

# SOUTH COUNTY HEALTH

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## ANNUAL REPORT

FISCAL YEAR 2022



# SOUTH COUNTY HEALTH ANNUAL REPORT 2022

|  |    |
|--|----|
| Dedication Statement.....                  | 3  |
| Message to the Community.....              | 4  |
| About South County Health .....            | 6  |
| Our Vision: A Model Health System.....     | 7  |
| System At A Glance.....                    | 8  |
| Awards and Accreditations.....             | 10 |
| Advancing Healthcare.....                  | 11 |
| Facility Upgrades.....                     | 11 |
| Key System Statistics.....                 | 13 |
| Procedural Firsts & Milestones .....       | 15 |
| New Physicians Spotlight .....             | 17 |
| Daisy Award.....                           | 21 |
| Digital.....                               | 22 |
| Community Healthcare.....                  | 24 |
| Home Health.....                           | 24 |
| Community Health.....                      | 26 |
| Testimonials.....                          | 28 |
| Leadership, Governance, Finance.....       | 29 |
| Board of Trustees.....                     | 29 |
| South County Health Senior Leadership..... | 31 |
| Financials.....                            | 33 |
| Charitable Giving and Donor Support.....   | 34 |
| Business Partners .....                    | 43 |





## DEDICATION STATEMENT

In the face of extraordinary circumstances, South County Health strives to deliver on our mission of being Rhode Island's Most Trusted Health Partner, each day and for each patient that we have the privilege to provide care for, through these unprecedented times.

The impact of the pandemic has continued to create a number of industry wide challenges, including a disruption in the labor market and supply chains. It is through the hard work, dedication, and resiliency of our amazing team of providers, clinical staff, administrative staff, and volunteers that we continue to deliver the highest caliber of care to our patients, their families, and to the communities South County Health is honored to serve.

We dedicate our annual report to our extraordinary staff who continuously embody our values of Integrity, Caring, Respect, Excellence, Partnership, and Stewardship, even during the most challenging times.





## MESSAGE TO THE COMMUNITY: UNPARARALLED UNITY

On behalf of South County Health's Administration, the Board of Trustees, and the Medical Staff, we are pleased to present our Annual Report for the Fiscal Year ending September 30, 2022. Just as we are transforming our organization to better serve our community, we are also transforming the way we deliver information to you, as we present a digital annual report for the first time.

We are again excited to share more about what makes South County Health a critical community asset, and we are honored to serve as your Most Trusted Health Partner.

In October 2022, the South County Health Medical Staff welcomed Dr. Robert Bierwirth as their President. Dr. Bierwirth's commitment to the community extends beyond his exceptional patient care. He believes deeply in our mission and vision, partnering tirelessly with administration and staff to develop systems and an environment of care that delivers high-quality outcomes, exceptional patient experiences, and innovative advancements in community-based healthcare.

During Fiscal Year 2022, the Rhode Island healthcare delivery system experienced unprecedented financial hardships as it embarked on its recovery from the COVID-19 pandemic. Cumulatively, Rhode Island's not-for-profit healthcare delivery systems lost nearly \$150 million from operations alone.

During these unprecedented times, we are extraordinarily proud of our courageous and hardworking staff, volunteers, and leadership team members who have risen to the challenges with unparalleled unity. They have continued to step up, again and again, to serve our community, often through exhaustion, with remarkable degrees of empathy, compassion, commitment, and professionalism, ensuring the health and safety of our patients. South County Health is blessed to have such dedicated staff, volunteers, and leadership team members, and we thank them for truly embodying our values of Integrity, Caring, Respect, Excellence, Partnership, and Stewardship, even during the most challenging times. That is why, now more than ever, we remain focused on supporting the health and wellness of our incredible staff at South County Health, while recruiting talented newcomers to bolster our teams.



It is because of our staff and volunteers that South County Health has been able to serve our community with exceptional care, regularly being ranked among the top hospitals and health systems in the country for patient experience. During Fiscal Year 2022, South County Hospital was once again the only hospital in the state to receive the prestigious HX Guardian of Excellence Award from Press Ganey. In addition, we maintained the highest scores possible from the Centers for Medicare and Medicaid Services, Leapfrog, and others. We have expanded and enhanced operations through new geographies and digital spaces, making it more convenient for patients to receive exceptional care while integrating services that connect our community across the continuum.

As we continue to modernize our facilities and make strategic investments in advanced technologies, we aim to continue to differentiate ourselves as a Model Health System. Realizing our vision will not be accomplished alone, South County Health is grateful for the support of our patients and like-minded donors, business partners, and others who routinely give their time, trust, and treasures in support of our relentless pursuit of excellence. We appreciate the community's continued support and urge you to send messages to our caregivers, not only during times of crisis,

but in affirmation of the extraordinary experiences you have with our services.

As community projects and advocacy efforts move ahead, please consider sending supportive messages to elected officials underscoring just how important South County Health's services are to this community. It is through that continued support and your investments in critical services, infrastructures, and technologies, that we are able to continue to deliver on our mission to be your Most Trusted Health Partner as we build a resilient future. We Thank You!

