

*Making A
Difference*



ANNUAL REPORT 2012

OUR MISSION

To Improve The Health Of The People In Our Communities

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MAKING A DIFFERENCE IN THE HEALTH OF OUR PATIENTS FOR MORE THAN 60 YEARS

As the CEO of Johnston Health, I have the privilege of working every day with staff, volunteers and medical providers who make a difference in our organization.

While their tasks may vary, they all contribute in valuable ways to the patient's care and experience.

In this year's report, we highlight the changes we've begun or completed during the past year, 2012.

The emergency departments at Johnston Medical Centers in Smithfield and Clayton have worked hard to improve the care of patients who arrive with symptoms of a heart attack.

By using principles of Lean management, our employees have streamlined processes so that doctors and staff can more quickly assess, treat, and if necessary, transfer patients who need invasive procedures.

These efforts through 2012 resulted in both centers being accredited as Chest Pain Centers in 2013.

In the past year, we've made plans to move forward with adding 50 inpatient beds at our Clayton campus. We're pleased with the communities' support of Johnston Health, and we look forward to growing the list of health care services to meet their needs.

Most recently, our Johnston Health Board of Commissioners signed a letter of intent to partner with UNC Health Care System. Affiliating with a larger system is part of the board's strategic vision.



In his message, Ralph Stewart, the Board Chairman, talks about the process and why the board chose UNC.

In our report, we also take a moment to reflect on our history. Last year marks 60 years that Johnston Health has been working and growing to improve the health of the people in our communities.

A timeline of dates and events is featured in our annual report and runs across the bottom of several pages, reflecting the steps in our journey.

Where we have been as a health care provider is important, as it affects who we are and where we will go in the future.

In a story about Dr. Woodrow Batten, who is the longest-serving member of our medical staff, we're reminded of how far our technology and services have come during the last 60 years, particularly for heart patients.

In other stories, we introduce our Johnston Health Ambassadors and feature the good works of our volunteers and the Johnston Health Foundation, which is in the midst of a capital campaign for the renovation and expansion of our emergency department in Smithfield.

Indeed, it takes everyone pulling together to make an organization successful. I'm proud to be involved in the many initiatives now under way to better serve our patients and to make a difference in their health.

Sincerely,

A handwritten signature in black ink that reads "Chuck Elliott". The signature is fluid and cursive.

Chuck Elliott
President And Chief Executive Officer
Johnston Health

STRENGTHENING AND PREPARING JOHNSTON HEALTH FOR SWEEPING CHANGES IN HEALTH CARE REFORM

In the year after President Obama signed into law the Patient Protection and Affordable Care Act, our board began talking about its implications. How would this affect Johnston Health? What could we do to prepare?

We began by educating ourselves, reading, and listening to others who were knowledgeable about the coming reforms. We eventually concluded that it would be hard for our health care system to make it without being part of a larger system.

In November 2011, we announced our intent to begin the search for a strategic partner. Shortly afterward, we held meetings and invited elected officials and community leaders, as well as employees and the medical staff, to help us identify the types of things we needed and wanted in a partnership.

From the beginning, we knew that we wanted to retain a majority of board seats. Having local control was important to us and the Johnston County Board of Commissioners, three of whose members serve on our board.

During the next year, a selection committee reviewed proposals from five organizations before narrowing the field to three: Vidant, WakeMed and UNC Health Care System.

Our board and medical staff listened to separate presentations from the three organizations, and then we began evaluating their proposals. Along the way,



we asked many, many questions.

On March 28, 2013, we voted unanimously to negotiate exclusively with UNC Health Care for a joint partnership. It was the end of a search that took 17 months.

Why did we choose UNC Health Care? First of all, it has a track record in helping community hospitals improve. It also has experience in helping build stronger physician relationships and can connect our patients to highly sub-specialized care.

UNC Health Care is committed to maintaining Johnston Health's community identity by empowering our local board, preserving the culture of our health care system and keeping patient care in the community.

This partnership will help us gain economies of scale and operational improvements, allowing us to enhance our services while becoming more efficient. Through investment in technology and services, it will help us provide top notch care for our patients.

With this partnership, we will be able to position our health care system to thrive well into the future, securing access to affordable quality care for our residents and strengthening our local economy through the preservation and eventual expansion of the health care workforce.

We expect to finalize the details of the partnership this summer following a period of due diligence.

We and UNC Health Care look forward to doing great things, together, to improve the health of the people in our communities.

Sincerely,

A handwritten signature in black ink, appearing to read "Ralph Stewart". The signature is fluid and cursive, written over a light background.

