

The background image shows the exterior of South County Health buildings. On the left is a brick building with a large glass window and a white canopy entrance. A sign on the building reads "Medical Office Building" and "70 Kenyon Ave.". To the right is a larger building with a glass entrance and a sign that says "70 Kenyon Ave.". Further right is a modern building with a glass facade and a sign that says "South County Hospital".

SOUTH COUNTY HEALTH

ANNUAL REPORT

FISCAL YEAR 2024

SOUTH COUNTY HEALTH ANNUAL REPORT 2024

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DEDICATION STATEMENT

At South County Health, our unwavering commitment to exceptional patient care is made possible by the dedication, compassion, and expertise of our entire healthcare family. This year, we dedicate our annual report to the physicians, advanced practice providers, nurses, clinicians, staff, and volunteers who go above and beyond every day to ensure the health and well-being of our community.

Their tireless efforts, resilience, and compassion in the face of unwarranted scrutiny have continued to strengthen our mission—to provide trusted, high-quality care close to home. From the frontline caregivers to the teams working behind the scenes, each individual plays a vital role in delivering the level of patient care and experience that our patients and families deserve.

We also express our deep gratitude to our patients, donors, supporters, and community partners. Your trust and collaboration inspire us to innovate, grow, and continuously meet the evolving needs of those we serve.

As we reflect on this past year's achievements, challenges, and progress, we remain steadfast in our commitment to advancing healthcare, enhancing access, and ensuring a healthier future for all. Together, we will continue to shape a stronger, more connected South County Health.





MESSAGE TO THE COMMUNITY

Welcome to our Annual Report for the Fiscal Year ending September 30th, 2024, representing the collaborative efforts of South County Health, its esteemed Board of Trustees, and dedicated Medical Staff. Through this digital platform, we invite you to explore the progress of the past year and rediscover what sets South County Health apart.

At South County Health, our mission is clear: to be Rhode Island's Most Trusted Health Partner, delivering the highest quality, accessible, and sustainable healthcare to our community.

We are deeply committed to the health and well-being of our community. Our focus remains on expanding access, driving medical innovation, and delivering exceptional experiences to our patients through personalized, high-quality, and safe care—all close to home.

Health systems across Rhode Island and the U.S. are facing significant challenges, particularly in recruitment and retention, which are causing access issues across the entire healthcare system. However, South County Health has made significant strides in growing our medical staff by 35% since 2020. With new recruits in primary care and women's health, we now employ more full-time equivalent physicians and advanced practice providers, such as NPs, PAs, and CNMs, than we did in 2019. Despite this progress, challenges remain, particularly in Rhode Island, where reimbursement rates are 20-30% lower than those in Massachusetts and Connecticut, and a third of our providers are approaching retirement age.

Despite these industry-wide challenges, South County Health has successfully navigated financial and industry challenges while maintaining its commitment to patient-centered care. Our management team, doctors and providers, nurses, support staff, and volunteers have consistently delivered nationally recognized results in quality, safety, and patient experience. At the same time, management has achieved key financial objectives set by the Board of Trustees to ensure operational sustainability. This has required us to implement productivity improvements to reduce operating costs, and while necessary, these adjustments have not been easy for anyone involved.

Over the past nine months, South County Health's Administration and Board of Trustees have taken exhaustive efforts to engage a small group of disgruntled individuals who have formed a non-profit organization invoking our name, "South County Hospital." Unfortunately, their actions, both before and after the creation of this organization, have caused confusion, concern, and anxiety in our community. Their efforts have specifically targeted disrupting our critical relationships with donors—efforts that have been aided by a former employee of South County Health (SCH) who violated their fiduciary duty to protect confidential donor information, placing millions of dollars in philanthropic support at risk.



Despite our attempts to resolve disagreements amicably, they have chosen to take a non-constructive way forward. By targeting donor contributions, they risk undermining the very care and quality they claim to protect.

Therefore, our fiduciary duty compelled us to take legal action to safeguard donor confidentiality and ensure that philanthropic contributions continue to support critical hospital services and patient care. Taking legal action was not our first choice, and we pursued every reasonable alternative before taking legal action. However, to protect the organization from further harm, it was our fiduciary responsibility to protect South County Health and our donors from misuse of confidential information.

