

Johnston Health & UNC Health Care  
*Partnering To Bring New Levels Of Healing*



**JOHNSTON**  
UNC HEALTH CARE

ANNUAL REPORT 2013

# Our Mission

To Improve The Health Of The People In Our Communities

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# Ensuring Our Hospital's Future, Improving Access To Quality Care

We will long remember 2013 as the year we joined UNC Health Care. Indeed, we spent a good part of the year finalizing the partnership agreement. We believe this strategic alliance will position Johnston Health to thrive well into the future, securing access to affordable quality care for our residents.

In our report to the community, we'll give you an overview of the agreement, introduce the other affiliates and talk about what our administrators are doing to lay the groundwork for this new system. We're excited about the many possibilities that lie ahead.

We have other accomplishments to talk about, too. We're proud of our work to improve the care of our cardiac patients. In the year since our accreditation as Chest Pain Centers, we have been teaching as many people as we can how to perform hands-only CPR. A story on the community outreach program sheds light on why we think it's so important.

Last September, we started construction in Clayton, making good on our promise to provide inpatient services convenient to residents in those growing communities. As of this writing, construction of the three-story wing was about 65 percent complete.

Along with selecting finishes and furnishings for the 50 patient rooms, we were also busy



*Chuck Elliott*

selecting local original artwork as a warm, finishing touch. A story in our report explains how we did it.

Since the opening of the new behavioral health area in Smithfield last year, patients have safer, more comfortable rooms in which to stay. The new space has the effect of freeing up treatment rooms in the emergency department, where behavioral health patients had been waiting, in some cases, for several days to be admitted to a treatment center.

The remodeling project was made possible through the fundraising efforts of the Johnston Health Foundation.



*Bobby Parker*

Also in 2013, we added medical specialists including an internist, a rheumatologist and a gastroenterologist with expertise in advanced scoping procedures. We'll introduce you to ERCP and how it's making a difference in the lives of patients.

In other stories, we will feature the WellnessWorks program for employers and the good works of our volunteers. We'll introduce you to the Johnston Health Ambassadors, one of whom has worked in our Smithfield emergency department for 20 years.

We are proud of the many initiatives we've taken on and completed in 2013. Indeed, we are constantly looking for ways to improve access to quality care close to home.



Chuck Elliott  
President and Chief Executive Officer  
Johnston Health



Bobby Parker  
Chairman, Board Of Directors  
Johnston Health Services Corporation

# Johnston Health Board Of Directors



**Bobby Parker**  
Chairman



**Eric Janis, MD**  
Vice Chair



**Regina Ryan, MD**  
Chief Of Staff



**Tony Braswell**



**S. Robert Bylcw, MD**



**Cookie Pope**



**John H. Scovil**



**Ralph L. Stewart Jr.**



**Ricky Young**



**Jeff Carver**



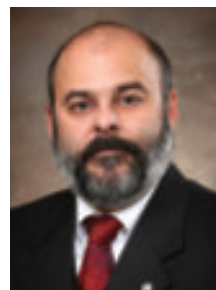
**Jim Jenkins**



**Chris Ellington**



**Bengie Gaddis**



**Alan B. "Chip" Hewett**



**Dennis Koffer, MD**



**Gary Park**



**David Strong**



# Johnston Health Administrative Team



**Chuck Elliott**  
President & CEO



**Eddie Klein**  
Chief Financial  
Officer



**Ruth Marler**  
Chief Operating Officer  
Smithfield



**Jackie Ring**  
Chief Operating Officer  
Clayton



**Linda Allen**  
Chief Nursing  
Officer



**April Culver**  
Vice President  
Planning & External  
Affairs



**Tim Hays**  
Vice President  
Human Resources



**Donald Pocock, MD**  
Vice President  
Medical Affairs



**Kyle McDermott**  
Senior Admin. Director  
Support Services

# Johnston Health Foundation Board

## Officers

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Julia Narron  
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Jonathan Walker  
Mabel Yelvington

# Johnston Health Partners With UNC Health Care



*Chuck Elliott, CEO of Johnston Health, talks with staff about the Johnston/UNC partnership.*

# UNC Health Care Affiliation Will Add Depth To Our Services

After President Obama signed into law the Patient Protection and Affordable Care Act in March 2010, Johnston Health Commissioners began studying the coming reforms. They concluded that it would be difficult for an independent hospital to make it on its own.

