

CHOWAN HOSPITAL

2008 REPORT TO THE COMMUNITY

OUR FAMILY. CARING FOR YOURS.


UNIVERSITY HEALTH SYSTEMS
Chowan Hospital



Message from the President

COMMUNITY BENEFIT

PATIENT SERVICES

Licensed beds	89
Admissions	2,478
Surgeries	1,796
Births	397
ED visits	13,385
Outpatient visits	22,480

ECONOMIC IMPACT

Total # employees	511
Salaries/wages/benefits	\$25,208,000
Capital funds reinvested	\$4,310,000

COMMUNITY BENEFIT AND BAD DEBT

Unreimbursed Medicare/Medicaid	\$3,607,000
Charity care	\$326,000
Community benefit programs/services	\$149,000
Bad debt	\$1,893,000
Total community benefit and bad debt	\$5,975,000

Fiscal year 2008 covers October 1, 2007 through September 30, 2008.

In fiscal year 2008, Chowan Hospital added new people, new programs and new services to move us forward in our Journey to Excellence. Through the efforts of our highly competent and professional staff, we have lived our mission of enhancing the quality of life for the people and communities we serve, touch and support. Our staff and physicians continue to provide compassionate, quality care, treating every patient like family. At Chowan Hospital, "Our Family Caring for Yours" is more than a slogan; it is why we are here. We'd like to share with you some of the incredible things we have done this fiscal year to ensure we continue to meet your healthcare needs.

PEOPLE: The people of Chowan Hospital are the heart and soul of our organization. We believe providing employees with a work environment where they can continue to learn and grow is key to success. This year we implemented a clinical ladder for nursing and radiology as part of our Professional Development Program, which provides opportunities and rewards for advancement in their fields. We also continued our leadership development work with the nationally recognized Baptist Leadership Institute and the UHS Institute for Leadership Excellence. These programs ensure Chowan Hospital will continue to have a highly skilled and competent work force to care for you and your loved ones. In addition to this hard work, our people are participating in community events such as Hospital night at the Steamers. Chowan Hospital and Bertie Memorial Hospital co-hosted a double-header in July, where the children of staff members sang the national anthem and threw out the first pitch before enjoying some good old-fashioned summer fun.

QUALITY: Providing quality care is

always our No. 1 priority. Our staff has undergone comprehensive training in creating a culture of patient safety. This culture of patient safety is the foundation for quality, satisfaction, and ultimately excellence. To enhance quality of care and physician, staff and patient satisfaction, we implemented a hospitalist program that includes physicians, physicians' assistants and nurse practitioners who specialize in inpatient care but do not have a practice outside the hospital. These programs have been shown to enhance quality of care because the providers perform only inpatient work, making them experts in inpatient care. Our hospitalist team includes Mia Peterson-Spencer, nurse practitioner, and Dr. Eric Takahashi, an internal medicine physician with training in both adult and pediatric medicine. The publicly reported quality and patient experience data for Chowan Hospital provides evidence that our safety culture is growing and thriving. Our quality results for surgeries, heart attacks, pneumonia, congestive heart failure, and patient experiences are now available online at Medicare's *Hospital Compare* website. This is a positive and important step forward in ensuring our patients always benefit from high-quality care. Another new tool we will implement in fiscal year 2009 is HealthSpan, an electronic medical record (EMR). HealthSpan has several safety and quality features, such as double-checks on medications and allergies. As we move along our Journey to Excellence, patient safety and quality will remain our number one goal.

SERVICE: At Chowan Hospital we want to be the best possible hospital, which for us means always being a "10." To help us achieve that "10" rating we implemented several new initiatives including patient- and family-centered care. As a



Attending the Chowan Medical Office Pavilion open house were Roger Robertson, president of East Carolina Health; Cliff Copeland, University Health Systems Board of Directors member; Rev. Thomas Biggs; Dr. Frank LaBarbera; James C. "Pete" Dail; Mayor Roland Vaughan; Lee Syphus; and Chowan Hospital President Jeff Sackrison.



Bertie Memorial and Chowan Hospital staff members' children prepare to sing the national anthem at Hicks' Field in Edenton.

small community hospital, we have always considered our patients our families, and we are now working harder than ever to ensure they feel included in the care we provide their loved ones. We have implemented *Emergency Help*, which encourages the family member to call a specially trained team of staff for help when they notice subtle changes in their loved ones. Making the family a part of the care team ensures the patient will receive the best possible care. We also began using patient and family notepads, a new communication tool that prompts patients and families to write down any questions they may have for hospital and medical staff.

FINANCE: Chowan Hospital continues to achieve financial success, with fiscal year 2008 bringing the fourth consecutive year of positive financial results. The Chowan Hospital Foundation also had a successful year, hosting its annual golf tournament and special event, as well as annual fund and employee campaign. These events raised nearly \$64,000 toward the renovation of the new digital mammography suite and other high-priority health needs in our community. The Foundation also continued to partner with Chowan Hospital and Albemarle Hospital Foundation on the Community Care Clinic of Tyner. This clinic provides primary care and prescription drug assistance

to uninsured low-income patients in Chowan, Gates and Perquimans counties. Finally, the Foundation distributed more than \$82,000 in Community Benefits Grants to local not-for-profit organizations to support projects addressing cardiovascular health, diabetes prevention and management, access to care and maternal-child health.

