

Your Opinions Are Worth Sharing: Annual Employee Opinion Survey



During March 14-29, GHS will conduct the 2016 Employee Opinion Survey. Over the last nine years, this key tool has provided a baseline for where we stand and insight on where we need to go. Employee opinions matter and are worth sharing!

Our target for 2016 is 87% participation. This goal is one we know we can meet. Last year, we reached 93%—our highest participation rate so far!

Annual Employee Opinion Survey, March 14-29

- All surveys are completed online
- Participants use individual ID codes
- All answers are confidential—no GHS employee ever sees individual employee responses to survey questions

The Ambassador Program has played a key role in promoting participation. Ambassadors once again will be on hand to help their co-workers answer questions about the survey.

As in years past, everyone will complete the survey online. Unique ID codes will ensure confidentiality, improve accuracy of results and streamline the process. Remember: No one at GHS ever sees individual employee responses.

During a time of rapid change and tough decisions, the collective voice of frontline staff, management and doctors remains critical. When more people respond to the survey, we receive a more consistent picture of what is happening at the system, facility and department levels.

Improvements/Areas of Focus from the 2015 Survey

- Launched a redesigned New Employee Orientation program in October 2015
- Introduced SuccessFactors, a performance management tool that uses metric- or outcome-based goals and competency-based evaluation to better align organizational goals across all levels of the organization
- Revised the employee health plan with a focus on improving health and wellness through initiatives such as LoseWell, QuitWell, ChooseWell and Value Health Plan; also enhanced the short-term disability and vision plans
- Provided numerous program offerings for leaders, manager and others to learn more about Conscious Leadership, including special programs, videos and tools for talking about Conscious Professionalism with all employees
- Selected the next class of Emerging Leaders for this yearlong special development program: 49 frontline staff and 17 managers
- Created an employee veteran association to be a voice for GHS veterans by providing awareness and support concerning the needs of veterans and their families

Employee Resource Groups

The GHS Diversity Department supports the system's ongoing commitment to creating a diverse, inclusive environment for patients, visitors and employees. Employee Resource Groups offer employees opportunities to become involved in the celebration, education, awareness, understanding and appreciation of diversity.

GHS Young Professionals focuses on engaging and retaining young professionals at GHS through leadership development, community involvement and social connection.



In addition to networking and professional development, GHS Young Professionals are active in community service, including activities to support various GHS programs.

African American Women promotes leadership and equity for African American women within GHS. The group supports African American women personally and professionally through mentoring, coaching and serving the community.

Levi S. Kirkland Sr., MD, Society collaborates with individuals and institutions to support healthcare educators, administrators, and providers in their work to improve compassionate, innovative, and high-quality care to minority communities.

GHS Veterans Association is the newest group. Open to all GHS employees and volunteers who are veterans of U.S. Armed Forces, the group supports veterans, raises awareness and gives back to veterans in the community.

Greenville Women in Medicine and Science focuses on supporting the overall success and advancement for women physicians and biomedical faculty within GHS.

Learn more about the GHS Veterans Association on Page 6 of this issue. Look for spotlight articles on each of the Employee Resource Groups (ERGs) in future issues of *The View*. ERGs are open to all employees interested in the ERG's mission.

To join a group, email diversity@diversity.org.

To learn more about initiatives and services provided by the Diversity Department, go to <http://hr.ghsnet.ghs.org/Diversity>.



Our confidential survey runs March 14-29; the goal is to achieve 87% participation.

Riordan Report

2016 Employee Opinion Survey

The 2016 Employee Opinion Survey is coming soon, and we continue to keep the focus on hearing from you and every member of the GHS team. For the fourth year in a row, we're placing our emphasis on employee participation in the survey over actual system-level results related to particular workforce commitment indicators.

Our goal for FY 2016 is to achieve 87% participation, and with our high levels of participation the last several years, this goal is attainable.

This survey offers a great opportunity to share your thoughts and opinions about a wide range of issues important to GHS employees. Our annual Employee Opinion Survey is one example of how we live our mission to *improve constantly*—each year, we invite you to share your opinions and then take action where appropriate.

The survey runs March 14-29. As in the past, all surveys are completed online. Using an online process saves paper and helps tabulate results more rapidly.

We'll also continue the practice established seven years ago of using a unique identification code to log in and take the survey. Using the unique ID code improves accuracy of departmental and demographic information and helps streamline the survey process. As always, all survey data are collected and maintained by our external vendor. **Individual survey results are completely confidential.**

The survey is for everyone who works for GHS, including physicians and residents. Survey results from these groups help us provide physician leaders with the same type of information that other leaders throughout the system have about their work teams.

