

 **JOHNSTON**  
UNC HEALTH CARE



ANNUAL REPORT

*Growing In Service*





# Highlights From A Year Of Growth In Services, Technology And Volunteerism



Smithfield emergency department staff test the video monitor and feed connecting them to a burn specialist at the N.C. Jaycee Burn Center.

## Connecting Through Telemedicine:

Through the use of telemedicine, patients who arrive in the Smithfield and Clayton emergency departments with burns now have access to specialists at UNC's Jaycee Burn Center. Through a video monitor, the specialists can assess the burn and either recommend an initial course of treatment or initiate the process of transferring the patient to Chapel Hill. Also, psychiatrists and other behavioral health providers can interview and assess patients through telemedicine as well.



Hospice volunteer Dave Cass visits with former Marine Norman Smith at the SECU Hospice House.

**Honoring Veterans:** At the SECU Hospice House of Johnston Health, the staff and volunteers give every patient and family special treatment. They do something extra special, however, in honoring veterans: A song and ceremony at the bedside, and a miniature flag at the door to identify the veteran's room. The program is part of the National Hospice and Palliative Care Organization and in collaboration with the Department of Veteran Affairs.



**Gift Shop Gives Back:** Using proceeds from the Volunteer Gift Shops in Smithfield and Clayton, volunteers buy items and equipment that enhance patient care. Hospital departments submit requests, and the volunteers select the items they think will have the greatest impact on the greatest number of patients. Since January, they have spent \$42,000. Among the most notable gifts, \$10,000 toward the purchase of 3-D mammography systems, four patient-lift machines and patio tables and benches near the hospital entrance in Smithfield. In 2015, the volunteers spent \$28,500.

Judy Lowe, a volunteer, helps manage the Volunteer Gift Shop at Johnston Health Clayton.



Dr. Woodrow Batten

## Renovating An Emergency Department:

On April 6, 2016, the Johnston Health Foundation celebrated its successful emergency services capital campaign with the unveiling of a sign honoring the life-long service of Dr. Woodrow Batten. The retired internist and foundation board member emeritus lent his name to the campaign, which raised \$427,000 for renovations to the Smithfield emergency department. These included the addition of four treatment rooms, a safe holding area for patients needing behavioral health care, and a revamping of the triage area. Batten, 94, has been with the hospital since its opening in 1951. He served on the medical committee that helped shape the hospital's plan of care. In 2006, he retired from private practice, and has since worked in the cardiology department, reading EKGs and supervising stress tests.



**Fit-Friendly:** The American Heart Association recognized Johnston Health as a 2016 Fit-Friendly Worksite. The health care system offers indoor/outdoor walking trails, healthful eating options in the cafeterias, and membership discounts to its HealthQuest Fitness & Wellness Center. Also, employees can get free annual wellness checks, and on Tuesdays, wear their sneakers to work.

# Investing In New Technology And Adding Services To Enhance Quality Of Care Close To Home

If managing your health has been a hassle, then you'll likely appreciate a feature of our new electronic health record. It's called My UNC Chart, and through a secure, online portal, you can send a message to your doctor, request a refill, access your test results, and do much, much more.

Our investment in this information technology, called Epic, was our largest of the fiscal year. Indeed, our staff and associates at UNC Health Care spent months planning, preparing and training before going live on May 21.

So why is Epic such a big deal? With UNC Health Care, we've set a goal to develop a system with one patient ID, one problem list, one medication list and one bill for each patient at all of our locations. In doing so, we are focusing on improving the efficiency of the system for our providers and staff, and to ensure the best possible care for our patients.

We're tapping technology to enhance care in other ways, too. Through telemedicine, we're able to connect patients to specialists at the North Carolina Jaycee Burn Center and to connect providers with patients who need psychiatric evaluations.

In our annual report, we're highlighting a high-tech implant that holds promise in helping patients better manage congestive heart failure. It's among the many procedures, including stenting, now being done in our new, modern cardiac catheterization lab.

In planning for new services, we have a valuable partner in the Johnston Health Foundation. In another story, we feature their good works including the campaign to bring 3-D mammography to our hospitals. The foundation truly lives up to its motto, to bridge the gap to provide quality health care.

Quality is a hot topic here at Johnston Health, and we do more than talk about it. Throughout the year our medical staff and hospital leadership team monitor and evaluate quality indicators reporting monthly findings, plans and improvements to the quality committee of the board.



*Chuck Elliott*



*Bobby Parker*

In the past year, we've received several accolades and high marks for keeping patients safe from errors, injuries, accidents and infections. Also notable, our maternity services received high praise for its quality of care, and our oncology clinics were accredited as nationally recognized cancer treatment centers.

We're grateful for our volunteers, whose hours of service last year topped \$1 million in value. Beyond assisting the staff, patients and visitors, they raise money for scholarships to help students headed into health-related fields. And with proceeds from the Volunteer Gift Shops, they buy items and contribute toward capital equipment purchases that enhance patient care.

