



 **JOHNSTON**
UNC HEALTH CARE

Report To The Community
2017 - 2018

We Are Growing, Innovating And Changing Lives

Here, at Johnston Health, we're always working on several fronts to provide the best possible care to our patients. Through community outreach, for example, we're raising awareness about chronic diseases such as diabetes and high blood pressure. Internally, we're reviewing clinical outcomes and patient satisfaction scores to pinpoint where and how we can improve quality. And with our partner, UNC Health Care, we're exploring ways in which we can improve access to care.

Just recently, our emergency departments launched an exciting new service for patients who arrive with symptoms of stroke. Through a video monitor, our nurses can quickly connect with a neurologist, who can assess, diagnose and order treatment for the patient in real time. Our tele-stroke project is one of the ways in which we're working with UNC Health Care to become a stroke-certified hospital.

It's not quite as easy to identify sepsis, which is another life-threatening condition. Our frontline staff have worked hard to put into place training and new processes so that we can more quickly detect and treat sepsis. Thanks to their work through our Operational Excellence program, we've seen a steady decline in the death rate among patients with sepsis.

Outside our hospital walls, we're seeing progress, too, in a program using community paramedics to follow-up with patients who have COPD, or chronic obstructive pulmonary disease. The paramedics make house calls to ensure that our patients are taking their medications, following their doctor's orders, and keeping their appointments. Through an electronic tablet, the paramedics bring to the visit a respiratory therapist, and together they look at every aspect of home care. The end result is that our hospital is helping these patients better manage their disease.

We're proud of what we've accomplished this year through these and other initiatives. You can read about our successes, and so much more, in this year's report to the community. We'll also introduce you to our Johnston Health Ambassadors, highlight the work (and value) of our volunteers and the Johnston Health Foundation, and show you what's new in our services and buildings. Indeed, we're a health care system that is growing, innovating and giving back. We're changing lives, and helping to make Johnston County a great place to call home.



Chuck Elliott, President
& Chief Executive Officer
Johnston Health

Johnston Health Administrative Team

Chuck Elliott,
President & Chief Executive Officer

Eddie Klein
Chief Financial Officer

Dr. Peter Charvat
Chief Medical Officer

Ruth Marler
Chief Nursing Officer
Chief Operating Officer

April Culver
Vice President
Marketing/Communications & Strategy

Tim Hays
Vice President
Human Resources

Kyle McDermott
Vice President
Support Services
Clayton Site Administrator

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Terry Rose

Achievements In Excellent Patient Experience Are Recognized With National Awards



Alicia Carroll of Healthgrades, second from left, presents the 2018 Outstanding Patient Experience Award to Chuck Elliott, president and CEO of Johnston Health. At far left is Dr. Peter Charvat, chief medical officer, and

at right is Amber Stanley, patient experience specialist, and, far right, Ruth Marler, chief operating officer and chief nursing officer for Johnston Health.

The thank-you came in the form of an email. An outpatient who was the sole caregiver for his wife came to the hospital for two six-week stints to receive antibiotics through an IV. And while he was being treated, the nurses and CNAs on the floor took turns caring for his wife, who had late-stage Alzheimer's.

"Every nurse treated me like family," he wrote. "They truly made me feel special. I'm also grateful for how they treated my wife. They looked out for her as much as they did me. Please tell them how awesome they are!"

It's among the many uplifting stories that arrive weekly in cards and letters, and captured in phone calls by surveyors. All are treasured, sometimes posted on bulletin boards, and oftentimes read aloud at the start of meetings throughout the hospital.

Why are they important? They show that Johnston Health is committed to putting patients and families first, says Amber Stanley, who is the patient experience specialist for Johnston Health.

"We work with our heads, hands and our hearts." And the results speak for themselves.

In May, Johnston Health received the Healthgrades 2018 Outstanding Patient Experience Award™, placing the hospital among the top 15 percent in the nation. In April, Johnston Health earned its third consecutive "A" safety grade from the Leapfrog Group, a national nonprofit. The rating highlights the health care system's commitment to reducing errors, infections and accidents that can harm patients.

