Welcome to Colleton Medical Center

It is with great pride that we share Colleton Medical Center’s 2012 Community Benefits Report. In our look back at a year filled with successes in quality care and growth, we hope you’ll feel the same pride we do in our hometown hospital.

Colleton Medical Center continuously strives to be the very best hospital we can be on our community’s behalf. In 2012, for the second year in a row, we were recognized as a Top Performer on Key Quality Measures by the Joint Commission. Only 18% of hospitals in the nation achieved this status and of those, only 39% were recognized for two consecutive years. CMC is one of only 14 hospitals in South Carolina to make this prestigious list. This national distinction is a result of hard work and dedication to our patients by the physicians, employees, and volunteers who are the CMC family.

We have focused on growing programs and access to specialty care so that we offer the broadest range of health services ever available in our community. Our goal is to ensure that whatever your health needs, we can take care of you here, close to home. Whether expanding existing programs like our inpatient rehabilitation unit, opening the doors to our new Vein Clinic, or welcoming new specialty physicians on our staff, everything we do is aimed at providing you with ‘big city’ services right here in Colleton County.

Colleton Medical Center is your hospital. It’s filled with your neighbors, friends, and relatives who work here daily with one focus in mind - to care for you the way they want their family cared for. It’s a hospital filled with friendly, supportive people who understand that every patient is an individual with unique needs. There are no strangers here – whether a life-long resident or a motorist experiencing an emergency as they travel down 1-95. At CMC you can count on receiving high quality care delivered with sincere compassion that every patient deserves.

In 2013, Brad Griffin will be joining CMC as its new Chief Executive Officer. We look forward to welcoming Brad to the community and introducing him to you soon.

Thank you for your continued support of Colleton Medical Center and the confidence you place in our team. We are committed to your good health, every day.

James Hiott  
Chief Financial Officer

Anne Jonason, RN  
Chief Nursing Officer

Kim Rakes, MD  
Chief of Staff, 2012
Quality and Patient Safety

At Colleton Medical Center, providing quality care in a safe environment is at the forefront of our daily lives. Following the guidelines of evidence-based care and achieving our patient safety goals means we are providing the right care for the right patient at the right time.

Mission

Through partnerships, we create a caring environment where healing occurs and where quality of life is enhanced.

Values

C Caring for our patients and community is our first priority.

A Actions speak louder than words.

R Respect is the golden rule.

E Excellence in everything we do.

Key Quality Measures:

For the second year in a row, The Joint Commission recognized Colleton Medical Center as a Top Performer on key quality measures, placing CMC in the top 18% of hospitals in the nation. These Key Quality Measures include:

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Salaries, Wages & Benefits $34,497,321

Cost of Charity & Uncompensated Care $9,979,917

Capital Investment $3,587,475

Taxes Paid:

Federal Income Tax $530,481

State & Local Taxes $2,980,992

Local Vendor Support $3,482,788
Most people might think of CMC’s main entrance as the sliding doors leading into the lobby. But the hospital’s real front door is the Emergency Department. In 2012, nearly 27,000 people came through those doors for a variety of health care needs, and each one was welcomed and cared for with compassion and respect.

Walterboro resident Vernie Hutchinson Jr. was one of them. The 50-year-old retired Navy veteran was working with a friend to fix a winch when an air compressor built up too much pressure, causing the pneumatic grinder to blow apart. A large piece of the grinder slammed into his neck. As he held his hands over the bleeding gash, his friend rushed him to CMC’s Emergency Department. “As soon as I arrived, they took me right into a room and everybody was in there doing what they needed to,” Hutchinson said. “All the staff and the ER physician Dr. Mark Vuletich really knew what they were doing.”

Dr. Karl Stiegler, general surgeon, was called in and immediately took Hutchinson to the operating room. “He had to repair some ligaments and I ended up with 40 stitches inside my neck and 15 staples on the outside,” said Hutchinson. “Dr. Stiegler was outstanding and I was able to go home the next day.”

Like many people in the community, this wasn’t Hutchinson’s first trip through CMC’s front door. “I’ve been there before and every time I go, they are clicking right along. I don’t have any family working there but I know people, go to church with some of them, and they treat you like family.”