In a story about Camp Courage, you'll read about how our staff and volunteers are helping youngsters cope with the loss of loved ones. In another story, we feature a new type of volunteer who is helping us improve the patient and family experience. And we introduce you to our Johnston

Health Ambassadors, employees who have been recognized for going above and beyond the call of duty.

We are proud of the many initiatives we've undertaken and completed in the past year. Indeed, we are always striving to enhance the care and experience of our patients, and to improve access to quality health care.



Chuck Elliott  
President & Chief Executive Officer  
Johnston Health



Bobby Parker  
Chairman, Board of Directors  
Johnston Health Services  
Corporation



# First-Ever Forum Gives Inside Look At Quality Initiatives

Amy Skinner spends most of her work day around patients and staff. So on a particular night last February, she relished an opportunity to hand out fiber bars, and to talk with hospital board members about colon health.

As the clinical coordinator for endoscopy, Skinner knows the importance of getting a colonoscopy, which is the screening for colon cancer. "It's truly a procedure that can nip colon cancer in the bud," she says.

In the cafeteria prior to a hospital board meeting, Skinner was among the directors and managers who huddled with guests to explain pictures, diagrams and flow charts tacked up on display boards. For the coming year, these would be their projects to improve the quality of care for patients.

While Skinner's project focused on disinfecting scopes, others centered on topics such as investigating the cause of falls and tracking the treatment of patients with diabetes.

Every year, departments select and work on quality-related projects, and then report their progress quarterly to a quality committee of the Johnston Health Board. This was the first time, however, that everyone, from the board secretary to the vice presidents, got to see what the departments were up to.

"It was impressive," says Ricky Young, a board member who sits on the quality committee. "We get to put a name with a face, and to see the passion and commitment that these employees have for their work. They're so committed to what they're doing."

And it shows. Last year, the health care system received five quality awards from outside groups, highlighting efficiency, performance and safety. (See the quality awards right.)

Chuck Elliott, CEO and president of Johnston Health, says the awards reflect the organization's hard work and dedication to providing safe, quality care. "Our staff and physicians work diligently every day to



Lori Martin, director of education for Johnston Health, talks with hospital board member Jim Jenkins about her department's project to improve the care of patients with diabetes.

ensure that we're providing a safe environment and the best possible experience for our patients."

And the forum was just plain fun, too, for Skinner, who offered reassurances that the dreaded prep for colonoscopies was not nearly as bad as it used to be. "And besides, the benefits of the screening are well worth it," she says.

"Quality is doing the right thing at the right time in the most effective way to get the results you want."

- CEO Chuck Elliott

## Awards Like These Speak For Our Quality!



- **The Leapfrog Group:** Granted Johnston Health an "A" rating on its April 2016 Hospital Safety Score, the highest grade granted to hospitals for keeping patients safe from errors, injuries, accidents and infections.
- **Blue Cross and Blue Shield Blue Distinction:** BCBS of North Carolina designated Johnston Health in 2016 as one of the first hospitals to receive the Blue Distinction Center+ for Maternal Care designation. Compared to other facilities, those designated as Blue Distinction Centers demonstrate better quality and improved outcomes for patients.
- **The Joint Commission:** Recognized Johnston Health, for the second year in a row, as a 2015 Top Performer on Key Quality Measures. Specifically, the health care system excelled on the accountability measure sets (gleaned from 2014 data) for heart attack, heart failure, pneumonia, surgical care and perinatal care.
- **iVantage Health Analytics:** Named Johnston Health one of the Top 100 Rural & Community Hospitals in the United States in 2016. The company used more than 70 different performance metrics, including quality, outcomes, patient perspective, affordability, population risk and efficiency.
- **2016 Women's Choice Award®:** Received for being named one of America's Best Hospitals for Patient Safety. Johnston Health was among 475 hospitals in the country noted for exceptional performance in limiting a wide range of hospital-associated infections and complications from surgery and medical treatment.

# A Day Together Brings Comfort, While Building Courage And Confidence

Now in its third year, Camp Courage helps youngsters cope with the loss of a loved one. A program of Johnston Health Home Care & Hospice and the SECU Hospice House, the day-long event takes place in June at the Girl Scouts' Camp Mary Atkinson on N.C. 42 East. It's open to children ages 6 to 16, and there's no charge to attend.



Charter camper Christian Salmon poses for a picture with camp organizer Murray Dees.

life, no matter what hand they're dealt, says Murray Dees, the hospice social worker who plans and coordinates the event. "The definition of courage is printed on our T-shirts, and it's so fitting: Strength in the face of pain or grief."

## What's in a day:

The activities are designed to be fun and therapeutic. While the youngsters learn archery and canoeing, they're also encouraged, through structured play and art activities, to express and share feelings, and to memorialize their loved ones. "The children have lost loved ones many different ways: sickness, automobile accidents, homicide and suicide," Dees says.



Alicia Moreno, 16, of Smithfield was among the 34 kids participating in Camp Courage on June 11 at Camp Mary Atkinson. The camp is put on by Johnston Health Home Care and Hospice and the SECU Hospice House.