We recognize that change can bring questions, and we remain dedicated to transparency and communication. As part of our ongoing efforts, we have streamlined and enhanced several key service lines

to meet the growing needs of our community. Our focus has been on expanding access to essential services, maintaining excellence in patient outcomes, and aligning with industry best practices.

We understand that navigating healthcare can be complex, and we are committed to keeping you informed and engaged. Our new engagement initiatives, including a dedicated landing page, allow our community and staff to access clear, factual information about service updates, consolidations, and industry challenges. We also prioritize open dialogue through forums, direct communications, and a renewed focus on patient-centered care.

As we look ahead, South County Health will continue to evolve, grow, and adapt to meet the needs of those we serve. Thank you for your trust and partnership in building a healthier future for our community.



AARON ROBINSON
President and CEO



JOSEPH F. MATTHEWS
Chairman, Board of Trustees



PETER GRAVES, M.D.
President of the Medical Staff





ABOUT SOUTH COUNTY HEALTH



What began as a cottage hospital on Kenyon Avenue in 1919 has evolved into a technologically advanced healthcare system whose innovations and expertise has enabled South County Health to gain regional and national recognition for excellence in patient care and positive outcomes.

A leader in medical quality, service, and innovation, South County Health provides care to patients across Rhode Island in acute and outpatient settings including at Medical and Wellness Centers in Westerly, East Greenwich, and Warwick, as well as Primary Care and Specialty provider offices in Narragansett, Newport, and Wakefield. South County Health is comprised of three healthcare entities: South County Hospital, South County Home Health, and South County Medical Group.

A 5-Star hospital for Overall Quality, South County Hospital is a global leader in robotic-assisted surgeries and is home to more robotic-assisted options than any other hospital in the state.

OUR VALUES

INTEGRITY

Honoring our commitments to those we serve.

CARING

Exceptional compassion for our patients and co-workers.

RESPECT

Building trust through mutual regard, openness, collaboration, and humility.

EXCELLENCE

Relentless pursuit of benchmark performance in everything we do.

PARTNERSHIP

Building relationships that support our values and accelerate results.

STEWARSHIP

Managing organizational resources to preserve and sustain our mission.