In March, Johnston Health made Business North Carolina's top 25 list for hospitals in the state. The magazine looks at information provided by CMS, including patient satisfaction surveys, infection rates, and readmission and death rates for common conditions and procedures.

Chuck Elliott, CEO and president of Johnston Health, says every employee, volunteer and physician play a vital role in quality and the patient experience. "These awards truly reflect their hard work, dedication and commitment," he adds. "I'm so proud of what they do every day to give our patients and families the best possible care and treatment."



Expansion & Renovation: New Cardiac Rehab Suite



Before a major remodeling, the storage space in the basement of Johnston Medical Mall was dark and musty. Now it's bright and airy, and home to Johnston Health Cardiopulmonary Rehabilitation.

Until last September, the rehab had operated inside HealthQuest Fitness & Wellness Center. The new digs on the opposite end of the mall are four times as large, and have a welcoming street front visible from Bright Leaf Boulevard.

In the exercise area, a walking track loops around the block of treadmills, ellipticals and bikes. A beach sunset scene is a calming presence on one wall, and inspirational quotes add pops of color throughout. There's also a wall space where patients can share their thoughts. "Our patients love the new place, and especially like being able to see outside," says Melissa Speas, clinical coordinator for rehab. "I think the environment is welcoming, cheerful and encouraging."

Referred by their physicians, patients are prescribed time on the exercise equipment to improve lung function and/or to stop or reverse the progression of heart disease. In doing so, patients also see improvements in their mental and social functioning.



Above: Johnston Health's cardiopulmonary rehab has more space and features in its new location, including large windows, a walking track and TVs in every corner. It is also very convenient to parking.

Jim Brinkley of Roseboro says rehab has made a difference. "I've enjoyed the new facility, including the positive messages throughout the room. It's been a motivational experience for me," he says. "The program has totally changed my outlook."

Isaac George of Smithfield echoed the sentiments of all of the patients at rehab on a morning last winter. "Everything with the program is perfect," he says. "They've really made it a pleasure to be here."

New Joint Adventure Orthopedic Rehab Suite



Physical therapists work with patient Sandy Altman in our new "Joint Adventure" rehab room following her knee replacement. The car simulator (above) helps her prepare for the challenge of entering and exiting an automobile.

Getting into the car to go home may be one of the most daunting tasks following joint replacement surgery. But thanks to a special piece of equipment, patients at Johnston Health in Smithfield are learning how to climb in and out without hurting themselves. A car simulator, complete with bucket seats, seat belts and even a steering wheel, is a new feature of The Joint Center's rehab room. The space, itself, also has new paint colors and artwork aimed at inspiring patients.

"The car simulator is a great tool for teaching patients how to position themselves to protect that new shoulder, knee or hip," says Christy Collins, the nurse manager who oversees the joint replacement program at the hospital. "We're pleased to be able to offer this form of therapy to our patients."

The Johnston Health Foundation, along with Deacon Jones Auto Group and Ricky Young of Young's Auto Center & Salvage, contributed



toward the purchase of the car simulator. It even has a faux license plate to prompt patients to "GTMVN."

In addition to rehab therapy, the Joint Center holds classes for patients prior to their surgery. During the two-hour sessions, a patient navigator explains what to expect, how to prepare, and how to care for one's self at home. "We know

from experience and data that patients have the best outcomes when they know ahead of time what to expect," Collins says.

The Joint Center at Johnston Health pulls together everything the patient needs, from resources and information, to surgery in modern operating rooms, to specialized care and rehab. "We want our patients to have the best possible outcomes, and an exceptional experience while in our care," she adds. "We love seeing them get back on their feet, and back to enjoying their lives."



New Doctors Fill A Need For Urology & ENT Services In Clayton

Nancy Reamy thought she was losing her hearing. But she got good news, and quick relief, after visiting the ENT around the corner from her home in Clayton. Turns out, her problem was ear wax, and the specialist easily removed it in a few minutes. "I'm so pleased he was here," Reamy said. "Otherwise, I might have had to drive to Raleigh for care."