It’s safe to say this is one of the busiest front doors in the community. Of the 26,995 people who sought care in the Emergency Department, 14.4% of them were admitted to the hospital for additional care. A whopping 68% of all hospital admissions in 2012 came through the ED.

It takes a lot of manpower and specialized expertise to treat the broad range of health care needs that present to the ED. Colleton Medical Center has put measures in place to ensure the ability to care for those patients locally. Attracting new specialty physicians to serve on call in the ED has been a focus for several years and today, 64 physicians and surgeons are part of the emergency care team. Those specialties include Emergency Medicine, General Surgery, Orthopedics, Cardiology, OB/GYN, Pediatrics, Psychiatry, Anesthesia, Radiology and Medicine.

In addition to the 24/7 physician access in the ED, the hospital’s patients also benefit from CMC’s unique Hospitalist program. Hospitalists specialize in treating hospitalized patients and are available 24/7 to coordinate a patient’s care. For the medical staff, the presence of hospitalists provides assurance that expert medical care is always available for their patients, even when they can’t be present at the bedside.

Patients benefit from the program because treatment plans, based on results of diagnostic tests, can be developed more quickly, lowering length of stay and the anxiety associated with waiting on test results.

CMC’s hospitalists provide a wide range of expertise in varying specialties including pediatrics, geriatrics, internal medicine and family practice.

Whether patients like Vernie Hutchinson are treated and released from the ED, or are admitted for additional services, they can have confidence that medical and surgical expertise are waiting to give them high quality, compassionate care when they come through our front door.
Quality Orthopedic Care
FOR ALL AGES

Edisto Orthopedic and Sports Medicine, affiliated with Colleton Medical Center, has long provided quality orthopedic care to the community through the surgical expertise of Dr. Jeffrey Holman. Now with the addition of Dr. Ralph Moore and athletic trainer Chris Anderson, access to orthopedic and sports medicine specialists is better than ever.

“Dr. Holman already had a thriving practice. Now, we have the ability to do more outreach in the community,” said Dr. Moore. “We can do more preventive care, particularly with younger athletes.”

Dr. Holman agrees. “Traditionally orthopedics has been a more reactive specialty, responding to injury and to emergent cases. We’ve been able to be more proactive in working directly with the general public to educate and help them before they get hurt or before they are in pain.”

The Edisto group is very active in local schools and athletic programs, visiting with students that may have been injured and working with coaches to teach them proper techniques to avoid injury. “Our weekly ‘Black and Blue Clinic’ (on Saturdays during the Fall) is designed to evaluate students who may have been injured that week,” said Anderson, who visits schools weekly as part of Edisto’s sports medicine services. Eighteen-year-old Noe Cuerrier, a soccer player at USC Salkehatchie, benefitted from the program when he suffered a torn meniscus during a game.

“I was playing soccer and injured my knee,” said Cuerrier. “My coach said I needed to see a doctor so I went to the Clinic. Dr. Moore said surgery was the best option.” Moore admitted him to CMC and performed outpatient surgery on Cuerrier who says his recovery went well. “I just wanted to make sure I could play soccer in my sophomore year and I achieved that goal. They took really good care of me.”

Moore says that Cuerrier is a good example of a student who may have slipped through the cracks had his coach not brought him to the weekly clinic. Because athletic trainer Anderson had the knowledge and expertise necessary to identify the potential problem and refer him to Dr. Moore, the student received the care he needed to continue the active life he wanted. “We want to make sure the public knows this expertise is available in our community and feel confident their children can get the high quality care they need locally,” said Moore.

“The goal of orthopedics, at its most basic level, is to make or keep people active and able to do things they want to do,” said Holman. “A hip replacement for an older patient who wants to ride their bike or play golf is no less important than treatment for the injured student athlete who wants back in the game. Edisto Orthopedics and Sports Medicine now has the manpower to provide the outreach and emergency room coverage to give our community a higher level orthopedic care than ever before.”

CMC HAS THE RIGHT PRESCRIPTION FOR PATIENTS

The Pharmacy at Colleton Medical Center is a bustling center of activity for the hospital. Delivering approximately 1,800 doses of medications daily, the team of four pharmacists and five pharmacy technicians plays a significant role in the treatment of patients. Members of the Pharmacy team are consulted daily and participate in patient rounds with other disciplines within the hospital, including physicians, to address medication issues and help select medication therapies. The pharmacy utilizes an electronic medication administration record that uses bar code technology and greatly enhances safe medication practices.