OUR VISION: A MODEL HEALTH SYSTEM

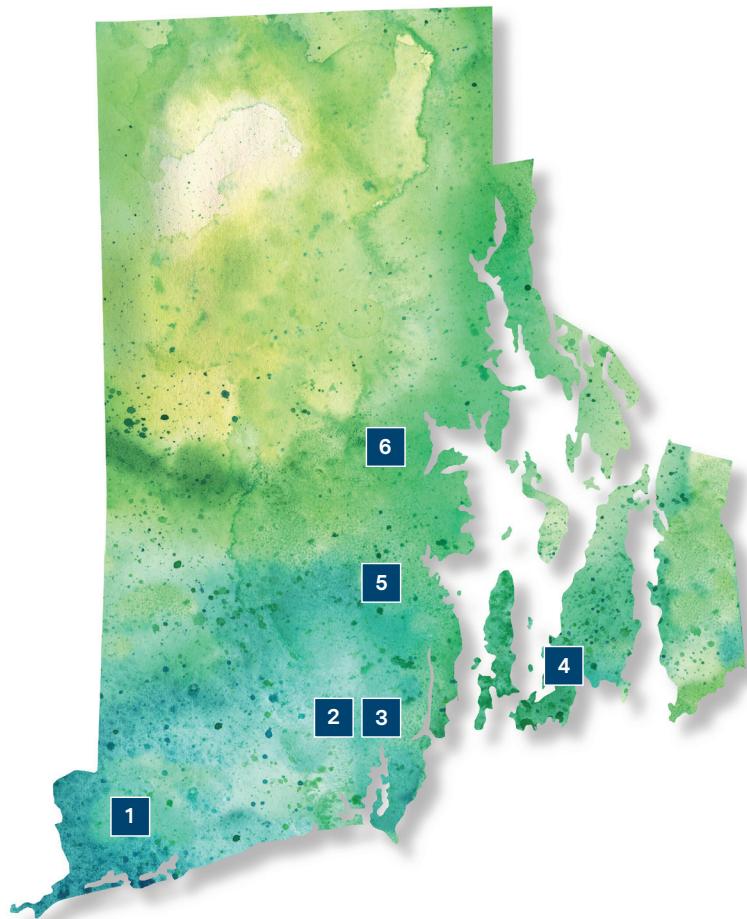


KEY STRATEGIC INITIATIVES

- HIGH PERFORMING HEALTH SYSTEM**
Achieving top 10% in quality, service, and financial performance.
- SERVICE LINE CENTERS OF EXCELLENCE**
Destination quality, service, and innovation for key clinical programs.
- TRANSFORMATION**
Deployment of contemporary, consumer-driven platforms and models of care leveraging automation, data, and analytics to enhance health outcomes.
- ACCESS**
Seamless, connected, and easy access that delights our customers.
- COMMUNITY HEALTH**
Integrate services that connect our communities to care across the continuum advancing health and value.



SYSTEM AT A GLANCE



LOCATIONS

Westerly **1**
Wakefield **2**
Narragansett **3**
Newport **4**
East Greenwich **5**
Warwick **6**

MEDICAL STAFF

523 *Total Providers*
395 *Physicians*
128 *Advanced Practice Providers*

SERVICES

- Anticoagulation Clinic
- Cardiovascular Care
- Center for Women's Health
- Dermatology
- Diagnostic Imaging
- Emergency Department
- Express Care
- Gastroenterology
- General Surgery
- Home Health
- Hospital Medicine
- Infectious Disease Clinic
- Laboratory Services
- Nephrology & Hypertension
- Oncology/Hematology
- Orthopedics
- Primary Care
- Radiation Therapy
- Urology
- Wound Care



LOCATIONS & PRACTICES

SOUTH COUNTY HOSPITAL

p. 401-782-8000

SouthCountyHealth.org

ANCILLARY SERVICES EXPRESS CARE

LABORATORY SERVICES

East Greenwich, Narragansett, Wakefield, Warwick, Westerly
p. 401-788-1418
f. 401-782-9812

DIAGNOSTIC IMAGING

East Greenwich, Wakefield, Warwick, Westerly
p. 401-788-1486
f. 401-782-9894

EAST GREENWICH

p. 401-471-6740

WARWICK

p. 401-562-1017

WESTERLY

p. 401-604-2500

For fastest care, including
virtual care options, use
GetCare.SouthCountyHealth.org

PRIMARY CARE

EAST GREENWICH

p. 401-471-6760
f. 401-471-6765

NARRAGANSETT

p. 401-789-8543
f. 401-782-8766

WARWICK

p. 401-562-1020
f. 401-562-1056

WESTERLY

p. 401-604-2530
f. 401-604-2560

NEW PATIENT / PRIMARY CARE LINE
401-789-8543

Dedicated line for patients to schedule appointments
with South County Medical Group providers at any of our
primary care locations.

SPECIALTY CARE

CENTER FOR WOMEN'S HEALTH

Wakefield, Warwick, Westerly
p. 401-789-0661

GENERAL SURGERY

Wakefield
p. 401-284-1212
f. 401-788-8730

INFECTIOUS DISEASE CLINIC

Narragansett
p. 401-471-6285

NEPHROLOGY & HYPERTENSION

Wakefield, Westerly
p. 401-782-0090
f. 401-782-0988

CANCER CENTER

Wakefield
p. 401-783-6670
f. 401-789-4990

RADIATION THERAPY

Wakefield
p. 401-284-0850
f. 401-284-0860

PULMONOLOGY

East Greenwich, Narragansett, Warwick
p. 401-788-2110

UROLOGY

Newport, Wakefield
p. 401-788-8780
f. 401-788-8787

WOUND CARE

Wakefield
p. 401-788-1638

PARTNERSHIP PRACTICES

CNE CARDIOLOGY

East Greenwich
p. 401-471-6440
f. 401-889-5082
Wakefield
p. 401-789-5770
f. 401-889-5082