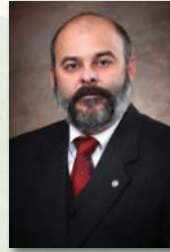
Ralph Stewart
Chairman

Johnston Health Board of Commissioners

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PROVIDING HEALTH CARE SERVICES FOR MORE THAN 60 YEARS

Medical Staff's Longest-Serving Member Reflects On His Interest In Hearts, And The Hospital's History Of Heart Care

Dr. Woodrow Batten of Smithfield has seen the growth spurts and growing pains of the hospital he helped shape 61 years ago.

Its history of construction projects has been remarkable, he says. But he's proudest of its gains in services—particularly for heart patients.

The internist, who grew up in Micro, retired from private practice in 2006. But he still continues to see patients at Smithfield Manor Nursing Home, where he has long been the medical director. And four mornings a week, he works at the hospital, monitoring stress testing in the cardiopulmonary department.

"I still enjoy medicine, and I think the heart is fascinating," he says. "We're learning more and more about the heart as we get bits of new technical information."

At age 91, Dr. Batten has the distinction of being the eldest and longest-serving member of the medical staff. He was involved in the planning of the hospital in the late 1940s and was there on opening day, Dec. 15, 1951.



Woodrow Batten, MD

Throughout his medical career, Batten has had a special interest in hearts. He traces it back to medical school where he was inspired by the teachings of Dr. Tinsley Harrison, a gifted internist whose special field of interest was cardiovascular medicine.

Dr. Harrison had been recruited from Vanderbilt University to head what was then the fledgling Bowman Gray School of Medicine at Wake Forest University. Batten was a member of the first freshman class in 1941.

Batten also tells the story of his younger sister, Magdalene, who was born with a heart defect. She died of congestive heart failure when she was 9 years old. He wonders if she might have been saved if today's medical advances had been available back then.

HIGHLIGHTS OF CARDIOLOGY SERVICES

Johnston Memorial took its first significant step in cardiology services when it opened a cardiac intensive care unit in 1969.

Johnston Memorial Hospital, which opened with 100 beds, begins first full year of operation



North wing opens with additional 32 beds; trustees add air-conditioning

South wing opens with additional 30 beds

Cardiac intensive care unit opens

Along with Drs. Edward Alderman and Thomas Cheek, Batten wrote policies for the new unit. He also taught the nurses how to read EKGs so they could feel comfortable monitoring their patients.

In 1975, the hospital started using the treadmill for stress testing. Until then, doctors had asked patients to step up and down on a two-step structure to raise their heart rates.

In 1987, the hospital started bringing in a cardiology fellow from Duke, first one, then two days a week, for consults. Also that year, the hospital bought an echocardiography machine, and the fellow, Dr. Peter Quigley, taught then-EKG supervisor Susan Lee how to use it.

"For the first time, we could see the walls of the heart and how the valves were working," Batten says. "It was quite the technological advancement."

In the mid '90s, the hospital recruited a full-time cardiologist, Dr. Richard Callahan. "Some of our doctors thought that there would not be enough work for him,"

Batten says. "But he had plenty to do."

In 1997, the hospital brought in a mobile heart catheterization lab two days a week to do advanced diagnostic procedures. As business grew, the hospital opened its own cath lab in 2002.

Under the leadership of Dr. Eric Janis, who is the longest-serving cardiologist on staff, the hospital is trying to change a state rule so that the cath lab can offer stenting and other interventional procedures.

In 1998, the hospital started a rehab program for heart patients. The unit opened with great fanfare in a new space on the ground floor of the hospital. As its first major project, the Johnston Memorial Hospital Foundation contributed

\$50,000 to buy the exercise equipment.

With the medical staff addition of Dr. Kevin Campbell, who specializes in heart rhythm disorders, the hospital began offering defibrillator implants in 2010, and electrophysiology studies and cardiac ablation in 2011.

Most recently, Johnston Medical Centers in Smithfield and Clayton have achieved Chest Pain Center accreditation from the

Society of Cardiovascular Patient Care.

During the last two years, administrators and staff have improved processes in the emergency departments so that patients who may be having a heart attack are quickly assessed, diagnosed and treated.

"We're saving a lot of lives by getting prompt care for patients who are having heart problems," Batten says. "We've come a long way in the last 61 years."

"I STILL ENJOY MEDICINE, AND I THINK THE HEART IS FASCINATING"

-WOODROW BATTEN, MD

Making A Difference

Johnston Medical Centers in Smithfield and Clayton have a medical staff of 150 active, 88 affiliate and 32 consulting physician members representing a broad range of disciplines. To find a doctor, please visit our website, johnstonhealth.org, and click on the Find a Doctor tab on the home page.