In looking ahead, they set four priorities: to reduce expenses, to grow clinical services, to plot a strategic course and to gain access to capital. Thus began the idea for a joint venture, which came to fruition in February 2014 after several months of careful study and deliberation.

For its part, UNC Health Care will invest \$57.6 million in Johnston Health, most of which will go toward construction of the inpatient expansion in Clayton. The project is expected to cost \$50 million. In return, UNC Health Care will have a 35 percent stake. Johnston Health will retain 65 percent ownership.

Johnston Health Services Corporation will oversee the operation of Johnston Health. To date, the board consists of 11 Johnston Health Commissioners, now called directors, and six new members appointed by UNC Health Care.

Those new members from Johnston County are former medical chiefs of staff, Drs. Eric Janis and Dennis Koffer, and a chief deputy with the Johnston County Sheriff's department, Bengie Gaddis.

As for branding, the Old Well of UNC has replaced the rolling J's in the logo, but Johnston Health will keep its name.



*CEO Chuck Elliott takes questions from the audience about the partnership agreement.*

Other hospitals in the UNC Health Care system are Rex in Raleigh, High Point Regional, Pardee in Hendersonville, Caldwell in Lenoir, Chatham Hospital in Siler City and Nash in Rocky Mount. Also, UNC Health Care is developing new hospital campuses in Holly Springs and Hillsborough.

David Strong, president of Rex and chief operating officer of UNC Health Care Systems Affiliations, says he feels humbled that Johnston Health chose UNC Health Care as its partner. Chuck Elliott, CEO and president of Johnston Health, says he's thrilled to begin working with UNC Health Care. In the months since the partnership became final, all of the hospitals' CEOs and vice presidents have been meeting to explore opportunities for growth in clinical services, for example, and for savings in areas

such as supplies and employee health insurance.

"We're building a health care system from the ground up," Elliott says. "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," he says.



*UNC Carolina Air Care lifts off the helipad at Johnston Health transporting a patient to one of UNC Health Care's specialized centers.*



# Branding The Partnership: Image & Services



*New service logos on the signage in the Johnston Medical Mall reflect our UNC Health Care partnership as well as our new medical mall logo.*





The partnership of UNC Health Care with Johnston Health brings enormous depth to our efforts as the health care provider of one of the fastest growing areas in the state. Making the public aware of this milestone presented our marketing team with numerous challenges.

First, we established a new logo, which maintained our own identity while making our affiliation as a UNC Health Care partner readily apparent. The new logo incorporates the Old Well icon, which immediately denotes Johnston Health as a part of UNC Health Care's extensive and nationally respected health care system. We used this new look to design new logos for all of our service areas.



During the last year, we have been building a stronger market presence for Johnston Health. We have concentrated our marketing efforts to increase public awareness of our growth in people, facilities and services. We have also

developed a new brand image that reflects the UNC Health Care partnership and have incorporated it into all of our marketing materials. Our advancements have been highlighted in magazines, newspapers, event sponsorships, billboards, radio, TV, direct mail and internet, including the launching of a brand new comprehensive website.

New brochures tout all of our service areas and maintain a strong image theme. New signs are being added to our buildings and grounds.

**Johnston Health's Cardiac Rehab Brought Me Back From Quadruple Bypass Surgery - Enabling Me To Enjoy Life To Its "Heartwarming Fullest!"**

Johnston Health's Cardiac Rehabilitation Program helped me regain my strength and confidence after a quadruple bypass surgery. The staff is professional, caring, and knowledgeable. I highly recommend this program to anyone who has had heart surgery.

