



# ANNUAL REPORT

2016

## About Scotland Health Care System

### **MISSION:**

The Mission of Scotland Health Care System is to work with our health care partners to create and operate a patient-centered, integrated system to provide Safe, High Quality, Compassionate, and Sustainable health care to the people we serve.

### **VISION:**

Scotland Health Care System will be recognized and chosen by patients and their families throughout our region for the quality and value of services we provide. This value will be demonstrated through the highest level of Quality and Service, along with the Safest environment. We will lead efforts to improve the health and well-being of the citizens in our region.

### **VALUES:**

We accept and are proud of our role as the safety net provider of essential services for our region.

- As a community-owned health care system, we believe in transparency and accountability to our community for the decisions we make. These decisions will be made collaboratively and with the utmost integrity.
- Our associates, physicians, other providers, and volunteers are our most important assets. We treat each other, along with our patients and families, with care, compassion, dignity, and respect at all times.
- We carry out all these principles in a financially prudent and sustainable manner to ensure we stay focused on our Mission.

## Marlboro Family Practice and Urgent Care Sees Patients on Saturdays

The practice staff has served the Marlboro County community since 2000 and is dedicated to providing patients with quality, personalized care in a friendly, professional setting. To better serve the community, they extended their hours to include Saturdays, 8 a.m. to 1:30 p.m., for urgent care services.

## Mobile Mammography Rolls in Marlboro County

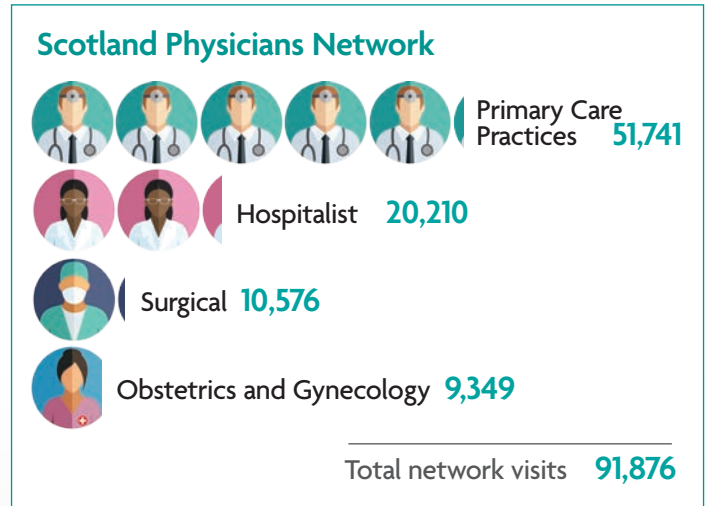
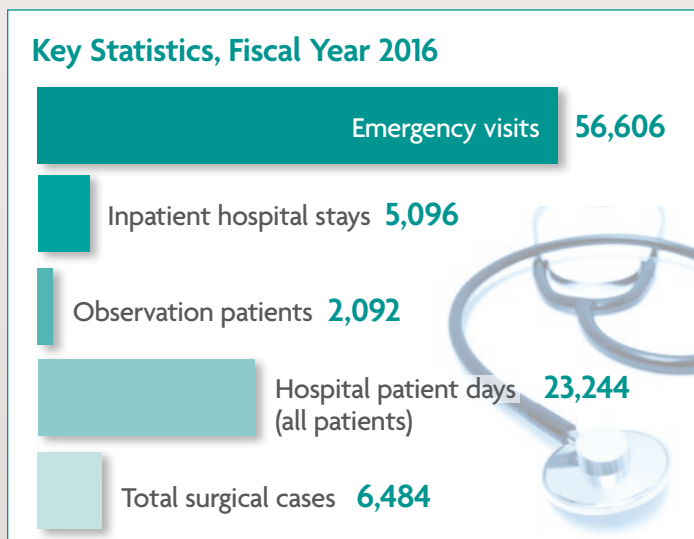
Meeting our community's breast health needs and saving lives is our top priority. We can now offer our breast health expertise on wheels. Scotland Health Care System was able to bring early breast cancer detection to you thanks to our partnership with Charlotte Radiology. Our goal is to provide women with a more convenient option for breast cancer screening. Patients experienced the same quality, compassionate care, expertise, and comfortable atmosphere as in our imaging center.

## Implemented Daisy Award Program

Nurses who consistently demonstrate excellence as outstanding role models through their clinical expertise and extraordinary compassionate care at Scotland Health Care System are nominated by patients and families, physicians, and colleagues for the DAISY Award for Extraordinary Nurses. The DAISY Award is part of the DAISY Foundation's program to recognize the "superhuman" tasks nurses perform every day.