**Send an Advocacy Letter**

[southcountyhealth.org/support](https://southcountyhealth.org/support)

**Thank A Provider**

[southcountyhealth.org/thankyou](https://southcountyhealth.org/thankyou)

**Share Your Story!**

[southcountyhealth.org/story](https://southcountyhealth.org/story)



**AARON ROBINSON**  
*President and CEO*



**JOSEPH F. MATTHEWS**  
*Chairman, Board of Trustees*



**ROBERT BIERWIRTH, M.D.**  
*President of the Medical Staff*



# ABOUT SOUTH COUNTY HEALTH



South County Health is a leader in medical quality, service and innovation providing care to patients across Rhode Island in acute and outpatient settings including at Medical and Wellness Centers in Westerly, East Greenwich, and Warwick, as well as Primary Care and Specialty provider offices in Cranston, Narragansett, Newport, and Wakefield. South County Health is comprised of three healthcare entities: South County Hospital, South County Home Health, and South County Medical Group.

Through a partnership with Ortho Rhode Island, South County Hospital is a global leader in robotic-assisted orthopedic surgeries, and is home to more robotic-assisted options than any other hospital in the state.

## OUR VALUES

### INTEGRITY

Honoring our commitments to those we serve.

### CARING

Exceptional compassion for our patients and co-workers.

### RESPECT

Building trust through mutual regard, openness, collaboration, and humility.

### EXCELLENCE

Relentless pursuit of benchmark performance in everything we do.

### PARTNERSHIP

Building relationships that support our values and accelerate results.

### STEWARDSHIP

Managing organizational resources to preserve and sustain our mission.



## OUR VISION: A MODEL HEALTH SYSTEM

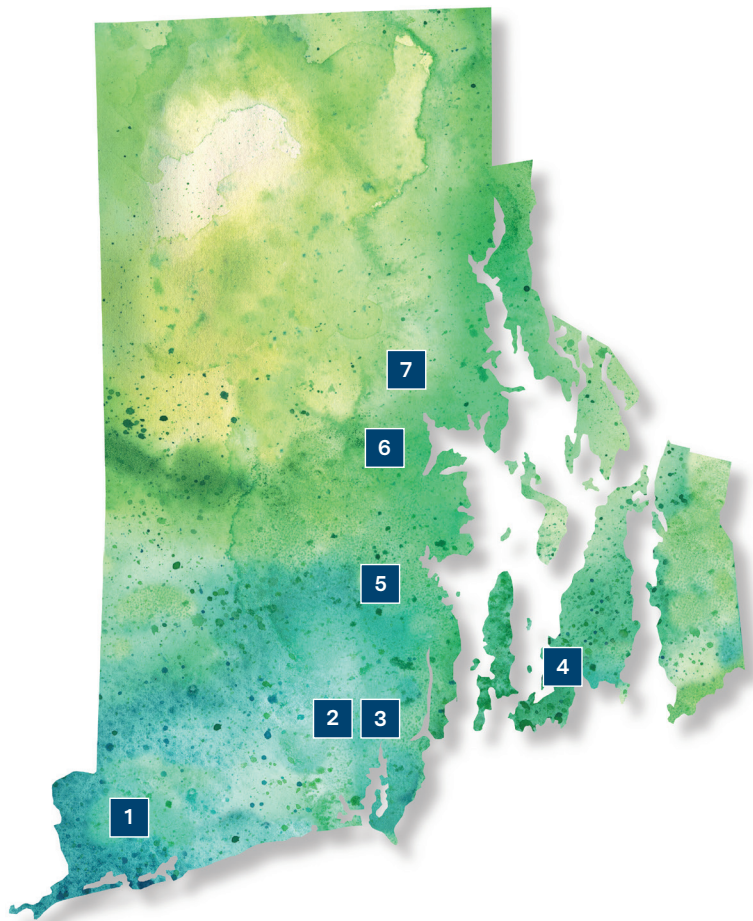


### KEY STRATEGIC INITIATIVES

- HIGH PERFORMING HEALTH SYSTEM**  
Achieving top 10% in quality, service, and financial performance.
- SERVICE LINE CENTERS OF EXCELLENCE**  
Destination quality, service, and innovation for key clinical programs.
- TRANSFORMATION**  
Deployment of contemporary, consumer-driven platforms and models of care leveraging automation, data, and analytics to enhance health outcomes.
- ACCESS**  
Seamless, connected, and easy access that delights our customers.
- COMMUNITY HEALTH**  
Integrate services that connect our communities to care across the continuum advancing health and value.



## SYSTEM AT A GLANCE



### LOCATIONS

- Westerly 1
- Wakefield 2
- Narragansett 3
- Newport 4
- East Greenwich 5
- Warwick 6
- Cranston 7

### SOUTH COUNTY MEDICAL GROUP

111 Total Providers

60 Physicians

51 Advanced Practice Providers

### 12 PRACTICES

- Cardiology
- Center for Women's Health
- Express Care
- General Surgery
- Hospitalists
- Infectious Disease Clinic
- Nephrology and Hypertension
- Oncology/Hematology
- Primary Care – Internal and Family Medicine
- Pulmonology and Sleep Medicine
- Urology
- Wound Care

### SOUTH COUNTY HEALTH MEDICAL STAFF

436 Total Members of Medical Staff





# LOCATIONS & PRACTICES

## SOUTH COUNTY HOSPITAL

p. 401-782-8000  
[SouthCountyHealth.org](http://SouthCountyHealth.org)

## ANCILLARY SERVICES EXPRESS CARE

### LABORATORY SERVICES

Cranston, East Greenwich,  
Narragansett, Wakefield,  
Warwick, Westerly  
p. 401-788-1418  
f. 401-782-9812

