



2017
Nursing Annual Report

 ANMED HEALTH
We're in this together.



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Celebrating successes in 2017

As I reflect on 2017, I am proud of so many accomplishments made by nurses throughout AnMed Health. The past year brought tremendous change and teamwork as we implemented a new electronic medical record which connected all sites of care within our health system and beyond. We performed our first transaortic valve replacement (TAVR) procedure, the latest advancement of our growing structural heart program and a revolution in care for patients at high-risk for traditional open heart surgery. We also hosted evacuated patients and staff from Beaufort, South Carolina for the second consecutive year – this time, as a result of Hurricane Irma. Once again, the compassion and adaptability our nurses showed for those facing dangerous and unpredictable weather conditions at home was a heart-warming reminder of the reason we joined this profession.



Tina Jury, RN, MSN, NEA-BC

Although all of these were major achievements, the true highlight of 2017 for me as Chief Nurse was AnMed Health's redesignation as a Magnet® hospital. Since first earning this prestigious recognition from the American Nurses Credentialing Center (ANCC) in 2012, our nurses have been determined to sustain this highest level of excellence in nursing practice. We continue to mentor and support students pursuing a career in health care as well as those seeking to further their education and skills. We are engaged in evidence-based initiatives to continuously improve the quality and safety of the care we provide. And, through shared-governance, nurses at all levels of the organization have a voice in determining the practice standards that guide our operations. AnMed Health is truly an exceptional place to be.

While Magnet designation is a wonderful validation of our nurses' professionalism, clinical expertise and passion for healing, the underlying culture it represents is critically important to the future of AnMed Health in a changing environment. As healthcare and the nursing profession continue to evolve, hospitals and health systems are increasingly challenged to optimize clinical performance. Nurses at AnMed Health have been central players on a variety of teams focused on lowering costs, preventing readmissions, enhancing patient safety and generally improving patient care. While much progress has already been made, the future will depend heavily on the continued work and innovation of these teams.

These and many more examples of our ongoing commitment to patient care are chronicled in these pages of our 2017 AnMed Health Nursing Annual Report. I am so pleased to share them with you and to celebrate the many contributions to health and wellness we're bringing about together.

A handwritten signature in black ink that reads "Tina Jury".

Tina Jury
Executive Vice President for Hospital Operations
Chief Nursing Officer



Transformational Leadership

Raising the level of motivation and performance



Three nurses named Palmetto Gold recipients

The South Carolina Nurses Foundation recognized three AnMed Health nurses among the state's best. **Sunni Busby**, 6 North nurse manager; **David Abramovitz**, assistant vice president of Perioperative Services and chief CRNA; and **Aimee Sharp**, ICU nurse manager, were among the recipients of the 2017 Palmetto Gold Award.

South Carolina currently has over 61,000 licensed nurses and only 100 are honored each year with the Palmetto Gold Award. According to the South Carolina Nurses Foundation, these nurses exemplify excellence in nursing practice and have a proven commitment to their profession.

Each year, AnMed Health nominates up to six of its annual Gold Standard Nursing Award winners for 'the Palmetto Gold Awards.

"Our Palmetto Gold recipients demonstrate a deep commitment to our patients and to their colleagues," said Tina Jury, AnMed Health's executive vice president for hospital operations and chief nursing officer. "They are shining examples of caring professionals who have dedicated their lives to this purposeful profession. We are very proud of them."

The Palmetto Gold Nurse Recognition and Scholarship Program is South Carolina's only statewide recognition program for nurses from all practice settings. The South Carolina Nurses Foundation honors each year's recipients during its annual Palmetto Gold Gala.

The Palmetto Gold Program started in January 2001 with a meeting of nurse leaders. Their goal was to form a statewide nursing recognition program that showcases nurses' contributions to patient care and raises scholarship funds for students pursuing an RN.

The first Palmetto Gold Gala held in May 2002 raised enough money to award a \$1,000 scholarship to each of the state's 23 approved registered nursing programs. To date, Palmetto Gold has awarded more than \$300,000 in nursing scholarships.

Peggy Deane Scholarships awarded to four nurses

Four employees were honored as recipients of the Peggy Gardner Deane Scholarship.

The Peggy Gardner Deane Scholarships are awarded each year to nursing students who have completed at least one semester toward a Bachelor of Science in Nursing (BSN) or Master of Science in Nursing (MSN) degree. Scholarships are awarded to qualifying applicants with the highest grade point average and the best answers to why they should receive the awards.

Recipients were **Jessica Baxter**, **Stacy Blume**, **Casey Holliday** and **Aimee Horton**.

Baxter has been with AnMed Health for seven years and is surgical liaison coordinator for the Utilization Management department. She is pursuing a master's in the family nurse practitioner program



Peggy G. Deane (center) is joined by scholarship winners Stacy Blume and Jessica Baxter. Recipients who are not pictured are Casey Holliday and Aimee Horton.

at Simmons College. She would like to stay with AnMed Health and hopes to pursue a career in internal medicine or family practice.

Blume works as a staff nurse for Behavioral Health while she earns a BSN at Anderson University. She has continued to pursue her degree despite health-related hardships in her family and she believes a BSN will open more doors for her career.

Holliday is a staff nurse on 5 Center. She is pursuing a Ph.D./DNP through the Medical University of South Carolina. She is interested in the management of chronic conditions and would like to continue working in primary care within the AnMed Health system after earning her degree.

Horton works weekends and her duties involve several roles, such as nursing assistant, monitor tech and unit secretary, for 2 North, CDU/RTU. She is pursuing a BSN from Anderson University. She would like to continue her education to earn an MSN and any certifications needed to enhance future career opportunities.

Extraordinary Women shifts focus to mentoring for 2017

For the past 11 years, as part of Women's History Month, AnMed Health's Extraordinary Women awards have recognized women who have made outstanding contributions to health care. But in 2017, the focus was slightly different.

AnMed Health elected to pause its practice of recognizing Extraordinary Women in Healthcare from within the organization and, instead, several previ-

ous honorees were identified to mentor Pendleton High School's Lead Higher students.

AnMed Health partnered with Anderson School District 4 to provide mentoring and support to 10 Pendleton High School students who demonstrated interest and ability in health care careers.

Anderson School District 4 is one of only 117 districts in the nation selected to participate in Lead Higher, a nationwide initiative to ensure that historically under-represented students are included in the highest academic levels of K-12 schools. Equal Opportunity Schools, a non-profit organization, collaborated with the school district to identify Lead Higher students to enroll in Advanced Placement classes and enhance their probability for success beyond high school.

The Lead Higher students and their Extraordinary Women mentors from AnMed Health were honored at the 12th annual Extraordinary Women In Healthcare reception and symposium on March 30 at the Cancer Center atrium.

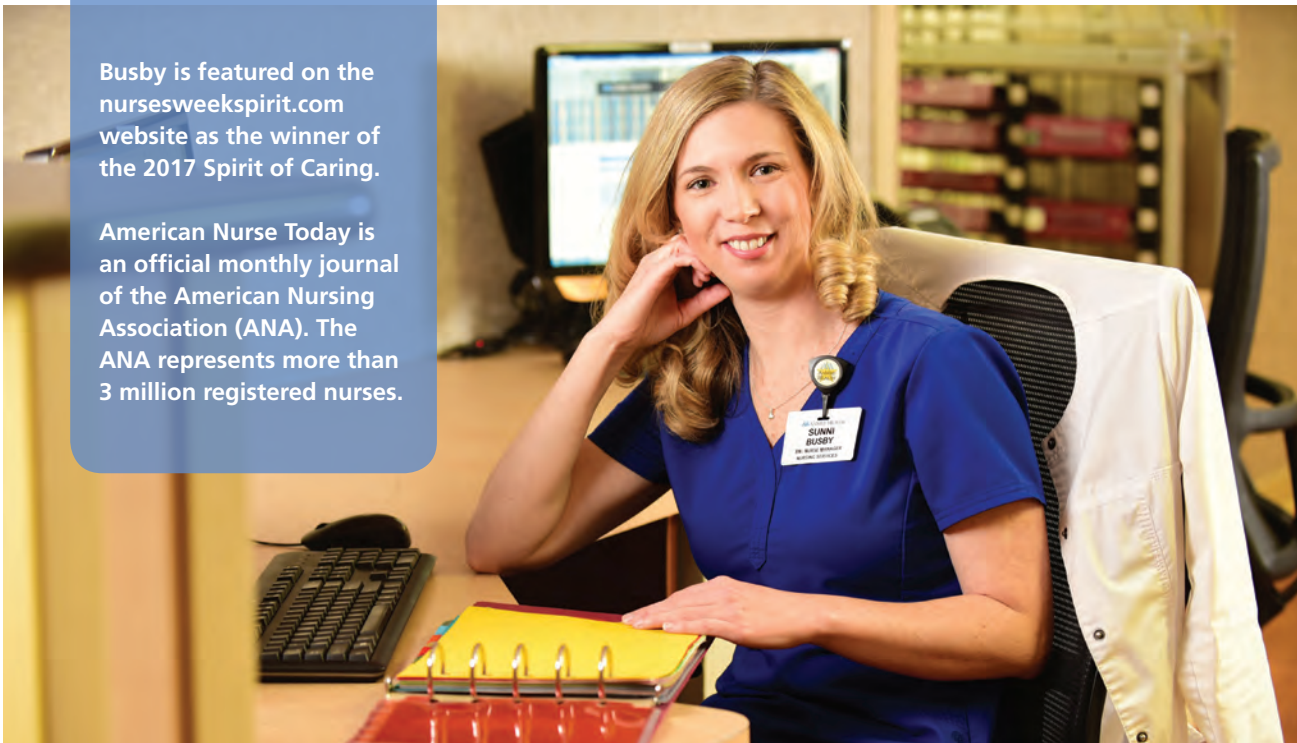
"With competing priorities and limited resources, this is an extremely challenging time in the life and history of AnMed Health. However, several Extraordinary Women of AnMed Health are making the time to lead higher and potentially inspire the next generation of health care providers and administrators," said Juana Slade, chief diversity officer and director of Diversity and Language Services.

