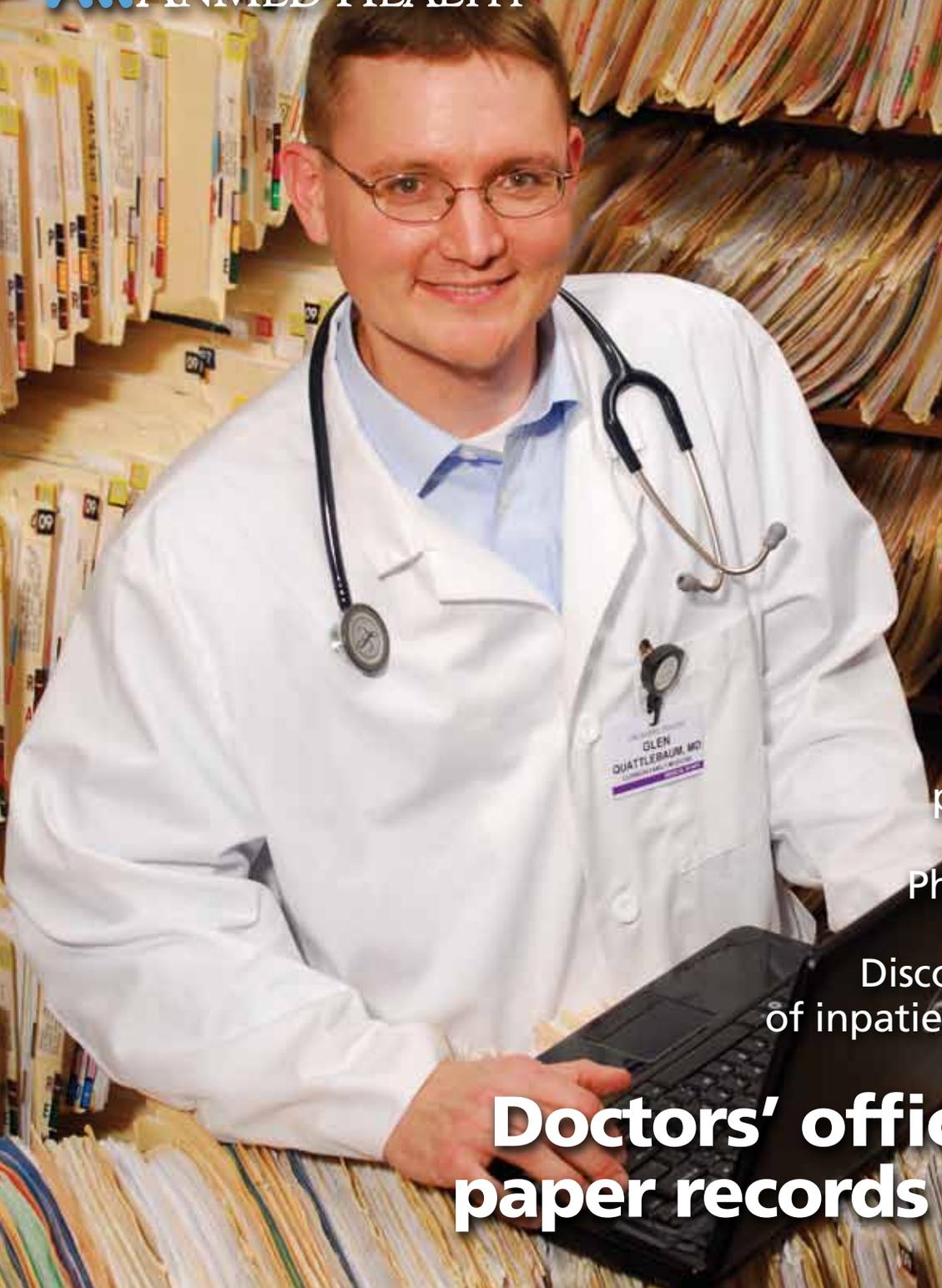


SUMMER 2010

# Inside

 ANMED HEALTH



Physicians,  
practices join the  
AnMed Health  
Physician Network

Discover the benefits  
of inpatient rehabilitation

**Doctors' offices trade  
paper records for EHRs**

# Sometimes, a good renovation is just what the doctor ordered.



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**Pharmacy**  
We're in this together.

# Why settle for very good when we can be excellent?

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**ON THE COVER:** Dr. Glen Quattlebaum of AnMed Health Clemson Family Medicine sits in the medical records room at his office. Within in the next few years, all of his patient records will be electronic.

## Inside ANMED HEALTH

*Inside AnMed Health* is published quarterly for AnMed Health staff, friends and the community.

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### MISSION

To passionately blend the art of caring with the science of medicine to optimize the health of our patients, staff and community.

### VISION

To be recognized and celebrated as the gold standard for healthcare quality and community health improvement.

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**An organization's culture** consists of largely unspoken values, norms and behaviors that become the natural way of doing things. Culture is "the way we do things around here," and it's the foundation of the organization.

For more than 100 years, AnMed Health has created a culture that places high value on service. Consider our mission, stated clearly at the bottom of this page. Then look at our building blocks, which are the ideals that shape and define our daily actions. At least seven of our 10 building blocks are directly related to service.