GASTROINTESTINAL MEDICINE ASSOCIATES

SCH partner location:
East Greenwich
p. 401-943-1300
f. 401-946-8480

ORTHO RHODE ISLAND

SCH partner locations:
Wakefield, Westerly
p. 401-777-7000
f. 401-782-6810
f. 401-738-3777 (*Warwick*)

SOUTH COUNTY DERMATOLOGY

SCH partner locations:
East Greenwich, Westerly
p. (401) 250-5640
f. (401) 471-6865

THE VASCULAR EXPERTS RI

SCH partner locations:
East Greenwich, Wakefield
p. 401-661-8088
f. 401-661-8086





AWARDS & ACCREDITATIONS

CELEBRATING EXCELLENCE

In a time of ongoing challenges in healthcare, South County Health remains steadfast in its commitment to providing exceptional care. Thanks to the dedication of our providers, staff, and volunteers, we have once again been recognized for excellence across multiple areas of patient care, quality, and safety.

From being one of only two hospitals in RI to earn a CMS 5-Star Rating for overall hospital quality, and achieving a CMS 5-Star Rating for Home Health patient experience, to achieving another 'A' safety grade from Leapfrog - our 11th since 2018 —and being recognized by Healthgrades with an 5-Star rating for both Vaginal and Cesarean Delivery, as well as prestigious accreditations in stroke care, orthopedics, and patient safety. These achievements reflect our unwavering focus on delivering the highest standard of care.

These honors are a testament to the skill, compassion, and teamwork of all of our staff, providers, and volunteers. Their hard work and commitment to making a difference in the lives of our patients every day, play an essential part in fulfilling our mission of being Rhode Island's Most Trusted Health Partner.

American College of Radiation Oncology (ACRO) Accredited:

South County Health Radiation Therapy is one of only approximately 300 practices nationwide to receive this prestigious accreditation.

Blue Distinction Center+ for Hip and Knee Replacement:

Recognizes hospitals for their expertise and efficiency in delivering specialty care.

Centers for Medicare and Medicaid (CMS)

- **South County Hospital**
5-Star Overall Rating
- **South County Home Health**
5-Star Rating for Patient Experience

Healthgrades

5-star Vaginal Delivery (2024), 5-star C-Section Delivery (2024), Outstanding Patient Experience: Cardiology (2024)

Joint Commission Accredited

Designates hospitals that meet or exceed standards that promote safe and effective care of the highest quality and value.

- **Total Hip and Knee Replacement**
- **Primary Stroke Center**

Leapfrog:

"A" Safety Rating - Spring 2024 and Fall 2024



ADVANCING HEALTHCARE

FACILITIES UPGRADES AND EXPANSIONS

CHEMISTRY ANALYZERS

The installation of advanced analyzers in our laboratory marks a significant leap forward in technology and service capabilities.



SMART BEDS

Designed to deliver superior pressure redistribution for optimal wound prevention and healing.



HYBRID CARDIAC CATHETERIZATION & INTERVENTIONAL RADIOLOGY (IR) SUITE

A transformative initiative to rebuild and expand our facilities, creating a state-of-the-art Hybrid Cardiac Catheterization & Interventional Radiology (IR) Suite.



MEDICAL STAFF LOUNGE

A dedicated space for providers.



LOBBY IMPROVEMENTS — HEALING GROUNDS CAFE & GIFT SHOP

These improvements are made possible through the generous support of philanthropic donors and partners with a shared commitment to providing exceptional healthcare services.