Extraordinary Women honorees from the past who volunteered their time to be mentors included Nedra Brown, Dr. Diana Clemow, Kathy Deloplaine, Dr. Donna Millar-Potts, Tara Ponder, Juana Slade, Dianne Spoon, Wanda Whitener and Suzanne Wilson.



Busby is featured on the nursesweekspirit.com website as the winner of the 2017 Spirit of Caring.

American Nurse Today is an official monthly journal of the American Nursing Association (ANA). The ANA represents more than 3 million registered nurses.



Sunni Busby honored with Spirit of Caring recognition

Sunni Busby, nurse manager of 6 North, received several prestigious nursing awards, including the second annual American Nurse Today Spirit of Caring recognition. Six finalists were chosen from all nominations, and Busby received the most votes from the nursing community during National Nurses Week.

In nominating Busby for the national recognition, Paula Martin, RN and Training and Organizational Development consultant, highlighted the respect, dignity and care she shows her patients.

As an example of Busby's compassion, Martin told of one patient who had lost her husband and had no children. She had been on 6 North for 40 days when she had a stroke declined. She went into hospice care.

While the whole staff of 6 North went above and beyond to care for this patient and make her feel special, even bringing cards and balloons for her birthday, Busby went even further.

"When she left the hospital to transition to hospice, Sunni went with her," Martin said. "Sunni had obviously created a special bond and made this patient feel cared for."

Busby went to visit the patient again a few days later and noticed a decline in her condition. She called hospice to check on her the next day and decided to visit again.

"Sunni was holding her hand when she took her last breath. Sunni exemplified her passion for serving others so that this lady did not have to die alone," Martin said.

"Her passion and ability to lead her entire 6 North team go 'above and beyond' and demonstrates how she consistently brings extraordinary caring and compassion to her practice," Martin said. "Sunni truly is an inspiration to the nursing community and exemplifies the 'Spirit of Caring.'"

Busby was also named AnMed Health's 2016 STAR of the Year. She was chosen for a Gold Standard Nursing Award in 2016 and received a 2017 Palmetto Gold nurse award from the South Carolina Nurses Foundation, an honor given to only 100 South Carolina nurses each year. She also was surprised at work by CHS representatives, who honored her for extraordinary work as a nurse.



Magnet status re-earned

AnMed Health earned Magnet recognition for the second time in 2017. Site surveyors visited the hospital in August, representing the American Nurses Credentialing Center (ANCC) Magnet Recognition Program®.

AnMed Health was one of the first hospitals in the state to earn the honor and ended 2017 as one of only four. AnMed Health first earned Magnet status in 2012.

Magnet recognition has become the gold standard for nursing excellence and is taken into consideration when the public judges health care organizations.

To achieve Magnet recognition, organizations must pass a rigorous and lengthy process that demands widespread participation from leadership and staff. The process begins with the submission of an electronic application, followed by written documentation demonstrating qualitative and quantitative evidence regarding patient care and outcomes. If scores from the written documentation fall within a range of excellence, an on-site visit follows to thoroughly assess the applicant.

Four nurses earn Gold Standard Awards

Linda Smith, ICU nurse, and **Shaunda Trotter**, assistant vice president of Patient Care Services, were the spring Gold Standard Nursing Award winners. Gold Standard nurses for the second half of the year were **Kristin Dutton** from ICU and **Suzanna Grant** from the Progressive Cardiac Unit.

Gold Standard Nursing Awards, given twice a year, honor registered nurses who embody AnMed Health's mission, vision and building blocks. Nurses are nominated by their peers and the winner is selected through a blind scoring process – one bedside nurse and one from the leadership team.

Linda Smith

A recurring phrase in the nominations in 2017 was “above and beyond,” and those words certainly describe the willing attitude of **Linda Smith**.

Smith began working in the ICU almost 25 years ago as a nursing assistant/unit secretary and remained in ICU after nursing school and earning her BSN.



The American Nurses Credentialing Center designated Magnet status for AnMed Health Medical Center, Women's and Children's Hospital, LifeChoice and AnMed Health Home Care.

Smith's positive attitude and years of nursing experience make her a true asset to the ICU. She is described as hard working, exhibiting a team mentality and driven to make positive changes in the unit. In 2016, she served as chair of the Unit Council. She helped lead an effort to make the ICU a more comfortable and restful place for patients by implementing a noise reduction program.

Smith is committed to sharing her knowledge with ICU colleagues and student nurses, her nominator said. Her approachable demeanor and years of experience make her an invaluable member of the team and she often works extra shifts when the unit is short staffed. Smith organized the 2016 ICU skills fair and serves as a mentor to a novice nurse as part of the ICU Nurse Buddy Committee, which she helped develop. She also sits on the Nursing Excellence, Diabetes and LifePoint committees.

She completed the Clinical Achievement Pathway program recently and was a cheerleader for CAP to others in the ICU. Through her leadership on the Unit Council and her previous experience as a non-licensed staff member in ICU, Smith recognized the need for non-licensed staff to have a bigger voice within the unit. She worked with her nurse manager to create the STORM council specifically for the ICU nursing assistants and unit secretaries.

Away from work, Smith volunteers with the Red Cross Disaster Action Team and Healthcare Team where she reports to fire scenes to support victims who have lost their home. She also serves as her mother's primary caregiver. For Linda Smith, the nursing hat never comes off.

Shaunda Trotter

The spring Gold Standard winner for nurse leaders, **Trotter**, is a champion of nursing and patient care. With a master's degree in nursing, she has a wide range of clinical experience, including ED, surgical services, medical-surgical and critical care. Trotter serves on a panel for the South Carolina Board of Nursing that reviews records of nurses facing discipline. As a member of the panel, she advocates for the best possible outcomes.



Trotter championed a pilot program for pneumonia that resulted in a 0.5-day reduced length of stay. She has championed and supported numerous other activities at the unit level. She is a mentor to several nurse managers and she works with multiple peers to develop and refine knowledge and skill. She collaborated with other departments to determine patient flow and opportunities for improvement, which led to cost effectiveness and improved resource utilization.

Trotter recently met with the narcotic dispensing team to develop the structure and process for narcotic documentation to uphold the SC Nurse Practice Act. She played an integral role in the planning and site visit that led to Center of Excellence status for the bariatrics program. She has supported and assisted in the implementation of nursing forums with the CNO to increase information flow within Patient Care Services.

Trotter supported the ICU in instituting multidisciplinary rounds with physician involvement. Through this process, she supported staff, nurse manager, physicians and additional members of the team. Outcomes show reduced costs, reduced use of antibiotics, decreased length of stay, increased family and patient engagement, and improved patient experience.

Trotter rounds on units with staff, celebrates victories and consistently provides her own kudos to staff for a job well done, her nominator said. An Extraordinary Women in Healthcare nominee, she has held several civic positions and she promotes and champions the nursing profession to outside organizations.

Kristin Dutton

Dutton is one of those nurses whose leadership rises to the surface as she works shoulder-to-shoulder with her colleagues. She has been a leader on the Intensive Care Unit for 16 years.



Because she broadcasts approachability and a willingness to help, newcomers and nursing students frequently turn to her for guidance. She is a team

player who cultivates a cohesive work environment, and a leader who has worked for positive changes.

She played a role in efforts such as the AnMed Health Magnet journey, an idea for name badges with only the first name to promote safety, and the dove sign as a visual cue to staff when a patient dies. She has been involved in the annual nursing retreat many times, she is a LEAD graduate and Dutton has been featured as one of the Faces of AnMed Health.