Since last September, Dr. Ken Johnson of UNC Ear, Nose & Throat has been in practice across the street from Johnston Health Clayton. He treats a variety of ailments from allergies and sinus problems, to head and neck cancers, to pediatric issues such as ear tube, tonsils and adenoids.

In partnership with UNC Physicians Network, Johnston Health set a goal last year to expand surgical services in Clayton.

Toward that end, they recruited Dr. Johnson, and a urologist, Dr. Corey Allen, to fill the service voids. "With all the growth in Clayton, this is a good time to be here," says Dr. Johnson, who grew up in Raleigh. "I'm meeting people who have lived in Johnston County all their lives, and others who have just moved here from other states."

Dr. Allen, whose practice is at Johnston Professional Plaza, says it's convenient working next door to the hospital. "If a patient needs me, I can walk over," he says. "I like that we can take care of our patients here at home, and in a brand-new state-of-the-art hospital."

Dr. Allen has special interests in the screening and treatment of prostate cancer, men's sexual health, and the management and prevention of kidney stones.



Dr. Corey Allen has opened his urology practice at Johnston Professional Plaza on our Clayton campus.



Dr. Ken Johnson of UNC Ear, Nose & Throat sees patient Nancy Reamy at his office across from the Clayton campus.

Community Outreach: Blood Pressure Monitoring Stations & Derailing Diabetes

Knowing Your Numbers Can Save Your Life

Kyle McDermott of Clayton eats right, plays racquetball, and gets in his 11,000 steps a day. So it came as a surprise last February when the hospital vice president found out he had high blood pressure two months after getting good results from his annual physical.

It just so happened that he checked himself at the new public blood pressure monitoring station inside Johnston Medical Mall. His numbers were so high, he says, he thought the monitor was broken. To make a long story short, he called his doctor, and was later prescribed medication.

Had the station not been there, McDermott says he likely would have gone until his next annual physical without knowing he had a problem.

"I'm grateful it was there," he said. "It's a great service to the community."

How: Johnston Health purchased the monitors. The Johnston County Public Health Department paid for the educational materials with a federal grant provided through the state.

What: In addition to a blood pressure monitor, the stations have pamphlets on hypertension and other chronic diseases such as diabetes and heart disease. There's also info on healthful living.

Where: There are 11 stations in all. They are at: the public libraries in Kenly, Smithfield, Selma and Benson; C.E. Barnes Store in Archer Lodge; Fit 4 Life Health Club at McGee's Crossroads; Clayton Community Center; Parkside Café & Catering in Pine Level; REALO Discount Drugs in Four Oaks; and Woodard Drug Store in Princeton.



Leah Johnson, (left), corporate and community outreach coordinator for Johnston Health, and Margaret Marshall, (right) director of the library, where you can check your blood pressure. Johnston Health has collaborated with the Johnston County Public Health Department to place blood pressure monitoring stations in gathering places across the county.

Launching A Campaign To Derail Diabetes

Johnston Health is partnering with local organizations to tackle diabetes by raising awareness of the disease, educating people on prevention, and promoting early diagnosis.

Through a campaign called Derailing Diabetes, the hospital has set a goal to reach 20,000 people in 12 months. The launch coincided with Diabetes Alert Day on March 27.

The campaign includes educational classes, free screenings at local events, and support groups.

"We want to help change the lifestyle of the population of an at-risk county by giving people the resources they need," says Pam Acree, a certified diabetes educator for Johnston Health. "We're offering educational classes, support groups, health talks, and complimentary glucose screenings throughout the year at local county events."

Want to know more about the campaign, and take a risk test for diabetes?

Visit www.johnstonhealth.org/derailingdiabetes

**DERAILING
DIABETES!**

**REACHING 20,000
IN 12 MONTHS**

Job Shadowing: Our Top Executives Spend Time With Employees On The Job

As the vice president of human resources, Tim Hays works most days behind his desk in a suit and tie. But during Hospital Week in May, he dressed in scrubs and sneakers, and worked alongside staff in the same-day surgery, radiology and emergency departments. The job shadowing was an opportunity for Hays and other Johnston Health administrators to see and experience what it's like to work on the front lines and behind the scenes, and to build better relationships with employees.