From 1996 to September 2009, Gallup helped us measure patient satisfaction by conducting random telephone surveys. Our patients rated us on a 4-point scale from very satisfied to very dissatisfied. As we saw the need for more timely results and increased flexibility, we made the switch from Gallup's 4-point scale to Professional Research Consultants (PRC) and their 5-point scale. Today, if you receive a call from our surveyors you'll be asked about our overall quality of care. Was it excellent, very good, good, fair or poor?

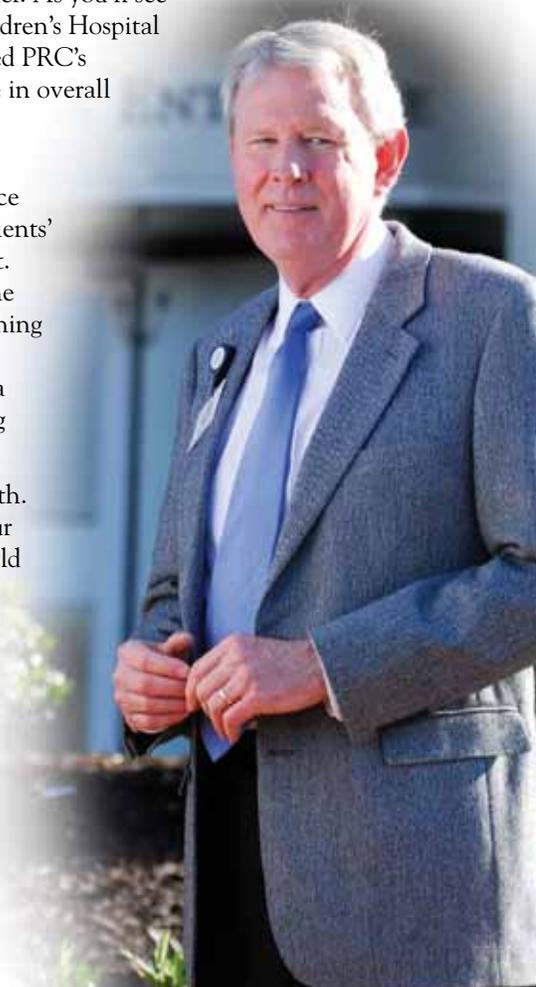
What we've learned over the past nine months is that our clinicians and staff do a very good job. As of June 9, AnMed Health was only 24 patients shy of ranking in the 80th percentile of hospitals surveyed by PRC. Of the 1,643 patients interviewed, 1,043 rated their overall quality of care as excellent and another 432 rated their quality of care as very good. Some areas scored even higher. As you'll see on page 11, AnMed Health Women's and Children's Hospital and AnMed Health Maternity Services received PRC's 5-Star Award for scoring in the 90th percentile in overall quality of care.

We're doing well, but now, we're raising the bar. June marked the start of a service excellence campaign. Our goal is to move more of our patients' responses from good and very good to excellent. All employees are encouraged to take one of the service excellence classes being offered by Training and Organizational Development. Banners are going up in service areas around the system as a reminder of who we are and what we're striving toward.

Service excellence is not a flavor of the month. This is a long-term commitment to fulfilling our mission and vision. If our vision is to set the gold standard, excellent service should be our goal. We're so close, and I'm confident that working together we will achieve this goal.



John A. Miller, Jr., FACHE, CEO





A friend from church visited Jim Walker during his recovery at AnMed Health Rehabilitation Hospital. The friend asked Jim if he believed in angels. Jim looked at the staff around him and said, "I know they exist because they're all over this place."

# Rehabilitation is about more than just muscles, limbs and nerves

**On Jim Walker's first day in rehab,** the patient next to him leaned over and teased, "This is where they work you to death."

A very serious Jim replied, "No, this is the part where they work you to life."

Within an hour of his arrival, Jim knew AnMed Health Rehabilitation Hospital was the perfect fit for his recovery. He'd spent nearly a month in the hospital following a sudden stroke. He had no movement on the left side of his body and had lost some of his ability to speak. For this previously active retiree, life was almost unrecognizable.

Before his stroke, Jim walked 3 miles a day. The 68-year-old is a non-smoker and wears the same size he did in high school. He didn't take medication and had no obvious risk for a stroke or heart attack. His wife, Janet, said everyone who heard the news was shocked.

Aggressive rehabilitation can make a difference in how quickly patients return to their normal lives. Although many facilities offer rehabilitation services, the quality, amount and comprehensiveness of those services can vary. AnMed Health Rehabilitation Hospital uses a team approach to offer a more intense program with greater physician involvement and more therapy time.

"Dr. George Baxley called this place the Marine training of rehab, and that's what I wanted," Jim said.

Most inpatients come straight from an acute care hospital and still need 24-hour care. Everyone spends at least three hours a day five days a week in therapy. On the surface, three hours seems like a lot. But every session is personalized to suit the patient's personality and endurance level.

Families are encouraged to sit in on therapy sessions so they can be part of their loved ones' healing, said Candace Donald, senior physical therapist at AnMed Health Rehabilitation Hospital. Inpatients and outpatients go through therapy together in one open gym.

"That setting in a big gym helps everyone, the patients and the staff,"



**OPPOSITE: Scott Van Duinen, an occupational therapist at AnMed Health Rehabilitation Hospital, helps Jim Walker to practice opening and closing his hands. ABOVE: SaeboFlex Technology allows neurologically impaired patients to practice opening and closing their hands with more efficiency, giving them the possibility of being able to perform activities that require grasp and release.**

Donald said. "The patients push each other and become grateful for the skills they have."