Dutton's nominator says she is always willing to take on extra duties, always willing to go above and beyond, and always willing to be involved in unit projects as well as community projects that the unit or other employees take on.

Suzanna Grant

Grant was honored because she helped restore confidence within a department that had suffered from the low morale that comes with frequent turnover among leadership and staff.



Although new to the role of nurse manager, she quickly demonstrated leadership and innovation. She found a new and research-supported way of dealing with the high number of discharges on the unit and also found a way to reduce readmissions while taking better care of the patients after they leave hospital care.

She comes in on nights and weekends to help her staff or demonstrate her support, and she has been an advocate for members of her team pursuing further training and education. And she leads that effort by example. She has completed a dual master's program to obtain her MHA and MBA, and now is pursuing her Nurse Executive certification through the American Nurses Credentialing Center.

Other nominees for the spring awards were Tammy Dickerson, Cancer Services Infusion Center charge nurse and scheduler; Michael Gibson, nurse manager of LifeChoice; Collins Rice, charge nurse for 7 South; and Beverly Stewart, 5 Center nurse. Other nominees for the fall awards were Sharon Hill of 6 North and Betty Hei from 3 East.

Employees recognized as "stars" for outstanding work

Stars were awarded to various members of the nursing staff throughout the year. The program is designed so that coworkers, supervisors and patients and their families can recognize employees for outstanding work.

Stars in 2017 included these nurses:

- **Danielle Redden**, Emergency Department, showed tender, compassionate care for a mother who was about to lose her daughter. The patient had suffered a gunshot wound to the head and would later succumb. The mother wanted to hear her daughter's heartbeat one last time. Redden found the heartbeat and let the mother listen through her stethoscope.
- **Tracy Kopp**, NSICU, was talking to her patient after surgery and he was not interested in the food choices for his evening meal. He told Kopp that a pecan waffle from Waffle House would be perfect. Although it was impossible at that time, Kopp stopped by Waffle House the next day on her way to work and surprised a shocked and extremely happy patient.
- **Nichole Williams** had the insight to realize what her patient really wanted was to see his wife, who was also a patient in the hospital. Williams coordinated with other staff and took the patient to his wife's room and stayed with him while the couple spent time together. It was the last time they saw each other because her patient died a few days later.
- **Amy Jo Wess, Jennifer McMahan** and **Jessica Hubbard** went above and beyond to care for a 17-year-old boy who had just lost his parents in a car accident. He was admitted for treatment and had no family to assist him. They brought him food from Chick-fil-A and when they found out the kind of books he liked, they went shopping and bought some of them for him.

- **Amanda Smith**, ICU, offered her time to a patient's family after the patient coded during her shift. She worked beyond her shift to help her co-workers and then, as she was leaving, saw that the patient's family had a baby in the waiting area. She offered to watch the baby and then sat with the child while the family members shared precious time with the patient.
- **Darienne Taggart**, NSICU, received two Stars for compassionate care. She came back after a shift to sit with the wife of a patient who had been transitioned to palliative care and had no family nearby. She also took care of a dying patient's family when the spouse had dementia. In their grief, the family did not always check on the spouse's needs. Taggart brought him to his wife's bedside to make sure he understood what was happening and checked on his needs throughout his wife's stay.
- **Elizabeth Whitman**, Cardiac Telemetry, realized the wife of a patient was in distress. She became dizzy, then diaphoretic and unresponsive, so Whitman jumped into action and called an RRT. She revived the patient with CPR, and she and other members of the staff saved the woman's life.
- **Rachel Crews**, Adult Surgical, recognized that her patient's visitor was having symptoms of a stroke. She encouraged the family to get the visitor to the Emergency Department. Because of her observations and quick response, the visitor received the appropriate care quickly, which resulted in a better outcome.
- **Russell Hendrix**, ICU, was heading home after a shift when his volunteer firefighter pager went off. He responded to the call and was helping the EMTs load the patient when he noticed the patient was looking gray and short of breath. He suspected a pulmonary embolism and got into the ambulance, assisted with the IVs and when the patient went limp and lost a pulse, Hendrix did compressions and directed the code and restored her circulation. He also received a Star for helping Iva Rescue Squad secure a donated AED from the Heart and Stroke Safe Community. Hendrix was named AnMed Health's STAR of the Year for 2017.

See Russell Hendrix' photo on cover and page 28.

Four AnMed Health employees among Anderson's 20 Under 40

The Anderson Independent Mail recognized the 2017 class of 20 Under 40 on Oct. 24, including four from AnMed Health.

The honors went to **Dr. Matthew Bradshaw** of AnMed Health Pediatric Associates; **Sunni Busby**, nurse manager; **Nick Davis**, director of surgical services and chief perfusionist; and **Brandy Vaughn**, physician recruiter and liaison. The program "salutes the Upstate's emerging and talented business leaders under the age of 40 who excel in their industry and show dynamic leadership," according to the Independent Mail. Those honored are nominated by their peers and chosen by a selection committee.

The Independent Mail has recognized a 20 Under 40 class for seven years. The class was honored at a luncheon at the Anderson Civic Center, and a special section in the next day's newspaper.



Bradshaw



Busby



Davis



Vaughn



Structural Empowerment

Empowering nurses to accomplish goals



AnMed Health vs. the hurricane

AnMed Health Medical Center became the go-to place for coastal hurricane evacuees for the second year in a row when Beaufort Memorial Hospital decided early to evacuate its waterfront facility ahead of Hurricane Irma and the storm surge it was expecting to bring. Thirteen patients from the hospital stayed on the Medical Center's 4 North until the storm passed. When the eye of Irma shifted inland, it also brought three special medical needs patients to the North Campus. Staff brought the Beaufort patients into the Medical Center on Sept. 8 and sent home those who were not already discharged on Sept. 12.

Seventeen patients from Beaufort were evacuated to AnMed Health in 2016 when Hurricane Matthew passed through.

Anderson area representative at the South Carolina Child Passenger Safety Summit included (l-r) Travis Poore, Casey Schronce, Casey Robinson, Stephen Hays, Danielle Allison, Amanda Booth, Jackie McCall, Blythe Smith and Karine White. Not pictured are Lacey Councill and Michael Guest.



Local contingent takes part in child safety summit

Eleven local CPS technicians attended the South Carolina Child Passenger Safety Summit in Columbia to maintain their certification and learn the most current information regarding safety regulations, car seat manufacturer updates and equipment.

Nationally certified child passenger safety technicians and instructors use their knowledge and expertise at a variety of community-based activities, such as child safety seat checks, where parents and caregivers receive education and hands-on assistance.

CPS technicians and instructors also keep up to date on the latest technical information about child passenger safety. The training offered continuing education units so that these child passenger safety technicians can continue serving thousands of families through car seat safety.

Safe Kids Anderson partnered with the City of Anderson Fire Department, beginning in 2012, when Safe Kids Anderson Coordinator Jackie McCall met Travis Poore of the fire department while providing child passenger safety rounds on the Mom/Baby Unit at Women's and Children's Hospital.

As a new father, Poore saw the significance of proper car seat selection, installation and use. He secured buy-in from his colleagues at the fire department and a partnership was formed. Currently, five city firemen are nationally certified child passenger safety technicians. Parents and caregivers can learn how to choose the right car seats for their children and how to both install the car seat correctly and harness the child in the car seat properly on the third Thursday of every month from 11 a.m. to 2 p.m. at City of Anderson Fire Department, Station #3, 111 Simpson Road, Anderson. The inspections are free and no appointment is necessary.



The staff of Clinical and Nursing Research were among those AnMed Health employees who assembled NICE kits for Meals on Wheels clients.

NICE kits assembled for Meals on Wheels

A number of units at AnMed Health were involved in collecting and assembling NICE bags for Meals on Wheels of Anderson. NICE kits – Nutrition In Case of Emergency – includes meals and snacks that can be easily prepared and eaten during an emergency such as a power outage, when meals can't be heated.

Working independently, various groups from AnMed Health kept showing up at Meals on Wheels with more NICE kits until the total was around 500. Meals on Wheels prepares and delivers approximately 400 hot meals each weekday to citizens of Anderson County who are not capable of preparing meals for themselves. The program assists the home bound elderly and disabled in maintaining their health, independence and quality of life.

AnMed Health now offering TAVR

AnMed Health brought TAVR to its patients in 2017. Transcatheter Aortic Valve Replacement (TAVR) is a procedure that, for some heart patients in need of aortic valve replacement, provides an option that doesn't require surgery. The first TAVR at AnMed Health Medical Center was performed in August. TAVR is a treatment option for many patients who previously had no other options or were at risk if they underwent conventional open-heart surgery. With TAVR, physicians now can use a minimally-invasive approach that provides outcomes that are as good, or sometimes better, than surgical valve replacement.