Hospital hires first full-time
emergency room physicians

1972

Hospital builds 20-bed inpatient
mental health center

1974

Voters approve a \$7.5 million bond
issue to modernize the hospital

1981

GETTING SERIOUS ABOUT HEART ATTACKS

Johnston Health Receives Accreditation As Chest Pain Center

On the morning of June 19, 2012, Napoleon McDaniel of Smithfield, a 72-year-old retired New York City Transit worker, was on his way home from Selma when he suddenly felt nauseated.

Right away, he knew something was terribly wrong. "I stopped the car and crawled into the back seat to lie down," he says. He told the friend who was with him to take him to the hospital.

As soon as Mary Britt, an EKG technician, saw McDaniel being helped into the lobby of the emergency department, she suspected he was having a heart attack. He was sweating, vomiting, and his face was drained of color.

She hurried from behind the registration window, helped McDaniel into a wheelchair and pushed him to the back. They were joined in the treatment room by Leah Garner, the charge nurse, who had seen them rush past. Britt attached the electrodes of the EKG monitor to McDaniel's chest and arms.

When Garner saw the elevated sine waves on the screen, she knew he was having the most serious form of heart attack, medically referred to as an ST-elevated myocardial infarction. Garner showed the results to the doctor, got his



EKG technician Mary Britt (center) explains to accreditation surveyors her role in assessing patients. In dark smock and lab coats, from left to right, are: Shelly Godwin, emergency department clinical coordinator; Dr. Manny Gupta, medical director of the emergency department; Kim Langston, clinical director of the emergency department; Amy Hamby, an administrative director of patient services; and Kenny Gooch, chest pain coordinator.

diagnosis and called a Code STEMI. The overhead page would set into motion a series of steps to quickly stabilize and prepare McDaniel for transfer to the closest hospital with an interventional cath lab.

An hour later, a cardiologist at WakeMed in Raleigh would insert a stent to open the

blocked artery on the left side of the heart. McDaniel would make a full recovery.

During the past two years, the medical providers and staffs of the emergency departments in Smithfield and Clayton have been streamlining processes so that patients who may be having a heart attack can be quickly assessed, treated, and if

Hospital enters a management contract with present-day Quorum Health Resources

1983

A two-story oval addition completes transition to private rooms for all patients; four operating rooms added

1984



Hospital opens family-care practices in Clayton and Kenly; adds helicopter pad

1987

Inpatient dialysis, chemotherapy units added on fifth floor

1989

necessary, transferred for an interventional procedure.

These improvements, among others, have led Johnston Medical Centers to become fully accredited Chest Pain Centers, a designation by the Society of Cardiovascular Patient Care.

"We've raised the bar for cardiac care," says Kenny Gooch, who is the chest pain coordinator for Johnston Medical Center-Smithfield. "We're giving our patients the chance to have the best possible outcome and recovery."

Hank Long, who is chest pain coordinator for Johnston Medical Center-Clayton, says residents who are having symptoms of a heart attack can get excellent care at both sites.

"The accreditation shows our commitment to improving the health of the people in our communities," he says.

SAVING TIME MEANS SAVING HEART MUSCLE

So what can patients expect at the emergency departments? As soon as they arrive, they'll be assessed by a nurse at the front desk, and then administered an EKG to check the heart's rhythm. If the results of

the test indicate a STEMI, the staff springs into action.

Two nurses arrive to start an IV, give an aspirin and a shot of Heparin to prevent the blood from clotting. While the secretary calls 911 to dispatch an EMS ambulance, another nurse calls the cardiologist at the interventional cath lab. "Eighty-five percent of the damage to the heart muscle happens within the first two hours of an attack—that's why every minute is so critical," Gooch says. "Time is muscle."

Gooch says both departments are consistently meeting or exceeding the national goals for times, which start as soon as patients arrive.



Napoleon McDaniel thanks Leah Garner (center) and Kim Langston (right) for the excellent care he received at Johnston Medical Center - Smithfield.

The door-to-EKG goal, for example, is 5 minutes; door-to-door (transfer) is 30; door-to-PCI (stenting) is 90. Thus far, the Smithfield staff's shortest door-to-door time has been 16 minutes. In that case, the patient was McDaniel.

In March, the Smithfield retiree returned to the emergency department to thank the staff. "You did a beautiful job," he told Garner, the charge nurse. "I appreciate everything you all did to save my life."