**JOHNSTON UNC HEALTH CARE**  
919-938-7736  
www.johnstonhealth.org

**Sugar Shows Up For Easter Dinner Under Many Different Aliases!**

If You Are Diabetic, You Need To Investigate Your Eating And Know How To Deal With It In Different Forms. Johnston Health Offers Award Winning Diabetes Education. Call Or Visit Us Online For More Information.

**JOHNSTON DIABETES CENTER**  
**JOHNSTON UNC HEALTH CARE**  
Johnston Medical Mall - 141 N. Hargett Street Blvd., Durham, NC  
919-938-7736  
www.johnstonhealth.org

**Johnston Health Proud To Partner With UNC Health Care!**

**And We Are Proud To Welcome Three New Physicians To Our Medical Staff!**

Dr. [Name], Dr. [Name], and Dr. [Name] are pleased to join the Johnston Health medical staff. They will be providing expert care in their respective fields.

**JOHNSTON UNC HEALTH CARE**  
www.johnstonhealth.org

**"When Atrial Fibrillation Sent My Heart Rate To 200, I Was Thankful That Johnston Health Had Two Accredited Chest Pain Centers Just A Few Minutes From My Home - And Even More Thankful For Their Excellent Care!"**

Johnston Health's Chest Pain Centers provided me with the best care possible. The staff was professional and caring. I highly recommend Johnston Health to anyone who has had a heart attack.

**JOHNSTON UNC HEALTH CARE**  
www.johnstonhealth.org

**"My Husband's Heart Surgeon Said, 'We Don't Usually Do This Procedure On Victims Of His Type Of Heart Attack.' I Asked Why. He Said, 'They Usually Don't Make It To Surgery.'"**

Johnston Health's Cardiac Rehabilitation Program helped my husband regain his strength and confidence after a heart attack. The staff is professional, caring, and knowledgeable. I highly recommend this program to anyone who has had a heart attack.

**JOHNSTON UNC HEALTH CARE**  
www.johnstonhealth.org

A strong image theme for our marketing materials builds awareness of our brand and services.



# Excitement Grows As Johnston Health Clayton's New 50-Room Patient Wing Takes Shape



Anyone traveling along N.C. 42 past Johnston Health's Clayton campus will notice a major change in the skyline. We have made great progress on the construction of our three-story

patient wing. When the \$50 million addition opens on January 14, 2015, our outpatient center will become a full-service hospital with 50 beds. Along with new services such as obstetrics and

rehab therapy, the hospital will have a cafeteria, a chapel, a gift shop and a courtyard with a healing garden. The public is invited to a grand opening on January 10, 2015.

# 50 Artists For 50 Rooms - A Visual Aid To Healing

Johnston Health Clayton has enlisted the help of local artists to create a restorative environment in the three-story wing now under construction. Original works of art will adorn patient rooms, hallways and reception areas.

“Art has the ability to soothe and to aid the healing process,” says Suzette Rodriguez, community relations specialist for Johnston Health. “We’re proud to be able to treat our patients to a wonderful art experience and to showcase the artistic talent here in our county.”

Rodriguez says chief operating officers Jackie Ring in Clayton and Ruth Marler in Smithfield make a point of meeting and getting to know the artists whose works are on display.

“When we have doctors or administrators visiting from other hospitals, our COOs enjoy telling the stories behind the artwork, whether it’s a popular landmark or a natural setting,” she says. “The artwork is such positive reflection of our communities.”

To cast a wide net, Johnston Health asked the Johnston County Arts Council to send out and publicize a call to artists, which described the hospital’s need and specifications for artwork in patient rooms and small waiting areas. The Arts Council assisted in gathering and selecting the final pieces, for which artists were paid \$50 per piece.

The project seeks to feature a different artist in all 50 patient rooms, Rodriguez says. “Alongside the artwork, we’ll post a plaque describing the artist’s inspiration for the work and his or her connection to Johnston County. We’ll also invite them all to a special showing before the new wing opens.”