Your opinions about working at GHS are worth sharing. In recent years, survey results have helped guide decisions about a variety of issues at the system level and within individual departments. The introduction of our new performance management system (SuccessFactors), redesign of New Employee Orientation and creation of the GHS Veterans Association are all examples of how your input has helped shape the direction of GHS.

I've been talking about this year's survey at February Town Halls, and I encourage managers to review initiatives related to your department's 2015 results with you at staff meetings. As usual, I will close the loop and report our 2016 results at the May Town Halls.

I hope you'll make a point of participating in this year's survey. Your opinions are worth sharing. We want to hear from each of you and all of you.

P.S. Here's a quick update on the governance process: We recently heard from the S.C. Supreme Court that it would not hear the case filed by three former GHS trustees because the new structure was not finalized to a point for the court to make a decision. The GHS Board of Trustees has selected the initial directors for the Upstate Affiliate and Strategic Coordinating Organizations, and together they will begin work to form the new organization. We will continue to keep you updated as the process moves forward.

Michael C. Riordan
President and CEO



Quick Takes

Hometown: Mt. Zion, Illinois

Family: Husband Jerry and two children

Interests: Yoga, walking and brief attempts at running

Leadership Profile

Catherine Chang, MD, *chief medical officer, GMMC*

Greenville Memorial Medical Campus—and GHS as a whole—has seen much change in the last 10 years, observed Catherine Chang, MD, adding, “I am amazed at how flexibly we've adapted in spite of the rapid pace of that change.”

Dr. Chang has participated in the momentum focused on providing high-quality, efficient and safe care. A pulmonary and critical care medicine specialist at Greenville Memorial Hospital since 2005, she has served as chair of the Division of Pulmonary and Critical Care Medicine and ICU QA Committee and as medical director for ICU and Respiratory Care Services.

In 2014, she became chief medical officer for GMMC. In this role, she collaborates with doctors, nurses and administrators to ensure throughput (how patients transition to different levels of care), efficiency, value, physician engagement and quality. She is encouraged by the enthusiasm, willingness and commitment of our frontline staff.

“These staff take time from their exceptionally busy days to help make sure our patients receive the best care,” she emphasized.

“I am thankful that I can come to work with people who believe the same as I do about providing the best patient care and who will do everything to make that happen.”

Dr. Chang attributes that shared commitment to the successful launch of several multidisciplinary projects focused on improving high-quality care. Here are a few:

- *New structure for Quality:* The integration of frontline staff into this mechanism provides valuable information and more opportunity for sharing best practices.
- *Adult Inpatient Mortality Review:* A multidisciplinary committee reviews each death to identify ways to reduce mortality rates.
- *Clinical Care Pathways:* Developed as a project of UMG, the project's goal is to reduce unnecessary variation in care and identify best practices for inclusion as standards in care.
- *Expanded Unit Leader Model:* The unit medical director/nurse manager leader team has expanded to include case managers and other key providers such as physical and respiratory therapists. The team approach supports better communication for coordination of care and improved patient outcomes.

Dr. Chang is amazed at how committed people have been to these projects. She noted that most also have been involved in Epic implementation. Epic is part of a forward movement that Dr. Chang believes is creating positive change.

“Epic marks a significant change for all of GHS—and is essential to ensuring consistent, timely, safe and efficient patient care,” she said. “It has been and continues to be a journey. I believe that the effort will be more than worthwhile.”

Innovative Program Builds on Success

In 2011, GHS, in partnership with ATI Physical Therapy (then called Proaxis Therapy), launched an innovative pilot for treating back and neck pain for employees and adult dependents in the GHS Health Plan. The goal was to provide a research-based treatment plan that also increased access and lowered costs.

Since then, the program has resulted in a 26% decrease in health spending for participants along with excellent patient outcomes and, in most cases, without the need for MRIs, narcotics or doctor visits.

At the start of 2016, the program expanded to include shoulder and knee pain and now is called the Spine, Shoulder, Knee (SSK) Program. It is led by Michael Kissenberth, MD, of GHS Steadman Hawkins Clinic of the Carolinas and vice chair of Clinical Affairs, Department of Orthopaedics.

“The SSK Program is a leading-edge approach that allows our employees to get the right care at the right time for the lowest cost,” said Dr. Kissenberth. “I am excited to lead this novel approach to improving the health of our employees.”

GHS doctors and ATI physical therapists have developed evidence-based care pathways that provide faster access and active treatment to help participants return more quickly to the activities they enjoy. Eligible participants are GHS employees in the GHS Health Plan and their covered adult dependents (spouses and children ages 18-26) with acute, recurrent or persistent pain in the back, neck, shoulder or knee.