Up to 1.5 million people in the United States suffer from aortic stenosis, a narrowing of the aortic valve, with an estimated 250,000 patients having severe aortic stenosis. Studies show that without an aortic valve replacement, more than 50 percent of patients with severe aortic stenosis will not survive more than an average of two years after the onset of symptoms.

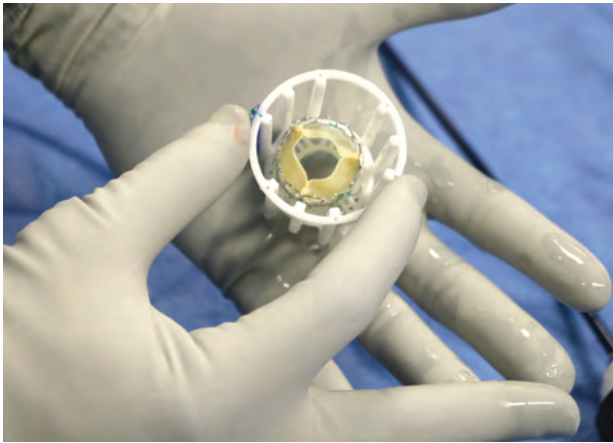
Although TAVR was originally for high-risk patients, it is now a promising treatment for other patients, according to Dr. Satish Surabhi, of AnMed Health Carolina Cardiology and director of the Cath Lab at AnMed Health Medical Center.

"Over the last several years we have had studies that look at patients that are intermediate or medium-risk patients with aortic valve stenosis and we found that the transcatheter valve is as good as surgical valve replacement, and in fact may be safer," Dr. Surabhi said. "It's turned out to be a really great advance for these patients." Future studies will explore TAVR as an option for low-risk patients, he said.



Surabhi

Aortic stenosis often develops into debilitating symptoms that can restrict normal day-to-day activities such as walking short distances or climbing stairs. Some patients may experience chest pain, fainting, lightheadedness and extreme fatigue.

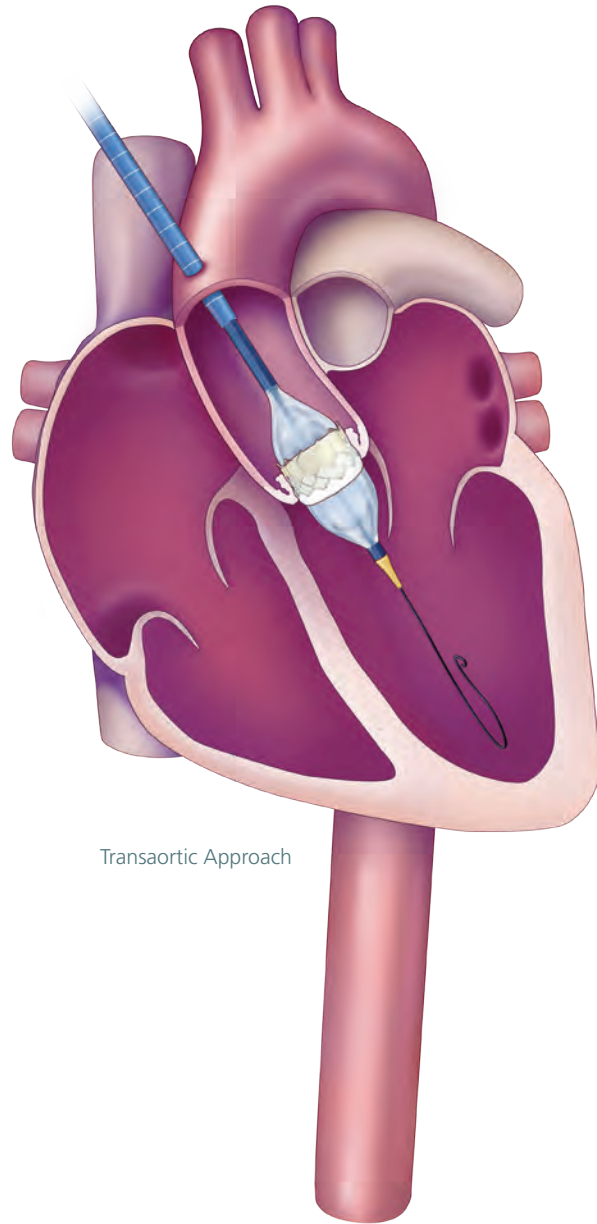


Dr. Surabhi holds a aortic valve during a TAVR procedure

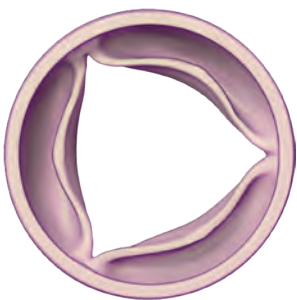
A team, including an interventional cardiologist and a cardiac surgeon, makes TAVR work by entering the artery at the groin and replacing the damaged valve without removing it. The replacement valve is mounted on a stent and wedged into place. Once the new valve is expanded, it pushes the old valve leaflets out of the way and the tissue in the replacement valve takes over the job of regulating blood flow.

After treatment, patients typically see an immediate improvement in quality of life, and are able to resume light exercise after just one month.

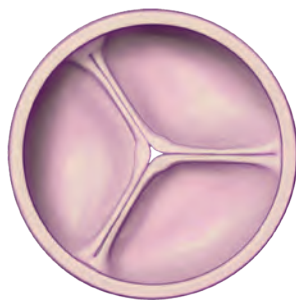
“You have a brand new working valve right then and there,” Surabhi said. “Most people go home within 24 to 48 hours and are back to their usual activities in about a week. It is an incredibly fascinating and fantastic development for patients not to undergo invasive and high-risk surgery and get their valves replaced this way.”



Transaortic Approach



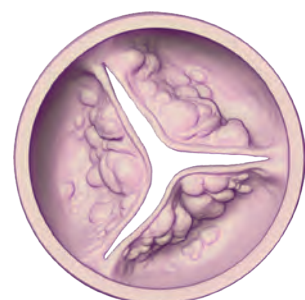
Healthy Valve OPEN



Healthy Valve CLOSED



Diseased Valve OPEN



Diseased Valve CLOSED

100-year-old works out at LifeChoice 3 days a week

Jack Glenn shrugs his shoulders nonchalantly, as if pondering how to win a round of Bingo. “I don’t know,” he says. “It just slipped up on me.” The “it” was the first 100 years of his life. The second hundred started Dec. 8, 2017.

That week, like every week, he hit the gym at LifeChoice three times, where he has worked out on treadmill, stationery bike and rowing machine for close to 18 years. He started going to LifeChoice after a physical raised some concerns that led to a quintuple heart bypass. He was a much younger man then – in his early 80s – and the physicians advised him to mend his heart with exercise.

The long road to good health for Glenn began in a house on the property where a Goodwill store stands now on Main Street. He and seven siblings grew up there. He went off to college and completed the Clemson ROTC program in 1941, but was still a few months shy of completing his degree work when he entered the Army and World War II. After



Nurse Manager Michael Gibson was having ongoing problems with a toilet at home so he probed the expertise of his most loyal exerciser, Jack Glenn. Finally, the president of Glenn Plumbing said with a straight face: “Bring it in and let me take a look at it.”

entering the military, he married his wife, Mariam Cox Glenn. He was away for 2 ½ years but made it up to her. They were married 70 years (plus seven years of courting) until her death five years ago.

During the war he was in charge of maintenance for the 100th Bomber Group in England.

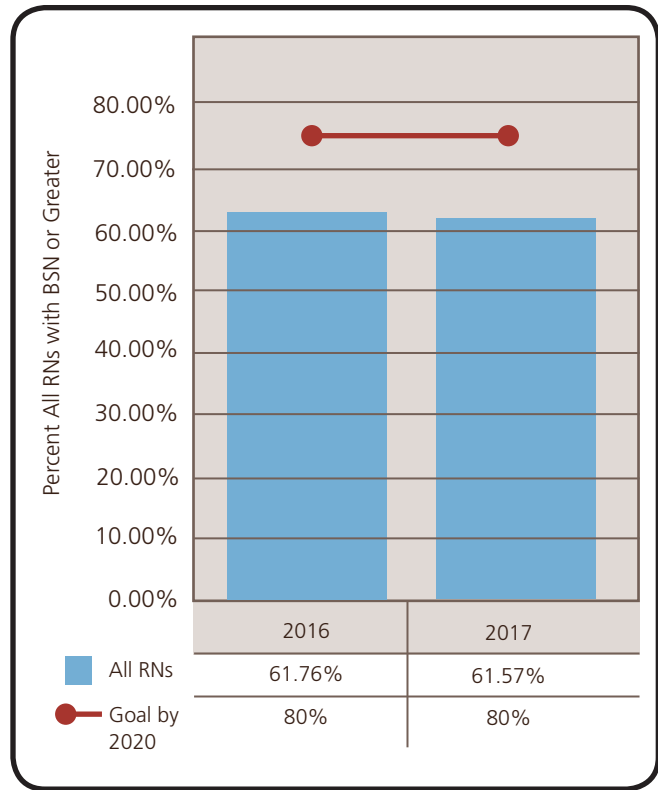
“A bunch of aircraft would take off every morning and some of them never came back,” he remembers. He transferred to the Air Corps, which later became the U.S. Air Force, and spent more than 21 years in service, serving in two wars before retiring as a lieutenant colonel. That retirement was 65 years ago. He retired from the Air Force on a Saturday and reported to his father’s company, Glenn Plumbing, the following Monday. Today he gets out of the office long enough to do his exercise at LifeChoice. Otherwise he works a full day, but only five days a week. Glenn is president of the company, but says he intends to turn it over to his sons one day soon. They’re 70 and 56 years old. A 74-year-old son is a dairy farmer. He chuckles when someone says the boys can’t retire until he does.