*Gail O'Neil of Clayton is one of the many local artists whose works are on display at Johnston Health's Clayton and Smithfield campuses. Back in April 2010, she was the presenting artist at the Arts in Health program sponsored by the Johnston County Arts Council through an arts grant from the Town of Clayton.*

Rodriguez wants to commemorate the special art initiative, called “50 Artists for 50 Rooms”, by publishing a catalog that would be available in the hospital’s gift shop.

“We value our artists and their talents,” she says. “This is one of the ways that we would like to acknowledge their positive contribution to our hospital.”

Between the two campuses in Smithfield and Clayton, Johnston Health has more than 200 paintings and drawings, digital photography images, metal and clay sculptures, stained glass

and textile pieces in its collection. All are the work of artists, young and old, with ties to Johnston County.

“Art has the ability to soothe and to aid the healing process.”

- Suzette Rodriguez



# ED Nurses Hopeful That ‘Stayin’ Alive’ CPR Outreach Will Increase Odds Of Survival



In January, Leslie Sullivan, an aerobics instructor for HealthQuest, led a dance at the Johnston Medical Mall to the beat of the Bee Gees' disco song, "Stayin' Alive." It's one of the scenes in the production of a two-minute video complementing CPR instruction.

Did you know that 90 percent of sudden cardiac arrests happen at home?

So there's a good chance that you can save the life of a loved one if you know how to do CPR.

In fact, doing chest compressions triples a victim's chance of survival, says Kenny Gooch, an emergency department nurse who is on a mission to teach the life-saving skill to 1,000 people this year.

Gooch and co-worker, Hank Long, are the chest pain coordinators for Johnston Health.

Since February, they've been taking their blue teaching manikins on the road to workplaces, health fairs, business expos, town festivals, road races and church gatherings.

The latest CPR technique, which has no mouth-to-mouth step, can be learned in two to three minutes. After the training, students receive a colorful certificate. There's also a fun instructional video in which Johnston Health employees act out a skit and groove to the Bee Gees' tune "Stayin' Alive", which has just the

right tempo for chest compressions.

"Many people are surprised that CPR is so easy," Long says. "And while they may at first hesitate to try, they catch on quickly. They leave smiling, knowing that they've learned a new skill."

For those who may be afraid that chest compressions might hurt someone, Gooch has a plain-spoken response: "You can't hurt a dead person. And if you do nothing, then that's the way he or she will stay."

There's no doubt about the need for CPR training. Information gathered by Johnston County EMS says that of the 179 people in the county who suffered sudden cardiac arrest last year, only 39 received CPR from bystanders.

To bolster their community outreach, Gooch and Long will spend a \$5,000 grant from RACE CAR, which stands for Regional Approach to Cardiovascular Emergencies, Cardiac Arrest Resuscitation System, to buy new teaching manikins and to cover marketing expenses.

By setting a goal to teach 1,000 people this year, Gooch and Long are hopeful that people suffering sudden cardiac arrest can have a better chance at surviving.

The American Heart Association has recognized Johnston Health for its quality improvements in the care of patients suffering sudden cardiac arrest. Specifically, the organization has achieved the Mission: Lifeline Referring Center-SILVER Level Recognition Award for having met specific clinical measures and transfer times that are critical to saving heart muscle. Last May, Johnston Health became an accredited chest pain center.

# New Procedure Brings Relief To Patients Suffering From Gastric Diseases

For two years, Josephine Alford of Goldsboro suffered with abdominal pain that made her life miserable. Thanks to a highly skilled Johnston Health gastroenterologist, she got the diagnosis and treatment she needed.

During a procedure called endoscopic retrograde cholangiopancreatography, or ERCP for short, Dr. Raj Majithia inserted a flexible, lighted scope down Alford's throat and into her stomach and the top part of her small intestine.

Through the scope, he inserted an instrument to remove stones blocking her bile duct, and a stent to keep the vessel open.

At his urging, she also had gall bladder surgery. "I'm feeling much better now," says Alford, who volunteers with Johnston Health. "I'm thankful that Dr. Majithia is here."