“We provide a wide range of services, including renal dosing adjustments, pain management, pharmacodynamic dosing, transition from IV medications to oral medications that can be taken at home, and medication optimization,” says Michelle O’Quinn, Pharmacy Director. “Antimicrobial stewardship has also been a major focus for our pharmacy.” The unit’s antibiogram tracks the sensitivities of ‘bugs’ to antibiotics. “We see fewer instances of antibiotic resistance than many other facilities. We attribute that success in large part to careful selection of antibiotics based on cultures and types of infections.”
Colleton Medical Center is the ‘hospital professional’s hospital.’ At least that’s the case for CMC’s Director of Quality Management Alisha Fender. When Fender’s 14-year-old daughter was diagnosed with a tumor and inflamed appendix last summer, she chose her local hospital for the emergency surgery. “I wouldn’t have taken her anywhere else,” said Fender. “I say bigger isn’t always better (referring to staying local rather going to another facility). CMC is family and I knew she would be well cared for.”

Skyler Fender, an active freshman at Colleton County High School was suffering from abdominal pain when her mother took her to Dr. Michael Smith, her primary care physician. Dr. Smith ordered a CT scan at CMC’s radiology department and identified a large tumor on her left ovary and swelling of the appendix. Verifying the diagnosis with an MRI, he contacted Dr. Drew Calcutt, general surgeon. Within two days of her initial diagnosis, Skyler was being wheeled into the CMC operating room where Dr. Calcutt, along with gynecologic surgeon Dr. Carol Moore, worked in tandem to remove the affected organs.

“Dr. Calcutt and Dr. Moore collaborated to provide the very best and most efficient care to Skyler,” said Fender. “They used one incision to remove the ovary and tumor as well as the appendix. Even though they are part of two separate medical practices, they worked together to ensure an excellent outcome for my daughter.”

This wasn’t Skyler’s first experience at CMC. She was born in the hospital in July 1997. “I really wasn’t afraid,” said the teenager. “They reassured me I’d be OK and I knew they were going to do the right thing for me.” Skyler knows other teens in the community who have had injuries or illnesses that resulted in a trip to CMC and share the same opinion. “They all say the same thing, that everyone is really nice. They were probably born there too.” From the physician office, to the radiology department, operating room, recovery, and finally the 3rd floor surgical unit, Skyler says she always felt safe and like she was being cared for by family.

For Skyler, getting back to school and her favorite activity as a color guard in the school band was a top priority. She recuperated quickly and was back to her normal high school activities in short order.

“As the Quality Manager for CMC, I know first-hand the details of how well this hospital performs for our patients,” said Fender. “I look at the data that tells us we exceed national standards in very specific measures. But the knowledge that the physicians and staff at CMC truly care about the patients’ emotional wellbeing and work to provide comfort and assurance along with quality health care is what will always make CMC my hospital of choice. I’m grateful to my CMC family for being so wonderful with my daughter.”
It Takes a Dedicated Team
TO ENSURE QUALITY CARE

When the physicians, employees, and volunteers at Colleton Medical Center learned in September that their hospital had earned the Top Performing Hospital designation by The Joint Commission for the second year in a row, they were jubilant ... but not surprised. They knew the focus and effort they had all put into caring for patients daily, and the absolute commitment to doing the right thing to ensure quality outcomes.

“Everyone at CMC is dedicated to giving our patients the best care possible,” says Debi Drew, Risk Manager. “We take a very collaborative approach to caring for our patients and treat them the way we would treat our own family members.” In many cases patients are family members, neighbors, and friends. “We’re single-minded in our dedication to getting it right for every patient, every time.”

According to the hospital’s Director of Quality Management, Alisha Fender, CMC’s ability to provide the kind of results that place them in the elite Top Performer ranks is publicly reported to both the state and federal agencies that oversee hospitals. “We report individual patient data -- referred to as Core Measures,” said Fender. “These are the actions that we take during a patient’s treatment.”