### DIAGNOSTIC IMAGING

East Greenwich, Wakefield,  
Warwick, Westerly  
p. 401-788-1486  
f. 401-782-9894

## PRIMARY CARE

### CRANSTON

p. 401-464-6617  
f. 401-464-6676

### EAST GREENWICH

p. 401-471-6760  
f. 401-471-6765

### NARRAGANSETT

p. 401-464-6617  
f. 401-464-6676

### EAST GREENWICH

p. 401-562-1020

### WARWICK

p. 401-562-1017

### WESTERLY

p. 401-604-2500

To see wait times, Get in Line, or  
start a virtual express care visit

[GetCare.SouthCountyHealth.org](http://GetCare.SouthCountyHealth.org)

### WARWICK

p. 401-562-1020  
f. 401-562-1056

### WESTERLY

p. 401-604-2530  
f. 401-604-2560

### NEW PATIENT / PRIMARY CARE LINE

Dedicated line for patients to schedule  
appointments with South County  
Medical Group providers at any of our  
five primary care locations.

## SPECIALTY CARE

### CARDIOLOGY

East Greenwich,  
Wakefield, Westerly  
p. 401-789-5770

### CENTER FOR WOMEN'S HEALTH

Wakefield, Warwick,  
Westerly  
p. 401-789-0661

### GENERAL SURGERY

Wakefield, Warwick,  
Westerly  
p. 401-284-1212  
f. 401-788-8730

### INFECTIOUS DISEASE CLINIC

Narragansett, Wakefield  
p. 401-471-6285

### NEPHROLOGY & HYPERTENSION

Wakefield  
p. 401-782-0090  
f. 401-782-0988  
Westerly  
p. 401-596-3313  
f. 401-596-2650

### CANCER CENTER

Wakefield  
p. 401-783-6670  
f. 401-789-4990

### RADIATION THERAPY

Wakefield  
p. 401-284-0850  
f. 401-284-0860

### PULMONARY & SLEEP MEDICINE

East Greenwich, Narragansett, Wakefield,  
Warwick, Westerly  
p. 401-788-2110

### SOUTH COUNTY HOME HEALTH

Wakefield, Warwick,  
Westerly  
p. 401-782-0500

### UROLOGY

Newport, Wakefield, Warwick  
p. 401-788-8780  
f. 401-788-8787

### WOUND CARE

Wakefield  
p. 401-788-1638

## PARTNERSHIP PRACTICES

### ORTHO RHODE ISLAND

SCH partner locations:  
Wakefield, Westerly  
p. 401-777-7000  
f. 401-782-6810  
f. 401-738-3777 (Warwick)

### THE VASCULAR EXPERTS RI

SCH partner locations:  
Wakefield, Warwick  
p. 401-661-8088  
f. 401-661-8086

### GASTROINTESTINAL MEDICINE ASSOCIATES

SCH partner locations:  
East Greenwich, Westerly  
p. 401-943-1301  
f. 401-946-8480



# AWARDS & ACCREDITATIONS



## Blue Distinction Center+ for Hip and Knee Replacement

Recognizes hospitals for their expertise and efficiency in delivering specialty care.

## Centers for Medicare and Medicaid (CMS)

- **South County Hospital**  
5-Star Overall Rating
- **South County Home Health**  
4-Star Rating for Patient Experience

## Commission on Cancer Accredited

Designates hospitals whose performance meets or exceeds nationally recognized measures of quality in cancer care.

## Healthgrades

Outstanding Patient Experience and Pulmonary Care Award.

## Healthiest Employers Award

Ranked #13 of 100 Healthiest in U.S.

## Healthiest Employers Award – Providence Business News

Ranked #1 healthiest employer in Rhode Island for companies with 500-1,499 employees.

## Worksite Health Exemplary Award

From BCBSRI and the Greater Providence Chamber of Commerce.

## Leapfrog Hospital Safety Grade

Recognized with an "A" rating for both Spring and Fall 2022 reflecting a commitment to patient safety.

## Press Ganey

- Guardian of Excellence Award for Human Experience
- Pinnacle of Excellence Award for Patient Experience - Consecutive Yrs.



# ADVANCING HEALTHCARE

## FACILITIES UPGRADES AND EXPANSIONS

### WARWICK MEDICAL AND WELLNESS CENTER

Opening in February 2022, South County Health Medical and Wellness Center at 120 Centerville Road in Warwick provides an array of practices and services including an Express Care similar to those found at its counterpart locations in East Greenwich and Westerly. The opening of the Warwick Medical and Wellness Center expands South County Health's statewide reach, making it even more convenient for patients to receive exceptional care.

Recognizing an opportunity to bring our exceptional providers and healthcare services closer to our patients who live north of Washington County, this location provides all the diagnostic and consultation needs of patients with the ease and convenience of being within reach of their community.



# CENTER FOR ADVANCED ORTHOPEDIC SURGERY

SOUTH COUNTY  
HEALTH



Ortho Rhode Island

## CENTER FOR ADVANCED ORTHOPEDIC SURGERY

Following renovations to the first floor of the hospital's Medical Office Building, The Center for Advanced Orthopedic Surgery opened in summer of 2022, bringing Ortho Rhode Island's world-class orthopedics, sports medicine, physical therapy, and occupational therapy services to the South County Hospital campus. Building on the unique, ongoing partnership between South County Health and Ortho Rhode Island, the new Center for Advanced Orthopedic Surgery offers patients minimally invasive procedures such as arthroscopy, robotic-assisted surgery, and joint replacements. Through additional donor support, future renovations would result in a patient-centric, continuum of care that would bridge Ortho Rhode Island's practice in Suite 100 with South County Hospital's Frost Unit, where orthopedic patients receive post-surgical care prior to discharge.