## A charter camper:

Christian Salmon, 11, of Benson lost his father in a car wreck three years ago. He's been going to Camp Courage ever since. "It's helped," he says. His favorite activity is canoeing, and this year, he tackled his fear of heights and climbed the ropes tower.

## Building courage:

The camping experience also helps children build the courage they need to maneuver through



Hiede Erickson teaches campers how to make a memory stick.

## It's good therapy for the volunteers, too:

Hiede Erickson, a care manager at Johnston Health, lost her father-in-law three years ago. He died of a heart attack while sitting at the breakfast table, reading his newspaper. She volunteers at Camp Courage as a way to help herself and her children cope with their loss. "All of us who volunteer have had loss in our lives, and I think it's good for kids

to hear our stories, too," she says. In addition to Johnston Health staff and volunteers, the camp gets a hand from Girl Scouts and, this year, the Junior Women's League of Smithfield.

## Lessons learned:

By day's end, the campers have bonded with one another because of their shared experiences. "They go from thinking their loss is unique to understanding that others are going through the same thing," Dees says. "We're teaching that it's ok to talk about their feelings, and to not hold them in."





# Patient & Family Advisors Provide Us With Feedback From A Patient Perspective



From left, Becky Roberts, a patient and family advisor, shares feedback with Lori Giggey, clinical coordinator for the intensive care unit, and Amber Stanley, patient experience specialist at Johnston Health.

When you're inside a hospital, you may look for signs or ask someone for directions to your destination. But how does a hospital know if its signs are clear and effective, or if its people are taking the time to escort you to the right place?

Johnston Health is getting valuable feedback on wayfinding, and many other things, from a new type of volunteer. They're called patient and family advisors, and their purpose is to help the hospital improve the experience for visitors, families and patients during their stay.

Amber Stanley of Four Oaks is the patient experience specialist for Johnston Health. Among other things, she oversees the advisors and

presents their feedback and suggestions to an advisory council, made up of employees and hospital administrators who weigh the input and consider changes.

"Listening to patients and families, and getting their opinions is helpful," Stanley says. "It's also one of the ways that we're engaging and involving families and patients in their care, which leads to better outcomes."

Becky Roberts of Pine Level pulls double-duty. One day a week, she runs the Volunteer Gift Shop. On another day, she goes up to the medical floors of the hospital to visit patients. In her role as an advisor, she talks with patients about their perceptions of their care and surroundings.

She wants to know if it's quiet enough for them to sleep, and if the room and bathroom has been kept clean. She asks if the staff is courteous and respectful, and if nurses are listening to concerns and clearly explaining care and medications.

"There's value in showing we care," Roberts adds. "It's not just the doctors and nurses. It's the whole community of the hospital, from the employees who deliver the meals to those who clean the room. We want the whole experience to be exceptional." Roberts points out that all services these days, from dining out to buying tires, is evaluated. "And there's no service more serious than the care of a loved one when they're sick or injured," Stanley adds.

The hospital is using the advisors in other ways, too. Roberts recently sat in on an interview of a candidate for a key position. Also, she attends the regular meetings of the staff to review inpatient satisfaction scores. Another advisor does "secret shopping" in lobbies, as patients arrive to be seen or taken back for procedures.

"They're sharing opportunities for improvement," Stanley adds. "They're also capturing positive comments that we might otherwise have missed."

*"There's value  
in showing  
we care."*

*-Becky Roberts*

# A High-Tech Implant Is Helping A Local Cardiologist Monitor His Patients With Heart Failure

Betty Ellis is resting a little easier these days thanks to a tiny implant in a blood vessel between her heart and lungs. The 78-year-old retiree from Meadow suffers with lung disease and congestive heart failure.