A few years ago, surgeons on the Johnston Health medical staff recognized the need for ERCP and asked the hospital to recruit a gastroenterologist who could fit the bill, says Tracey Woodruff, an administrative director who oversees the hospital's medical practices.

"It's been a wonderful new service for our patients," she adds. "In his first seven months, he did 80 of the procedures, which was triple what we projected he would do his entire first year."

Patients are also benefitting from the recent addition of a rheumatologist, Dr. Anshul Rao,



*Dr. Raj Majithia, a gastroenterologist new to Johnston Health, shares advice during a Health Chat at the Johnston Medical Mall.*

and an internist, Dr. Nicole Collins, both of whom are employed by Johnston Health.

Since the affiliation with UNC Health Care, Johnston Health has been getting more inquiries from specialists interested in setting up hospital-based practices, says Liz Thurston, who is the physician liaison and recruiter for Johnston Health.

New physicians on the way include a neurologist, James MacDonald, MD, and two internists, Jarmella Russell, MD, and Mai Trang Nguyen, MD, all of whom will be employed by Johnston Health.

Thurston says a consultant helps the hospital identify needs for specialties based on population, demographics and the number of existing physicians, as well as their ages and interest in expanding their practices. Hospital volumes are also considered.

With that information in hand, the hospital makes a list of the needed specialists and uses recruitment firms, networking and word of mouth to look for prospects. She recruits for the hospital and private practices, as well.

## TRY HEALTH CHATS

If you've ever wanted to check out a new doctor before making an appointment, then consider taking in a Health Chat. It's free, it's informative and it's a great way to meet the newest members of Johnston Health's medical staff. The presentations last an hour, and members of the audience are invited to ask questions at the conclusion. To find out about upcoming presentations, visit our website, [www.johnstonhealth.org](http://www.johnstonhealth.org), and click on the community page.



# WellnessWorks Program Connects Workers To Health Services

Every three months, David Moore is invited to the break room at SONA BLW Precision Forge in Selma to check blood pressures for employees. Most are men and share a dislike for going to the doctor.

Even though the company provides a good health insurance plan, many of the workers don't use their coverage for preventive care, he says. So when he gets a high blood pressure reading and a family history, Moore makes a phone call, on the spot, to schedule a wellness checkup.

As the corporate health consultant for WellnessWorks of Johnston Health, Moore reaches out to employers, large and small, to offer a menu of services, from teaching safety classes to handling workers' compensation claims. They pay no fee to enroll in the program.

While the work involves sales, it's more about building relationships, says Moore. When he visits SONA, employees wave and smile, and a few feel compelled to share their latest blood pressure numbers.

Yateeka Scarboro, who is the plant's service coordinator, says, "The company's insurance carrier is pushing to get employees healthy, but it's challenging to get their buy in,"

Moore says he enjoys talking with employees



*David Moore, the corporate health consultant for WellnessWorks of Johnston Health, talks with Steven Lawrence, the safety production manager at SONA BLW in Selma. The company, which has 255 employees, makes gears and heavy-duty truck axles.*

about the importance of their health. And he likes being able to help them gain access to doctors and services that can benefit them and their families.

Employers can hold down health insurance expenses by encouraging and promoting wellness and safety. "If they don't, then it's likely that insurance premiums will go up and employees will be asked to share the cost," he says.

In the three years since engaging WellnessWorks as a partner, Johnston Health has enrolled 130 employers in the program. They range from local governments to large manufacturers to homegrown businesses.

While most use the service for handling workers' compensation claims, many are beginning to see the value of using the program's health screenings and education components.

The Town of Smithfield, for example, once requested a class about diabetes. The hospital's diabetes nurse educator Patsy Stewart was glad to lend her expertise with the group, Moore said.

Employers in the WellnessWorks program get monthly news features on nutrition, wellness and safety to share with workers. But most importantly, workers can call a service coordination number, 1-888-977-3319, on any day or at any hour to schedule a wellness checkup.

WellnessWorks has an economic benefit, too, Moore adds. "When employees are healthy and working in a safe environment, their productivity improves, which in turn boosts the bottom line and helps the company grow."