## RADIATION THERAPY

To enhance the comprehensive oncology services offered through the Cancer Center, South County Health now fully owns and operates the Radiation Therapy facility as a Hospital department.

Prior to reopening in March 2022, a significant investment was made to redesign and reconfigure treatment areas and upgrade the technology used to deliver this effective form of cancer therapy.

The addition of Radiation Therapy offered as a service of South County Hospital allows a seamless patient pathway of our Cancer Center services, including diagnosis, consultation with an interdisciplinary team of physicians and specialists, treatment, wellness support, and rehabilitation.

South County Health is one of only five radiation therapy facilities in Rhode Island, making this form of treatment available to patients in Southern Rhode Island.



## FY2022 KEY HOSPITAL STATISTICS

OBSERVATION CASES  
& DISCHARGES



**9,263**

SOUTH COUNTY  
HOME HEALTH VISITS



**75,829**

PROVIDER  
OFFICE VISITS



**204,208**

BIRTHS (DISCHARGES)



**674**

ENDOSCOPIES



**4,630**



## FY2022 KEY HOSPITAL STATISTICS

### TOTAL SURGERIES



**6,334**

### EMERGENCY ROOM VISITS



**25,552**

### OUTPATIENT VISITS



**234,180**

### EXPRESS CARE VISITS



**32,837**

### AVERAGE LENGTH OF PATIENT STAY (DAYS)



**3.58**



## PROCEDURAL FIRST AND MILESTONES

### DR. MARCHAND'S MAKO MILESTONE

In March, 2023, Dr. Bob Marchand of Ortho Rhode Island reached a global milestone after becoming the first orthopedic surgeon in the world to complete their 9,000th Mako-assisted procedure. As part of Ortho Rhode Island's pioneering joint replacement team, Dr. Marchand is one of the foremost robotic surgeons in the world.

"Thirteen years ago, we brought Mako to South County Health to offer state-of-the-art treatment that puts patients' needs and outcomes at the center of our care," Dr. Marchand said. "It's a privilege to have helped thousands of patients with robotic-assisted procedures, and to grow this technology along with our expert team at Ortho Rhode Island."

Through a partnership with Ortho Rhode Island, and the opening of the Center for Advanced Orthopedic Surgery at South County Hospital, South County Health is a global leader in robotic-assisted surgery. Since pioneering the use of Stryker's Mako SmartRobotics™ surgical technology for hip and knee replacements in 2010, the expert surgeons at Ortho Rhode Island have performed more than 17,000 robotic-assisted hip and knee replacement surgeries at South County Hospital.





## DR. BRADY'S DA VINCI MILESTONE

In February, 2023, Dr. Joseph Brady reached a milestone after completing the 1,000th robotic-assisted surgery of his career. A general surgeon at South County Health since 2017, Dr. Brady, achieved this milestone during a routine gall bladder surgery using the assistance of the da Vinci Xi Surgical System.

Specializing in gall bladder and hernia repair surgeries, Dr. Brady performed his first robotic-assisted surgery in 2015 and the first ever at South County Hospital on May 31, 2018, using the da Vinci Xi. Since 2018, 788 robotic-assisted surgeries have been completed by the expert general surgeons on South County Health's medical staff, with 16.3% of all general surgery procedures performed at South County Hospital being robotic-assisted surgeries. In 2022, that number increased to 24.8% of all general surgery procedures, with 50.1% of Dr. Brady's surgeries performed with the assistance of da Vinci Xi.



## DR. BRADLEY'S SHOULDER SURGERY

Ortho Rhode Island surgeon Michael P. Bradley, MD, MBA, MS completed a reverse shoulder arthroplasty, more commonly known as a reverse shoulder replacement, using the FX V135™ implant, at South County Hospital. The surgery took place in late July and was the first surgery to employ this technology in the United States. The landmark procedure was performed at the Center for Advanced Orthopedic Surgery, a partnership between Ortho Rhode Island and South County Health. The surgery is part of Ortho Rhode Island's mission to pioneer orthopedic treatments that make care more patient-centered. "Procedures that preserve bone are becoming a high priority to patients. That's why I believe the FX V135™ implant is a good option to consider for anyone in need of reverse shoulder replacement," Dr. Bradley said.





## NEW PHYSICIAN SPOTLIGHT

### EXECUTIVE LEADERSHIP TEAM

**Kevin Charpentier, MD**, was named Vice President, South County Medical Group and Chief Medical Officer at South County Health in July 2022. Most recently Chief of Surgery at Signature Healthcare, in Brockton, Massachusetts, Dr. Charpentier brings extensive clinical and leadership experience in service line development, network integration, physician recruitment, profit and loss management, regulatory compliance, and clinical and translational research.



A proven leader in healthcare, Dr. Charpentier has united disparate hospitals, medical groups, and foundations toward shared visions and common interests, developing regional thoracic surgery, urology, minimally invasive foregut surgery, oncology, and medical and surgical programs while facilitating the development of many other medical specialties.

In this executive leadership role, Dr. Charpentier will serve as an expert resource to the Medical Staff and will work closely with its leaders, South County Medical Group providers, and administrators, under the direction of the president and CEO, to ensure the continued growth and sustainability of the system.