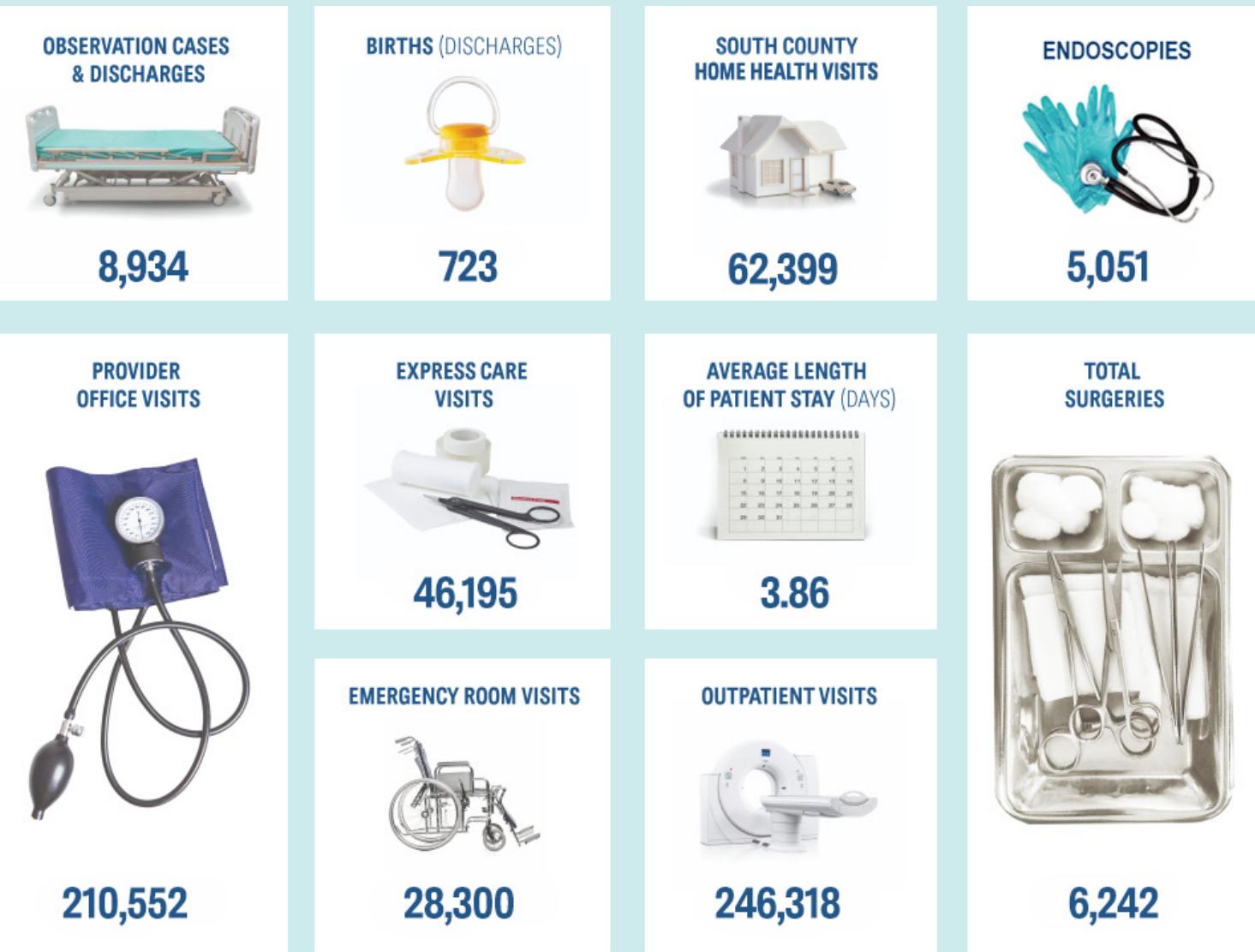


STAFF REJUVENATION ROOM

A thoughtfully designed retreat for staff.



FY 2024 KEY HOSPITAL STATISTICS



DIGITAL STATISTICS

DIGITALLY SCHEDULED APPOINTMENTS

FY24
EXPRESS CARES &
EMERGENCY DEPARTMENT



13,893

% OF EXPRESS CARE/ED VISITS DIGITALLY SCHEDULED



18.81%

VIRTUAL VISITS AND APP DOWNLOADS

FY24 EXPRESS CARE VIRTUAL VISITS



1,701

PATIENT PORTAL

FY24 MEDICAL GROUP PATIENT PORTAL ENROLLMENTS



31,127

FY24 MEDICAL GROUP VISITS DIGITALLY SCHEDULED

SCMG

3,369

FY24 SCH NOW APP DOWNLOADS

**SCH
NOW**

11,423

FY24 MEDICAL GROUP PATIENT PORTAL UTILIZATION

SCMG

48%



PROCEDURAL FIRSTS AND MILESTONES

100TH AQUABLATION PROCEDURE

In November 2024, South County Health's Urology team successfully completed their 100th Aquablation procedure since introducing the procedure in January 2024, marking a significant milestone in the use of this innovative technology. This state-of-the-art treatment for benign prostatic hyperplasia (BPH) has been made possible through the generosity of our philanthropic community.