McDaniel said he had no idea that he had been so sick that day. He had no history of heart disease. And until a few years ago, he had been fit enough to play basketball.

Garner gave him a hug. "This is the reason I went into nursing. For moments like this," she said. "We're making a difference in the lives of our patients."

Making A Difference

Johnston Health has a nationally certified cardiopulmonary rehab program. The exercise and nutrition program helps prevent future heart attacks, improves lung function and quality of life for patients. For more information, visit www.johnstonhealth.org.

Hospital adds laser surgery, making it possible for many surgical procedures to be done on an outpatient basis

1990

At the county commissioners' request, the hospital takes over the county's home health agency and hospice program

1992 Johnston Memorial Hospital Foundation is established

Medical Arts Pavilion opens, providing office space for doctors

1993

QuikMed opens next to the emergency department

1997

JOHNSTON HEALTH BUILDS ON ITS SUCCESS IN CLAYTON

Construction To Begin This Fall For A 3-Story, 50-Bed Expansion



Hospital opens a larger emergency department and cancer center, adds a cardiopulmonary rehabilitation program

Hospital expands campus with \$13 million addition, including the Women's Pavilion birthing center and same day surgery

Cardiac catheterization lab opens

Hospital renovates the shuttered Burlington Industries plant into a medical mall with HealthQuest Wellness Center as the anchor

As soon as it opened, Johnston Medical Center-Clayton was a story. To everyone's surprise, the campus on N.C. 42 was drawing patients from far-flung communities such as Benson and Willow Spring, and the turnout from Clayton, as well, was far better than anyone imagined.

By the end of the first year, the emergency department had recorded 23,410 patient visits—250 percent above original projections. At peak times on nights and weekends, the staff used treatment rooms in the same day surgery department to handle the overflow of patients.

Even Jackie Ring, the chief operating officer, was astonished at the numbers. "I think people wanted to try us out, at first, because we were new," she says. "Then after getting here, they were treated so well that they told others and came back."

Indeed, patient satisfaction scores among all departments have consistently rated among the highest of any similar sized health care center in the country.

A PAUSE FOR THE RECESSION; PLANS FOR A LARGER EXPANSION

The original plan had been to add 27 inpatient beds in a second phase of construction that would begin soon after



Jackie Ring, chief operating officer of Johnston Medical Center-Clayton, shows visitors the floor plans for an expansion.

the campus opened in October 2009. The intent had been to establish the core services—diagnostic imaging, surgery, lab and emergency care—before adding inpatients.

After two years into the recession, however, Johnston Health put those plans on hold. The future seemed too uncertain. As time went on, however, the outpatient services continued to perform well. That's when administrators revisited the plan. In November 2012, Johnston Health received approval from the state to relocate an additional 23 beds from Smithfield to Clayton, bringing the total to 50.

At a public hearing, Clayton leaders touted the need for a full-service hospital

and talked about the positive impact of Johnston Medical Center-Clayton. "It's become the crown jewel of our town," Mayor Jody McLeod said.

In the fall, Johnston Health will break ground for a \$50 million expansion. Plans call for adding a three-story building and altering the existing building for, among other things, an additional operating room and 9 exam rooms in the emergency department. Construction will take about a year and a half.

Ring says she looks forward to having a cafeteria, a chapel and a courtyard with a healing garden for visitors and patients. She's pleased that the hospital will offer obstetrics, a service in which she has broad experience.

She's excited too about adding employees and continuing to grow a culture that puts patients first.

Making A Difference

Johnston Health expects to hire an additional 100 employees to support inpatient services. Since opening, the Clayton campus has sparked commercial and residential development along the N.C. 42 corridor.

Hospital opens
Early Learning Center,
a children's day care

2005

Central energy plant powers up,
the first phase of the hospital's
largest-ever capital expansion

2007

Hospital Authority issues \$144 million in government-insured
mortgage revenue bonds to undertake its largest-ever capital
expansion: a patient tower in Smithfield and an outpatient center
and freestanding emergency department in Clayton

2008

REACHING OUT TO OUR COMMUNITIES

Nurse Educator Patsy Stewart Wins State Award For Advocacy



There's no sugarcoating the message when Patsy Stewart talks about diabetes. "You have to take responsibility," she tells her patients. "You can't depend on your wife, your husband or your doctor to fix it." But tough talk aside, Stewart lets patients know that she cares about more than their disease. They come to think of her as a diabetes educator and friend.

Last June, the American Diabetes Association presented Stewart with its Patient Advocacy Award.