Dr. Charpentier holds a Master of Arts from Brown University. He received his medical degree from Tufts University School of Medicine and is currently completing a Masters of Business Administration from the Isenberg School of Management at the University of Massachusetts Amherst.

### ONCOLOGY

Daniel Fass, MD, is a board-certified radiation oncologist joining South County Health Radiation Oncology in August 2022. Dr. Fass brings extensive clinical experience in radiation oncology and was part of the pioneering team that developed both 3D RT and IMRT at Memorial Sloan-Kettering Cancer Center in New York City, and later bringing this technology to other community hospitals in the New York area.



Dr. Fass began practicing medicine in 1977, after earning a medical degree from Howard University in Washington, D.C.

He then completed a Radiation Oncology Residency at New York University Medical Center in New York City where he served as Chief Resident before completing a Brachytherapy Fellowship at Memorial Sloan-Kettering Cancer Center in New York City.



## GENERAL SURGERY

**Gracie G. Luetters, MD**, is a board-certified general surgeon with an expertise in the surgical treatment of hernias, gallstones and cholecystitis, offering laparoscopic and robotic-assisted techniques as well as breast surgery and all other general surgery conditions.



Dr. Luetters began practicing medicine in 2019, after earning a medical degree from St. George's University in Grenada. She then completed general surgery internship and residency at Albany Medical Center in New York.

**Theodore Delmonico, MD, FACS** is a board-certified critical care and general surgeon with expertise in surgical treatment of hernias, cholecystitis, colon, and gastrointestinal surgery offering open, laparoscopic and robotic-assisted techniques.



Dr. Delmonico began practicing medicine in 2018, after earning a medical degree from The University of Texas School of Medicine in San Antonio, Texas. He then completed general surgery internship and residency at Lahey Hospital and Medical Center in Burlington, Massachusetts, before completing a Surgical Critical Care Fellowship at Brown University.

## OBSTETRICS AND GYNECOLOGY

Kaitlin R. Lee, MD, FACOG, joined the Center for Women's Health specializing in obstetrics and gynecologic care for patients from adolescence through menopause. She brings experience in traditional laparoscopic and abdominal surgery, with additional expertise in vaginal surgery.



Dr. Lee received her medical degree from University of Illinois College of Medicine and completed her Obstetrics and Gynecology Residency at Dartmouth Hitchcock Medical Center in Lebanon, NH. Prior to joining South County Health, Dr. Lee provided care for normal and high-risk patients in private practice.



## UROLOGY

South County Health was pleased to welcome Dr. Angelo Cambio, Dr. Joseph Cambio, Dr. Alex Lubin, and Dr. Dean Leocádio of Urological Specialists of New England as partners to our Urology team in 2022. They are currently taking new patients at our Wakefield and Warwick locations.

**Angelo Cambio, MD**, is a board-certified urologist with expertise in robotic surgery and the diagnosis and treatment of unwanted fertility, erectile dysfunction, prostate cancer, kidney cancer, urologic reconstruction, benign prostatic hypertrophy (BPH), kidney stones and overactive bladder.



Dr. Cambio began practicing medicine in 2012.

After earning a medical degree from the Boston University School of Medicine, he completed an internship in general surgery and residency in urology at the University of Rochester School of Medicine and Dentistry.

Dr. Cambio also completed the Aventis Clinical Research Fellowship in Urologic Oncology at the University of California at Davis.

**Joseph Cambio, MD**, is a board-certified urologist with expertise in the diagnosis and treatment of obstructive urinary symptoms of benign prostatic hyperplasia, erectile dysfunction, kidney stones, and urologic cancer. Among his areas of expertise, Dr. Cambio specializes in minimally invasive endourologic procedures for treatment of kidney stones and obstructive urinary symptoms related to benign prostate hyperplasia (BPH). As well as, minimally invasive surgery of erectile dysfunction.



Dr. Cambio began practicing medicine in 2011. After earning a medical degree from the University of New England College of Osteopathic Medicine in Biddeford, Maine, he completed internships in urology and general surgery at University of Massachusetts Medical College, Albert Einstein Medical Center, and Philadelphia College of Osteopathic Medicine.



**Dean Leocádio, MD**, is a board-certified urologist that practices general urology with a special interest in men's health including erectile dysfunction, hypogonadism, and Peyronie's disease. He is a member of the Society for Urological Prosthetic Surgeons and performs penile implant surgery, as well as male genitourinary reconstructive procedures for incontinence and urethral stricture. Dr. Leocádio is trained in robotic surgery and performs various robotic procedures for prostate and kidney cancer.



After earning a medical degree from the Loma Linda University School of Medicine in Loma Linda, California, he completed an internship in general surgery at Loma Linda University Medical Center, and residencies in urology at State University of New York at Upstate and Texas Tech University.

Dr. Leocádio also completed the Men's Health Research Fellowship at Brown University.

**Alex Lubin, MD**, is a board-certified urologist and practices general urology with a focus on the diagnosis and treatment of stone disease. He also has special interests in all forms of management for overactive bladder (OAB) including InterStim, as well as BPH and endosurgery.



Dr. Lubin graduated residency and began practice in 2018. He earned a Master's in Biomedical Science Policy and Advocacy from Georgetown University and a medical degree from New York Medical College prior to completing an internship in general surgery and residency in urology at SUNY University at Buffalo.