## Launch of the Patient Family Advisor Program

Scotland Health Care System captures the voice of the customer through Patient Family Advisors. The ultimate goal of Patient



Family Advisors is to improve the patient and family experience by incorporating their valuable insight and recommendations across all settings. The Patient Family Advisor volunteer is a patient, family member, or caregiver who has experienced care at Scotland Health Care System. Advisors volunteer their time to provide direct influences on policies, programs, and practices that affect patient care.

## Harris Family Practice Extends Hours

Harris Family Practice extended their hours to Monday through Friday from 7 a.m. to 7 p.m. The practice expanded their hours to better meet the needs of our community. The staff at Harris Family Practice is committed to providing convenient and quality care to their patients.

## Ready Care Unit Opens

An expansion project to add "Ready Care" at Scotland's Emergency Center was completed in early February. The project utilized existing space formerly used for main emergency center beds. The Ready Care unit is a separate area from the main Emergency Center with designated staff that includes one provider, one nurse, and one patient care technician.

## Renovations Begin on the Women's Unit

Scotland Health Care System has nearly \$2.7 million in renovations planned for its Women's Center. Improvements include beautiful, new flooring and paint throughout the hallways, patient rooms, labor and delivery, and nursery. The unit's three nurses' stations will be remodeled to include new cabinets and shelving to improve work flow. Renovations are expected to be completed around winter 2017.



## Surgical Wing Remodels

The remodeling of the 4,500-square-foot second floor surgical wing was completed. It was designed to offer patients more comfort, convenience, quality, and efficiency of care. A new overhead patient lift was installed in a room designed with additional space to provide patients with extra security and comfort.

- **Tonya Eteo**, FNP, nurse practitioner with Harris Family Practice
- **Jennifer Graham**, PA-C, physician assistant at Scotland Physicians Network
- **Marcella Stanton**, ACNP, nurse practitioner with Scotland Physicians Network

### < OUR PHYSICIAN PARTNERS >

## Scotland Health Care System Providers Grows

New physicians who joined Scotland in 2016 included:

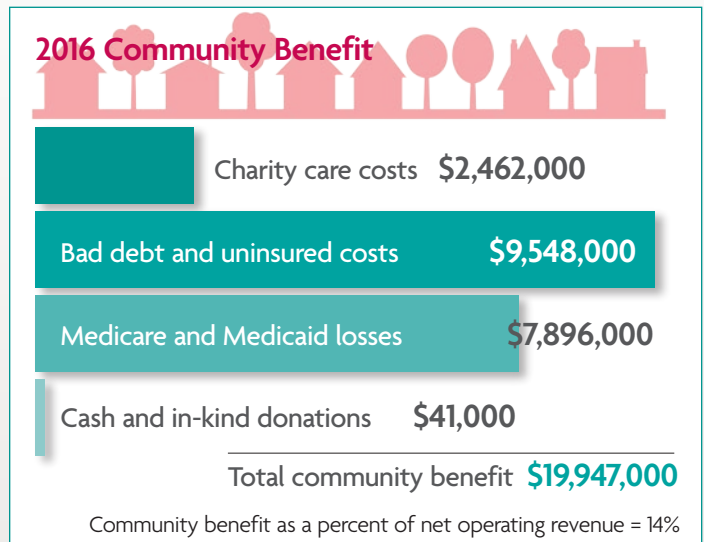
- **Dr. Lisa Bracey**, who provides care at Pembroke Family Practice
- **Dr. Priyanka Costa**, hospitalist at Scotland Memorial Hospital
- **Dr. Siresha Datla**, medical oncologist at Scotland Cancer Treatment Center
- **Dr. Chip Helms**, medical oncologist at Scotland Cancer Treatment Center
- **Dr. Matthew Manzo**, who provides care at Wagram Family Practice
- **Dr. Jerome Ponder**, OB/GYN who provides care at Women's Health Center of the Carolinas and Marlboro OB/GYN

## New midlevel providers include:

- **LaTonya Armstrong**, CNW, nurse midwife with the Women's Health Center of the Carolinas
- **Rebecca Crews**, FNP, hospitalist at Scotland Memorial Hospital