How the SSK Program Works

The participant first meets with a physical therapist for an evaluation and immediately begins an individualized physical therapy plan.

Participants receive a research-based treatment plan. Their results are continually measured against national benchmarks for progress, experience and outcomes.

Most patients will need physical therapy only. If symptoms continue after therapy, however, participants have convenient access to the next level of care, often located in the same facility.

Patients pay \$20 each physical therapy visit. There are no doctor copays, deductibles or co-insurance costs. Additional costs may apply, however, if the condition requires further care such as medication, imaging or surgery.

“Patients have been pleased with the accessibility of the program and lower copays and have been surprised at how quickly they feel better,” summarized Chuck Thigpen, PhD, PT, ATC, lead for ATI Physical Therapy.

How do I sign up?

No referral is required. Call (864) 528-5755 for an appointment at any of these ATI Physical Therapy locations. Walk-ins are welcome; however, an appointment is recommended.

Participating Sites

Greenville–Patewood

200 Patewood Drive, Ste. C150
Mon.-Thurs., 7 a.m.-7 p.m.
Fri., 7 a.m.-6 p.m.

200 Patewood Drive, Ste. C250
Mon.-Fri., 8 a.m.-6 p.m.

Greenville–Cross Creek

111 Doctors Drive
Mon.-Fri., 7:30 a.m.-6 p.m.

Greenville–Verdae

1025 Verdae Blvd., Ste. E
Mon.-Fri., 8 a.m.-5 p.m.

Greer–Riverside

1305 S. Suber Road
Mon.-Fri., 8 a.m.-6:30 p.m.

Simpsonville–Hillcrest

727 S.E. Main St., Ste. 200
Mon.-Fri., 8 a.m.-6 p.m.

Simpsonville–Five Forks

300 Scuffletown Road
Mon.-Thurs., 7 a.m.-7 p.m.
Fri., 7 a.m.-6 p.m.



Eligible participants are GHS employees in the GHS Health Plan and their covered adult dependents with acute, recurrent or persistent pain in the back, neck, shoulder or knee.

Quality Circle

Improve Constantly: Striving for Zero Harm

One of GHS' goals is Zero Harm—eliminating hospital-acquired infections. Zero Harm is one of two FY 2016 Quality goals. A component of Zero Harm is reducing surgical site infections (SSIs) by 25%. As of first quarter FY 16, this goal is right on target.

Reducing SSIs as a Quality Pillar goal demonstrates GHS' commitment to improve constantly. Over the last several years, multidisciplinary process improvement teams systemwide have worked hard to lower SSIs. Each year, SSIs have decreased: FY 2015 saw an 18% drop in SSIs. Here are examples of how GHS is reducing SSIs:

A restructured Perioperative process improvement (PI) model adds “surgeon champions” as part of the review. These champions provide another perspective and foster communication among surgeons.

A PI method prioritizing **key drivers** takes into account factors and conditions that support process improvement. Examples for SSIs are the surgical environment, patients themselves and staff technique. Here are two ongoing projects:

- *Bathing/preparing skin:* Patients are given a special soap to shower with the night before surgery. Because patients don't always follow instructions, the team has begun cleaning patients right before surgery using the same product.
- *Minimizing staff in the OR:* It takes a team to ensure a successful, safe procedure. GHS ORs also are clinical training sites. This project strives to determine the minimum number of people needed in the OR to provide care and continue GHS' academic mission.

This PI project is a true system initiative with engagement from Perioperative nurse leaders, infection preventionists and physician champions across GHS working collaboratively toward the goal of Zero Harm.



GHS' Commitment to Excellence uses evidence-based leadership practices to help reach our goals for continued success. Each star in the logo represents a pillar—People, Experience, Quality, Engagement, Finance or Academics. Pillars help us think about and organize the work we do at GHS. Commitment to Excellence builds on our strong foundation of service excellence and patient- and family-centered care. "Hardwiring" these practices throughout our team will make GHS an even better place to work, practice medicine and receive care.

Stellar Service

January Stellar Stars



Heather Allen, pathology assistant, Histology Lab/GMH, demonstrated selfless teamwork. Late one Friday, the coroner's office called to schedule an autopsy of a homicide victim for the next day. The pathologist had plans that could not be changed, but the autopsy was needed for police to file charges. Allen, who had already worked a double shift, stayed so that the autopsy could be performed that night.



Melissa Muller, physician practice clerk, Cypress Internal Medicine-Simpsonville, went beyond her duties to help a patient. The patient, who had a flat tire, asked Muller if she could call her husband because she had forgotten her cellphone. He called roadside assistance but a cellphone was needed to confirm her location. Muller offered the patient her phone and stayed with her until road service arrived.