# Johnston Health Benefits Communities In Many Ways

Community benefits are services that Johnston Health provides beyond billable patient care. They include things such as free health screenings and the expense associated with recruiting doctors. During 2013, the value of those services was more than \$19 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 2013, Johnston Health spent about \$3,000 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 2013, the gap between costs and payments was more than \$7 million.

## 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 2013 by Johnston Health was \$1.5 million.



*Attendees at a Ladies Night Out are greeted with gifts and information about women's health services.*

## 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 2013, the cost to treat those patients was \$10.3 million. In addition, bad debt, which is made up of people who can't or won't pay for services, cost \$5.3 million.

## Physician Recruitment

Johnston Health recruits doctors and specialists to fill identified service needs in the county. In 2013, the value of that service was \$366,000.

## Cash Contributions

Johnston Health gives to nonprofit and community causes throughout the year. In 2013, those combined cash contributions were \$15,500.

## Finding Support In A Group

One of the ways Johnston Health employees share their knowledge and expertise is by leading support groups. These include Angels Among Us, a cancer support group that meets at 6 p.m. every fourth Tuesday, and a diabetes support group that meets at 7 p.m. every third Tuesday, both at the Johnston Medical Mall.

A chapter of the Better Breathers Club, for people who are struggling with COPD, meets from 3 till 4 p.m. on even months at Mount Pleasant Advent Christian Church and on odd months at the HealthQuest kitchen. You can find more info on our website, [www.johnstonhealth.org](http://www.johnstonhealth.org).



# Hospital's Gift Shop Plows Profits Into Purchases Benefitting Patients



From left, Nancy Small, manager of the Volunteer Gift Shop, and her assistant, Kay Matthews, volunteer their time to oversee the operations of the gift shop. Their favorite part is buying the merchandise and meeting customers.

When Phyllis Everette needs a gift or a little retail therapy, she heads to the Volunteer Gift Shop. The boutique is a short elevator ride from the ICU where she works, and it's got nifty items she can't find anywhere else.

The best feature, however, is that all profits go toward buying things that the hospital needs for its patients.

Sue Archambeault, president of the Johnston Health Volunteers, says a committee of volunteers looks at requests submitted by departments and

selects items that will have the greatest impact on the most patients. Most recently, they bought a blanket warmer for the cardiopulmonary department.

"It's been a blessing," says Shelby Holt, who is director of cardiopulmonary services. Patients who are wrapped in warm blankets are more relaxed and comfortable. But more important, the heat improves their blood flow, which makes testing for peripheral arterial disease, for example, easier and more accurate, she says.

In other years, they have contributed \$25,000 toward renovations in the emergency department and replaced an aging golf cart used to ferry visitors to and from the parking lot. And on Christmas Eve, the volunteers distribute gifts to all of the patients in the hospital.

Because the shop is small, gift shop manager Nancy Small and her assistant, Kay Matthews, have to know their customers and what sells. The shop carries a variety of earrings and a large assortment of Willow Tree collectibles. Among the snacks are nabs, nickel-priced candies and cans of Vienna Sausages.

"Our favorite part of the job is buying the merchandise and getting to know the people who come in," Small says.

In addition to staples such as flowers and balloons, there's a good selection of gifts for babies and children, such as wooden toys and plush animals that sing and dance. And the shop always has a display table of gifts for special observances such as Father's Day.

Everette, the frequent shopper, likes knowing that her purchases end up helping patients. "I don't regret buying anything in the gift shop," she adds. "I know it's going to a good cause."

In addition to the hospital volunteers in Smithfield and Clayton, Johnston Health gets a hand from hospice and chaplain volunteers, too. In all, those 175 men and women logged 39,579 hours during 2013. The Independent Sector, an advocacy group organization for charities, puts a volunteer's hourly value in North Carolina at \$21.04. Using that figure, the value of Johnston Health's volunteers for the year was \$832,752.