Visiting her husband each day started to remind Janet of when she would pick their children up from school. Jim was filled with excitement as he said, "Let me tell you about my day."

Length of stay varies depending on the patient's diagnosis. Jim, for example, spent 29 days as an inpatient before starting outpatient therapy. As Jim got closer to being discharged, two of his team members visited the Walkers' home to make sure it was ready. They made sure doors were wide enough for his wheelchair and showed Janet how to make the bathroom accessible.

"No question was ridiculous," Janet said. "They constantly put our minds

at ease. It was a constant source of encouragement for both of us."

Jim was discharged on a Friday and returned the following Monday to start his outpatient therapy. For the Walkers, it was never a question of going anywhere else. A week after Jim arrived, he was able to move his left leg. A few days later, he was walking on it. A month and a half into his recovery, he was able to walk around the gym using a straight cane.

"It's really the whole person they treat here," Janet said. "It's more than muscles, limbs and nerves. It's personalities and joy."

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To learn more about AnMed Health Rehabilitation Hospital or to schedule a tour, please call 864.716.2609.

# Physician network grows to meet a community's changing needs

**After returning from World War II,** Harry Mays Sr. followed in his father's footsteps and became a doctor. He went into the family business caring for Fair Play's residents at the Mays Clinic.

When Dr. Mays passed away in 2009, the small town was left without a local doctor. Then came AnMed Health Fair Play Family Medicine. The practice opened in July in Dr. Mays' former office. The rural, Mayberry-like setting was a perfect fit for Dr. Greg Hawkesworth, who graduated from the Seneca Lakes Rural Track of the AnMed Health Family Medicine Residency Program.

Fair Play Family Medicine is just one example of continued growth in the AnMed Health Physician Network. Physician Network Services, the department that oversees the health system's owned and managed practices, was formed in 1998. Since that time, the AnMed Health PHysician Network has grown to include 22 owned physician practices, 20 managed practices and three joint venture surgery centers.

Harry Mays Jr. said his dad is smiling in heaven knowing that his beloved community has medical care.

"One reason dad never retired was because he felt like Fair Play deserved to have a physician," Mays said. "As a family, we're very grateful to AnMed Health for its desire to carry on medical care in this part of the world."

## Building on existing success

AnMed Health's first foray into owning and managing physician practices was in Williamston. Located at the former Saluda Valley Hospital, Williamston Primary Care Center was the precursor to Foothills Family Medicine and eventually AnMed Health Williamston Family Medicine. But even after 25 years and three name changes, it remains one of the network's most in-demand doctors' offices.

The ever-growing patient load prompted an addition in staff and space. Williamston Family Medicine welcomed Dr. Christian Williams in July and is finishing an expansion that will add five

## OWNED PRACTICES IN THE ANMED HEALTH PHYSICIAN NETWORK

- 13 primary care practices including offices in Anderson, Centerville, Clemson, Fair Play, Honea Path, Iva, Pendleton, Williamston and Hartwell, Ga.
- Three joint-venture surgery centers: AnMed Health Medicus Surgery Center, the Physician Surgery Center at AnMed Health and Upstate Endoscopy
- Five OB-GYN practices
- Two pediatric practices
- Specialists in orthopaedics, bariatric surgery, plastic surgery and vascular surgery

exam rooms and enlarge the waiting room. The practice is also getting a facelift with new shingles, windows and an updated storefront.

"I have been with AnMed Health for three years [doing my residency] and have felt quite at home," Dr. Williams said. "I look forward to providing care for those in the community."

Plans are also in the works to build a larger primary care practice in Pendleton, but not all growth requires new construction. Two local surgeons, Drs. Louis Knoepp and Matthew George are partnering to create AnMed Health Vascular Medicine, which opens Aug. 2 in an existing medical building at 703 N. Fant St. Dr. Peter Cook, a general surgeon in Anderson, is also joining the network. His practice, AnMed Health Surgical Consultants, will share office space with AnMed Health Obesity Care – Surgical Consultants.

Existing offices are also adding physicians to keep up with the growing demand for expert medical care. In July, Dr. Amanda Flynn joined AnMed Health Anderson Family Medicine. In August, Dr. Mike Reing will join AnMed Health Anderson Bone and Joint. And in September, AnMed Health OB-GYN Associates will welcome Dr. Kara Shrum.

## A network that benefits physicians and patients

In 2007, national health care leaders predicted that the percentage of hospital-employed physicians would increase from 10 percent to 25 percent by 2013. More recent surveys indicate that forecast

may have underestimated the trend. Earlier this year, Merritt, Hawkins & Associates, a physician recruiting firm in Irving, Texas, reported that its search assignments for hospital-employed physician positions nearly doubled over the past five years, going from 23 percent in 2005 to 45 percent in 2009.

The Upstate is no exception to the national trend. AnMed Health currently employs 70 physicians, not including its family medicine residents, and is in negotiation with 16 others. By Sept. 1, the health system could employ as many as 86 doctors.

The AnMed Health Physician Network provides a number of benefits to physician practices: more buying power, help with physician recruitment and access to state-of-the-art IT systems. With the additional resources of a robust health system, physicians are freed to do what they love most – care for patients.

Doctors are not without a voice in the network. Physician Network Services is developing a physician council that will include a representative from each practice. The council is scheduled to start meeting in September and will provide guidance on a number of issues from quality and safety to strategic planning to information technology.