## Interventional Cardiology Program Starts with FirstHealth Partnership

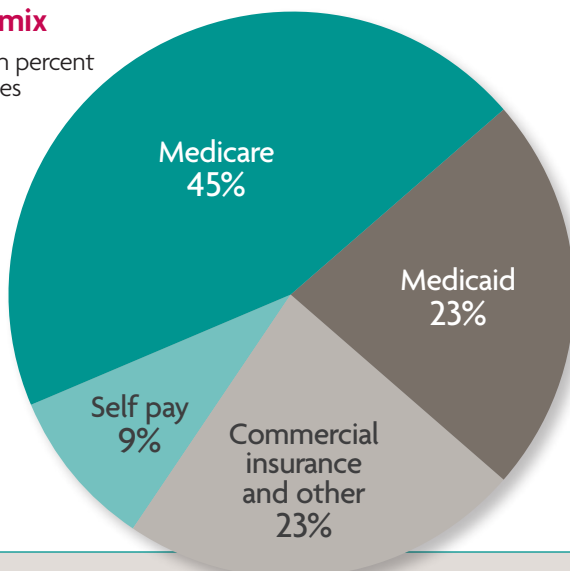
To ensure that our community has access to a full range of quality cardiac care, Scotland Health Care maintains a valuable partnership with FirstHealth of the Carolinas through the Scotland Cardiovascular Center. This partnership of top-notch doctors, diagnostics, treatments, and world-class care offered



## Key Financial Statistics, Fiscal Year 2016

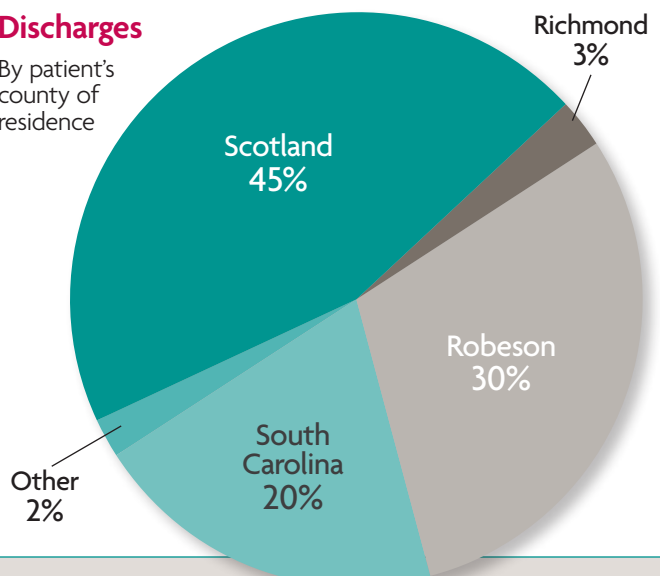
### Payer mix

Based on percent of charges



### Discharges

By patient's county of residence



a higher level of care to cardiac patients—close to home—with the addition of a new procedure called percutaneous coronary intervention (PCI). Also called stenting, PCI is a minimally invasive procedure to widen blocked blood vessels that feed the heart muscle.

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## < RECOGNITIONS AND AWARDS >

### Four-Star Hospital

For the second consecutive year, Scotland Memorial Hospital was ranked a Four-Star Hospital by the Centers for Medicare & Medicaid Services (CMS). The four-star ranking places Scotland Memorial Hospital in the top 25th percentile in the nation for the quality care delivered to our community.

### One of the 49 Top Safest Hospitals in the Nation

Scotland Memorial Hospital made national news for its patient safety. Becker's Healthcare released the top 49 safest hospitals in the country. Scotland Memorial Hospital is the only hospital in North Carolina to achieve this recognition.

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## < INFORMATION AND TECHNOLOGY >

### Scotland Urgent Care Offers Online Check-In

Urgent care is all about receiving immediate care when you need it. Many times an Urgent Care visit is critical when your physician's office is not available. With that in mind, Scotland Urgent Care Center instituted UC Express. UC Express allows patients with urgent illnesses or injuries to reserve a time online. This allows patients to remain in the comfort of their home while waiting to be seen, rather than waiting in a room full of sick people, especially during busy hours.

### Surgeon-Controlled Orthopedic Robotic System

Our Orthopedic team helped pioneer the use of computer-assisted navigational surgery with total joints. By using the MAKO™ Robotic-Arm Assisted Surgery System, our highly skilled surgeons have the latest technology to perform total hip and partial knee replacements. This is just the next step in the evolution of precise surgical technology.

### MyScotlandRecord

Scotland Health Care System launched a secure online tool that provides patients with convenient 24-hour access to their personal health information and medical records from any internet-enabled device. This tool allows patients to view lab results, access medical records and health history, while keeping all health information private and secure.