Aquablation is a minimally invasive procedure that uses waterjet technology to precisely remove excess prostate tissue, offering a safe and effective option for patients suffering from BPH, a condition that affects millions of men worldwide. South County Health is the only healthcare facility in South County providing this cutting-edge treatment.

“Our ability to offer Aquablation is a game changer for many men facing the challenges of BPH,” said Arnold Sarazen, MD, Chief of Urology at South County Health. “The precision and effectiveness of this technology significantly enhance the patient experience.



SCH AMONG FIRST IN THE WORLD TO OFFER MAKO 4.0

Fifteen years after introducing Mako SmartRobotics™ to the residents of South County in 2010, South County Hospital, in partnership with Ortho Rhode Island, is proud to be among the first hospitals in the world to offer the cutting-edge Mako 4.0 system at the Center for Advanced Orthopedic Surgery.

"Mako 4.0 further enhances the benefits of robotic-assisted surgery, improving every aspect of the process from planning to recovery," says Ortho Rhode Island surgeon Robert Marchand, MD. "This technology ensures precision and efficiency, allowing us to deliver exceptional care—right here in our community."

Introduced in early 2025, the Mako 4.0 system takes robotic-assisted surgery to the next level with:

- **Hardware:** Enhanced robotic arms and tools that offer better visualization and connectivity.
- **Software:** A single, versatile platform to ensure every surgery is planned and executed with precision.



DR. BRADLEY WELCOMES THE CORIN APOLLO

In South County Health, in partnership with Ortho Rhode Island, is now offering the latest advancement in robotic-assisted surgery at the Center for Advanced Orthopedic Surgery at South County Hospital. With the Corin Apollo system, our expert surgeons are providing personalized, precise care that delivers life-changing results—all close to home.

"This technology allows us to achieve the best possible outcomes for our patients with knee issues," says Ortho Rhode Island President Michael Bradley, MD, MBA. "The Corin Apollo system helps us deliver first-class results with personalized care and unmatched precision, right here in South County.



DR. MADOM'S 500TH MILESTONE

On February 3, 2025 Ian Madom, MD, an orthopedic spine surgeon at Ortho Rhode Island, performed his 500th case using the Globus ExcelsiusGPS® robotic navigation system.

Dr. Madom has been a leader in advancing minimally invasive spine surgery, helping South County Hospital remain at the forefront of surgical innovation. The ExcelsiusGPS® system enhances precision and efficiency, offering patients improved accuracy, reduced recovery time, and better overall outcomes.

"This milestone is not just a number—it's 500 patients who have benefited from cutting-edge technology and expert care," said Dr. Madom. "I'm proud to partner with a hospital that prioritizes innovation and excellence in spine surgery."



DR. HOWLETT - 3D PRINTING MILESTONE

In 2024, South County Health, in partnership with Ortho Rhode Island, marked a significant local milestone in orthopedic care. Dr. Nathan Howlett and his team at Ortho Rhode Island successfully performed South County Hospital's first reconstruction of a patient's entire shoulder socket, known as the glenoid, using the Vault Reconstruction System (VRS), a revolutionary technique involving 3D-printed materials customized to align with each patient's unique anatomy.



NEW PROVIDER SPOTLIGHT

PRIMARY CARE

Melanie Bowdy, FNP, is a board-certified Family Nurse Practitioner with experience in primary care. Melanie attended Chamberlain College of Nursing and is currently seeing patients in our Narragansett Primary Care office.

Taryn J. Carbone, FNP, is a board-certified Ambulatory and Family Nurse Practitioner. Taryn attended Simmons College and is currently seeing patients in our East Greenwich Primary Care office.

Mohammed Kattan, NP, is a board-certified Family Nurse Practitioner with experience in assisted living facilities, telemetry, and Interventional Radiology. Mohammed holds a Master of Science from Salve Regina University and is currently seeing patients in our Narragansett Primary Care office.