"Employment allows physicians to focus on patient care because they have other people dealing with the business side. Ultimately, that's helping both the physician and the patient," said Lynn Gregory, director of AnMed Health Physician Network Services.

## Steps to Success

For more than 10 years, the AnMed Health Physician Network has expanded to meet medical needs in the Upstate. Doctors and practices joining the network today are laying a path for more growth in the future.

## NETWORK TIMELINE

- 1986** Williamston Primary Care Center opens in what was the Saluda Valley Hospital. Staffed by the family medicine residency program, this practice was the beginning of AnMed Health's foray into owning and managing physician practices.
- 1991** Williamston Primary Care Center moves to Roberts Boulevard and is renamed Foothills Family Medicine. This practice was eventually renamed AnMed Health Williamston Family Medicine.
- 1996** AnMed Health Children's Health Center, AnMed Health Iva Family Medicine and AnMed Health Hartwell Family Medicine open.
- 1998** Physician Network Services becomes a department. AnMed Health Clemson Family Medicine joins the physician network.
- 2000** AnMed Health Honea Path Family Medicine opens.
- 2003** AnMed Health Obesity Care – Surgical Consultants opens.
- 2005** Several OB-GYN groups join the AnMed Health family: AnMed Health Michael A. Rivera, M.D., AnMed Health Carolina OB-GYN and AnMed Health Mark S. Dermer, M.D.
- 2006** AnMed Health partners with Medicus and the freestanding outpatient surgery center becomes AnMed Health Medicus Surgery Center. Another OB-GYN practice joins the network, AnMed Health OB-GYN Associates.
- 2007** AnMed Health Anderson GYN-OB joins the network. AnMed Health Clemson OB-GYN opens using a rotation of doctors from existing practices.
- 2008** AnMed Health Anderson Family Medicine and AnMed Health Anderson Bone and Joint join the physician network. AnMed Health Pendleton Family Medicine opens.
- 2009** The physician network adds AnMed Health Plastic Surgery, AnMed Health Centerville Family Medicine, AnMed Health Eastside Internal Medicine and AnMed Health Anderson Pediatrics. AnMed Health Anderson Family Medicine moves to the North Campus.
- 2010** AnMed Health Fair Play Family Medicine opens. AnMed Health Williamston Family Medicine expands.



Dr. Matthew Roehrs of AnMed Health Williamston Family Medicine displays the tablet physicians will use to record information in patients' electronic health records. Employees throughout AnMed Health's physician practices will undergo training sessions like this one to become skilled at using the new system.

# Physician practices bid farewell to paper records

**Paper charts** will soon be a thing of the past at AnMed Health physician practices. Within the next few years, 100 doctors working for or affiliated with AnMed Health will use electronic health records in their offices.

Doctors' orders, prescriptions, lab results – all the pieces of a patient's medical record – will be documented electronically with Allscripts Electronic Health Record. AnMed Health will provide Electronic Health Record licenses to 60 doctors employed by the AnMed Health Physician Network, starting with its newest practice, AnMed Health Fair Play Family Medicine. Licenses will also be issued to 40 independent physicians affiliated with the health system. As part of the agreement with Allscripts, the company will donate Electronic Health Record licenses to the Anderson Free Clinic, a non-profit organization that provides free medical services to the Anderson community.

AnMed Health started using electronic medical records in the hospitals in 2000. Adding electronic health records in the practices will vastly improve physicians' access to information. The result is better coordination of care and ultimately better outcomes. Most patients see a family physician as well as a specialist, such as a gynecologist, allergist or cardiologist. With electronic health records, the patient's doctors can see what treatments and medications others have prescribed. That kind of visibility could reduce paperwork and duplicate testing.

Seeing a patient's full medical history is especially helpful for emergency physicians. In the Emergency Department, doctors often rely on family members to provide accurate information about their loved one's medical history, allergies and prescription drug use. If the patient has an electronic health record, emergency physicians have an entire medical history at their fingertips. And because all patients' health records will share the same format, doctors won't have to hunt for the information they need.

"The Electronic Health Record is going to revolutionize how we care for patients in the Upstate and put us at the forefront of health care in the Southeast," said Dr. Glen Quattlebaum of AnMed Health Clemson Family Medicine. "All facets of what I do is going to get better."

Prescriptions can be e-prescribed to the patient's pharmacy, eliminating any confusion created by doctors' infamously bad handwriting. The system is also set up to tell health care providers which tier a medication is on, so they know up front if the patient's insurance provider will approve the prescription. The system even encourages doctors to use the medication with the most evidence behind it – a tool that's especially helpful for doctors faced with a chronic condition they don't often see.

Electronic health records should also improve doctors' ability to follow up with patients. For example, if a doctor recommends a mammogram that order would be included in the patient's electronic health record. After a certain time frame, the program prompts the practice to get the test results or send the patient a reminder.

Doctors will also have access to Allscripts Remote, an application that provides remote access to the Electronic Health Record via iPhone, BlackBerry or Windows smart phones.

"No matter where you go, your record follows you," said Courtney Huggins, electronic health record project manager.

"Your physician can provide care because they have the whole story."

Eventually, AnMed Health's electronic health records will link into local, state and national health information exchanges. This portability of patient records is all part of a federal push for electronic health records. The Patient Protection and Affordable Care Act calls for adoption of electronic health records, and Pres. Obama's economic stimulus included \$19.2 billion for health information technology.