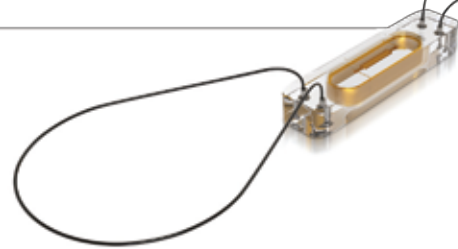
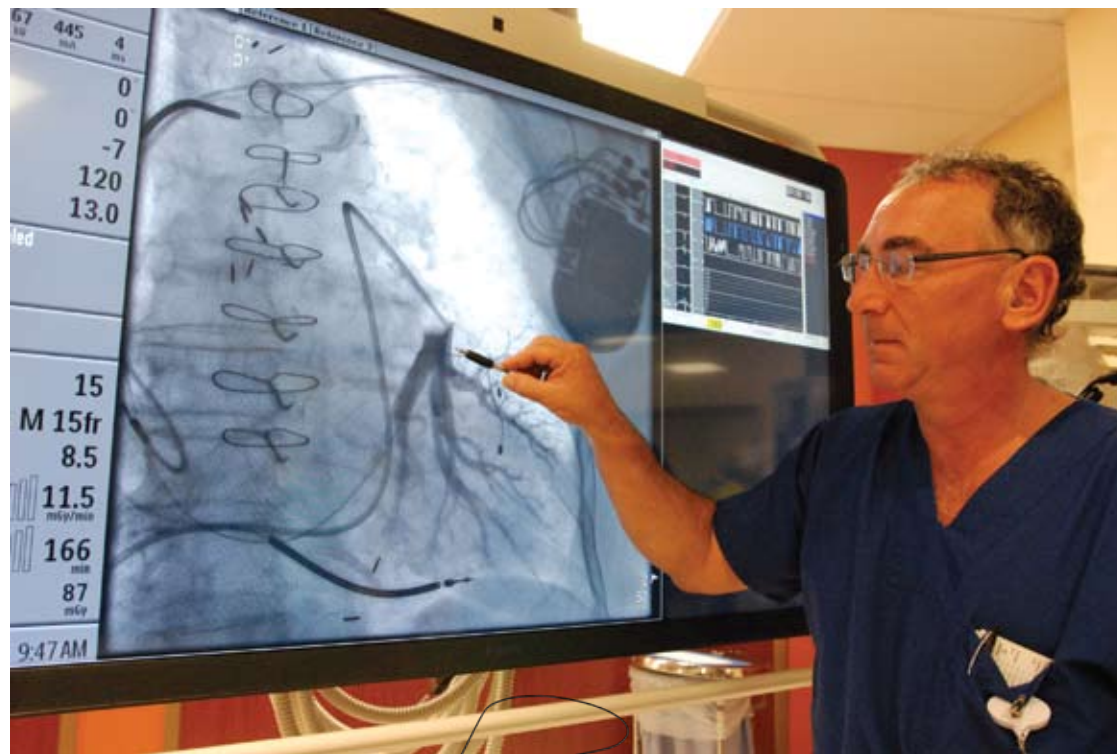
Through the years, she has undergone quadruple-bypass surgery and stenting to open blocked arteries in her heart. More recently, she's been struggling with shortness of breath caused by fluid building up in her lungs. With every episode, she has been admitted to the hospital for treatment.

"When you're gasping for air, it's the worst feeling you can imagine," she says.

Since April, however, her cardiologist has been able to monitor and manage her condition. During a procedure in the cardiac cath lab at Johnston Health, Dr. Eric Janis implanted a wireless sensor, about the size of a miniature paper clip, in her pulmonary artery.

The sensor, which is powered by radio-frequency energy, transmits pressures within the pulmonary artery to a secure website where Dr. Janis can monitor the readings. If he sees changes, he can contact Ellis right away and adjust her medicines.

"Before the patient feels symptoms, I can tell whether his or her condition is worsening," he says. "With this new technology, we can prevent



*On a screen in the cath lab, Dr. Eric Janis points to a tiny implant that will help monitor his patient's congestive heart failure. The cardiologist began offering the new technology to patients in April.*

*CardioMEMS device pictured left.*

emergencies, and thus reduce the chances of heart-failure patients having to go to the hospital."

Until April, Ellis' only way of monitoring her condition was by comparing her weight from one morning to the next, and by checking her blood pressure. "This device has given me piece of mind," she adds.

The heart-failure monitoring system, called CardioMEMS, was developed by St. Jude Medical, and the FDA approved its use in May 2014. Dr. Janis did his first two implants at Johnston Health in October 2015.

Every morning at 7, Ellis sits in her recliner and lies back on a special pillow containing an antenna that takes the daily sensor readings. She turns on an electric unit and presses a button to initiate a reading. The pressure readings are then wirelessly transmitted to the website.

"So far so good," she says. "I feel more comfortable knowing that my cardiologist is monitoring my condition, and will let me know right away if it worsens."

**"This Device Has Given Me Piece Of Mind!"**

**-Betty Ellis**



# 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 the last fiscal year, the value of services was more than \$25 million. Here is a breakdown of those services.

## Community Health Outreach

Staff and nurse educators stage free health screenings and teach classes on health-related topics such as Lamaze and diabetes care. Through WellnessWorks of Johnston Health, a corporate health consultant visits local



*Lisa Whitley, a registered nurse, was among the staff at Johnston Health offering free health screenings during JoCo Jumpstart, a wellness event held at the Johnston Medical Mall in January. Adam Hamrick of Clayton was among the 200 participants.*

employers to offer occupational health, and prevention and wellness services including onsite screenings. During 2015, Johnston Health spent about \$6,800 on community health outreach.

## 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 2,300 people who can't afford private health insurance or who don't qualify for Medicaid or Medicare. The value of those services donated in 2015 by Johnston Health was \$1.2 million.

## Cash Contributions

Johnston Health gives to nonprofit and community causes throughout the year. In 2015, those combined cash contributions were \$32,900.

## Physician Recruitment

Johnston Health recruits doctors and specialists to fill identified service needs in the county. In 2015, the value of that service was \$359,000.