And once again, he shrugs off knowing any secret to long life, and insists: “I don’t know what it is.” Maybe he doesn’t know, but one thing is sure: he has no plans to cut out his morning workouts at LifeChoice.



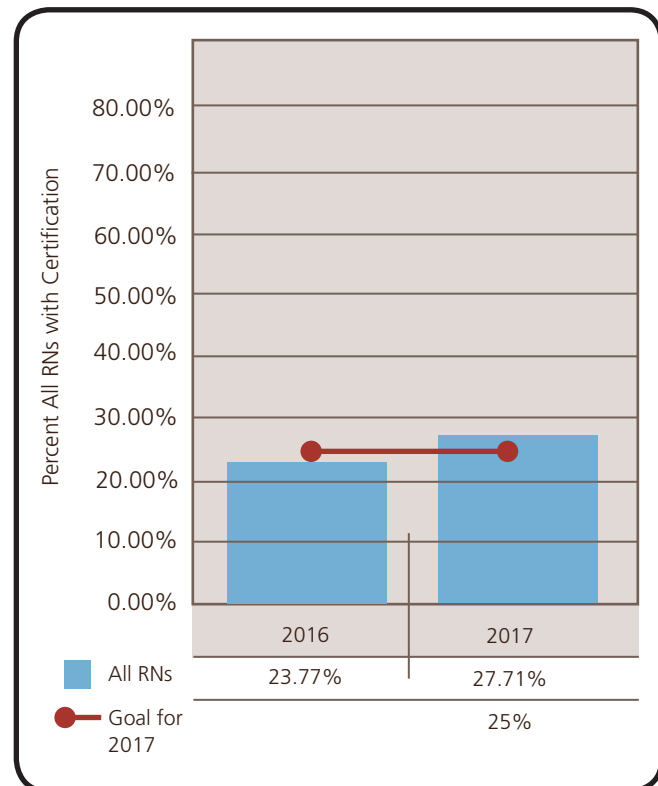
AnMed Health percent all RNs educational preparation (includes leadership) BSN or greater

AnMed Health has a policy of hiring only nurses with a BSN or higher, or hiring ADNs who pledge to complete a BSN within four years. The Institute of Medicine (IOM) goal is for 80 percent of AnMed Health nurses to have a BSN by 2020. At 61.57 percent, the system was still short of that number, but well ahead of the 2017 goal of 55 percent.



AnMed Health Registered Nurse Certification

The AnMed Health nursing staff surpassed its goal of having 25 percent certified nurses. In 2016, the staff was closing in when 23.77 percent of nurses were certified. In 2017, they reached 27.71 percent certified.





Exemplary Practice

Commitment to the highest standards



Employees celebrate Epic implementation

AnMed Health employees worked hard to implement the Epic electronic health record system in 2017. Epic was launched for all AnMed Health ambulatory practices in March and went live in June for hospital-based inpatient and outpatient services.

A command center filled with Epic responders assisted all AnMed Health employees with questions and problems encountered as everyone adjusted to the new system.

Tim Hipp, director of the Epic Project Team, said more than 8,000 service request tickets were entered and resolved in the first month that Epic was live for hospital-based services.

The organization celebrated the successful move to Epic with ice cream socials at Reflections Café and Camellia Café in July. Ice cream was delivered to off-site locations.



AnMed Health earns 3 gold GWTG awards

AnMed Health recently received three American Heart Association (AHA) Get With The Guidelines® (GWTG) awards for using the most up-to-date, evidence-based treatment guidelines to improve patient care and outcomes.

AnMed Health received the **AHA/American Stroke Association's Get With The Guidelines-Stroke Gold Plus Quality Achievement Award with Target:StrokeSM Honor Roll Elite**. The awards recognize the hospital's commitment to providing the most appropriate stroke treatment according to nationally recognized, research-based guidelines based on the latest scientific evidence.

In addition, AnMed Health earned the **GWTG-Resuscitation Gold Award** for implementing specific quality improvement measures outlined by the AHA for the treatment of patients who suffer cardiac arrests.

Hospitals must achieve 85 percent or higher adherence to all GWTG-Stroke achievement indicators for two or more consecutive 12-month periods and achieve 75 percent or higher compliance with five of eight GWTG-Stroke quality measures to receive the Gold Plus Quality Achievement Award.

To qualify for the Target: Stroke Honor Roll Elite, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator (tPA), the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke.

“AnMed Health continues to strive for excellence in the acute treatment of stroke patients. The recognition from the American Heart Association/American Stroke Association’s Get With The Guidelines-stroke award further reinforces our team’s hard work,” said Ivy Ray, RN, AnMed Health stroke coordinator.

AnMed Health has met specific scientific guidelines as a primary stroke center, featuring a comprehensive system for rapid diagnosis and treatment of stroke patients admitted to the emergency department.

AnMed Health also received the GWTG-Resuscitation Gold Award for meeting specific measures in treating adult in-hospital cardiac arrest patients. To qualify for the award, hospitals must comply with the quality measures for two or more consecutive years.

The GWTG-Resuscitation program was developed to save lives of cardiac arrest patients by consistently following the most up-to-date, research-based treatment guidelines. Guidelines include following protocols for patient safety, medical emergency team response, effective and timely resuscitation (CPR) and post-resuscitation care.

“We are pleased to recognize AnMed Health for its commitment to following these guidelines,” said Paul Heidenreich, M.D., M.S., national chairman of the GWTG Steering Committee and professor of medicine at Stanford University. “Shortening the time to effective resuscitation and maximizing post-resuscitation care is critical to patient survival.”

For the seventh year AnMed Health was recognized in 2017 with one or more GWTG quality achievement awards.

AnMed Health earns award for AMI

AnMed Health was recognized by the ACC’s National Cardiovascular Data Registry (NCDR) with the ACTION Registry Platinum Performance Achievement Award, given for providing patients with the highest quality, guidelines-based treatments for myocardial infarction (AMI).

The award brings national recognition through mention in the ACC’s national magazine, newsletter and social media. In addition, the award status is displayed on the ACC’s “Find Your Heart a Home” hospital profile page, an online search-and-compare tool for cardiovascular services.

NCDR is the ACC’s suite of cardiovascular data registries helping hospitals and private practices measure and improve the quality of care they provide.

AnMed Health receives AHA STEMI recognition

AnMed Health has received the Mission: Lifeline® Gold Receiving Quality Achievement Award for implementing specific quality improvement measures outlined by the American Heart Association (AHA) for the treatment of patients who suffer severe heart attacks.

Every year, more than 250,000 people experience an ST elevation myocardial infarction (STEMI), the deadliest type of heart attack caused by a blockage of blood flow to the heart that requires timely treatment. The AHA’s Mission: Lifeline program goal is to reduce system barriers to prompt treatment for heart attacks, beginning with the 911 call and continuing through hospital treatment.



AnMed Health was recognized for having an 85 percent composite adherence and at least 24 consecutive months of 75 percent or higher compliance on all Mission: Lifeline STEMI Receiving Center quality measures to improve the quality of care for STEMI patients.

In addition to receiving the Mission: Lifeline Gold Receiving Quality Achievement Award, AnMed Health has also been recognized as a recipient of Mission: Lifeline's Gold-Plus award, which recognizes the hospital has not only reached an achievement score of 75 percent or greater on all Mission: Lifeline Receiving Center Quality Measures, but also for achieving at least a 75 percent achievement on First Door to Device time under 120 minutes for STEMI transfer patients from other facilities.

Medical Center and Cannon pick up awards for Zero Harm

AnMed Health and AnMed Health Cannon earned seven Certified Zero Harm awards from the South Carolina Hospital Association. The awards recognize excellent work in preventing hospital-acquired infections.