Diane McKeff, APRN, is a board-certified Advanced Practice RN specializing in primary care and internal medicine. Diane studied at New York University. She has been in practice since 1999 and is currently seeing patients in our Narragansett Primary Care office.

Renee Morais, MS, APRN, FNP-BC, is a board-certified Family Nurse Practitioner. Renee studied at Elms College and The University of Rhode Island. Renee is trilingual in English, Portuguese Creole, and Spanish, and is currently seeing new patients in our Warwick Primary Care office.

Erin O. Hogan, MD, is a board-certified physician who specializes in Ambulatory and Internal Medicine. Erin attended the University of Michigan where she also completed her residency. Erin is currently seeing patients in our Narragansett Primary Care office.



ORTHOPEDICS

Diana Douleh, MD, is part of the Ortho Rhode Island team and is a fellowship-trained orthopedic spine surgeon delivering a comprehensive approach to spinal care. She specializes in the treatment of cervical, thoracic, and lumbar spine disorders, providing a broad range of surgical and non-surgical solutions, including advanced motion-preserving surgeries and minimally invasive techniques.



EMERGENCY DEPARTMENT

Ryan Hudson, MD, is the Vice Chief of Emergency Medicine at South County Hospital. He is board certified by the American Board of Emergency Medicine and studied at University of Miami Miller School of Medicine.



Jenna Mut, PA-C, is a Certified Physician's Assistant who specializes in Emergency Medicine.



INTENSIVE CARE UNIT

Abdullah Kadan, MD, MBA, is a board-certified Critical Care Physician. Abdullah completed his education at the Jordan University of Science and Technology Facility of Medicine and is seeing patients at South County Hospital.



RADIATION THERAPY

Donald Joyce, MD, is a board-certified physician who specializes in Radiation Oncology. Donald completed his education at the Georgetown University, School of Medicine.



Paul Lvovsky, DO, is a board-certified Radiation Oncologist. He studied at the New York College of Osteopathic Medicine and completed his residency in the Department of Radiation Oncology at the College of Physicians & Surgeons of Columbia University. Dr. Lvovsky has particular expertise in prostate, breast, skin, and lung cancers.



CENTER FOR WOMEN'S HEALTH

Kelly Russell, Nurse Midwife, is an advanced practice midwife starting in April.



Martha Moe, MD, is a board-certified OB-GYN Physician. Martha will be Assistant Vice President of South County Medical Group and Medical Director, Center for Women's Health starting in July.



ONCOLOGY

Sylvia Alarcon, MD, is a board-certified physician who is an expert with treating cancers of the gastrointestinal tract, lung, breast, genitourinary, hematology. Sylvia completed her education at the San Simón Mayor University, Bolivia, Residency at the Berkshire Medical Center in MA, and her Fellowship at the National Institutes of Health/National Cancer Institute, Maryland.



Nancy McKinney, MD, is a board-certified physician who specializes in hematology, solid tumors (lung, breast). Nancy completed her education, residency and fellowship all at the University of Missouri.



BREAST SURGERY

Julia Tassinari, MD, is a board-certified general surgeon and specializes in breast surgery. Dr. Tassinari practices in South County Health's Cancer Center as a dedicated breast surgeon through a partnership with Brown Surgical Associates. Dr. Tassinari performs procedures such as lumpectomy, mastectomy, and others to treat many breast conditions in both men and women.



CARDIOLOGY

Ryan Boehm, MD, FACC is a board-certified physician who specializes in Cardiology at CNEMG Cardiology - Wakefield. Ryan received his education from the University of Southwestern Louisiana where he followed that with his residency at the Albert Einstein College of Medicine of Yeshiva, LSU Health Sciences Center and his Fellowships at Kaiser Permanente, LSU Health Sciences Center.



Jeffery Drood, MD, FACC is a board-certified physician who specializes in Cardiology at CNEMG Cardiology - Wakefield. Jefferey received his education from the Albert Einstein College of Medicine of Yeshiva U, Philadelphia where he followed that with his residency and fellowship at Georgetown University Hospital.