AnMed Health Fair Play Family Medicine, a new practice opening in July, will be the first office equipped with the Electronic Health Record. The goal is to get at least five practices on the new system by the end of the year.

Dr. Quattlebaum said he expects some patients to have concerns about their doctor's office storing and sharing health information digitally. But he says health information is much more secure in an electronic health record than a paper chart. Access to the system is password protected so every interaction with a patient's medical files is traceable. And because the data is stored on a secure server offsite, patients don't have to worry about their information falling into the wrong hands if a laptop gets lost.

"The benefits far outweigh the risks," Dr. Quattlebaum said. "There's no question the electronic health record is more secure than paper charts."



**Dr. Glen Quattlebaum of AnMed Health Clemson Family Medicine consults with a patient in his office. With electronic health records, he will be able to see a patient's full medical record – including notes and lab results from other physicians.**

# A conversation with Dr. Mary Bryan Hobbs

Dr. Mary Bryan Hobbs can clearly remember the birth of her younger brother. She was 16 years old, and the experience piqued her interest in medicine. She traveled to Virginia for her residency training, but she and her husband were eventually drawn back home to the Upstate. Today, Dr. Hobbs is one of three physicians at AnMed Health Anderson Pediatrics.

## Q. How did you choose pediatrics as your specialty?

**A.** Having a much younger brother and sister, and working with special needs children through high school and college, made pediatrics a natural choice. The breadth of knowledge used in pediatrics and the ability to focus on wellness made pediatrics academically appealing as well.

## You did your undergraduate degree at Furman University, went to medical school at the University of South Carolina then traveled to Norfolk, Va., for residency. Tell me about the path that led you to AnMed Health.

I was born in the “old” hospital right across the street from my office and grew up in Pendleton. Later, my husband and I met at Furman. Moving back to this area was an easy consideration. I love the patient population we see in our practice. There is wonderful diversity. We are able to care for a very rural population, yet we are not academically or medically isolated. The support, facilities and resources of the hospital system make that possible.

## What are some things parents should look for when choosing a doctor for their child?

We are fortunate in this area. The standard of medical care is high. Finding a good doctor here is easy. I recommend finding a pediatrician whose style and personality fit with your child and family. The child and parent need to feel comfortable communicating and interacting with their doctor to achieve the best health care outcomes.

## What’s the best thing about working around kids?

They are fun! Kids are interesting, resilient, receptive, creative and just cute.

They want to be well. They are the most rewarding patients.

## If you could give parents one piece of advice about taking their children to the doctor, what would it be?

Your child will often reflect your emotions and attitude, so set a positive, confident and reassuring tone.

## This is the time when parents start thinking about back-to-school. When should parents start scheduling back-to-school immunizations and physicals?

Today! Summer check-ups are ideal because there is less sickness in the office and there’s no need to miss school.

## Do you have any tips for how to keep up with what shots your child needs and when they need them?

Coming in for regular check-ups ensures that immunizations stay up to date.

## A lot of parents worry about the safety of immunizations. What do you tell parents who have concerns about vaccines?

You have to do what you are comfortable doing as a parent. Do not rely on hearsay and Internet claims from others to determine vaccine safety. Talk with a doctor who can hear your concerns and give you their educated advice.

To interpret the vaccine safety data objectively, you have to take the fear and emotion out of your decision making, which is admittedly hard to do as a parent. That is when a trusted voice, ideally your child’s pediatrician, is helpful.

As a good parent, you will always worry, “Am I doing what’s best for my child?” We make the best decision with the best research we have available at the time.

Good, extensive research has shown vaccines to be safe and effective. Still,



Dr. Mary Bryan Hobbs

### THE 411 ON DR. HOBBS

**Specialty:** Pediatrics

**Practice:** AnMed Health Anderson Pediatrics

**Location:** 705 North Fant Street, Anderson, SC 29621

**Phone:** 864.226.3484

it is important to address the rationale, timing, and pros and cons for each vaccine in relation to your child.

## Do you have any hobbies? What are your favorite things to do when you’re not at work?

Play with my three very active little boys and cook for them.



The staff at AnMed Health Women's and Children's Hospital was recently recognized for providing excellent customer service. Pictured from left to right are Tina Jury, chief nursing officer for AnMed Health; Deborah Roegge, senior director of the Women's and Children's Hospital; Lori Parks, nurse manager for the Mother-Baby unit; Doris Street, nurse manager for Labor and Delivery; Hope Campbell, nurse manager for Pediatrics and 3 East; Mike Shoemaker, respiratory care manager.

## Women's and Children's Hospital receives top customer service award

AnMed Health Women's and Children's Hospital and AnMed Health Maternity Services each received a 5-Star Excellence Service Award from Professional Research Consultants (PRC). The designation is given annually to health care facilities, providers, outpatient service lines and inpatient units that score in the top 10 percent of PRC's national client database for the prior calendar year.

In the fourth quarter of the 2009 calendar year, 76 percent of patients at the Women's and Children's Hospital rated their quality of care as excellent. Those results placed the hospital in the 99th percentile compared to other inpatient hospital facilities. During the same period, maternity services – this includes Labor and Delivery, Mother/Baby and the Nursery – received excellent ratings from 81 percent of patients, placing AnMed Health in the 98th percentile compared to other inpatient obstetric and gynecology units.