AnMed Health Medical Center picked up awards for preventing central line-associated blood infections for 12 months in Cardiovascular ICU and 24 months in Neurosurgical ICU. The Medical Center also earned two hospital-wide awards for prevention of surgical site infections — 12 months for knee replacements and 42 months for abdominal hysterectomies. AnMed Health Cannon picked up Zero Harm Award for going 45 months in ICU without a central line-associated blood infection and two awards for preventing surgical site infections for 36 months – one for hip replacement and one for knee replacement.



AnMed Health CEO Bill Manson speaks to a group, including Governor Henry McMaster, at the annual Certified Zero Harm Awards in Columbia.

Since 2014, SCHA has given out Zero Harm Awards to acknowledge hospitals that are on the forefront of preventing medical errors, which by some estimates is the third leading cause of death in the United States, with an economic impact that could reach \$1 trillion annually. Thanks to a collaboration with The Duke Endowment and The Joint Commission Center for Transforming Health, SCHA and South Carolina hospitals have taken part in a state-wide effort to create a culture of high reliability and reduce harm in facilities by implementing robust, evidence-based practices that are making a positive impact on patients and the safety and quality of care.

To earn a Certified Zero Harm Award, hospitals must experience no preventable hospital-acquired infections of a specific nature over an extended period of time. All hospital data used for the awards is independently verified by the South Carolina Department of Health and Environmental Control and recognizes the exceptional achievement the hospital or unit has made to the safety and quality of care within their facilities.

Lorri Gibbons, vice president for quality and safety at SCHA, said the awards are all part of the association's efforts to guide and support the state's hospitals in creating and sustaining highly reliable healthcare.

"Highly reliable" care is defined as dependable, high quality and safe care over a long period of time, something that is key to eliminating medical errors in hospitals. "Celebrating milestones, such as zero infections within a given time frame, is a crucial part of our hospitals' collective journey to highly reliable healthcare," said Gibbons. "Zero patient harm is possible only if physicians, clinical staff and support staff members work together. We're very proud of the AnMed Health and AnMed Health Cannon team members for their strong and shared commitment to patient safety. They are an inspiration to all hospitals across the state striving to provide measurable safety care for every patient," Gibbons added.

The South Carolina Hospital Association was founded in 1921 and is the leadership organization and principal advocate for the state's hospitals and healthcare systems. Based in Columbia, SCHA works with its members to improve access, quality, and cost-effectiveness of health care for all South Carolinians.

Touchstone awards recognize improved patient outcomes

In May, AnMed Health received three Touchstone awards from CHS, one each for gold, silver and bronze levels. Hospitals affiliated with CHS are encouraged to submit improvement initiatives in clinical outcomes, patient experience, patient safety and clinical efficiency.

The gold Touchstone award was given for the reduction of hospital acquired clostridium difficile (C. diff) infection. Through collaborative efforts and performance improvement tools, AnMed Health achieved a 47 percent overall reduction in hospital acquired C. diff cases. In addition, improvements in other hospital acquired infections were realized, such as a 53 percent reduction in central line-associated blood stream infection (CLABSI) and a 42 percent reduction in catheter-associated urinary tract infection (CAUTI).

In total, these improvements resulted in 87 percent patient harm events and close to \$1 million in cost avoidance in 2016.

Winners of the gold award were invited to present their work at the eighth annual CHS Quality Sharing Day in Charlotte in August.

The silver Touchstone award was given for improved outcomes for hypothermia therapy in cardiac arrest patients. Hypothermia therapy is used to cool victims of cardiac arrest who are very sick and not responding once return of circulation is achieved.

Hypothermia therapy minimizes damage to the brain by rapidly cooling the patient to 33 degrees Celsius within four hours, a complex process requiring diligent and timely care. AnMed Health went from a 17 percent good neurological outcome for all rhythms in 2014 to 33 percent survivability with good neurological outcomes in 2016. In addition, AnMed Health went from 47 percent good neurological outcomes for shockable rhythms (Vtach/Vfib) in 2013 to 67 percent in 2016.

The bronze Touchstone award was given to Respiratory Care Services for their efforts to create a standard for use by respiratory therapists to prevent long-term lung damage from the use of high tidal volumes. They created a standard to configure the correct low tidal volume for patients and increased the low tidal volume compliance rating to 90 percent for 2016.

Pulmonary damage occurs within a few hours of initiating mechanical ventilation. The use of low tidal volume protection protocol is essential in preventing pulmonary complications.

AnMed Health outperformed the Press Ganey national database on Magnet standards.

AnMed Health Registered Nurse (RN) Engagement Survey Results



Exemplary Practice

Voalté Secure Texting

Caregivers went live with the Voalte Me secure texting in order to increase efficiency and reliability among members of the clinical team. Voalte Me connects caregivers at the point of care with physicians and others who work outside hospital walls. Members of the team can see at a glance which caregivers and physicians are available, busy or offline. Users can let others know whether they are available or busy with a single screen tap.





New Knowledge

Finding new and better ways to care

Jury takes part in panel on leadership

Executive Vice President **Tina Jury**, AnMed Health chief nursing officer, served on a panel called “Voices of Nurse Leaders: Impacting our Future,” sponsored by the University of South Carolina College of Nursing.

The panel discussion on Oct. 27, 2017, at the Columbia Metropolitan Convention Center was kicked off by keynote speaker Dr. Roy Simpson, assistant dean of technology management and professor at Emory University’s Nell Hodgson Woodruff School of Nursing. The panel discussion followed his address.

Other panelists were Jerry Mansfield, MUSC; Penie Peralta, Roper St. Francis Healthcare; Carolyn Swinton, Palmetto Health; and Michelle Taylor-Smith, Greenville Health System. The panel was moderated by Ronda Hughes from the Center for Nursing Leadership at the University of South Carolina.

Showcase puts nursing research on display

Sixteen posters showed some of the research undertaken by nurses at AnMed Health during the year. The Nursing Research Showcase took place in May. Some of the studies include:

Comparison of the Effect of Chemotherapy Versus Sonophoto Dynamic Therapy on Tumor Growth in Women with Stage 3 or 4 Ovarian Cancer.
Investigated by Jessica Sutton, Rachel Kenney, Hanna Sanford – Anderson University BSN students.

Effects of Skin-to-Skin Contact on Exclusive Breast Feeding.
Investigated by Kelli Daniel and Mallory Spivey – Anderson University BSN students.

Effect of Night Shift Work on Cardiovascular Health.
Investigated by Aimee Horton and Christine McCollum – Anderson University BSN students.

Review of Treatment Methods for Stroke-Induced Dysphagia.
Investigated by Justin Cotter and Brooks Fischer – Anderson University BSN students.

Fetal Chromosomal Screening and Fetal Health.
Investigated by Jessica Stancil and Jennifer Bailey – Anderson University BSN students.

Effect of Breastfeeding Versus Formula Feeding on Allergy Development.
Investigated by Ana DiMirra, Anna Rose Chappell and Kelsey Dukes – Anderson University BSN students.

Effect of Lifestyle Change Versus Medical Therapy in Pre-Diabetes.
Investigated by Madyson Strong and Allie Vickery – Anderson University BSN students.

Newborn Health Outcomes and Perceptions of Prenatal Care Among Low-Income Women.
Investigated by Becca Holt, student nurse; Bianca Forte, student nurse; Anna Harper, BSN, RN; and Casey Hopkins, Ph.D., RN, WHNP-BC.

Starting a Journal Club.
Investigated by Rene Leaf, RN.

Improving Resuscitation Outcomes at AnMed Health Using RQI Program.
Investigated by Dianne Spoon, MBA, RN, Nandel Smith, MS, RN, and Kathy Betsill, MS, RN.

Selecting an Evidenced-Based Practice Model.
Investigated by Darlene Amendolair, Ph.D., RN.

IV Capping Research Creates Policy Improvement.
Investigated by Jonathan Whitfield, BSN, RN.

Studying the Transition from ADN to BSN: Determining Barriers and Motivations.
Investigated by Kristin Snow, Andrew Pyle and Rosanne Pruitt, Ph.D., RN

ACE Star Model of Knowledge Transition.
Investigated by Darlene Amendolair, Ph.D., RN

Rosswurm and Larrabee Model for Change to Evidence-Based Practice.
Investigated by Darlene Amendolair, Ph.D., RN.

Education Posters on Evidence Based Practice.
By Kathy Betsill, MS, RN: (1) Definition of EBP, (2) Purpose of EBP (3) Process of EBP (4) EBP Models.