# Johnston Health Foundation Raises Money To Build Safe, Secure Area For Behavioral Health Patients

Patients who come to the Smithfield emergency department in need of behavioral health care now have safer, more secure rooms in which to stay while they're being evaluated, assessed and treated.

A campaign led by the Johnston Health Foundation raised more than \$200,000 last year to transform a vacant lab into a seven-bed behavioral health holding area on the back hallway joining the emergency department.

Since opening in September, the rooms have provided comfort and privacy for patients. The patients are all ages and arrive with illnesses ranging from psychosis and depression to drug and alcohol addiction.

"Behavioral health is a critical issue for hospitals all over the state," says Amy Hamby, the administrative director for Johnston Health who oversees emergency care. "It's not just a challenge here. It's everywhere."

Hamby says Johnston Health is more fortunate than most because the hospital has an inpatient unit and psychiatrists on site to assess, treat and coordinate the care of patients.

Patients needing behavioral health care account for about six of the 100 or so visits to the Smithfield emergency department on any given day. Until the holding area opened, most behavioral health patients were being seen in general treatment rooms typically used for acute injuries or illnesses such as broken bones or pneumonia.

"Because of the availability of these rooms, we're able to see our acute patients more quickly and efficiently," Hamby says.



*Shelby Moss, a nurse on the behavioral health staff, compares notes with security officer Pete Outen as they check in on patients who are in the behavioral health holding area.*

Dr. Kumari Verghese, a psychiatrist, serves as both the medical directors of behavioral health services for Johnston Health and the Johnston County Public Health Behavioral Health Division. She says the holding area is enabling mental health providers to work more quickly and efficiently with patients.

"After we assess the patients, then the psychiatrist gets them started on medications and evaluates them daily," she says.

"So it's more than a holding area. It's a place where we can intervene and stabilize patients who are in crisis. Until now, we haven't had a place to do that."

Verghese says the clinical staff also brings to the holding area support agencies and family members to assist in the patient's care. "We're able to discharge many of these patients after

linking them to the services they will need," she adds. "In this way, we're able to quickly treat the patient, thus avoiding unnecessary hospital admissions."

To keep patients safe, the holding area has polished stainless mirrors, tamper-resistant shower heads and floor-mounted pedestal beds. From a central station, the nurse can monitor patients from security cameras in every room. The windows to the outside are made of safety glass. A security officer is present at all times.

Lucy Coats, our foundation chair, says contributions for the construction project came from Johnston Health employees and administrators as well as members of the foundation and hospital board.

There were also gifts from local companies as well as a state grant.

"The Johnston Health Foundation is proud to be able to help the hospital continue to meet the growing needs of behavioral health patients in our communities," she says. "This is just one example of how the foundation will continue to play a vital role in helping the hospital meet its goals."



*Lucy Coats*



# Johnston Health's Ambassador Of The Year Plays Vital Role In Saving Lives

## *Lisa Johnson Has Been An Emergency Department Nurse For 20 Years*

A short time after going to work as a new nurse in the emergency department at Johnston Memorial Hospital in 1984, Lisa Johnson got the chance to save a life.

It was the Sunday that her 73-year-old grandfather, Wilbert Parrish of Selma, started feeling short of breath while at an evening church service. An ambulance took him to the emergency department, and Johnson, who was off duty, met him and her dad there.

When the doctor couldn't find anything conclusive in his tests, he discharged Parrish, and Johnson drove him home. But as soon as her grandfather got home and eased into his recliner, he collapsed.

Johnson pulled him onto the floor and started CPR. Her dad, who was behind them, dialed 9-1-1. She did chest compressions in the ambulance all the way back to Smithfield, where the doctor in the emergency department shocked Parrish's heart back into normal sinus rhythm. Parrish would survive his heart attack and live to be 76.

Johnson became a devout believer in CPR, and she took to heart the experience. "Maybe that's why I was meant to be a nurse," she says.

In the 30 years since, Johnson has had a hand in saving others who arrive at the ED with symptoms of a heart attack. One of the most recent survivors was the husband of her high school English teacher, Debbie Woodruff.