Christy Lee, MD, OB/GYN Center, was lauded for her compassionate assistance. An elderly man had come into the clinic looking lost and confused. It was raining, and he was soaking wet. He was at the wrong office; his appointment was next door. Dr. Lee covered him from the rain and walked him to his appointment. She made sure that he signed in and was safe.

February Stellar Stars



Meredith Craig, RN, ICU/GMH, was recognized by a patient's family for her excellent nursing care. Craig kept the family updated about the patient and was as attentive to them as to the patient. She was a staunch advocate; the family felt like their concerns were validated. "The ICU can be a stressful environment," Craig's nomination read. "Her calming presence made us all feel safe."



Angela Stone, RN, 3-C Vascular/GMH, was nominated by a co-worker for putting a patient's safety before her personal life. On Thanksgiving, Stone stayed late to complete required documentation to ensure that a patient at risk for suicide would receive appropriate care. Stone delayed her own Thanksgiving plans to make this patient's safety a priority.



Betty Harkin, senior phlebotomist, Patewood Lab, received high praise for her compassionate, unique care of children. In Harkin's nomination, the mother wrote, "She distracted our 5-year-old with the fun things she was doing so my child hardly realized she was there for something scary. Not one tear was shed. I have never had such an amazing experience with one of my children having blood drawn!"

Volunteers of the Month

Bonnie Smith is the Volunteer of the Month for January. Since July 2000, she has served in the Gift Well shop at Laurens County Memorial Hospital. She joined the Auxiliary Board in 2001 as its historian. In her current role as secretary, she maintains accurate and complete minutes of board meetings. With nearly 4,000 hours of service, Smith is a dedicated volunteer who serves the hospital and her community.



George Scott is the Volunteer of the Month for February. Scott volunteers each week with the Cancer Institute-Eastside where he provides assistance and inspiration to patients, families and staff. He has a giving heart and is willing to assist in any way. Scott, always helpful with Auxiliary fundraisers and special projects, recently rotated off the Patewood Medical Campus Auxiliary Board.



Standard of the Month

"Rock On!"

"They are rock stars! Ladies and gentlemen, rock on!"

A patient wrote these words on a Stellar Service nomination recognizing the care she received from all of her nurses. "No matter how they may feel, they put themselves aside to make sure everyone is taken care of," she added.

The patient also gave a shout-out to all of the doctors: "There's one word to say about the doctors—awesome. In their own way, they take care of the staff, because they all are staff."

That's a powerful testimony to the patient experience and reflects the COMPASSION standard for the letter "A": *Assist patients, families & other co-workers*. This patient saw a shared commitment to giving great care.

Another patient expressed her gratitude to the Dietary staff: "The service from everyone was excellent! They supplied all of my different needs."

Yet another patient nomination acknowledged how contributions from multiple departments created a seamless delivery of care. The patient recognized the Business Office, Transport Team, nurses, PCTs, nutritionists, maintenance workers, housekeeping staff, residents and students.

"This is a well-oiled machine," she wrote. "I have been in the hospital here twice, and both times have been a good experience. I have never been in a place where all staff are this wonderful every time you see them."

She closed her nomination with a nod to GHS leadership: "Good job treating your employees with respect so that they have the opportunity to give their patients respect."

These nominations tell us that patients see a connection between the compassion they believe they receive and the way that staff members in their various roles respect one another.

Rock on!

Kudos

Suzanne Fanning, DO, medical director of GHS Bone and Marrow Transplant, has been elected to the S.C. Oncology Society (SCOS) Board of Directors. The SCOS mission is to advocate for cancer patients and promote standards of excellence for high-quality cancer care. SCOS is a chapter member of the Association of Community Cancer Centers and an affiliate of the American Society of Clinical Oncology.



Melinda Hudson Gillispie, RN, MSN, community relations coordinator, has been selected to join the Southeastern Health Equity Council (SHEC).



Gillispie, who organizes the annual GHS Minority Health Summit and other community health initiatives to address health disparities, has been selected as one of the state's five representatives for the SHEC council. The council focuses on ending health disparities in the Southeast while pushing for policy changes, effective programs and increased awareness about health disparities.

SHEC is one of 10 regional councils across the United States that serves as the local organizing and implementing force behind the National Partnership for Action to End Health Disparities.

Brandy Sperry, clinical manager, Ophthalmology and Optometry Services at GHS' Eye Institute, was featured in *Greenville Technical College: Year in Review 2015*. A Greenville Tech alumna, Sperry earned a certificate in Optometric Assisting after high school. She later became an ophthalmic medical technologist—one of a handful in South Carolina and just 700 in the country. Last year, she returned to Greenville Tech as lead instructor for its Ophthalmic Medical Assistant Program.