## 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 2015, the cost to treat those patients was \$9.5 million. In addition, bad debt, which is made up of people who can't or won't pay for services, was \$5.3 million.

## 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 2015, the gap between costs and payments was more than \$10 million.

## Vital Stats

**Operations:** Johnston Health has full-service hospitals in Smithfield and Clayton. Aligned with UNC Health Care since February 2014, Johnston Health employs nearly 1,600 people and has an annual payroll of more than \$68 million.

**By The Numbers:** In the fiscal year ending June 30, 2016, the emergency departments in Smithfield and Clayton averaged 210 patient visits per day. Also during the year, physicians and staff performed 6,361 surgeries and delivered 1,534 babies.



# Volunteers: A Donation of Time And Talent Like No Other

## Volunteer Hours Value Tops Over \$1,000,000

The value of hours donated by the 234 volunteers serving Johnston Health's two hospitals and its SECU Hospice House topped \$1 million last year. During the annual Volunteers Award Banquet on April 19 at the Johnston County Agricultural Center, volunteers presented a check for \$1,060,477 representing their gift of time and talents. The Independent Sector, an advocacy group organization for charities, puts a volunteer's hourly value in North Carolina during 2015 at \$21.88.



From left, chaplain volunteer Wanda Robinson Lee, Hospice House volunteer Tony Andreola, and hospital volunteers president Sue Archambeault present the contribution to April Culver, vice president of planning and external affairs for Johnston Health, and to Board Member Ralph Stewart.

## Chaplain Volunteers Honored For Service



Frank Rawls

Every year, Johnston Health presents a chaplain volunteer with the Overa S. Stevens Award for faithful service. The award is named after the local pastor who was instrumental in starting the volunteer chaplaincy program at the hospital more than 40 years ago.

Wanda Robinson Lee of Selma, the most recent recipient, has been a chaplain volunteer for seven years. At an early age, she says she felt a spiritual tug and call to serve. From her mother, who worked as a nurse in a rest home, Lee learned the value of visiting, listening to and sharing stories with the aged. Before retiring, Lee was a teacher and administrator in the North Carolina Public Schools for 31 years, and an instructor at Johnston Community College for four years. She is also an author and minister. Frank Rawls of Garner received the award in 2015. In his volunteer role, he rounds monthly on patients at the medical oncology clinic in Clayton. He is an Army veteran and retired from the U.S. Postal Service. Rawls, who is an associate pastor, says he feels honored when patients share their thoughts and feelings. "It's humbling," he says. "I always go away feeling joyful because the connections feel so profound." He has served as a chaplain volunteer for nine years.

## Volunteers Find Raising Scholarship Funds And Selecting Recipients Rewarding

It's the most fun job Kay Matthews declares she's ever had: Sorting through applications, prioritizing all according to grades, need and family circumstances, and then awarding \$1,000 scholarships to 10 deserving students headed into health-related fields.

This year's crop was especially impressive. Most earned grade-point averages greater than 4.0. Active in their schools, churches and communities, a good many work part-time. During their summers, several volunteer at the hospital.

Matthews chairs the scholarship committee for the Johnston Health Volunteers, and she gets assistance from fellow volunteers Myrtle Toole and Mary Britt. They look forward to the first Saturday in June when they host a reception for the students and their parents, and distribute the checks.



Volunteer and Scholarship Committee Chair, Kay Matthews

"I'm so impressed with these young people," Matthews says. "They're so busy. They amaze me at what they do, and they're so pleasant."

Some of the students choose health care because they want to be part of a cure or help prevent a disease or illness that they or a family member might have faced. "They're focused. They know what they want to do, and they go after it," she adds.

To raise money for the scholarships, the volunteers host four to five jewelry, shoe and accessories sales a year in the hospital cafeteria in Smithfield and in a classroom at Clayton. The volunteers encourage employees to invite their family, friends and neighbors to the sales as well. "It's for a great cause, and the kids are so grateful," she adds.

# Bridging The Gap To Provide Quality Health Care Close To Home

Through the gifts and hard work of its staff, donors, champions and board members, the Johnston Health Foundation is making a difference. Here's the past year in short stories and snap shots.



At its annual social, the Johnston Health Foundation honored the Holding family and First Citizens Bank. From left, members of the family present at the event were Frank Holding Jr., Ruth E. Holding, Olivia Holding, Ella Ann Holding and Hope Holding Bryant.

## Honoring A Much-Beloved Family, Institution

For decades, First Citizens Bank and the Holding family have given generously of their time and talents to support the community and Johnston Health. On Oct. 8, 2015, the foundation honored the much-beloved family and institution during a reception at the County Club of Johnston County. More than 250 people attended the affair. The following day, more than 100 golfers participated in the First Citizens Bank Annual Golf Classic. Proceeds from both events went toward the campaign to buy 3-D mammography systems for the Smithfield and Clayton hospitals.