"Getting involved in procedures and transporting patients was interesting and rewarding. But the best part was getting to know the staff," Hays said.

The job shadowing was a hit, too, among employees. Tonya Reaves worked alongside CEO Chuck Elliott when he visited the registration and emergency departments in Clayton. It was on an afternoon that a sick baby and a patient with chest pain arrived at the ED's front desk. Reaves, who is a patient registration supervisor, said, "In both cases, we had to act quickly. I think he learned a lot about the types of situations that our registration staff handles."

It was an eye-opener too, for Ruth Marler, chief operating officer and chief nursing officer, who spent part of her time in the Early Learning Center. "It takes a village to care for ten babies all under the age of



(Above) Tim Hays, vice president of human resources, (center) with emergency department staff members. (Below) Eddie Klein, chief financial officer, (seated center) helped outreach coordinator Leah Johnson and Sandy Altman of WellnessWorks do screenings at a construction site.



one," she said later. "It's amazing that two members of the ELC staff can do this every day."

Dr. Peter Charvat, chief medical officer, helped deliver meals to patients on the hospital floors. He said he was surprised at the detail involved in getting every meal tray just right.

April Culver, vice president of marketing/communications and strategy, observed the many complexities of the lab, helped deliver supplies to the hospital, and learned how to properly clean a patient room.

"Every employee has an integral role in caring for patients," she says. "They are all hard workers."

Kyle McDermott, vice president of support services, saw what it takes to get a patient on the schedule for surgery, through pre-admission testing, into surgery and then recovery.

"I counted 28 members of the staff who had a role in the process, and every one of them was focused, knew their responsibility, and carried

it out perfectly," he said.

Eddie Klein, chief financial officer, helped with a WellnessWorks screening at a job site.

"I experienced what it's like for a thousand construction workers to descend on your booth at one time," he said later. "I was amazed at how our team handled all of those folks with ease."

Career Fair Gives High School Students Insight Into Health Care Career Opportunities



Isabella Leonard of Smithfield, a rising junior, takes notes during a panel discussion at a health care fair hosted by Johnston Health. She says she's interested in physical therapy, and has volunteered with the hospital to get experience.

For sure, Kayla O'Dell loves the sciences, especially biology. But the rising junior at Cleveland High School is not so certain of what she would like to do after graduating.

Indeed, choosing a college and a career are huge decisions. Toward helping families, Johnston Health hosted a health-care career fair in April to show local high school students some of the options available close to home.

During the evening event, counselors from Johnston Community College, East Carolina University and Campbell University gave overviews of their health care programs. Afterward, a panel of clinicians from Johnston Health shared their work experiences in their fields.

Robert Cupp, an RN who heads up the hospital's retention and talent acquisition program, says there's a national shortage of specialists in all health care disciplines, not just nursing. He's hopeful that students at the fair came away inspired, enlightened and more knowledgeable about opportunities at Johnston Health.

"Working in your community hospital has its own rewards," he said. "There's no better feeling than having a former patient or family member thank you for great care. You don't get that in large cities."

Cupp said it might also come as a surprise that Johnston Health is using some of the latest technology available in patient care, from 3-D mammography, to robot-assisted surgery, to blood pressure monitors that download results directly to the computer. "Our hospital is high tech."

Sharing our experience and expertise with students

Before they graduate, students earning diplomas and degrees in health-care fields must practice in clinical settings what they've learned in the classroom. Last year, Johnston Health hosted 699 students (and their instructors) from 21 colleges and universities. This included physician assistant and medical students from Elon, Methodist and Campbell universities. Also notable, Johnston Health accommodated 96 students from 19 schools who wanted to job shadow for the day. That's up from 33 students in the prior year.

Spiritual Care Serves Employees Tea For The Soul



Chaplain Deb Wall talks with physical therapist Helen Fritts as she colors during a Tea for the Soul. The sessions are a service of the hospital's spiritual care department, which is concerned about the wellbeing of employees as well as patients and their families.