Michael Riordan, GHS President and CEO, and **Sam Konduros**, executive director of Greenville Health Research Development Corporation, have been named two of *Greenville Business Magazine's* 50 Most Influential People. In addition, GSA Business recognized Riordan as one of the top 20 Most Influential Leaders in the Upstate.



GHS a Gold Medal Workplace

GHS recently received the Gold Medal Award from the S.C. Hospital Association's Working Well initiative and Prevention Partners. This honor recognizes employers who provide and promote their employees with access to opportunities for physical activity during work hours and that represent the highest standard of physical activity excellence at the workplace.

\$1 Million Gift for Pediatric Care

A \$1 million gift from longtime neonatologist Jerry Ferlauto, MD, and wife Natalina will endow and grow an innovative program to help families cope with the complex needs of chronically ill children.

One goal of the Ferlauto Center for Complex Pediatric Care is for the patient and family to see the same doctor every visit. The pediatrician will partner with a team of care coordinators, nurses, dietitians and social workers to ensure children receive the medical care and support needed to thrive at home. Staff members also will help coordinate and cluster visits with multiple specialists in a single location.

The center, housed above the Center for Pediatric Medicine at Cross Creek Medical Park, will provide convenient access to translators, social workers, nutritionists and psychologists.



Jerry Ferlauto, MD, and wife Natalina

GHS Diversity Leadership Awards

On January 15, the GHS Diversity Department hosted the 9th Annual Martin Luther King Diversity Leadership Award Luncheon. Awards were presented to the individual and department that best exemplify the qualities of Dr. Martin Luther King Jr.

The Individual Leadership Diversity Award was presented to **Jordanie Mertil**, catering coordinator at Oconee Memorial Hospital. Mertil was recognized for sharing her passion for helping children both locally and in Haiti.



Jordanie Mertil

The Leadership Development Award went to the **Nurse-Family Partnership** for educating and encouraging first-time mothers in good prenatal health, parenting skills and life planning.

Damon Tweedy, MD, author of *Black Man in a White Coat*, was the keynote speaker.



Nurse-Family Partnership members

Thank you to all of the GHS employees who gave generously to help children and families in need.

GHS Gives Back

Over the holidays, GHS employees gave generously to help children and families in need. Here are just a few stories:

2015 Joy of Giving

The GHS Employee Assistance Program (EAP) thanks everyone who contributed to a fabulous year for Joy of Giving! Systemwide, 128 departments and families sponsored 329 children.

Here is a note from a grateful recipient that reflects the spirit of your efforts:

I just want to express my sincere gratitude. When I went to the EAP facility, I was greeted as a human and not a needy person. I didn't feel judged or ashamed, not even pitied. Instead, I felt like I was actually making them feel better—like they were just as blessed to help as I was to receive.

I hope you let the person/persons who helped my family know how thankful we are. I am very happy I can be a part of an organization like GHS that feels like a family and really comes together to make sure our community is taken care of as well as its employees. Thank you for making our Christmas this much more special and allowing my children to smile and feel the joy of the holidays and the happiness of being a child!

Through the Joy of Giving program, GHS staff and departments help spread holiday joy to fellow employees experiencing financial hardship. Recipients' names and departments remain confidential.

Angel Tree

Each year, Patewood Medical Campus hosts an Angel Tree for families of children served by GHS Children's Hospital Outpatient Center. Gifts come from across Patewood campus and from facilities and departments systemwide. Several community businesses also take part.

The efforts of many "angels" helped provide gifts for 44 children in 16 families. Among the larger gifts were seven bikes, one scooter, a highchair, remote control cars and trucks, large riding toys, three wagons, crib and mattress, stroller, backpacks and a swing. Along with big items, each child received a box filled with toys, clothes, a coat and many surprises. In addition, each family received a box of canned goods.

Pediatrics Gives Back to Special Children

Department of Pediatrics practice managers and administration purchased gifts for two little boys who are students of The Meyer Center for Special Children. All gifts were wrapped and delivered in anticipation for the best Christmas these children have ever had!



Department of Pediatrics staff gathered in a member's home to wrap gifts for students at The Meyer Center for Special Children.

Oconee Memorial Hospital

In 2015, Oconee Memorial Hospital adopted three Title 1 elementary schools in Oconee County. One of the first projects was to adopt families in those schools for Christmas. OMH sponsored 20 children from each school, for a total of 60 children!

GHS Veterans Association

Last year, the GHS Diversity Department, in collaboration with the GHS Military and Government Liaison Office, established the GHS Veterans Association. The group is open to all GHS employees and volunteers. Currently, the association has 183 members.