## Minor Care – Medical Center now closes at 7 p.m.

Minor Care – Medical Center Campus has new hours. The urgent care practice is open from 7 a.m. to 7 p.m. instead of 7 a.m. to 9 p.m. The hours at Minor Care – North Campus remain 8 a.m. to 7 p.m.

### Typical conditions that can be treated at Minor Care include:

- colds, sore throats, upper respiratory infections, bronchitis and the flu,
- minor injuries, such as bruises, joint sprains, muscle strains and simple broken bones,
- mild asthma attacks, allergies and rashes,
- wounds and lacerations needing simple repair, including sutures.

AnMed Health Emergency Services should not serve as a substitute for treatment by a primary care provider (e.g. a patient's family doctor, pediatrician, OB/GYN or other specialist). Illnesses and injuries that are life threatening or require surgery or hospitalization should be treated in the Emergency Department.

## Diversity institute honors benchmarking survey participants

The Institute for Diversity in Health Management recently honored participants in "State of Health Care Diversity and Disparities: A Benchmark Study of U.S. Hospitals." This first-of-its-kind survey was designed to provide a snapshot of hospitals' progress on promoting diversity and to help hospitals assess and improve their internal diversity programs.

### The survey assessed diversity initiatives in four categories:

- expanding the diversity of the organization's governance body and leadership team;
- effectively engaging the diverse communities that the organization serves;
- strengthening a diverse workforce throughout the organization;
- delivering culturally and linguistically competent patient care throughout the organization.

AnMed Health was honored as Best in Class for effectively engaging the diverse communities it serves and was recognized for Promising Practices in delivering culturally and linguistically competent patient care. In addition to the recognitions, CEO John Miller was invited to participate in a CEO roundtable to discuss strategies to more effectively introduce and integrate diversity competencies to the field of health care. As a survey honoree, Juana Slade, director of Diversity and Language Services, was part of a three-member panel on delivering quality care.

Shannon Ross, a speech therapist at Pediatric Therapy Works, uses an interactive metronome to help Zack Thomason with his autism.



## Time and Technology Make All the Difference

**Nine-year-old** Zack Thomason loves playing with Star Wars toys and lizards. You'll often find him with his younger sister, Brianna, who he calls "Ranta." Watching Zack, it's hard to believe he used to get in trouble at school almost daily for trying to hit the other students. Other therapy programs released Zack because he wasn't making progress dealing with issues related to his autism. Then Zack and his family discovered Pediatric Therapy Works.

"It's the difference between night and day," said Zack's mother, Crystal. "I would not take my child to any other program—ever. I've experienced those programs and know the difference it makes to have him here."

Two years ago, Zack and his mom began making the hour-long drive from Seneca to Anderson to see if Pediatric Therapy Works' pediatric speech and occupational therapists could help. Zack had struggled

to learn and interact since he was a toddler, but here, it didn't take long for the light to come on.

"When Zack first came to us, he had trouble sitting and focusing on a task for several minutes," said Emily Smith, occupational therapy assistant. "Now, he can sit down for 10 to 15 minutes and work on something without getting frustrated and having to take a break."

Speech Therapist Shannon Ross helps Zack communicate more clearly with others. The strides in concentration and communication have helped Zack improve his handwriting, math skills and social skills—all key to helping him catch up with children the same age at school.

"To help our patients learn at an age-appropriate level, we look for tools and technologies that help them address the deficits they may have," Smith said.

"With Zack, I recommended we use

the Interactive Metronome, an online computer based program which improves auditory processing and attention."

The Interactive Metronome is used to treat different issues, including Parkinson's disease, ADHD, amputees, Cerebral Palsy, auditory processing disorders and autism. Using a system of beats, the system can gauge the participant's response (or clapping) down to the millisecond. The technology seems like a simple rhythm test, but it uses the senses to respond and react to the sound.

Children at Pediatric Therapy Works are assessed on an ongoing basis. In just two years in the program, Zack has emerged as one of the program's success stories.

A child with autism can face several hang-ups, including difficulty concentrating, shyness or social withdrawal, issues with things touching his hands and anger management. But all of those responses are less of an issue for Zack.

"We just got a 'good hands' report back from his school today where the teacher said that Zack had not physically interacted in a violent manner this year," said his mom with a proud smile. "Before, he would disrupt the whole class because he wasn't able to say 'I need a break' when he was overwhelmed."

To help continue building his concentration, Smith plans to have Zack undergo another series of sessions with the Interactive Metronome this summer, using last year's results as a benchmark.

"When your child is diagnosed with something like autism, you go through a grieving process," Crystal said. "You grieve the loss of having a normal child, but after that, you have to get up and move on. Like other learning issues, autism is a great, big rainbow and you have to find your place within it. I'm so grateful that we have assistance from Emily and Shannon to help Zack reach his potential."

To make a donation in support of AnMed Health Pediatric Therapy Works, please use the gift envelope in this issue of Inside AnMed Health or donate online at [www.anmedhealth.org](http://www.anmedhealth.org).

## AnMed Health Employees Support Foundation Efforts

Employees of AnMed Health are coming to the aid of those in need through their tremendous support of the Employee Campaign. With a "Survivor" theme, this campaign focuses on meeting the basic needs of our community by raising funds to support AnMed Health programs that serve our underprivileged population. Employees have demonstrated their giving character having pledged nearly \$125,000 as of press time.