## Racing For A Worthy Cause

More than 400 people and 30 of their furry friends competed in the Johnston Health Champions 5K on May 7, 2016. Together, the participants and sponsors raised \$24,000 for the Angel and Healthy Kids funds. While one fund assists cancer patients with medical-related needs they otherwise could not afford, the other pays for children's scholarships to attend a structured fitness and wellness program led by HealthQuest.

## Improving Outcomes By Detecting Cancer Earlier

When the Johnston Health Foundation needed a physician champion for its 3-D mammography campaign, radiologist and board member Cary Bizzell raised his hand. Because of his specialty, he was well versed in the new technology. But he had a personal reason, too, for getting involved in the campaign. His wife, Jackie, survived Hodgkin's Lymphoma as a child, and has since faced a 50 percent greater risk of contracting breast cancer. In the fight against breast cancer, 3-D mammography can be the game changer, he says.

Earlier detection and peace of mind are two of the top benefits of 3-D mammography. The increased accuracy reduces the number of callbacks by as much as 30 percent, sparing women the anxiety, inconvenience and expense of coming back for further imaging.

During the campaign, the foundation raised almost \$500,000, and Johnston Health matched the contribution. By May, the hospital had installed the equipment and begun offering appointments for the new service.

"I'm so pleased that we're offering access to this wonderful tool," Bizzell says. "We're already detecting some very early stages of cancer, so we're already saving lives."



Donna Camin, a mammography technologist, prepares a patient for her 3-D mammogram.

## Enhancing Heart Care

A modern cardiac catheterization lab with a dedicated holding and recovery area is adding comfort and convenience for patients. It has also positioned the hospital to handle its growing volume of PCI, or percutaneous coronary interventions, most notably stenting. The life-saving procedure opens blocked or narrowed arteries, thus restoring blood flow to the heart. By offering naming rights, the foundation raised more than \$300,000 to equip and build out the new space.



# Johnston Health Society Members

The Johnston Health Society is made up of a special group of compassionate citizens who have shaped the future of health care in our communities through charitable giving.

## Johnston Health Society Annual Giving Of \$500 Or More Organizations

95 & 95, Inc. - Sleep Inn & Suites  
Accelerated Claims, Inc.  
Amelia Christian Church, Inc.  
Armada Capital  
Ascendient Healthcare Advisors, Inc.  
BB&T  
Carolina Radiology Consultants  
Classic Antique Power Inc.  
Country Club of Johnston County  
Daughtry, Woodard, Lawrence and  
Starling, Attorneys at Law  
Deacon Jones Auto Park  
Edwards IGA Foodliner, Inc.  
First Baptist Church of Four Oaks  
First Citizens Bank  
Four Oaks Bank  
Goldner Associates  
Guy C. Lee Mfg. Company, Inc.  
Hog Slat, Inc.  
Hospital Physician Partners  
Innovacyn, Inc.  
Institutional Interiors  
Interstate Outdoor, Inc.  
Johnston Health Hospital Volunteers  
Johnston Health Medical Staff  
Johnson Johnson Crabtree Architects  
Johnston Medical & Surgical Supply  
Kensington Capital Advisors, LLC  
Lampe Management Company  
Lee Heating and Air Conditioning, Inc.  
Lighthouse Baptist Church  
Marvel Plaza, LLC  
McLeod Foundation  
Medical Services of Chattanooga, Inc.  
Mega Force Staffing Group, Inc.  
Nexsen Pruet, PLLC  
Norfolk Southern Corporation  
North American Credit Services  
North Carolina Heart and Vascular  
Novo Nordisk  
Order of the Eastern Star  
Smithfield Chapter 121  
Parrish and Underwood Funeral  
Homes  
Piedmont Natural Gas  
Realo Discount Drug Stores  
RelayHealth  
River Dell Company

Robert P. Holding Foundation  
Sheetz  
Skyware Global  
Sloan Communications  
Smithfield City Florist  
Stancil Oil Co.  
Sumrell, Sugg, Carmichael, Hicks  
& Hart, P.A.  
T.A. Loving  
TCG Legacy  
Three Ships Media  
Triangle Orthopaedic Associates, P.A.  
US Bank

## Individuals

Mr. Glenn Adams  
Dr. and Mrs. Mateen Akhtar  
Dr. and Mrs. Russell Anderson  
Dr. and Mrs. Benjamin Atkeson  
Mr. and Mrs. William Joseph Austin Jr.  
Mr. and Mrs. Robert Barber  
Mr. Barry Barbour  
Dr. and Mrs. Woodrow Batten  
Mr. and Mrs. Michel Bennett  
Dr. and Mrs. Cary Bizzell  
Ms. Tina Bizzell  
Mr. and Mrs. Christopher Boyd  
Mr. and Mrs. Jeff Carver  
Dr. and Mrs. James Cash  
Ms. Lucy Coats  
Ms. Beatrice Craddock  
Mr. and Mrs. Donald Creasy  
Mr. Will Crocker  
Mr. and Mrs. Chad Culver  
Mr. and Mrs. Henry Daniels  
Ms. Lynn Daniels  
Mr. and Mrs. Leo Daughtry  
Ms. Angela Deans  
Mr. and Mrs. Drew Drain  
Mr. and Mrs. Charles Elliott Jr.  
Mr. and Mrs. James Gibson  
Dr. Bessalieu Griffin  
Mr. and Mrs. Ron Hagwood  
Mr. and Mrs. Andrew Halliburton  
Mr. and Mrs. Jason Hardy  
Mr. and Mrs. R. Steve Hargis  
Mr. and Mrs. Timothy Hays  
Mr. and Mrs. Daniel Heavner  
Ms. Doris Helms  
Mr. and Mrs. John Hobart  
Mr. and Mrs. Walter Holland  
Mr. and Mrs. David Holt