Its mission is "to be a voice for GHS veterans by providing awareness and support concerning the needs of veterans and their families."

Dylan Lawler, manager of Value Analysis and a U.S. Army veteran, joined the group to rekindle the passion that first led him to join the Army and use it as a means to help others.

"I want to meet others where they need me—be to them the brother I once was," he explained, noting that as veterans, the group's members offer a unique perspective. "We've walked in their shoes; we understand their pain and know their suffering is not always visible."

The group provides opportunities for veterans to raise awareness and advocate for veterans in the community. The GHS Vets SharePoint site keeps members apprised of upcoming events and service projects. Some events are Blue Star Mothers Item Drive for the Troops, GHS Annual Veterans Day Celebration, A Hero's 5K, Scottish Games and activities sponsored by Upstate Warrior Solution.

The GHS Veterans Association welcomes anyone who wants to help support veterans in our community. For more information or to join, email diversity@ghs.org or contact Roger Pirie, association president, at rpirie@ghs.org.



The GHS Veterans Association hosted its first meeting and luncheon November 18, 2015, in the Skarupa Community Room at GMH. Guest speaker was Craig Burnett, PhD, a veteran of the Vietnam War.

Eye Institute Offers Low-vision Service

The GHS Eye Institute offers a low-vision program. People with low vision have eye conditions that cause progressive vision loss in one or both eyes that can't be medically treated. Services include low-vision exams and therapeutic devices, such as telescopic lenses.

Jane Eddins, OD, and Curtis Turner, practice manager, coordinate the program. Patients who may benefit from low-vision care range from older adults with conditions such as macular degeneration and glaucoma to children with congenital disorders such as pediatric cataracts and retinal problems.

The Eye Institute has the only dedicated low-vision program in the Upstate with on-site access to therapeutic devices; the closest program of its kind is in Asheville. For more information, call Curtis Turner at 522-3910.



Volunteers Don and Pat Vanderhoof assist with the Angel Tree project at Patewood.



(l-r) Marlie Rahn, MPH, CHES, health educator, OMH Wellness Center, and Lynn Henderson, guidance counselor at Blue Ridge Elementary, required two trips to deliver bicycles from the OMH adopt-a-school effort!

Human Experience → Patient Experience → Magnet®

Care and compassion with intentional quality, safety and patient-centered care align with Magnet designation requirements. Workforce development across all disciplines of direct and indirect care is *alive and well at GHS*.

Here is one example of which we can be proud—GHS collaborative, innovative educational programs. GHS partners with the University of South Carolina, Clemson University, Furman University and others to meet the educational and workplace needs of South Carolina.

Starting this fall, GHS is offering a collaborative (USC/GHS) nurse practitioner (NP) program in adult gerontological acute care. The post-master's certificate program provides all clinical rotations on GHS campuses and offers coursework online through USC.

This program prepares those certified as AGACNPs to directly manage patients in acute and complex care

settings. Program graduates can be employed in a variety of acute care settings, such as the following:

- | | |
|--------------------|------------------|
| Emergency services | Pulmonology |
| Critical care | Nephrology |
| Trauma | Gastroenterology |
| Cardiology | Surgery |

Two tracks are available: Track 1 is a 27-hour program for those who are not current NPs. Track 2 is an 18-hour/4-semester program for current NPs.

For information, please contact Larialmy Allen at (803) 777-6185 or larialmy@mailbox.sc.edu. You also may go to sc.edu/nursing or access GHS' e-newsletter, *What's Happening at GHS*.

Deadline to apply for the fall program is **Friday, April 1**.



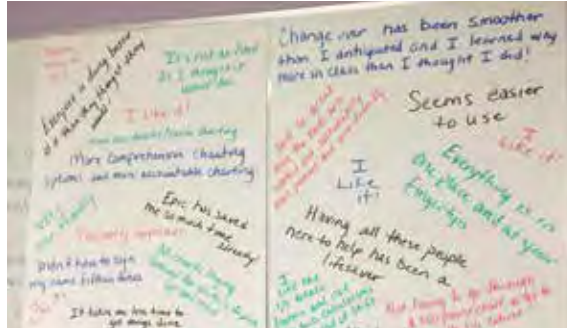
Michelle Taylor Smith, MSN, RN, NE-BC, FACHE, Vice President, Patient Care Services/Chief Experience and Nursing Officer

Ambulatory Go-live

At midnight, February 6, all GHS hospitals launched Epic Ambulatory Go-live. The EpiCenter team extends its deep appreciation and gratitude for the hard work, patience and willing attitudes that so many of you demonstrated during Go-live and in these first few weeks of transition. A number of employees shared photos and comments after the first day. Here are some we received as *The View* went into production:



Coronary Intensive Care Unit (CICU) staff show off their "Epically Awesome" T-shirts. Pulmonary Disease and Critical Care physicians Robert Brevetta, DO, and Antine Stenbit, MD, PhD, created the shirts as a show of support and appreciation for the CICU staff.