AnMed Health research studies

Research studies underway by AnMed Health nursing staff looked into a gamut of topics, from prenatal care outcomes to protecting patient health information. Nursing research in 2017 included:

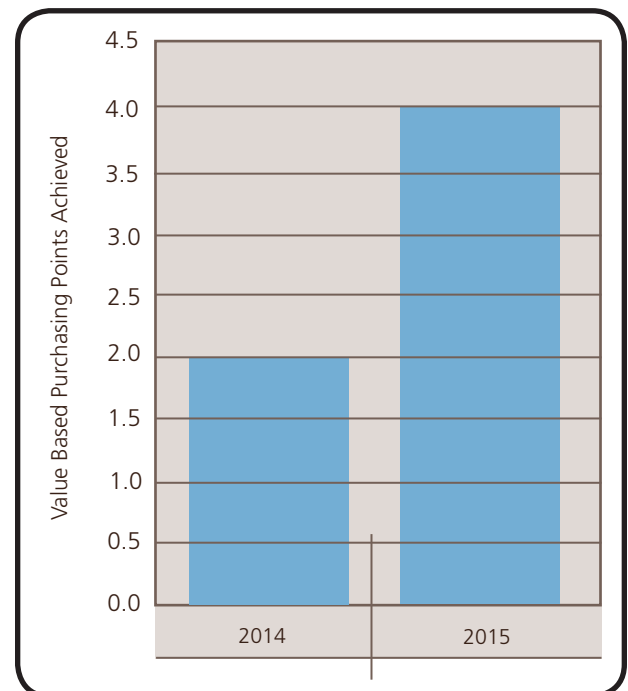
- Regional Psychiatric Services at Patrick B. Harris Psychiatric Hospital, principal investigator: **Tina Jury**
- National Database of Nursing Quality Indicators Work Around Survey, site principal investigator: **Kathy Betsill**
- Improving Resuscitation Outcomes at AnMed Health Using the Resuscitation Quality Improvement Program, principal investigators: **Kathy Betsill, Nandel Smith, Dianne Spoon**
- Nurse Fatigue Study in South Carolina, site principal investigator: **Kathy Betsill**
- Inpatient Diabetes Management Readiness: For the Nurse, When Does it Begin, principal investigator: **Lisa Haynes**
- Protecting Patient Protected Health Information from Being Disclosed Before, During and After Intravenous Medication Administration, principal investigator: **Kathy Betsill**
- Implementation of Hospital Guidelines to Improve Patient Identification, principal investigator: **Cynthia Cross**
- A Multi-Center, Open, Controlled Clinical Investigation to Evaluate the User Friendliness and Wear Time of Multi-layer Foam Dressings with Safetac® for Pressure Injury Prevention in the Intensive Care Unit, site principal investigators: **Kathy Betsill and Kelli Potter**
- Newborn Health Outcomes and Perceptions of Prenatal Care Among Low Income Women, co-principal investigator: **Anna Harper**
- A Pilot Study of the Feasibility of Adapting CDC Surgical Site Infections and Multidrug Resistant Organism Incidence Measures to the National Database of Nursing Quality Indicators, site principal investigator **Lisa Leary**

- Nurses Readiness for Shared Governance, co-principal investigators: **Darlene Amendolair, Dianne Spoon and Donna Anderson**
- Institution of an Evidence-Based Atrial Fibrillation Treatment Protocol in a Rural Emergency Department, principal investigator: **Mary Alice Lollis**
- Impact of Unit Specific Instructional Video on Post-Inpatient Patient Experience, principal investigator: **Hilary Altman**
- A Team Approach to Improving the Patient Experience: **Paula Martin**

Martin presented a poster at the Magnet Conference in October. The presentation explored AnMed Health efforts to increase utilization of the Tigr system. Use of the system increased almost five fold from 2015 to 2016.

Discharge Information: Value Based Purchasing Points Achieved Impacts 2017 Reimbursement

A



A Team Approach To Improving The Patient Experience

Goals:

- Increase utilization of the Tigr patient education television system by 25% in 2015
- Improve culture of patient and family centered care
- Improve health literacy
- Increase HCAHPS discharge information score and ultimately reimbursement through value based purchasing points earned



Tactics to Increase Utilization:

- Implementation of "Tigr Tuesdays"
 - Weekly rounds to nursing units to increase awareness and educate on use
 - Attended department staff meetings to educate on use, including nursing, care coordination and respiratory care
 - Monthly video views by unit- report attached to increase transparency and friendly competition



Results:

- 383 % increase in utilization at the medical center from January 2015 to January 2016 which far surpassed our goal.
- January 2015- MC video views 206
- January 2016- MC video views 995
- Continuing to increase use
- May 2017- MC video views 1,339

- Recognition program started to increase engagement and motivation
 - Certificate and Telehealth Tigr given to units monthly for:
 - ✓ Highest utilization of the system
 - ✓ Largest increase in utilization of the system
 - ✓ Awards given at both hospitals
 - Recognitions included in email to leaders with report and improvements in HCAHPS discharge information score.



- Prescription pads created
 - Nurses give to patients and/or family
 - ✓ Increases ease and autonomy of patients & families to view videos
 - ✓ Saves nurses time
 - ✓ English on front and Spanish on back for each campus



- 10 Weekly Video Spotlights
 - Emailed each week with video patient education handout
 - Videos chosen based on clinical core measures and high patient diagnoses
 - Included topics that the video covered, patient connection statements about the prevalence or severity of the problem, and directions on how to access the video



Paula Martin, MS, RN, C
Training and Organizational Development Manager

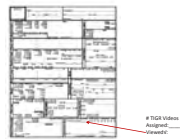
B

A



Sustainability:

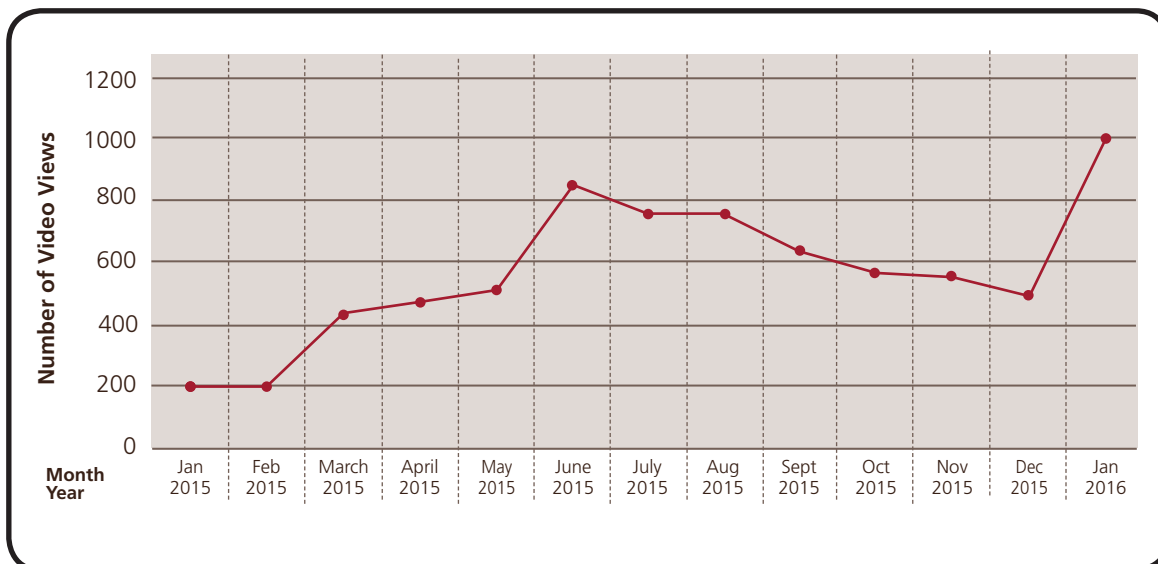
- Incorporated into new house wide RN bedside shift report hand off tool that went into effect in June 2016.
- Incorporated link inside Epic EMR system in June 2017.