On a particularly hectic afternoon at Johnston Health Clayton, physical therapist Helen Fritts found a peaceful oasis in an employee breakroom.

Soft music played. The window shades were closed, and two small lamps lit the room. On the counter were an assortment of teas and snacks, including homemade cookies.

It was the hospital's chaplain, Deborah Wall, who put out the spread, and issued the invitation. She welcomed the nurses, CNAs and hospitalists as they trickled in, and invited them to sit at the table where they could color, blow bubbles or make something with Playdough.

The sessions are called Teas for the Soul, and they offer a mini-retreat from the stress of the workday.

"It's great mental therapy," Fritts said as she sipped tea and colored with markers. "It's a lifesaver."

Wall started the teas about three years ago as a service of the hospital's spiritual care department. She schedules most of the sessions weeks ahead of time, but gets urgent requests, too. Like the time the nurses in medical oncology were feeling especially sad after several of their patients lost their battles with cancer.

Wall also offers poems to encourage the spirit, and fliers with tips for self-care. There are also centering stones for those who want to write down their worries, and then watch them wash away in a bowl of water.

As Fritts and others departed, they thanked Wall for the snacks, the friendly conversation, and most of all, the spiritual refreshment.

Volunteers Make A Huge Difference, Giving Generously Of Their Time And Talents



(Above) Tonya Murphy, clinical coordinator for respiratory therapy, and Lakreisha Davis, respiratory therapist, try out a new premature manikin named Ann. It's one of the many items requested and purchased last year from proceeds of the Volunteer Gift Shops.



(Above) CEO Chuck Elliott (left) and Johnston Health Board Chairman Chip Hewett (right) accept a check from: Greg McClain, director of volunteer services; Farrah Nguyen, volunteer coordinator; and Wanda Johnson, home care and hospice volunteer coordinator.

There is no greater gift than the gift of time. And this year, the 218 volunteers at Johnston Health gave 41,811 hours valued at more than \$1 million. Through their example, we're inspired to greater service, and reminded that we, individually and together, make a difference in the lives of patients. Here are their highlights from the past year.

With \$40,000 in profits from the Volunteer Gift Shops, hospital volunteers purchased several items, including teaching manikins for the clinical staff, wheelchairs for patients, and bassinets for newborns.

From the proceeds of jewelry and shoe sales, hospital volunteers awarded scholarships in May of \$1,000 apiece to 12 local students headed into health care related fields.

Volunteers use their creativity and talents to meet other patient needs, too. They knit caps for babies and prayer shawls for hospice patients, comfort pillows for surgical patients and fidget quilts for patients with dementia.

Last October, home care and hospice volunteers put together quite the show. The Al Batten Bluegrass Jam drew more than 300 people and raised more than \$17,000 for the care and comfort of hospice patients.

As the names of loved ones are called during the Tree of Light ceremony in December, volunteers place luminaries along the driveway entrance at the SECU

Hospice House. Through the event, 196 donations were collected for a total of \$16,500 raised for the care of patients.

Every April, hospice volunteers stage the unveiling of the much beloved Community Memorial Quilt, which helps families heal following the loss of loved ones. This year, they engaged the JoCo quilters to design and make the quilt.

Every June, hospice volunteers assist with Camp Courage, the bereavement camp for youngsters. Thirty-nine campers attended this year's camp at Lazy-O-Farm near Four Oaks.

With input from patient and family advisors, the hospital is enhancing the patient experience. Through their strawberry and flower sales last year, the volunteers raised \$800 for the patient assistance fund.

Chaplain volunteers are called upon at night, on weekends and holidays to help patients, families and staff process and cope with bad news, such as the loss of a loved one. In April, Mary Thompson of Clayton was honored with the Overa S. Stevens Award for dedicated service. "I love interacting with patients in the hospital setting," she says.



Chaplain Greg McClain congratulates Mary Thompson of Clayton on being honored with the Overa S. Stevens Award for dedicated service.