She was one of five nurse educators in the state to receive the honor. Stewart is an instructor for Johnston Health's nationally-recognized diabetes self-management program. The ADA approves the curriculum for the day-long outpatient class.

She is also the facilitator for the diabetes support group that meets at the Johnston Medical Mall. Every month, she

rounds up guest speakers who offer advice, health tips and medical updates.

Frankie Garner of Pine Level says Stewart held his hand when he first learned to give himself shots. "She said it was OK to be nervous," he says. "I lost my fear."

Rachel Gonzales of Selma says she knew nothing about diabetes until she joined the support group. "The meetings are so relaxed that we feel we can talk about anything," she says. "Patsy makes it easy for us to ask questions."

Stewart also sets up a table from time to time at town festivals and at the Johnston Medical Mall to check blood glucose levels.

The free screening is one of the ways that nurse educators at Johnston Health are reaching out to communities.

Stewart thinks all patients with diabetes can learn to manage their disease. It's just a matter of explaining the information in a way they can understand and remember, she says.

"I'm doing more than teaching about diabetes. I'm listening and trying to understand my patients, and I enjoy my relationships with all of them," she says.

Johnston Memorial Hospital transitions to a health care system called Johnston Health; campuses are named Johnston Medical Centers with designations for Smithfield and Clayton

Johnston Medical Center-Clayton opens on N.C. 42 with a freestanding emergency department, same day surgery, diagnostic imaging and lab services. The plan to add inpatient beds would take shape three years later, in 2012

Johnston Health enters a clinical partnership with UNC/Rex to provide radiation therapy for cancer patients

Johnston Health Benefits Communities In Many Ways

Community benefits are services that Johnston Health provides beyond billable patient care. They include such things as free health screenings and the expense associated with recruiting doctors. During 2012, the value of those services was more than \$16 million. Here is a breakdown of those services.

Community Health Outreach

Nurse educators stage free health screenings and teach classes on health-related topics such as Lamaze and diabetes care. During 2012, Johnston Health spent about \$19,000 on community health outreach.

Uncompensated Care

Johnston Health offers services to needy patients through Medicaid, a federal-state program that does not fully reimburse hospitals for the care they provide.

Reimbursements for Medicare, the federally-funded program for older citizens and the disabled, also fall short of covering costs. In 2012, the gap between costs and payments was more than \$6 million.

Cash Contributions

Johnston Health gives to nonprofit and community causes throughout the year. In 2012, those combined cash contributions were \$16,600.

Project Access

Johnston Health provides services to Project Access patients. Since the initiative started in January of 2008, the network of doctors and specialists has seen, at no charge, more than 1,400 people who can't afford private health insurance or who don't qualify for Medicaid or Medicare. The value of those services donated in 2012 by Johnston Health was \$1.6 million.

Charity Care

Johnston Health offers charity care to eligible patients who meet the criteria for ability to pay. Patients qualify if their total household incomes are at or below 200 percent of the federal poverty level.

Patients with incomes between 200 and 400 percent of the federal poverty level may qualify for partial charity care. In 2012, the cost to treat those patients was \$8.4 million.

In addition, bad debt, which is made up of people who can't or won't pay for services, cost \$9.6 million.

Physician Recruitment

Johnston Health recruits doctors and specialists to fill identified service needs in the county. In 2012, the value of that service was \$500,000.

Making A Difference

Johnston Health is one of the few health care systems in the region that offer behavioral health services. The department has 20 inpatient beds and accepts admissions through the emergency department in Smithfield.

The hospital opens five-story addition, which includes 101 patient suites, modern operating rooms, intensive care unit and larger cafeteria. As part of the expansion, the state allots 24 additional inpatient beds to Johnston Health, bringing the total to 199

2010

SECU Hospice House opens, offering end-of-life care for patients

2010

Following a year and a half of study and deliberation, the Johnston Health Board of Commissioners chooses UNC Health Care System as a strategic partner

2013

LENDING A HAND

Volunteers Contribute Time, Talent And Experience To Help Patients And Staff



Nancy Lutz, a volunteer, does a puzzle with Earlene Dunston of Smithfield, a patient.

If you're a patient in the hospital, you might get a visit from Nancy Lutz. She's the retiree who goes from floor to floor every month delivering word-search puzzles (with pencils) and, on holidays, handmade bookmarks or other crafty items. And if you're up for company, she's glad to linger for conversation.

Lutz is one of the 175 or so men and women who volunteer at Johnston Medical Centers in Smithfield and Clayton. Their latest project, called Operation Cheer, is among the many ways they're helping

patients and supporting the health care system.