For example, Core Measures data (see page 3) includes specifics like timing of medication, the physician selecting the correct medication, safety measures that ensure the right procedure for the right patient, and whether the patient received treatments such as respiratory therapy. “We’re very proud of how well we have done on behalf of our patients,” said Fender. “We are compared nationally on each of these measures and consistently are well above the national benchmarks.” Each year the federal agency introduces additional Core Measures for hospitals to track and report to the public database.

“We have many processes in place that help us ensure a safe and high quality experience for our patients,” said Ann Jonason, Chief Nursing Officer. The hospital’s electronic documentation system for patient records pops up alerts and reminders regarding a patient’s case when physicians and staff are entering notes. “It lets them know if there’s something missing in the patient’s history, if test results are available, and other information that ensures safe and timely care.”

In addition to the ongoing education for physicians and staff regarding national best practices that can improve the outcomes for patients, CMC uses an interdisciplinary team approach to make sure they are communicating with each other, the patient, and the patient’s family about care. “We round together and include any discipline within the hospital that is touching that patient,” said Jonason. “Depending on the individual patient, that might include the physician, nurse, physical therapist, pharmacist, dietitian, infection control representative, case manager, respiratory therapist or others.”

Jonason points out that the inclusion of the patient and family in discussing their care plan is vitally important. “We want to make sure that everyone understands and agrees on goals so that the patient will do well while they are here and after they are discharged.”

For the CMC team, ensuring high quality care and a highly satisfying patient experience is a daily goal. Patients who have been treated at CMC are surveyed following their admission to gain valuable feedback on how they felt about the experience. “We use the information we receive from the surveys to make improvements where needed,” said Drew. “We encourage our patients to participate in the survey and to give us candid feedback so that we can continue to be the best hospital possible for our community.”
When Walterboro resident Tom Carlin, 53, accompanied his two sons on a boy scout outing to the National Whitewater Center in Charlotte, N.C., he didn’t anticipate it would land him in the hospital. “They had a boulder climbing area and when I dismounted I landed in a little divot made by the previous climber and broke my leg,” said Carlin. “When you have a compound fracture (bone through the skin), your likelihood of getting an infection is greatly increased, and that’s what happened to me.”

Following Carlin’s surgery, orthopedic surgeon Dr. Jeff Holman, was very concerned about the potential of an infection. Dr. Holman warned Carlin that infections “can get away from you.” When the infection set in about two weeks post-surgery, Dr. Holman immediately referred Carlin to CMC’s Advanced Wound Care Clinic.

“Before going to the Clinic I was leery about who was going to be taking care of me,” said Carlin. “But from the moment I arrived and met the professionals there, I was completely at ease.” Carlin says his nurse, Jennifer Craven, was outstanding. “She was top notch — very knowledgeable and excellent at what she does.” With each visit Carlin says the entire team, including Dr. Karl Stiegler became more than nurses and doctors to him. “They became more personal to me — they leave you with a real human experience.”

Individuals who have had a non-healing wound for more than four weeks may be candidates for treatment at the Advanced Wound Care Clinic. The most common types of wounds treated include pressure ulcers, diabetic ulcers, surgical wounds, and venous stasis ulcers which are a common affliction for patients with leg swelling, varicose veins, or blood clots in the deep veins of the legs. Wound care therapies also benefit patients with trauma wounds, skin tears, and burns.

The majority of patients are treated using advanced wound therapies and specialized therapeutic dressings specific to their type of wound. For some patients, the use of negative pressure therapy may be used. Negative pressure therapy includes use of a wound vacuum that helps close the wound.

“Mr. Carlin came to the wound clinic with a traumatic wound,” said Jennifer Craven, R.N. “The skin was having trouble healing around the hardware that was surgically implanted in his ankle. We were able to help him heal in seven weeks with weekly surgical debridements (removal of dead tissue in a wound) and dressings. Our goal is to heal a patient in 16 weeks or less. We accomplished our goal!”

While Carlin did not require Hyperbaric Oxygen Therapy, 6%-10% of patients are candidates for this specialized treatment. Typically referred to as a “dive,” this treatment is based on the principal that the healing process is improved by 25% while breathing oxygen under pressure. CMC has invested in two individual chambers. A patient lies in the chamber and is taken to a higher atmospheric pressure. They breathe 100% oxygen the entire time they are in the chamber which is typically 90-140 minutes per visit. While the number of visits may vary based on physicians’ orders, a patient in jeopardy of losing a limb may spend five days a week for four weeks “diving” at the clinic. Patients are made comfortable and are able to watch movies or cable television during the treatment to help pass the time.