*Ambassador of the Year Lisa Johnson with Gordon Woodruff and Kenny Gooch*

"My heart sank when I saw his name," Johnson says. "I wasn't sure how bad it was going to be."

Within 22 minutes of his arrival, the medical providers and staff had assessed, treated and prepared Woodruff for the ambulance trip to a hospital in Raleigh where he would get two stents to open blocked arteries.

"We worked as a team, fast and furious, to get him ready to go," Johnson says. "Every second counts because time is heart muscle."

In January, the Woodruffs returned to Johnston

Health for the making of a video about their experience. It was an opportunity to thank Johnson and Kenny Gooch, the chest pain coordinator for Johnston Health who revived Woodruff when his heart stopped beating enroute to the hospital.

Woodruff's care reflects the quality improvements that led to Johnston Health's accreditation in May 2013 as Chest Pain Centers. It means that the emergency departments in Clayton and Smithfield are giving patients the chance to have the best possible outcome and recovery.

Johnson's work ethic and dedication led hospital administrators to select her as the Johnston Health Ambassador of the Year. The recognition program rewards employees who go above and beyond the call of duty. "I get a lot of satisfaction

from helping patients," Johnson says. "I come to work every day believing that something good will happen."

**"I come to work every day believing that something good will happen."**

**- Lisa Johnson**

# Introducing The 2013 Johnston Health Ambassadors



**January: Michelle Medlin** of Clayton, administrative assistant to Jackie Ring, chief operating officer. She's thoughtful, kind and always focused on what she can do for others. She accepts assignments with a smile and always places others ahead of self.



**May: Mary Britt** of Newton Grove, a patient-care assistant. Because of her quick action and diligence in performing EKGs, she has saved the lives of patients arriving with symptoms of heart attack. She has a knack for comforting patients and families.



**September: Kim Narron** of Kenly, an RN case manager. She helps patients transition from the hospital to their homes or other places of care. Known for having excellent critical thinking skills, she uses her wealth of experience and knowledge to make the best decisions for patients.



**February: Charles Warren** of Dunn, a respiratory therapist at Johnston Health. With grace and a ready smile, he tackles a lengthy list of urgent tasks that fill his day. And though busy, he still makes the time to look for ways to improve the hospital's revenue and quality of care.



**June: Janet Evans** of Princeton, the lead sonographer in the cardiology department. She's the glue that holds the department together: knowledgeable, organized and cooperative. Patients love her because she's open, caring and compassionate.



**October: Jennifer Nouaim** of Knightdale, a teacher's assistant at the Early Learning Center. She celebrates with the children when they accomplish new things, and she shares good news with parents. It's her goal to prepare the little ones for the next steps in their lives.



**March: Stephanie Keene** of Princeton, a case manager at Johnston Health Therapeutic Wound Center. She is knowledgeable, experienced and goes the extra mile to ensure that the needs of her patients are met. "Having that relationship with patients is the highlight of my job," she says.



**July: Amy McGuire** of Kenly, the administrative assistant to Ruth Marler, chief operating officer. She's known for her integrity, professionalism and can-do attitude during difficult situations. "I like working hard and lending a hand," she says.



**November: Vera Barnes** of Smithfield, a quality improvement specialist. From patient charts, she abstracts information that will show whether Johnston Health is providing care based on best practices.



**April: Audrey Brescia** of Smithfield, an environmental services aide. It's never a chore to dust, mop the floor or scrub the commode, she says. Cleaning patient rooms, and doing it well, is her way of showing patients that she cares.



**August: Theresa Lasky** of Benson, receptionist in the radiology department. She juggles her secretarial duties with rounding on patients who are waiting for lab work, preadmission testing or radiology procedures. Known for her sunny disposition, she is a friendly, empathetic listener.



**December: Barbara Miles** of Clayton, a program specialist for Project Access. She is a friend and advocate to those who desperately need health care but have no means to pay. All are grateful for the program's assistance; none of them feels self-pity, she says. "They're too busy trying to survive."



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