Johnston Health Ambassadors: Going Above & Beyond

Every month, Johnston Health recognizes an employee for going above and beyond the call of duty. They receive a paid day off, a portrait sitting and a special parking sign and space of their choosing. In May, the hospital's top administrators select the Ambassador of the Year from these recipients. This year's Ambassador of the year is Security Supervisor Anthony Barnes.

AMBASSADOR OF THE YEAR



April 2017 - Samantha Barbour

A Health & Wellness Specialist at HealthQuest, she is passionate about teaching the fundamentals of health, fitness and nutrition. In addition to working with clients, she speaks at community events, diabetes education classes and sessions for HealthQuest members.



August 2017 - Anthony Barnes

A security supervisor at Clayton, he goes out of his way to help everyone. He escorts families and patients to their destination, and talks with patients in the ER who may be dealing with tough issues. He changes flat tires, jump-starts dead batteries, and unlocks vehicles for those who have left their keys inside.

“I feel honored and humbled to have been chosen as the Johnston Health Ambassador of the Year. I think we Ambassadors all have in common a passion to serve others, and to do our best work every day. To be acknowledged by our peers and hospital administrators with this award has meant the world to me.”

Anthony Barnes



May 2017 - Randy Barnes

The materials manager in the operating room at Clayton, he makes sure the department has the supplies it needs, and when needed, assists in surgeries. Outside of work, he volunteers with an international ministry.



June 2017 - Cathy Ennis

An RN in the cath lab, she works well with physicians and coworkers to get procedures done, and in a department that's often fast-paced and sometimes stressful. She has a positive outlook that rubs off on coworkers and patients.



September 2017 - Maria Trejo

As a patient registration team leader, she goes out of her way to make patients and visitors feel welcome as soon as they arrive at Johnston Health. She is kind-hearted and compassionate, and understands the value of customer service.



July 2017 - Cynthia McMath

The supervisor of claims follow-up in patient financial services, she likes investigating and tackling problems. Her managers give her special projects because they have confidence in her accuracy and performance.



October 2017 - Wes Whitley

A night-shift radiologic tech in Smithfield, he is helpful, kind and caring. Coworkers describe him as reliable, hardworking, intelligent, honest, forward-thinking and calm, even in the middle of chaos.

Noteworthy News



November 2017 - Nicole Bodrick

An EVS supervisor in Smithfield, she is a great teacher, mentor and role model who works with her heart. She practices and preaches customer service, and checks in with patients and families to ensure they're having a great experience.



December 2017 - Allan Marshall

An RN in the progressive care unit in Smithfield, he is a strong leader who's dependable, compassionate and motivated. He has a way of putting patients at ease, and understanding the emotional connection needed in their care.



January 2018 - Yvette Stansfield

An emergency department technician at Clayton, she stands out because she's highly productive, loves learning, and is a role model for customer service. She comes to work every day motivated to do her very best.



February 2018 - Mary Holder

A CNA at Home Health & Hospice for the past 26 years, she is always willing to accommodate a patient's needs, and continually evolves her practice to make every patient feel special. She always has a smile on her face.



March 2018 - Melanie Joyner

As the patient care coordinator at the SECU Hospice House, she ensures that patients and families receive the best possible care and support. She started out as a bedside nurse when the hospice house opened in June 2010.

Renovation To Our Behavioral Health Wing Gives Patients And Staff A More Therapeutic Environment



The staff of our Behavioral Health department gather in the lounge of our newly renovated unit.

The hospital wing for behavioral health patients now has a more modern look and feel.

In addition to new flooring and paint colors, the remodeling project included a redesign of the nurses station to improve work flow and safety. The result: patients and staff are more satisfied, and the environment is more therapeutic. The inpatient wing has 20 beds for patients.

CEO Chuck Elliott Honored As Citizen Of The Year

Chuck Elliott, CEO and president of Johnston Health, was honored in January by the Greater Smithfield-Selma Area Chamber of Commerce as the 2017 Citizen of the Year.