The highly specialized wound care team at CMC is led by Dr. John Kinard, medical director, along with Dr. Val Smetka, Dr. Adam Mandel, and Dr. Karl Stiegler. “When you have multiple things going on — wound, broken bone, physical therapy — it’s nice to know that we have people who specialize in this kind of care,” said Carlin. “We are very blessed to have this service with these highly professional people here in Walterboro.”
When Colleton County resident Cynthia Gant suffered a stroke last summer in Charleston, she began a journey of recovery that brought her back home to Walterboro where she was treated by ‘friends’. “I was taken immediately to another hospital because I was out of town,” she said. “After a month I was able to come home and begin outpatient therapy at Colleton Medical Center’s outpatient rehabilitation center.”

“I was glad to be home and able to go to our hospital for services,” said Gant. “I was familiar with their program and the staff because my husband had gone there for treatment. I was comfortable talking with my therapists about what I was experiencing. They really helped me both physically and emotionally.”

Gant’s treatment included a regime of physical, occupational, and speech therapy with staff that ensured she was an active part of her own health care team. “We worked together to develop very specific goals,” she said. “I helped develop my own plan of care and the therapists made sure I was achieving my goals without too much pain. They didn’t want me to be uncomfortable, but helped me reach limits and move forward.”

Had Cynthia suffered her stroke at home, she likely would have been taken to CMC’s inpatient rehabilitation unit, which has served patients in the community since 1986, making it the most experienced center in South Carolina’s Lowcountry. Using a team approach to help each patient meet their highest level of independence, the center is a valuable resource for patients needing a high quality, intense rehabilitation program.

For Eddie Dukes, CMC’s inpatient rehabilitation unit was a true blessing. An annual physical for this normally healthy man, turned into a more than year-long critical episode in his life. “I got the flu shot and about a week and a half later became very sick,” he said. “My wife took me to our local hospital in Summerville and I was diagnosed with Guillain-Barré Syndrome, a rare reaction to the shot.” Dukes says that he was put on a ventilator and spent the next four months at two different hospitals before he was able to be moved to a rehabilitation center. “Colleton Medical Center was the only facility that would take a patient needing more than three weeks of care.” Dukes spent 13 weeks at CMC.

Located on the 4th floor of the hospital, the inpatient unit expanded from eight to 14 beds in 2012, to serve a growing need in the community. It is served by a team of caring and highly trained professionals including a physiatrist (a doctor who specializes in physical medicine and rehabilitation), rehabilitation nurses, physical, occupational, and speech therapists, and case managers. Through weekly team meetings, each patient’s progress toward goals is evaluated and the referring physician is kept informed in order to create a seamless transition from acute inpatient rehabilitation to outpatient care in the community.

“I was paralyzed when I arrived,” said Dukes. “My speech therapist worked with me and I’m talking. The occupational therapist helped me begin using my hands and arms again. I couldn’t move and my physical therapist had me turning over, sitting up, and moving.” Dukes is now home -- thanks to the care at CMC. “I can’t say enough about them. They treated me like family. I would recommend CMC to anyone.”

Whether providing care in the inpatient or outpatient setting, the rehabilitation team at CMC is focused on providing the very best outcomes for patients. “I saw how my therapists communicated with my doctor on every aspect of my care,” said Gant. “They made sure that he received every bit of information necessary to give me the best level of care. My doctor commented to me that he is always impressed with how well the therapists at CMC communicate and work with him as a team.”
Giving Back to Community

On a daily basis, the physicians and staff at Colleton Medical Center change lives through the care they deliver. It’s their mission. They work with complete commitment to providing the highest quality care possible for each individual patient. Because they live and work in the Walterboro area they are often caring for family, neighbors, and friends.

CMC’s 562 employees, 190 physicians and 55 volunteers are a mighty force for doing good things in Colleton County. As a major employer CMC offers a significant economic impact for the area, providing jobs, benefits, and tax support that helps pay for community services.

They also give back to the community in a variety of other ways that make a huge difference in the lives of others. This enthusiastic team can be found at virtually every local health fair and civic or charitable fundraising drive held throughout the year. “We appreciate the support the community gives us by choosing CMC as their hometown health care provider. Giving back is part of our culture,” said Alysia Price, Director of Human Resources.