"We try to make a difference somewhere, every day," says Sue Archambeault, a retired school teacher who serves as president. "It's fun and rewarding." The volunteers take on tasks large and small. In addition to assisting visitors, they run the hospital's gift shop and raise money for college scholarships.

All proceeds from sales at the shop go back to the health care system. Most recently, they've given \$25,000 to the capital campaign to expand the hospital's

emergency department. They have also replaced the hospital's aging golf cart, used to transport patients and visitors to and from the parking lot.

Johnston Health gets a boost from volunteers in other areas, too. Volunteer chaplains tend to the spiritual and emotional needs of hospital and Hospice patients.

The Rev. Greg McClain, who is manager of spiritual care services, says the chaplains are often called in when patients are given a diagnosis of terminal illness and need someone who will listen.

Volunteers at the SECU Hospice House in Smithfield water the plants, greet visitors, read to patients, and gladly fill any requests that make patients and their families feel at home. Kristin Lassiter, the volunteer coordinator for Hospice, says patients receiving care at home are also in need of volunteers to help with errands or to provide companionship. "Our volunteers are the heart of hospice," she says. "They enhance quality of life and help reduce the burden of care giving."

Making A Difference

Johnston Health's 230 volunteers logged 40,709 hours during 2012. The Independent Sector, an advocacy organization for charities, puts a volunteer's hourly value at \$19.09. Using that figure, the value of Johnston Health's volunteers during 2012 was \$777,120.49



Georgia Pilkington, a long-time volunteer at Johnston Health, runs the hospital's gift shop on Friday mornings. She worked at the hospital for 30 years before coming back as a volunteer.



The Rev. Mary Thompson of Smithfield, who is pastor at Salvation Deliverance Temple, was honored last April with the Overa S. Stevens award for faithful service. For the past 30 years, she has spent every Thursday afternoon encouraging, praying and visiting with patients at Johnston Medical Center-Smithfield. The Rev. Greg McClain, manager of spiritual care services, presented the award, which is named after the local pastor who was instrumental in starting the volunteer chaplaincy program 38 years ago.

JOHNSTON HEALTH VOLUNTEERS LEADER TAKES ON NEW ROLE AS STATE PRESIDENT

Georgia Pilkington lives to volunteer.

The hospital retiree is so busy that her husband jokes that he can't accept a social invitation until he checks her schedule. "I'm never at home," she says. "I like being on the go."

When she's not volunteering at the hospital, she's delivering meals through a church ministry or stocking the food closet at Smithfield Area Ministries.

She's also active in the work of the N.C. United Methodist Women. "It's rewarding to do something for somebody else," she says.

Pilkington has the longest history with the hospital volunteers. She became acquainted with them in the early 1970s when she

started working as the administrative assistant in the nursing office.

Pilkington did secretarial-type tasks to help the volunteers until it eventually became her job to oversee the group. When she retired in 2001, she came back right away to become one of them.

The earliest volunteers at the hospital were doctors' wives, who belonged to the Ladies Auxiliary of the Medical Society of Johnston County. In 1956, they began pushing a cart from floor to floor selling toiletries and concessions. They used the proceeds to help with patient needs.

In 1964, trustees established a hospital auxiliary. The volunteers wore pink coats

and called themselves the Pink Ladies. Among other things, they staffed the information desk in the lobby.

Pilkington says she returned as a volunteer because she had so enjoyed her 30-year career at the hospital.

"We were like family," she says. "And the volunteers have been like a big happy family. It's good fellowship."

Pilkington had served as president of the Johnston Health Volunteers for five years before recently accepting a state office. She is now president-elect of the North Carolina Hospital Volunteers and will assume duties of the top office in October.

RALLYING SUPPORT FOR PATIENTS

Taking Up The Cause For Cancer Patients Who Are Hurting Financially

As the oncology social worker for Johnston Health, Arqueta Lindsey knows firsthand the expense that comes with fighting a chronic disease such as cancer.

Even for those who have saved and planned well, a cancer diagnosis can deal a sharp financial blow. When patients are struggling financially, even the smallest unmet needs can hinder their care.

Lindsey knows of patients who have canceled their appointments for chemotherapy because they didn't have money for gas.

She knows of others who haven't filled their prescriptions for pain medicines because they can't afford their co-pays. "When patients are worried about their medical expenses, they can't focus on getting well," she says.

Since May, a new patient assistance program called the Angel Fund has been helping Lindsey fill the immediate needs of her patients. It has been set up and is supported by the Johnston Health Foundation.