## DAISY AWARD

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes. His family was awestruck by the care and compassion his nurses provided and one of the goals they set in creating a Foundation was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day. Cinnamon rolls were a favorite of Patrick's during his illness. The Barnes Family asks that whenever and wherever nurses smell that wonderful cinnamon aroma, they stop for a moment and think about how special they are.

### Christine Sarza, RN

Working as a critical care nurse in South County Hospital's Intensive Care Unit, Christine Sarza, RN enjoys providing compassionate care and support to patients and their families who are experiencing a stressful and scary time of their lives. After caring for one of those patients, her willingness to go the "extra mile" was recognized by the patient's family who nominated her for the prestigious DAISY Award.

On May 13, 2022, Christine's dedication to the nursing profession was celebrated among her colleagues and members of the Senior Leadership Team when she received a bouquet of daisies, A Healer's Touch statuette, and a platter of cinnamon buns to share with her unit, a DAISY tradition.

In her nomination, the patient's daughter recognized Christine's unique ability to treat each patient with kindness, caring, and compassion.



### Lynne Calderone, RN

South County Health's nurses understand what it takes to provide an exceptional patient experience for those in their care. In March 2022, Lynne Calderone, RN was surprised to learn that she was a recipient of the DAISY Award for what she did for a patient that went beyond hospital care.

After a visit to the Emergency Department turned into a five-day inpatient admission, a patient who was just diagnosed with cancer was being discharged. Despite the devastating news of her health, she found comfort "surrounded by an amazing team of doctors and nursing staff" who took care of her.

Lynne was one of the last nurses the patient encountered.

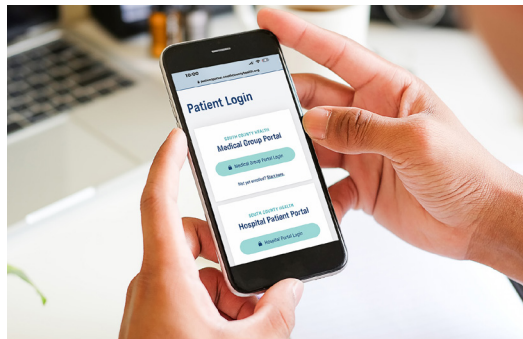


# DIGITAL

## ENHANCED PATIENT PORTAL

As part of South County Health's digital transformation strategy to improve patient access to healthcare and personal health information, an upgraded electronic medical record (EMR) system used by South County Medical Group practices was launched in March of 2022. The enhanced patient portal used for primary care and specialty practices, offers patients the ability to:

- Exchange secure messages with their providers and office staff
- View visit history documentation
- View medication record information
- Schedule, reschedule, or cancel office appointments or virtual visits
- Complete registration information and pre-visit questionnaires
- Pay bills



## GET CARE NOW (VIRTUAL)

Providing easy access to patients with non-life-threatening injuries and illness to get same-day care, Get Care Now offers additional features that saves patients time when visiting our Express Care or Emergency Department services. In March of 2022, we introduced the ability for patients to access eVisits and Video Visits with our providers.

## SCH NOW APP

Our SCH NOW App makes it easy for patients to access high-quality healthcare – including our Get Care NOW portal from their smartphones or other personal devices.

- Get Care Now portal
- Test Results
- Locations
- Find A Provider
- Bill Bay
- Careers



# DIGITAL STATISTICS

## DIGITALLY SCHEDULED APPOINTMENTS

FY22  
EXPRESS CARES &  
EMERGENCY DEPARTMENT



**5,482**

FY23  
MEDICAL GROUP  
PATIENT PORTAL



**509**

## eVISITS/VIRTUAL VISITS

FY22  
eVISITS &  
VIRTUAL VISITS



**415**

FY23 YTD  
eVISITS &  
VIRTUAL VISITS



**496**

## DOWNLOADS & ENROLLMENTS

MEDICAL GROUP  
PATIENT PORTAL ENROLLMENTS



**14,030**

SCH NOW APP  
DOWNLOADS



**2,438**





# COMMUNITY HEALTHCARE

## SERVING OUR SOUTH COUNTY COMMUNITY

### SOUTH COUNTY HOME HEALTH

*South County Home Health is a leader in the delivery of skilled visiting nurse care, rehabilitation, mother and baby care, wound care, and other medical and non-medical services for patients who are recovering at home.*

At South County Health, we are stewards of your health. We want you to maintain or achieve optimal health so together, we can create a healthier, more vibrant community. Our community benefit initiatives and collective health improvement efforts with diverse partner organizations, are one way that we demonstrate our commitment to the health of the South County community.

In 2022, South County Health developed a three-year Community Health Improvement Plan (CHIP) to guide community benefit and population health improvement activities across South County. The CHIP builds upon previous health improvement activities, while recognizing new health needs identified in the 2022 Community Health Needs Assessment (CHNA), a changing healthcare environment, and the impact of the COVID-19 pandemic.

In developing the CHIP, South County Health sought to focus on upstream interventions to address social determinants of health barriers

and advance health equity for our communities. Goals, objectives, and strategies from the 2022-2025 CHIP are outlined below.

#### BEHAVIORAL HEALTH

**GOAL:** Strengthen and support community initiatives that increase awareness of behavioral health, improve access to treatment, and promote wellness, recovery, and resilience.