NICU staff filled a whiteboard with positive comments about Ambulatory Go-live. Before Epic, the NICU had used a paper system.



GMMC Leadership members Catherine Chang, MD, CMO, and Ric Ransom, administrator, supplied beverages and snacks for GMH staff during the February 6 Ambulatory Go-live.

January Service Anniversaries

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|---|--|--|---|---|---|--|--|
| 40 years
Patti LaRoche
Linda Rose
Carolyn Sloan | 20 Years
Timothy Bowers
Michael Brannon
Sandra Calmes
Lucinda Crocker
Lu Ann Harris
Darlene Henderson
Walter Isbell
Kellie Reed
Nikki Robertson
Twanda Smith
Douglas Smith
Deborah Ulstad | Kenneth Gibbs
Lisa Ginger
Willie Gray
Joe Hammett
Tisha Hill
Donna Johnson
Iheoma Madubuike
John McClain
Ruth McDowell
Seid Ali Akbar
Mirman-Yazdy
Calvin Morris
Karen Peace
Jacquelyn Pruitt
Michael Ram
Judith Rivera
James Robinson
Sonja Sizemore
Robert Smith
Donna Taylor
Michelle Temple
Kelley Thompson
Sandra Thrasher
Monica Wagner | Linda Whiting
Katherine Winton
10 Years
Mary Bagwell
Kitty Ball
Claudia Cardona
Sally Foister
Donna Gilbert
Kandice Hagan
Georgina Herring
Rebecca Hill
Mary Hudak
Jennifer Kerr
Sharon Lambright
Deborah Leonard
Roger McJunkin
Timothy McJunkin
Mickey Morse
Isabella Murphy
Ermino Natale
Jennifer Nix
Deborah Pizzeck
Nicole Price
Jay Rabalais | Dana Ray
Francine Reid
Jacqueline Robinson
John Saathoff
Katherine Sapp
Heather Stancell
Sarah Stull
Lori Taggart
Justin Uppole
Samantha Walters
Rosemerry White
Christine Zoltowski
5 Years
Shelley Anderson
Teresita Arboleda
Penny Barcla
Gina Basham
Patricia Bowers
Heather Brena
April Brown
Vershanna Brown
Emily Bryson
Tracy Burriss
Andrea Butler | Holly Campbell
Misty Casto
Vicki Chacon
Steven Cobb
Teresa Cole
Shaniquewa Cotton
Angela Craine
Katherine Crowe
Renee Darley
Heather Eidson
Christopher Elliott
Benjamin Flounders
Rosa Ford
Tranaka Fuqua
Teresa Gentry
Robert Gleason
Ashley Gross
Jennifer Hall
Susan Hall
LeAnne Hammett
Louise Harris
Miles Harrison
Richard Hester
Angela Hilliard | Ria Holloway
Mary Jackson
Ashley Johnson
Melanie Johnson
Loveta Key
Rachel King
Laura Leary
Lorena Lugo
LaTonya McCarroll
Carter McCormack
Crystal McMillan
Courtney Medina
Angela Miller
Savannah Moran
Tanya Morgan
Bridget Morosan
Lee Mullinax
Danny O'Harra
Sharon Osment
Jesenia Pena
Leigh Perry
Corbrina Pinson
Tara Plummer
Kenneth Powers | Timothy Robinson
Chrissy Salts
Patricia Schuman
Kathryn Shapiro
Amanda Shults
Crystal Southall
Shelly Stokes
Aaron Gabriel Taylor
Natalya Timofeeva
Mary Trott
Keith Vaughn
Leigh Vint
Rose Mary
Washington
Shavon Williams
William Wirfs
Jessie Zettler |
|---|--|--|---|---|---|--|--|