During his tenure, Elliott has led the health care system through a recession, a major capital expansion, and a partnership with UNC Health Care. Out in the community, he is a member of the Central Rotary Club of Johnston County. He formerly served on the chamber board and attends St. Ann's Catholic Church

Johnston Health Foundation: Five Funds, Hundreds Of Lives Touched

For more than 25 years, the contributions of the Johnston Health Foundation have enhanced the quality of care that Johnston Health delivers to patients and their families. Here are examples of how the foundation's five funds fill the needs.

Angel Fund

"Many patients with cancer face practical barriers that can hinder their ability to receive the care they need. They must often choose between buying medications or groceries, or gas to get to and from their treatments. This year, the Angel Fund provided gas cards to assist with transportation. To help with nutritional needs, the fund provided Ensure as well as gift cards to Food Lion. The Angel Fund has become an important resource. It gives patients the opportunity to have their basic needs met while receiving the best cancer care possible."

– **Charity Pate, oncology social worker**

IMPACT: During the past year, the Angel Fund assisted 109 patients with financial support.



Healthy Kids Fund

"If you were that kid who got picked last in gym class, finished last in the middle-school fitness test, or were the largest member of your family, then you know how it feels not to fit in. In our classes, kids feel welcome, accepted and challenged to take part in something bigger than themselves. As they lose weight, they become healthier, happier and more confident."

– **Frankie Benavidez, health/wellness specialist**

IMPACT: The fund provides scholarships to the Healthy Kids Program at HealthQuest Fitness & Wellness Center. Since the program began four years ago, more than 250 children have made and seen positive changes in their health.



Heart Fund

"I remember the first heart-attack patient whom we assisted with funding for the cardiopulmonary rehab classes. He was so humbled and grateful that he showed up, on time, to all but one of the 36 classes. It's been shown that patients do have better outcomes if they change their lifestyles, exercise and learn proper nutrition. Our classes include all of those things."

– **Carolyn Ellis, Director Cardiac Services**

IMPACT: Since its inception in September 2017, the Heart Fund has also paid for medications and life-saving vests that patients wear 24/7 to monitor heart activity and to deliver a shock if it stops beating.



Hospice Fund

"I'm often humbled by the love, compassion and generosity shown by our communities. Just recently, the Selma Presbyterian Church closed its doors after serving for 105 years. And the members of the congregation gave, to our hospice fund, the money remaining in the church coffers. Through gifts like these, hospice is able to purchase needed equipment and supplies for patients receiving hospice services. Funds are used to supplement care (for those without ability to pay) as well as provide equipment, medication and other services."

– **David Dennis, Director Home Care & Hospice**

IMPACT: Last year, the SECU Hospice House served 313 patients.



Community Benefits

Community benefits are services that Johnston Health provides (beyond billable patient care), such as physician recruitment, free health screenings and the donation of hospital services to those who have no means to pay for their care.

\$7,600

Community health outreach

\$820,000

Project Access

(For treatment of uninsured patients who don't qualify for Medicaid or Medicare)

\$81,600

Contributions to non-profit, community cause

\$313,000

Expense for physician recruitment

\$4.2 million

Charity care

\$16.1 million

Bad debt

\$19 million

Uncompensated care

\$39 million

Total value uncompensated care and other benefits for the fiscal year ending June 30, 2017

19.6%

Total value uncompensated care and other community benefits as a percentage of operating expenses

Patient Assistance Fund

"A man in his 30s came to our hospital with an infection so severe that he nearly died. He had no family close by, no wife, no children.

He put off seeking medical care because he had no insurance, and didn't want to miss work. We tapped the patient assistance fund to pay for antibiotics, and the medications to complement the short-term kidney dialysis needed for his recovery. We celebrated his birthday while he was still with us, and he shed tears of joy that he was alive to see another year. Since leaving, he has called twice to thank our hospital and the foundation for helping him through his crisis."

– **Hiede Erickson, social worker coordinator**

IMPACT: The fund also covers the cost of transportation, appointments and other necessities for patients who don't have the means to pay. During the fiscal year ending June 30, the fund helped 289 patients.



Special events like our Portofino Derby Day, Champions 5k & 10K and Foundation Annual Golf Classic pull our community together in support of our Foundation funds.

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