- Reduce behavioral health stigma and fear of seeking treatment.
- Improve access to high quality behavioral health services and supports along a full continuum of care.
- Reinforce behavioral health as a chronic condition.





## CHRONIC DISEASE

**GOAL:** Achieve equitable life expectancy and quality of life for all people by ensuring all residents have the resources they need to maintain their health.

- Promote healthy living for residents through all stages of life, with a focus on addressing social determinants of health barriers.

## PATIENT EXPERIENCE

In FY2022, South County Home Health achieved its goal of 4 Stars for Patient Experience as measured by Home Health Compare (Medicare.gov).

By continuing to improve upon best practices to enhance the patient experience, our goal is to achieve a 5-Star rating in Patient Experience and Quality metrics.

### Focused efforts will:

- Implement best practices with scheduling around patients preferences.
- Utilize Telovox communication for newly referred patients to provide information that addresses patient needs prior to the start of care.
- Continue the “Give me 5” campaign, an initiative that supports patients by dedicating time during each visit to focus on the patient without distraction, providing patient centric care with a team-based approach.

## COVID RESPONSE

South County Health has supported clients throughout the pandemic, providing financial assistance, education, social and emotional support, among other items. The following is a list of services provided by the SCH Community Health Team, First Connections, and Healthy Families America:

- Supplied grocery gift cards and Be Safe bags with cleaning supplies, masks, gloves, sanitizer, hygiene items, paper goods, thermometer, and food items.
- Helped home-bound patients and COVID quarantined families to arrange pick-up or delivery services for prescriptions.
- Provided pick-up and delivery services from the local food bank for home-bound patients.
- Provided ongoing social and emotional support to patients and families socially isolated during the pandemic, including regular check-in phone calls.
- Supported vaccination education and clinics.
- Supported issues related to housing, evictions, and other moratoriums, including partnership with the Medical Legal Partnership of Boston (MLPB) for legal counsel.
- Offered a borrowing service for iPads and WiFi hotspots to enable patients to connect with friends and family, schedule medical appointments, and/or attend partial day programs.
- Provided pick-up and delivery services from the local food bank for home-bound patients.



# COMMUNITY HEALTH

*The Community Health Division provides stewardship for the community through strategic, collaborative partnerships with other organizations whose mission and vision support the health and well-being of residents within the communities we serve.*

## HEALTHY BODIES HEALTHY MINDS (HBHM)

HBHM provides programs that focus on system-level changes through a convener of community partners with individual community-based support offered through the Community Health Team and other specialized programs.

To ensure inclusivity of all communities within Washington County, South County Health provides administration and staffing for the HBHM program for its role as one of 15 Health Equity Zones in the state. HBHM is funded by the Rhode Island Department of Health, Substance Abuse & Mental Health Services Administration, The Rhode Island Foundation, and Blue Cross Blue Shield of RI.

In addition, HBHM conducted the following community work related to COVID-19:

- Launched OurBodiesMinds.org online community engagement tool to provide updated COVID resource information to partners and residents.
- Secured \$90K in CARES and ELC grant funding from the RI Department of Health.
- Distributed 100,000 masks as well as cases of hand sanitizer to local community organizations.

## WASHINGTON COUNTY ZERO SUICIDE PROGRAM (WCZSP)

WCZSP has taken a population health approach to suicide prevention by implementing Zero Suicide within the region's eight major healthcare organizations, including South County Health. An important part of this effort is having an adequately trained workforce and universally screening patients for depression and suicidality.

- To date, 428 of South County Health's staff have been trained in Question, Persuade, Refer (QPR) suicide prevention training and all new employees go through training as part of their orientation.
- HBHM conducted several in-person and digital community QPR trainings, certifying 814 participants as QPR Gatekeepers, a 71% increase in participants over FY21. QPR trainings have been provided to approximately 25 community organizations.
- A universal Patient Health Questionnaire (PHQ) was implemented for patients seen in the Emergency Department with South County Hospital screening all ED patients 25 and up. In FY22, a total of 68,155 PHQ and C-SSRS screenings have been conducted to identify patients at risk of suicide, a 111% increase in screenings over FY21.



## FOOD IS MEDICINE

In the Fall of 2022, South County Health's Food and Nutrition Department partnered with Jonnycake Center For Hope to help kick off their culinary nutrition program, helping to provide basic nutrition education to community members. Through the partnership, South County Health led the Food is Medicine program, a ten-week cooking and health education series for people living with, or at risk of, diabetes. Culinary nutrition education lessons were provided, featuring cooking demonstrations and a focus on how those living with diabetes can better manage their condition through diet.



**Jonnycake Center  
For Hope**  
*here to help*



## WHAT OUR PATIENTS ARE SAYING ABOUT US

“ I stayed at South County for 2 days following surgery. All I can say is WOW!! From walking into the hospital until my discharge, the staff was great and the care and professionalism was top notch. If in the reception area, the operating room or in my room on the 3rd floor I have nothing but praise and gratefulness. I would recommend South County to anyone. ”

“ We just came home from delivering our son this week. I cannot say enough about how amazing all the labor and delivery nurses, doctors and other specialists are. As first time parents we had no idea what to expect but they showed us kindness and understanding. We highly recommend this hospital and their team. Thank you for everything! ”



“ Everyone including nurses, occupational therapists, physical therapists, food service and housekeeping staff were pleasant, helpful and maintained a sense of humor. Several times, staff would stop by to tell me their shift was ending, share the name of their replacement and tell me how great this person was. Perhaps this respect for each other helped me feel I was being treated with respect, too. Thank you! ”

