the dance floor full," says Adcock. "This year, our band is Mr. Potato Head, which will provide music ranging from Sinatra and the Jackson Five to favorite beach tunes—everyone will be on their feet."

### A COMMITMENT TO COMMUNITIES

The Ritz, however, is so much more than an extraordinary evening of glitz and glamour; it truly is an evening of giving. Last year's event was a huge success, raising more than \$149,000, the largest amount to date. Over the past 20 years, more than



Ritz guests Carol and Ken Nichols

\$2,000,000 has been raised to help support the Scotland Memorial Foundation. Its work improves the health and wellness of citizens throughout the many communities we serve. The Foundation's programs and services include:

- Women's and men's health events
- Free mammograms for women with financial concerns
- Free cholesterol and blood pressure screenings
- Free athletic physicals for middle and high school students
- Patient and family travel assistance funds
- Henley's Heart Fund for cardiopulmonary rehabilitation patients
- Charles L. "Chuck" Hicks Jr. Memorial for cardiovascular patients
- Wigs and personal care items for cancer patients
- Assistance for community support groups
- Diabetes education fair

- Chronic pain education seminar
- Five \$2,000 scholarships awarded annually to high school seniors pursuing careers in health care

### A NEW AND IMPROVED RAFFLE

To provide even more opportunities for generous giving, the Ritz committee is excited to have a new and improved raffle. This year's raffle, sponsored by the Foundation, Nic's Pic Kwik, Scotland Motors, and Southeast Farm Equipment, features a choice of one of three items—a 2013 Fiat 500 Pop car, an 825i John Deere Gator utility vehicle, or a \$10,000 cash prize. You can purchase \$10 tickets for this raffle until the night of the event.

For more details about Putting on the Ritz, to make reservations, or to purchase raffle tickets, please call Scotland Memorial Foundation at **910-291-7543**.