GROWTH: Our staff continues to give back to our community by exceeding fundraising targets for Relay for Life and the United Way. These fundraising initiatives are supported by leadership, but are truly fueled by the passion and generosity of our staff. In addition to these fundraisers, Chowan Hospital continues to provide blood pressure, blood sugar and cholesterol screenings through our wellness program and LifeSpan Women's Health events including the annual health fair, heart health tea and teddy bear fairs for local schools. Fiscal year 2008 marked the beginning of digital mammography at Chowan Hospital. This new technology is considered the gold standard for mammography as the test takes less time and produces clearer, more precise results. We have also added several new physicians to our medical staff this year. We are proud to welcome Dr. Thomas DiMartino, Nurse Practitioner Linda Abbott, and their staff to our hospital family as

part of the Chowan Hospital Family Practice. Additionally, we are pleased to welcome Dr. Roman Dobransky, who joined Dr. Jeffrey Severa at Chowan Internal Medicine; Dr. Bart Resta and Dr. Raid Abo-Kamil, who joined Chowan Pediatrics; Dr. Frank LaBarbera, who joined Chowan OB/GYN; and Dr. Bora Duruman, who joined Dr. Peter Boehling and Dr. John Francis at Women's Health of Edenton. In addition to these new physicians, we also opened the Chowan Medical Pavilion, an 11,000-square-foot medical office building that houses our Chowan Pediatrics and Chowan OB/GYN practices.

As we look back on fiscal year 2008, we see so many wonderful accomplishments that have taken us many steps closer to our vision of being the hospital where incredible people provide incredible care everyday. We thank you for allowing us to serve your healthcare needs and look forward to continuing to provide excellent care for you and your loved ones. At Chowan Hospital, you will truly find "Our Family Caring for Yours."

Jeffrey N. Sackrison
President, Chowan Hospital



Among those attending a welcome reception for Chowan Pediatrics' newest staff Virginia Penn, Jessica Oliver, Shavonna Boone, Christy East, Kelly Broadribb, Dr. Raid Abo-Kamil, Dr. Bartholomew Resta, Beverly Pulley, Amy Long, Denise Carter and Sherry Bower.

PROGRAMS AND SERVICES

24-Hour Emergency Department

Teletrauma

Chowan Hospital Home Care

Serving Bertie, Chowan, Gates and Perquimans counties

Guest Services

Hospitalist Program

Inpatient Care

Intensive care unit
Medical-surgical

Laboratory Services

Lifeline®

24-Hour personal response service placed in homes

Outpatient Behavioral Health Services

Outpatient Specialty Clinics

Cardiology
Nuclear stress testing
Pediatric cardiology
Stress ECHO
Transesophageal ECHO
Diabetes – outpatient clinics in Chowan, Perquimans and Tyrrell counties
EMG/nerve conduction studies
Gastroenterology
Lithotripsy
Massage therapy
Nephrology

Oncology/chemotherapy
Pain management
PICC line insertions
Pulmonary
Respiratory therapy
Vascular

Pediatric Asthma Program

Physician Practices

Chowan Hospital Family Practice
Chowan Internal Medicine
Chowan Obstetrics and Gynecology
Chowan Pediatrics

Radiology Services

CT Scans
Dexa Scans
Magnetic resonance imaging (MRI)
Digital mammography
Nuclear medicine
Ultrasound
X-ray

Rehabilitation Services

Cardiopulmonary
Occupational therapy
Physical therapy
Speech therapy

Skilled Nursing Facility

Surgical Services

General surgery
OB/GYN
Ophthalmology
Orthopedic
Outpatient endoscopy

Podiatry
Urology

Women's Health Services

Family Birth Center
LifeSpan Women's Health
Prepared childbirth classes

COMMUNITY PROGRAMS

Health Screenings

Blood pressure
Blood sugar
Body fat
Cholesterol
Glaucoma
Prostate cancer
Skin cancer

Speakers' Bureau

Support Groups

Cancer
Diabetes

Educational and Community Programs

Albemarle Plantation Health Fair
Business Expo in Edenton
Chowan County Senior Center Health Fair
Chowan Hospital Night at the Steamers Game
Diabetic education and outreach
LifeSpan Go Red Tea
LifeSpan Lunch and Learn sessions
LifeSpan Teddy Bear Educational Fairs at area elementary schools

LifeSpan Women's Health & Wellness Festival
Smoking Cessation and Tobacco Prevention Program for school-age children

Volunteer Opportunities

7,542 hours (including volunteers and chaplains)

LEADERSHIP

Directors Council

James C. "Pete" Dail, Chairperson
Charlie Creighton
A. F. "Jerry" Downum Jr., OD
James "Pat" Harrell
William Hope, MD
Christopher M. Justis, MD
Anne-Marie Knighton
J. Cris Reynolds, MD

Chief of Medical Staff

Christopher M. Justis, MD

Administrative Staff

Jeffrey N. Sackrison, President
Michael E. Dacus, Vice President, Financial Services and Operations
Cindy L. Coker, Vice President, Patient Care Services

For a copy of the 2008 annual report for University Health Systems, call 252-847-4526. The annual report is also available online at www.uhseast.com.