Poster presentation: A Team Approach to Improving the Patient Experience by Paula Martin

B

AnMed Health Medical Center Monthly Video Views January 2015 - January 2016





Empirical Outcomes

Measuring results to know what works

CICU ends year with eight-quarter streak

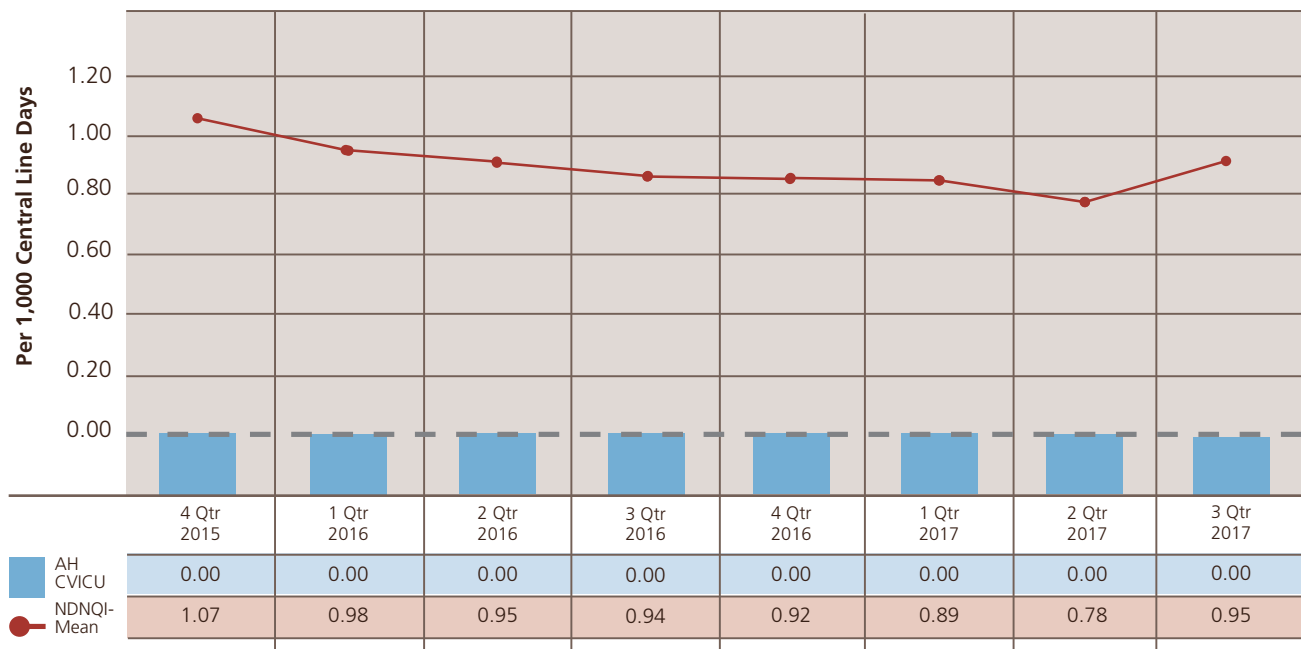
The Cardiovascular Intensive Care Unit completed nine quarters without a central line-associated blood stream infection (CLABSI) at the end of 2017.

Sharon Smith, MSN, RN, NE-BC, nurse manager for the unit, said that “most of the central lines in the unit are actually inserted under strict sterile conditions in the operating room, one of the criteria required during insertion.”

Lines are discontinued on post op day one or two. According to the Centers for Disease Control and Prevention, central line infections result in thousands of deaths each year and billions of dollars in added cost to the U.S. health care system.

Health care providers must follow strict protocol when inserting the line to make sure the line remains sterile and a CLABSI does not occur. Adherence to stringent infection prevention protocol practices each time the line is checked or the dressing is changed is essential.

AnMed Health Cardiovascular Intensive Care Unit Central Line Blood Stream Infections



5 Center keeps CAUTI incidents at zero for more than two years

The Progressive Care Unit (5 Center) ended 2017 with nine quarters without a catheter-associated urinary tract infection (CAUTI).

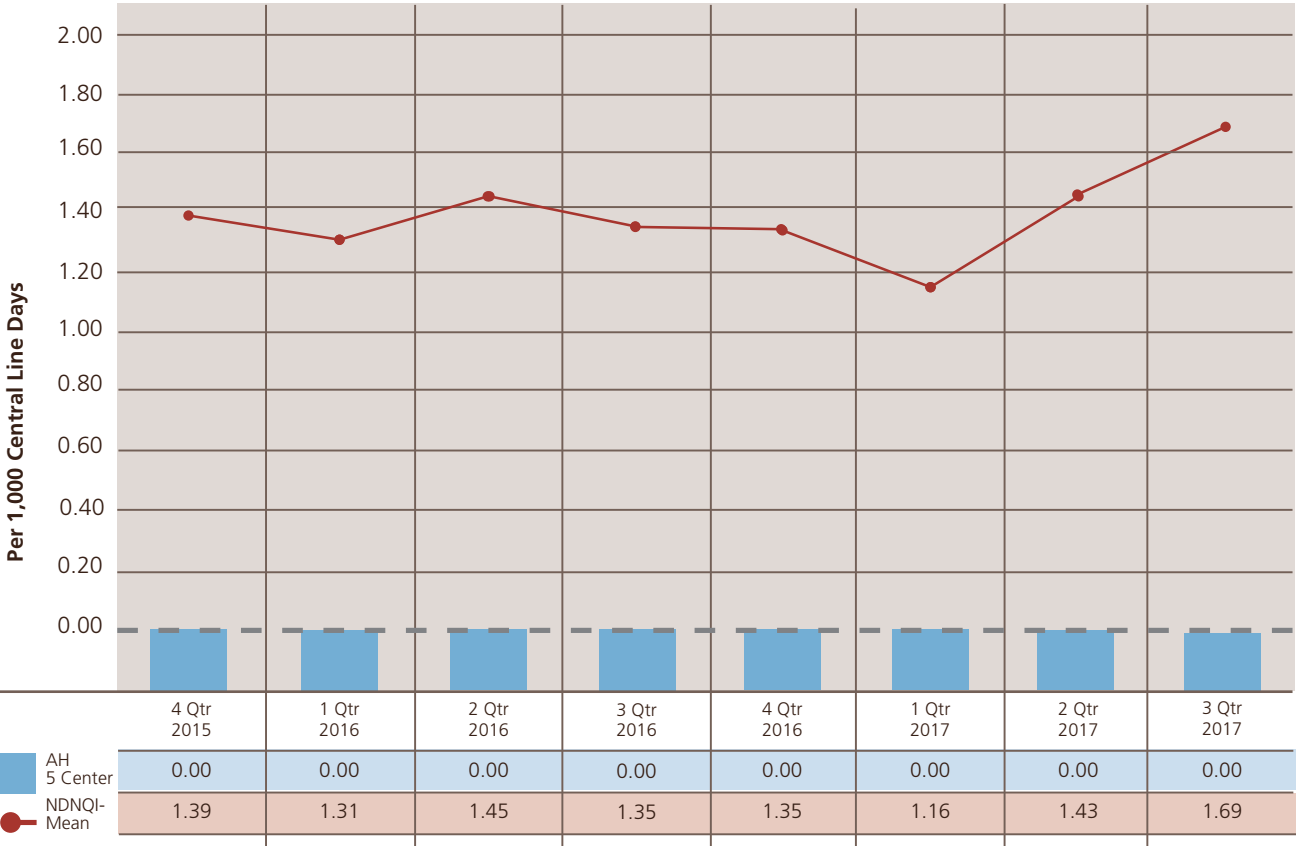
Urinary tract infections are the most common type of health care-associated infection reported to the National Healthcare Safety Network (NHSN).

Among UTIs acquired in the hospital, approximately 75 percent are associated with a urinary catheter. The most important risk factor for developing a CAUTI is prolonged use of the urinary catheter, therefore a catheter should be removed as soon as no longer required.

Suzanna Grant, MBA, MHA, BSN, RN, nurse manager for 5 Center, said that the unit has fewer catheters in place and most of them are in patients transferred from critical care units.

“Our nurses collaborate with physicians to get them out quickly,” she said.

AnMed Health Progressive Care Unit (5 Center Catheter Associated Urinary Tract Infections

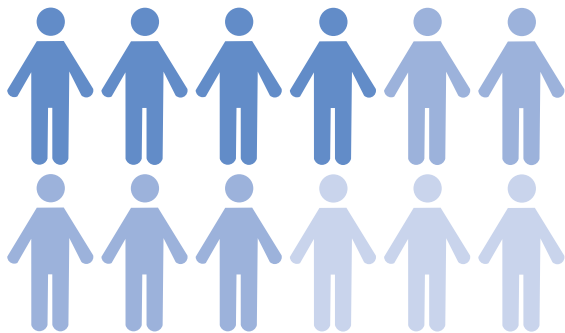




This year's nurse externs were: (Back row l to r) Anna Westbrook, Carlie Campbell, Catherine Garrett and Kaylen Thorne. (Middle row l to r) Allie Vickery, Haley Barnell, Josse Towe and Karen Padula. (Front row l to r) Ana DiMirra, Madyson Strong, Megan Farley and Laine Lyles.

Nurse Extern Program

The Nurse Extern Program completed its summer practicum on July 14, 2017. The program is an eight-week paid summer practicum consisting of a preceptor-supervised and faculty-led clinical nursing experience.



In 2017,

- Hired 12 Externs
- 9 stayed on PCT II's
- 4 completed nursing school and hired as nurses at AnMed Health

Nursing Mission and Vision

M Mission

Nursing Services at AnMed Health are committed to providing compassionate, competent, evidence based care while encouraging the community to become active in their healthcare care.

V Vision

Our vision is to be recognized and celebrated within our community as the gold standard for nursing excellence.



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