Patients are eligible if they're newly diagnosed or undergoing cancer treatment at Johnston Medical Centers in Smithfield or Clayton.

The fund pays for medications, treatments, gas or transportation to doctors appointments. It also pays for wigs, prosthesis or other devices that help patients lead normal lives.

"It's been a blessing," says Barbara



Arqueta Lindsey, an oncology social worker, helped establish the Angel Fund to help cancer patients who are struggling financially.

Dunson of Smithfield. "I don't know what I would have done without it." Dunson worked as a home health nurse until she got cancer and lost her job. She is too sick to work yet too young to enroll in Medicare.

She has long since spent her savings to pay the bills. When she had no place else to turn, the Angel Fund offered assistance in paying for her pain medicines.

Oncology nurses Regina Sherman and

Tina Bizzell say they are grateful that the Foundation has stepped in to help. In the past, the nurses, doctors and other staff have taken up collections to fill desperate needs. Sherman says changes in the economy and health care have made it difficult, especially for cancer patients who are retired. "Small things such as buying a tank of gas can be overwhelming," she adds. "Knowing that assistance is out there gives patients peace of mind."

Anesthesiology Director Gives Back Through Service To Foundation



Lucy Coats has never forgotten the kindnesses shown to her 40 years ago when she stopped by Johnston Memorial Hospital to look for a job. She bumped into the

top administrator, Lloyd Gilbert, who saw her in the hallway. He introduced himself and invited her to his office. He talked about the hospital; she talked about her upbringing, education and experience. When she couldn't produce a resume, he asked his secretary, Edna Smith, to craft one on the spot. "I was so impressed that a hospital administrator took the time to meet me," Coats recalls. "I remembered thinking that this was a caring place."

Seven months later, the hospital offered her a job as nurse anesthetist. It would be the beginning of a relationship that has enriched her life, she says. And it's why she's so committed to the work of the Johnston Health Foundation.

Coats, who is director of anesthesiology, has served on the Foundation's board since it organized in 1999. She was treasurer for six years before accepting her current role as chair. "It's my way of giving back to a wonderful place that has helped so many people," Coats says. "All the money we raise goes back to our health care system. It benefits people here in Johnston County."

As Employees Pitch In, Capital Campaign Gathers Steam



More than 140 people, including several employees of Johnston Health, ran and walked in the first annual Johnston Health Champions 5K. Employees were also among the many volunteers who helped coordinate and stage the race on race day.

They've sold doughnuts and T-shirts, organized bake sales and started a 5K—all to support the capital campaign to expand and renovate the emergency department at Johnston Medical Center-Smithfield.

Employees of Johnston Health are becoming an important voice and contributor in the drive to raise the \$1.5 million needed for the construction project. To date, they have pledged and given more than \$75,000.

For Lisa Johnson of Pine Level, a nurse and preceptor in the emergency department, it's personal. "This is my home," she says. "I'm involved in this campaign because I want to deliver the best possible care to the people in our communities."

By the end of 2012, the Johnston Health Foundation had raised \$260,000 in gifts and \$46,000 in pledges—enough to move forward with the first and most critical phase of construction: a safe, secure area for patients who are awaiting behavioral health care.



Ruth Marler

Since the state closed Dorothea Dix Hospital in Raleigh, Johnston Health has seen an uptick in the number of patients seeking behavioral health treatment.

When the 20-bed behavioral health unit at Johnston Medical

Center-Smithfield is full, patients must wait, sometimes for days, until a bed becomes available or another facility can accept them, says Ruth Marler, who is chief operating officer of the hospital.

There's another reason why the campaign is important. More than two-thirds of the hospital's inpatients are admitted through the emergency department. "This is our front door," Marler says. "We want it to shine. We want it to reflect the excellent care that our staff and medical providers are giving."

The construction plan also calls for adding more treatment rooms, as well as giving the waiting area and other spaces a facelift. When the department was built in 1998, it was designed to handle 34,000 patient visits a year. The volume has since grown to more than 47,000 visits a year.

Making A Difference

Since being established in 1992, the Johnston Health Foundation has funded capital and equipment needs. Its largest capital campaign was to raise \$4.5 million to build the SECU Hospice House, which opened in 2010.

THE AMBASSADOR PROGRAM

Johnston Health Recognizes Employees Who Go Above And Beyond The Call Of Duty. Here's Why They Shine.

Jacky Sullivan started a bariatric support group after losing 350 pounds. April Barbour-Matthews is the long-serving chief of Four Oaks EMS. Billy Ray Stanley was honored as a "Preceptor of the Year" by college students studying to become surgical assistants.