Mr. Jimmy Hooks  
Mr. and Mrs. James Howell  
Ms. Nell Howell  
Mr. Jim Jenkins  
Mr. J.M. Johnson Jr.  
Mr. and Mrs. Bernard Jones  
Mr. and Mrs. James Jones  
Mr. and Mrs. Robert Kamping  
Mr. and Mrs. William Kennedy  
Mr. and Mrs. Eddie Klein  
Dr. and Mrs. Dennis Koffer  
Mr. and Mrs. Billy Kornegay  
Mr. and Mrs. James Lawrence  
Mr. and Mrs. David Lee  
Mr. and Mrs. Denton Lee  
Dr. and Mrs. Robert Lippitt  
Mr. and Mrs. Jimmy Marler  
Mr. and Mrs. Kyle McDermott  
Ms. Emily McGuire  
Ms. Jacqueline McKeithan  
Mr. and Mrs. Stewart McLeod  
Ms. Brenda Miles  
Mr. and Mrs. David Mills  
Mr. and Mrs. James Narron  
Mr. and Mrs. James Nappier  
Mr. and Mrs. Jack O'Hale  
Dr. and Mrs. Jimmy Oldham  
Mr. and Mrs. Bobby Parker  
Mr. and Mrs. John Parrish  
Mr. and Mrs. Terry Parrish  
Mr. and Mrs. Barry Partlo  
Mr. and Mrs. Wrenn Patterson  
Ms. Jenny Peedin  
Dr. and Mrs. Jesse Pittard  
Dr. and Mrs. Donald Pocock  
Ms. Elizabeth Sawrey  
Dr. and Mrs. Charles Scarantino  
Mr. and Mrs. John Scovil  
Ms. Joyce Senter  
Dr. and Mrs. Sanjay Singareddy  
Dr. and Mrs. William Smith  
Mr. and Mrs. Millard Stallings  
Mr. and Mrs. Durwood Stephenson  
Mr. and Mrs. Ralph Stewart Jr.  
Mr. and Mrs. Ray Summerlin  
Mr. Kenneth Talton  
Mr. and Mrs. Patrick Tormey  
Mr. and Mrs. Michel van Schaik  
Mr. and Mrs. Arnold Wallace  
Mr. and Mrs. James Wallace  
Mr. and Mrs. David Ward  
Ms. Patricia Weaver  
Mr. and Mrs. Allen Wellons

Mr. and Mrs. William Wellons  
Dr. Kerry Whitt and Ms. Lynn Rebello  
Mr. and Mrs. Johnny Williams  
Mr. and Mrs. John Wood  
Ms. Joyce Wood  
Mr. and Mrs. Barry Woodard  
Ms. Mabel Yelvington

## Founders Circle Members Cumulative Giving Of \$25,000 Or More Organizations

Caterpillar  
County of Johnston  
Edwards IGA Foodliner, Inc.  
First Citizens Bank  
Four Oaks Bank  
Grifols Therapeutics, Inc.  
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Mr. Luby Wood  
Mr. and Mrs. Ricky Young

## Legacy Club Charter Members Planned Giving Contributors

Ms. Lucy Coats  
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# Johnston Health's Ambassadors of the Year

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. From these recipients, the hospital's top administrators then select in May an Ambassador of the Year. To align this special recognition with the fiscal year that our annual report now follows, we're featuring the 2015 and 2016 winners.

## **2015: Tammy Aycocke** ***Surgical Tech Has Passion For Teaching And Mentoring***

On the day that her youngest child started kindergarten, Tammy Aycocke started classes at a community college. She had been a stay-at-home mom for 13 years. Now she was back in school, preparing for a new chapter in her life. Those years had not been easy. While her husband worked weekdays, she worked weekend nights as a nursing assistant.

The job helped make ends meet, but it also helped her find her passion. While working on an especially busy night in the Smithfield emergency department, Aycocke jumped in to assist with a patient's chest injury. The doctor recognized her interest in anatomy, and encouraged her to apply to nursing school. After reflecting on their conversation, Aycocke enrolled in the surgical technician program at Wilson Community College.

To pay for school, she worked full-time at night. She grabbed every opportunity to study. While pushing stretchers, she reviewed anatomy flash cards.

A year later, she graduated and went to work full-time in the operating room at Johnston Health. After rotating through the different services, she found herself regularly assisting with vascular surgeries, and loving it.