## Rob Ruark Retires

After serving as the AnMed Health Foundation's executive director for six years, Rob Ruark is retiring. Under his leadership, the foundation has increased its annual giving and raised more than \$8 million dollars during the Partners for Life Capital Campaign.

"Rob's leadership has helped bring our foundation to a much higher level. We hope that the seeds he has planted in philanthropy in our community will flourish for many years to come," said AnMed Health CEO John Miller.

Dr. John Hunt, chairman of the AnMed Health Development Advisory Board, said, "It has been a great pleasure to work with Rob as the Development Advisory Board has undergone a significant maturing process. Rob has had a vision of what our development effort could become and has helped me to see this vision. I will always be grateful to Rob for his leadership."

## FOUNDATION BOARD MEMBER PROFILE:

# Neal Workman: An Example of Selfless Giving

**Neal Workman** originally joined the AnMed Health Foundation Development Advisory Board with hopes to learn more about AnMed Health's services and contribute to the board's efforts. He had served on the Camellia Ball Sponsorship Committee and wanted to become more involved. Six years later, Workman has become an integral member of the Development Advisory Board, dedicating his straight-forward, matter-of-fact approach to developing solutions and generating ideas that further the foundation's mission.

"The foundation's biggest challenge is informing the citizens throughout AnMed Health's service region that there are many areas of patient needs that cannot be met through traditional hospital delivery of services," Workman said. "Through philanthropy, we can help meet the needs that would otherwise go unmet. It's important for people to know about the charitable healthcare services AnMed Health provides, and how contributions to the foundation make a difference in bringing medical care to those who need it most."

Workman was born in McCormick and currently lives in Walhalla. He graduated from Wofford College with a Bachelor of Arts degree in Economics. Twenty-eight years ago, he founded Trehel Corporation, a design/build general contractor based in Clemson. Today, he serves as the company's chairman of the board. Workman is married to Fay, his wife of 42 years, and they have two children, Tres and Helen, and three grandchildren, Jordan, Madilyn and Eliza.

This longtime Sunday school teacher believes three factors motivate people to give to charities: a sense of community, a commitment to giving and a desire to give back. When asked why people should give to the AnMed Health Foundation, he points to the important role AnMed Health fills in our area.

"If you have been blessed with a good quality of life and sufficient resources, then you have a responsibility and an opportunity to give to an organization that could one



Neal Workman

day save your life or that of a loved one," Workman said. "Anyone who has received a service at AnMed Health knows that without AnMed Health's existence, that service could not have been delivered, and you should give so that those who are underprivileged have access to medical services during their time of need."

An added bonus to serving on the Development Advisory Board was the opportunity to form friendships with other board members who share a passion and concern for the health of our community.

"There are many talented and committed individuals that serve on the board, and I'm glad I had the opportunity to get to know them as we worked together to understand the issues facing the AnMed Health Foundation and brainstorm possible solutions," Workman said.



FOUNDATION NEWS BRIEFS:

**First Annual Kids Classic a Big Hit**

Forty-four golfers teed up at the 1st Annual Kids Classic Golf Tournament. The event raised money for AnMed Health Children’s Health Center and the thousands of underprivileged children it serves. Held in May at Cobb’s Glen Country Club, the Kids Classic raised nearly \$16,500.

“We’re pleased with the amount raised to support the Children’s Health Center, and we hope participation in the Kids Classic will continue to grow so that we can make a bigger difference for the children,” said Scott Weber, chairman of the Kids Classic Golf Tournament committee.

Money raised through the tournament will help fund the operational costs of the Children’s Health Center, which provides medical care for young patients whose families cannot afford regular care due to insufficient health insurance or dire financial circumstances. Each year, the Children’s Health Center has more than 18,000 patient visits and provides children with preventive care, immunizations and other services critical to healthy development.

The Center has seen an increase in the number of patients relying on its services. Donations to the AnMed Health Foundation and money raised during this first annual golf tournament help to provide the desperately needed financial support.

“In addition to raising money, we also want to raise awareness about the AnMed Health Children’s Health Center and the important services it provides to children across our service region,” Weber said.

The event kicked off with the Up Country Extravaganza Tee-Off party the night before the tournament. The party brought together sponsors, players and supporters of the Children’s Health Center for dinner and entertainment from a popular trick golfer. The following day held high hopes for the four-player teams. Tournament results are as follows:

**First Place:** Network Controls & Electric – Tony Trocano, Eric Edwards, Richie Gibbons, Pat Robinson

**Second Place:** McKesson Provider Technologies – Mark Gustavson, Gerald Wilborn, Marty Stewart, Tim Arellano

**Third Place:** Anderson Independent-Mail – Butch Hughes, John Huff, Walter Welsh, Kevin McCoy

**Pink Ball:** Sodexo – Upstate Linen Service – Brian Little, Lanier Bone, Mick Nix, Chuck Weigel

The AnMed Health Children’s Health Center would like to thank all of the Kids Classic sponsors and supporters:

**Grand Benefactor**

- AT&T
- Anderson Independent-Mail
- Carolinas HealthCare System
- Wachovia
- McKesson Provider Technologies
- MJ Harris, Inc.
- Ram Technologies Voice Data & Video
- Network Controls & Electric
- Sodexo – Upstate Linen Service

**Benefactor**

- Robins & Morton
- Baring Industries/Standard Textile
- Hill Electric Company, Inc.