These Johnston Health employees have different skills, and educational and cultural backgrounds, but they share a passion to serve, a desire to excel and "something extra" that sets them apart. They are a sampling of Johnston Health's Ambassadors, employees who are recognized by the health care system as going above and beyond the call of duty.

"Ambassadors have in common a commitment to the organization, their professions and patients," says Tim Hays, vice president of human resources. "They set the standard for excellence. And I think it's cool that they're selected by their peers."

The goals for an Ambassador are lofty. They must value community service, embrace customer service and practice team work. They must contribute to the organization's financial strength and be dedicated to its mission.

Chuck Elliott, CEO and president of Johnston Health, presents the award to recipients while they're at work. At the appointed hour, everyone in the department is called together for a presentation.

Brookie Stanley
Johnston Health 2012
Ambassador Of The Year



Brookie Stanley stands beside the custom parking sign on the reserved space she has for one year as one of the perks of her title.

Suspense builds as he lists the qualifications of an Ambassador, describes the honoree and announces the name of the winner. Recipients are always surprised and sometimes shed tears as they collect hugs and handshakes from co-workers, supervisors and administrators.

Among other things, they receive eight hours of paid time off, a personalized

parking sign and a space of their choice for a month.

"I was extremely honored," says Lisa Johnson, an emergency department nurse who was selected in December 2012 as an Ambassador of the Month and then chosen by administrators in May 2013 for the top honor: Ambassador of the Year. "It makes me want to work harder," she says.

Brookie Stanley, the systems coordinator for patient financial services, was the 2012 Ambassador of the Year. "Winning the award makes you feel special and humble, too, when you look around and see so many talented and dedicated employees," she says. "I think we all have opportunities every day to put our best foot forward. In that sense, we all can and should strive to be Ambassadors."

Hays says the recognition program builds pride and holds up deserving employees as examples. "We set the bar high," he adds. "Ambassadors are employees who every day make a difference in our organization."

Making A Difference

Johnston Health is the third largest employer in the county. There are 1,576 employees: 904 full-time; 94 part-time; 336 as-needed; and 242 contract.

INTRODUCING THE 2012 JOHNSTON HEALTH AMBASSADORS



January: Ben Cherry of Clayton, a surgical technician. He spreads cheer by singing and smiling on the job. After work, he volunteers as a firefighter for the Clayton and Selma Fire departments. In 2011, he was named Selma's "Firefighter of the Year."



May: Rosemary Koch of Clayton, environmental services employee. She's known for her work ethic and attention to detail. "I believe a good day's work is a good day's pay," she says. "I'm a stickler for making sure everything is clean."



September: Debbie Price of Pine Level, secretary for case management. She's known as caring, kind and a good listener. "Most people have no idea how difficult case management really is. Every patient's situation is different. There are so many challenges," she says.



February: April Barbour-Matthews of Four Oaks, social work case manager. With compassion, she works through complex issues with patients and families, often during periods of crisis. Away from work, she is the long serving chief of Four Oaks EMS.



June: Billy Ray Stanley of Smithfield, operating room technician. Known as calm and capable, he has a knack for anticipating the surgeon's next move. Students from Miller-Motte College, who train in the surgery department, recognized him as "Preceptor of the Year."



November: Jeannie Perry of Clayton, a certified nursing assistant. She speaks politely and softly to patients, while advocating strongly on their behalf. "It feels good when you help someone," she says.



March: Wanda Darden of Newton Grove, patient registration team leader. She's a good listener who makes patients and co-workers feel special. "A kind word goes a long way," she says. "When I leave at the end of the day, I like knowing that I did something to help someone."



July: Jay P. Renfrow Jr. of Clayton, pharmacist for Johnston Hematology and Oncology. He treasures the lessons he's gleaned from patients. "I've learned that material things aren't that important. I've learned not to put things off," he says.



December: Lisa Johnson of Pine Level, an RN and preceptor in the emergency department. She's warm and kindhearted to patients. And she orients and guides new nurses during their first six weeks on the job. "I like seeing people get better right away," she says.



April: Renee King of Princeton, secretary of the cardiopulmonary department. She's a whiz at clerical tasks, but sets it all aside to make patients feel better. She fetches blankets for patients who are cold and holds their hands if they're anxious about a procedure.



August: Jacky Sullivan of Princeton, service representative for HealthQuest. He has a passion for encouraging others who are trying to lose weight. He shares his own story of losing 350 pounds. To help others, he started a bariatric support group.

Lisa Johnson was recently named 2013 Johnston Health Ambassador of the Year.

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