February Service Anniversaries

- | | | | | | | | |
|-----------------------------------|--|--|--|--|--|---|--|
| 35 Years
Betty Lockhart | 20 Years
Sandy Carter
Sharon Crosby
David Fuller
Cindy Jackson
Shannon Long
Marcia Lynch
Ann McHam
Kerry Weldon | Faith Knowles
Jeanette Leonard
Kimberly Lyons
Laura Morris
Carl Preciado
Hope Schofield
Sharon Thompson
Cassie Wiseman
Christy Wolfe | Sonja Harbin
Nora Horne
Lisa Huefner
Scott Hunt
Beth Inman
Patricia Jenkins
LaTanya Jones
Martha Leekham
Jonathan Markowitz
Teresa McCullough
Diane Mrozinski
Jeremy Palomo
Karen Porter
Yveta Rabatinova
Megan Ray
Franklin Sease
Tim Simmons | Teresa Thompson
Jenny Tompkins
Ericka Williams
5 Years
Adela Amador
Rick Ashley
Sarah Baucom
Ashley Bayne
Elizabeth Brown
Josh Bruce
Krissy Bullard
Whitney Chambers
Meghann Dawkins
Abby Dodd
Keshia Ellis
Eric Gagne
Susan Gowens | Wanda Hughes
Alicia Hyatt
James Jackson
Shameka Jackson
Steve Jeffries
Cindy Jordan
Nick Keely
Deidra King Green
Spring Lanford
Hannah Mantooth
Stacie Marchant
Stacey Maroney
Tracy Mauck
Anita McClintock
Casey MEEKS
Karen Merritt
Angel Mims | Michelle Moore
Michelle Mosser
Chasity Nash
Elizabeth Norris
Donna Owens
Kim Pankake
Tarita Patterson
Jennifer Pelfrey
Anna Pew
Brandon Proveaux
Ronald Przybyla
Deborah Quinn
Lou Ann Rabideau
Michael Rainey
Nate Reilly
Scott Sisk
Cathy Spataro | Brooke Stromdahl
Anne Styles
Michelle Tackett
Brandon Taylor
Mary Thompson
Sonia Villalobos
Laurie Warren
Robbie Wilson
Samuel Wilson
Victoria Wong-Laguerre
Pat Zumbach |
|-----------------------------------|--|--|--|--|--|---|--|

Upcoming Events

The Journey of Grief

March 3-April 7—Cottingham Hospice House, Seneca. This group meets each Thursday at 3 p.m. and is for any adult who has lost a loved one in the last year. To register, visit ghs.org/events.

Meet the Midwives

March 22—Greenville Midwifery Care & Birth Center, 6 p.m. Learn about GHS' nurse-midwifery program and how a midwife can enhance the birthing process. To register, visit ghs.org/events.



Mark Your Calendar

Minority Health Summit

April 9—TD Convention Center, 10 a.m.-2 p.m. The 10th Annual Minority Health Summit will focus on diabetes and mental health. To register, visit ghs.org/events.

Hands On Greenville Day

April 30—Make plans to join the GHS team in sprucing up the Greenville community. Watch GHS' weekly e-newsletter for more information.

March for Babies

April 30—Greenville Technical College. Help improve the health of babies by walking in the March of Dimes' annual March for Babies. For more information, visit marchofdimes.org.



Dragon Boat Upstate Festival

April 30—This 10th annual event takes place on Lake Hartwell and raises funds for cancer research at GHS. Learn more at dragonboatupstatesc.org.

GHS Swamp Rabbit 5K

May 6—This 5K run/walk starts at Gateway Park in Travelers Rest and continues on the Swamp Rabbit Trail. A block party with free food and music will follow. For details, visit ghs.org/swamprabbit5K.

The View

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To report news, email ghsnews@ghs.org

Meredith McGinnis, editor
GHS Creative Services, graphic design

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Community Connections

Mini-circus Clowns Around at Children's Hospital

Ringling Bros. and Barnum & Bailey brought laughter and joy to children and families with a mini-circus performance at Children's Hospital in February—and donated \$10,000 to GHS to support local pediatric patients. These monies will provide activities and programs that help children heal emotionally while they also heal physically.



Clowns from Ringling Bros. and Barnum & Bailey circus entertain children, families and staff in the 6th floor classroom at Children's Hospital.



GHS Senior Care offers adult day care, primary care and therapy services at 32 Stoney Point Drive, behind Cross Creek Medical Park.

GHS Senior Care Begins Tours

The GHS Senior Care facility is complete and offering tours to GHS staff and the community. Based on the national PACE model (Program for Advanced Care for the Elderly), the facility offers adult day care, primary care, and physical and recreational therapies. PACE is a Medicare/Medicaid program dedicated to helping seniors stay in their homes as long as possible.

Senior Care provides skilled nursing services and accepts patients with Medicaid and/or Medicare. In addition, it provides transportation to and from the patients' homes as well as to specialty doctor appointments from GHS Senior Care. One of three PACE programs in the state, the facility is slated to open this spring.

2015 Report to the Community

GHS' annual report for Fiscal Year 2015, which summarizes our efforts to fulfill our mission to *heal compassionately, teach innovatively and improve constantly*, is available online at www.ghs.org/annualreport.