**Tee Gift**

- The Benefit Company, Inc.

**Golfers Breakfast**

- Valic

**Awards Luncheon**

- Delta Dental

**Practice Green**

- Smith Drug Company

**Practice Range**

- J. Boyd Camak, Jr., Pediatric and Adolescent Dentistry

**Children’s Sponsor**

- Skins Hot Dogs

**Hole-in-One**

- Ralph Hayes Toyota

**In-Kind Donation**

- S.K. Busby Nursery and Garden Center
- Pendleton Ice Company

# Caregivers are guardian angels

July 28, 2009 is a day Christy Tripp will never forget. She was six months pregnant, and it was a typical July day where the heat and humidity took hold early in the morning. Being from the South, Christy welcomed another sunny summer day and went about her usual routine.

Everything was going just fine until she felt a sharp pain as she left the AnMed Health Credit Union. She was close to her OB-GYN's office and went in immediately for an examination. She had been in for a check-up a few days earlier, and the baby was developing perfectly. Now, out of nowhere and for no apparent reason, her baby did not have a heartbeat.

"I was in shock," Tripp said. "One minute I was having a baby girl and the next minute they're telling me there's no heartbeat. I was devastated."

Not knowing what to think or feel or do, she drove herself to AnMed Health Women's and Children's Hospital and asked for an ultrasound and other tests to prove that her baby was really gone. She needed more proof to confirm what her physician said was true.

What seemed like an eternity later, the staff told her that her baby had passed and she would need to be induced to deliver the child. Tripp went home that night and waited for her husband to return from Fort Stewart where he was stationed. She decided to return the next day for the delivery with her husband by her side.

On the morning of July 29, 2009, Tripp and her husband, Allen, arrived at AnMed Health Women's and Children's Hospital at 6:30 a.m.

"Everyone was very punctual and deliberate and moved things along quickly. I guess they knew how hard this was for us," she said.

Sometime during the morning, Rene Hendrix, a labor and delivery nurse, came into Tripp's room and introduced herself.

"She said to me, 'I've never been through anything like this with a patient, but I'll get through this with you.' Her genuine honesty touched me, and she took a leap of faith telling us that she had never experienced a situation like ours," Tripp said. "For all she knew, we could have asked for another nurse, but her honesty and compassion were so touching, I immediately felt at ease with her around."

The birth of Madison Paige Tripp was a day filled with sadness and tears. With her husband and family by her side, Christy Tripp struggled through it.

"Rene was my rock that day," Tripp said. "She knew exactly what I needed and when to check in on me, and she always got the answers I needed."

"As a labor and delivery nurse, Rene wasn't familiar with the details and decisions that I needed to make regarding autopsy reports and death certificates, but she was there for me in so many ways. I don't know what I would've done without her," Tripp said.

A week and a half after the delivery, the autopsy and lab work came back and showed no organ failures or abnormalities – no medical explanation for her baby's death. And, until July 28,



LEFT TO RIGHT:  
Christy Tripp,  
her son John  
Michael, and  
her STAR nurse,  
Rene Hendrix

there had been no signs of trouble.

"We'll never know what happened or have the answers we so desperately want, and that's hard, but it's also a blessing to know that there was nothing wrong with her," Tripp said.

Her son, John Michael, kept Tripp going and helped her get through those first few months after the loss of her daughter. A year later, she still has good days and bad days. There are constant reminders that Madison is not in their lives. Little things like when she puts her son in the car or takes a walk, knowing that life could be so different and wondering what Madison would be doing.

"It's still hard to believe that a day that started so normal happy ended in total tragedy," Tripp said. "It's good to know that we have a health system of caregivers that can provide kindness and support in the toughest of situations."

Tripp and her husband, Allen, were so moved by Rene's care, they honored her with a STAR Service Award.

"Rene was very unassuming and surprised about getting the award because she simply did what a great nurse is expected to do – take care of her patient any and every way she knew how," Tripp said.

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**If you have experienced the care of a nurse or staff member that went above and beyond, there are ways to show gratitude.**

- Acknowledge a caregiver's exceptional service by nominating him or her for a STAR Service Award. Recognition forms are located throughout AnMed Health facilities.
- Consider making a donation to the AnMed Health Foundation in honor of your caregiver. The Grateful Patient Guardian Angel Program is a way for patients to recognize the service of their caregivers while making a gift of gratitude that will help others in our community through the programs the foundation supports.

800 North Fant Street • Anderson, SC 29621  
www.anmedhealth.org

## Camp provides a unique opportunity for kids with asthma

**For a child with asthma,** outdoor activities hold a hidden danger. Pollen, mold spores and certain extreme climate conditions can set off asthma symptoms in sensitive children. But each summer, Camp Asthmania allows children with asthma the chance to experience summer camp in a safe environment.

Seventy children, ages 6 to 12, participated in this year's sports-themed camp at the Anderson Area YMCA. During the week, campers went kayaking and canoeing, ran a ropes course and took an archery class. Through games and arts and crafts, they learned to recognize and control their asthma symptoms.

"It's so rewarding to see these children learning to manage their condition," said Denise Rhodes, camp coordinator. "For many of these children, a traditional summer camp isn't an option. But here, surrounded by respiratory therapists and counselors, they learn the tools they need to prevent asthma attacks in the future."