“ I dreaded going to the ER yesterday, but to my very pleasant surprise, every aspect of my visit was exceptionally good. I couldn't be more complimentary of South County Hospital's ER. In addition to singling out my nurse Kate S. for her care during my stay, I was also welcomed and set up in my room by the very friendly and efficient Cory, wheeled to my CT Scan by equally friendly and helpful Mike, and diagnosed and treated warmly by Dr. Pavlovic. I wish to thank and acknowledge them as well. Kate took my blood and inserted the IV for fluids with ease—I didn't feel a thing. She also made sure I had warm blankets. She looked in on me throughout my relatively long stay and showed great concern for my comfort. ”



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## FINANCIAL SUMMARY FY2022

**SOUTH COUNTY  
HEALTH**



Fully Consolidated Total Operating Revenue  
(Less Endowment/Foundation)

**\$237,119,604**

### OPERATING REVENUE

SOUTH COUNTY  
HOSPITAL

**\$193,310,413**

SOUTH COUNTY  
HOSPITAL  
REVENUE

**SCMG**

**\$28,983,819**

SOUTH COUNTY  
MEDICAL GROUP  
REVENUE

SOUTH COUNTY  
HOME HEALTH

**\$12,937,643**

SOUTH COUNTY  
HOME HEALTH  
REVENUE



**\$1,887,729**

OTHER REVENUE  
(OV and SCSS)

### INVESTMENTS INTO OUR COMMUNITY

**SCMG**

**\$14,716,099**

INVESTMENTS IN  
COMMUNITY-BASED  
PROVIDER OFFICES

SOUTH COUNTY  
HOME HEALTH

**\$1,970,400**

INVESTMENTS IN  
COMMUNITY-BASED  
HEALTH PROGRAMS



**\$233,396**

FINANCIAL ASSISTANCE AND  
OTHER COMMUNITY  
BENEFITS AT COST



## SOUTH COUNTY HEALTH FOUNDATION



The graphic features the South County Health Foundation logo on the left, a central icon of a hand holding three coins, and the text 'Through donor support in FY2022 South County Health raised \$3,771,674' on the right.

**SOUTH COUNTY HEALTH FOUNDATION**

Through donor support in FY2022  
South County Health raised

**\$3,771,674**

### CHARITABLE GIVING AND SUPPORT

FY2022 saw opportunities to again gather for some fundraising events including:



- June 14 - Invitational Golf Event – 92 golfers enjoyed a beautiful day at Misquamicut Club while raising over **\$120,000** to support South County Health.
- June 15 – Auxiliary Fashion Show at the Dunes Club – After a two-year hiatus this popular event returned with 225 guests enjoying a wonderful lunch and fashion show, and raising over **\$17,000** for the Auxiliary.

Charitable gifts from our community helped to support:

- Staff respite spaces with massage chairs.
- Upgrades to our radiation oncology facilities and equipment bringing the latest technologies used to treat cancer to a community setting.
- Care packages for patients in the Cancer Center.
- Transportation assistance.
- Nursing education.
- Emergency Department upgrades with a focus on better safety for patients and staff.
- Community Health Team and collaborations with community health partners to care for the most vulnerable members of our community.
- Fund our Community Health Team that cares for the most vulnerable members of our community.
- Gifts to improve accessibility and upgrade patient and staff entrances.
- Honor and Memorial donations to support the Women and Newborn Care Unit (WNCU), ICU, Woundcare, Cancer Center, Community Health and Home Health.
- Donation to develop The Real Jobs Partnership that trains future healthcare workers and provides job opportunities.



## CIRCLE OF CARE

With 190 members of the Circle of Care, we raised over **\$686,033** for the Annual Fund to be used where needed most. This generosity enables us to remain innovative in our ability to provide the best patient care possible and increase organizational capacity to care for every person who walks through our doors.

## BUSINESS PARTNERS

We have engaged 13 community-based businesses in support of South County Health's mission. Now in its fifth year, the Business Partner program provides an opportunity for local businesses to demonstrate their support for the health and wellness of those in their communities. See a full listing on page 42.

## PLANNED GIVING AND BEQUESTS

Over **\$440,000** realized from charitable bequests and planned gifts.



## GRANT SPOTLIGHT

In addition to individuals and businesses that provide financial support, South County Health acknowledges these organizations that have provided grant funding:

**Three Angels Fund - \$25,000** to provide comfort and care to patients in the Community Cancer Center.

**Champlin Foundation Grant** for telemetry upgrade project in support of expanded cardiac care.

**Rhode Island Foundation - \$50,000** grant for South County Home Health.

**Horace A. Kimball and S. Ella Kimball Foundation - \$25,000** grant to support Emergency Department upgrades at South County Hospital.

**Edward J. & Virginia M. Routhier Foundation - \$40,000** in funding towards the purchase of a new Linear Accelerator for South County Health Radiation Therapy.



## SOUTH COUNTY HEALTH DONORS

*We are grateful for your support.*

### CIRCLE OF CARE DONATIONS TO THE ANNUAL FUND

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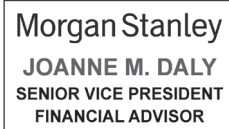
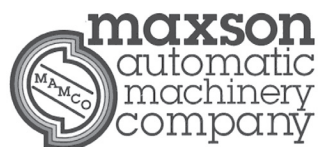
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