“Our team truly enjoys getting involved in community efforts,” said Price. “They can get very competitive too when it comes to raising funds, collecting school supplies, or ensuring children have presents under the tree on Christmas Day.” Price says one of the most complicated but rewarding efforts in 2012 was the production of a Pink Glove Dance Video that benefitted breast cancer organizations. “Our video placed fifth in the nation for the competition and involved not only our team but also many volunteers in the community – including the local high school marching band!”

CMC’s ongoing health and wellness outreach program – H2U Health, Happiness, You – is an opportunity for community members to benefit from education, screenings, and even social activities that impact members’ physical and emotional wellbeing. “We offer H2U to anyone in the community who enjoys socializing with others in a setting that focuses on good health,” said Price. “The nominal annual fee of $20 provides online access to health tools and invitations to many events held here at the hospital or out in the community.”

“It’s fair to say that ‘Giving’ is our middle name,” said Price. “We’re here day and night, every day of the year to serve our community in any way we can.”

Organizations benefitting from the CMC team include:

- American Heart Association Heart Walk
- American Cancer Society Relay for Life
- March of Dimes
- March for Babies
- March of Dimes Golf Tournament
- Downtown Walterboro Criterium
- USC-Salkehatchie
- South Carolina Artisan Center
- Omar Safety Patrol
- Colleton County School District
- Colleton County Arts Council
- Colleton Museum
- United Way
- Arthritis Foundation
- Shepherd’s Care Lutheran Church
- The Colleton Center
- Susan G. Komen
- Walterboro-Colleton County Chamber of Commerce
- Lowcountry Area Health Education Center
- HCA Good Government Fund
- HCA Hope Fund

Colleton Medical Center is not your typical, ordinary community hospital. It is recognized as a top performing hospital by The Joint Commission, and delivers “big city” services close to home.
Every February, the Colleton Medical Center staff celebrate "Wear Red Day," in support of the fight against heart disease.

Colleton Medical Center’s Pink Glove Dance video won fifth place nationally. Scan the QR code here to watch CMC’s creative video, which featured a ‘dressed up’ entrance sign.

Coastal Electric Annual Meeting Health Fair
The Heart of CMC

Loyalty is a quality that runs deep in the CMC team: loyalty to patients, community, and to each other. As a sole community provider (in its current and previous location) for over 67 years, CMC’s employees have been born there, had their own children there, said goodbye to loved ones, and on almost a daily basis have cared for someone they know. It’s a multi-generational family where mothers, daughters, and even grandmothers work together. Many of the 562 employees started their career at the hospital, and others retired after decades of service. CMC’s turnover rate is just 11.9% compared to the national industry average of 22-25%. When new members join the team, they find a supportive environment that allows them to care for patients in a loving way. They teach each other and learn from each other. They share successes, challenges, celebrations, and opportunities to grow. They put their heart into everything they do for the patients and community they serve.

VEIN CENTER OFFERS NEW TREATMENT OPTION CLOSE TO HOME

When the Colleton Vein Center opened last summer, it was a welcome new service for patients suffering from a variety of vein problems. Often people think of a vein center as providing treatment to make their legs look better. But vein problems can be very dangerous to your health. Symptoms like leg pain or swelling, burning or itching skin, heavy, tired or restless legs, skin discoloration, leg cramps, or ulcers, can have a dramatic impact on the quality of a patient’s life. Vascular surgeon Dr. Adam Keefer and general surgeon Dr. Dubose Medlock offer treatments at the Center, which are providing excellent results for patients.

Patient Wanda J. offered this testimonial to the effectiveness of the new service, “All at the Colleton Vein Center work as a unit; a well-oiled machine – A Team! You’re made to feel comfortable and cared for. They answer your questions in a way that puts your mind at ease. I couldn’t have asked for better attention to my needs or better results!”

Using radiofrequency ablation, phlebectomy, and sclerotherapy, the physicians and staff at the Colleton Vein Center help patients overcome conditions that many have suffered with for years. Several free vein screening events were held throughout the year with over 100 individuals receiving an evaluation. Patients may be referred to the center or simply walk in to find out how this new service can help them.