**Tammy Aycocke**

Lynn King, director of surgical services, says Aycocke promotes and maintains the highest standards for surgical technology. "She has integrity, a strong work ethic and is capable of working with any surgeon."

Today, Aycocke shares her enthusiasm with students. She is a part-time instructor for the surgical tech program from which she graduated. One day a week, she oversees their clinical training in the Smithfield OR, and provides positive feedback and encouragement.

"My job is so enjoyable that it truly does not feel like work," she says.

## **2016: Tammy Wood** ***Benefits Specialist Is A Valuable Resource And Comfort To Co-workers***

It's her job to ensure that employees at Johnston Health receive the benefits to which they're entitled: maternity leave when pregnant; short-term disability when sick or injured; retirement when age and years of service draw nigh. But benefits specialist Tammy Wood may be the organization's most special benefit of all.

When the deadline passes for the benefits enrollment period, she always reaches out to those 100 or so employees who miss it, politely prodding and asking how she can assist them with the process.

When an employee lost her home, Wood helped her find a new place that would accept her beloved pet. She routinely goes out of her way to deliver family medical leave applications to employees while hospitalized, and disability forms to employees' homes when they're not able to travel.

Tim Hays, vice president of human resources for Johnston Health, says Wood sees people at their best and worst as they deal with life and death situations. "She's always willing to listen, to offer a hug and reassurance that things are going to be ok," he says.



**Tammy Wood**

Wood also oversees a fund set up to assist employees who are facing an extreme emergency. She screens applicants and ensures they meet the program's guidelines for assistance. She forwards these applications to an employee committee for review and a final decision.

"I like to think that I provide comfort, that I make our employees' situations a little better by walking them through the process," she says. "I enjoy that."



# Introducing The Monthly Johnston Health Ambassadors



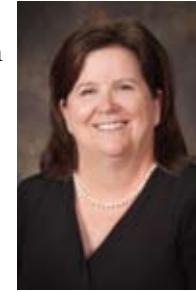
## Suzette Rodriguez

As the public relations specialist for the health care system, it's her job to keep employees and the community abreast of changes and new services. She is also known for starting and building a collection of local art that brightens hallways, lobbies and patient rooms.



## Alvin Evans

The sole technical specialist at Johnston Health Clayton, he is kind, helpful and flexible. When the new hospital opened, he brought the computers and medical equipment online, installed printers and scanners, and configured phones and switch ports. A quick learner, he's always smiling and happy to assist.



## Tammy Wood

A benefits specialist in human resources, she goes to great lengths to ensure that employees receive the benefits to which they're entitled. And to those who are facing tough times, she's always willing to listen, to offer a hug and reassurance that things are going to be OK.



## Tonya Murphy

As the clinical coordinator for the respiratory therapy department, she patiently orients and trains new hires. Known for her strong communication skills, she ensures that co-workers are productive and have what they need to provide the highest level of care.



## Trish Mahlschnee

A speech pathologist, she works with patients who have difficulty speaking and swallowing. She makes therapy fun, and ensures that patients get the follow-up care they need. Toward promoting her profession, she brings speech therapy conferences to the hospital campus so that peers can earn continuing education credits.



## James Griffin

A mechanic at Johnston Health Clayton, he maintains the HVAC system, machines and other moving parts at the hospital and medical office building next door. When planning for a repair or installation, he thinks of how the work or a power outage may affect the patient, and adjusts accordingly.



## Mary Wood

As the hospice outreach coordinator, she shares valuable information with the community about services, and works alongside health care professionals to meet the needs of patients and their families. Prior to moving into her current role in April 2016, she was a registered nurse at the SECU Hospice House.



## LaRue Keith

The lab's secretary for the past 30 years, she juggles myriad tasks and responsibilities. Co-workers admire her sense of humor and knack for organization. She's dedicated, reliable, energetic and a mentor to new employees. As changes in technology have come about, she has adapted and embraced them all.



## Beth Walker

A home care nurse, she loves connecting with patients and being an advocate for their care. She also enjoys teaching and doesn't mind talking tough with patients who don't follow their rehab plans. In all that she does, she strives to be caring, honest and up front.



## Cassie Driver

A registered nurse with a sunny disposition and a passion for patient care, she embraces opportunities to learn new skills. Since her recognition as an ambassador, she has returned to school full-time to earn a bachelor's degree. After graduation, she plans to enroll in medical school.



## Nicole Rogers

A nurse in behavioral health, she loves seeing the transformation as patients get the treatment and care they need. In a project tied to her bachelor's degree, she led a nursing initiative aimed at educating family members about mental health care. Her goal: to support and empower families to accept the responsibility of caring for a mentally ill loved one at home.



## Nancy Batchelor

As the team leader in community wide scheduling, she bridges the communication gap between physicians' offices and hospital departments to ensure that every patient scheduled receives the best possible experience. Co-workers describe her as a ray of sunshine and a leader with an excellent work ethic.

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2015-2016

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