DAISY AND PETAL AWARDS

The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes. His family was awestruck by the care and compassion his nurses provided and one of the goals they set in creating a Foundation was to recognize extraordinary nurses everywhere who make an enormous difference in the lives of so many people by the super-human work they do every day. Cinnamon rolls were a favorite of Patrick's during his illness. The Barnes Family asks that whenever and wherever nurses smell that wonderful cinnamon aroma, they stop for a moment and think about how special they are.

2024 Daisy Award Recipients

- Sarah Kettle
- Bethany Rienhard
- Sarah Morrissette
- Madeleine Glidden
- Meagan Griffin
- Jacklyn Duridas



The Petal Award is a program created by South County Health's Nursing Shared Governance group to recognize nursing support staff who go above and beyond their line of duty. Nurses wouldn't be able to perform their jobs without the help of dedicated and talented support staff.

Petal Award honorees personify South County Health's commitment to patient experience. These individuals consistently demonstrate excellence through their extraordinary, compassionate care while promoting a restful and healing environment.

2024 Petal Award Recipients

- Amanda Whaley
- Elisa Lovegrove
- Breanna Golding
- Debbie Fagen



PRESTIGIOUS AWARD RECIPIENTS

Each year during Employee and Nurses Week, South County Health recognizes outstanding contributions of staff from across the health system.

IN 2024, WE RECOGNIZED:

Employee of the year

Jan Maguire

Telecommunications Representative, Communications

Leader of the Year

Andrew Sharpe, RN

Director, Surgical Services

Nurse of the Year

Deborah Rasmussen, RN

Nurse Case Manager, South County Home Health

Excellence in Stewardship

David Fogerty

Director of Decision Support, Accounting

Patient Safety Champion

Linda Cavanaugh, RN

Professional Development Specialist, Educations

Provider of the Year

Arnold Sarazen, MD

Chief of Surgery & Urology





COMMUNITY HEALTHCARE

SERVING OUR SOUTH COUNTY COMMUNITY SOUTH COUNTY HOME HEALTH

South County Home Health is a leader in the delivery of skilled visiting nurse care, rehabilitation, wound care, and other medical and non-medical services for patients who are recovering at home. As the community grows in demographics and geography, South County Home Health responds to current needs and positions itself to pivot and meet changing needs supporting our community by providing the option of quality care at home.

South County Home Health is a leader in the delivery of skilled visiting nurse care, rehabilitation, wound care, and other medical and non-medical services for patients who are recovering at home. As the community grows in demographics and geography, South County Home Health responds to current needs and positions itself to pivot and meet changing needs supporting our community by providing the option of quality care at home.

We are proud to offer specialty services such as Big and Loud, Certified Diabetic Educator, Certified Wound Nurse, as well as staff certified in Lymphedema therapy and Vestibular therapy.

At South County Health, we are stewards of your health. We want you to maintain or achieve optimal health so together, we can create a healthier, more vibrant community. Our community benefit initiatives and collective health improvement efforts with diverse partner organizations, are one way that we demonstrate our commitment to the health of the South County community.

South County Health ventures toward the next three-year cycle of the Community Health Needs Assessment 2025 actively collecting qualitative and quantitative data to review to update priority areas and embark on reflect of work completed and development of new or continued improvement interventions.

2022 Community Health Improvement Plan (CHIP) guided community benefit and population health improvement activities across South County. The CHIP built upon previous health improvement activities, while recognizing focus areas of Behavioral Health and Chronic Disease Management

Goals, objectives, and strategies from the 2022 three-year CHIP are outlined below.



BEHAVIORAL HEALTH

GOAL: Strengthen and support community initiatives that increase awareness of behavioral health, improve access to treatment, and promote wellness, recovery, and resilience.

- Reduce behavioral health stigma and fear of seeking treatment.
- Improve access to high quality behavioral health services and supports along a full continuum of care.
- Reinforce behavioral health as a chronic condition.

CHRONIC DISEASE

GOAL: Achieve equitable life expectancy and quality of life for all people by ensuring all residents have the resources they need to maintain their health.

- Promote healthy living for residents through all stages of life, with a focus on addressing social determinants of health barriers.

ALZHEIMER'S AND DEMENTIA PLAN

South County Health primarily serves the residents of Washington County. According to the United States Census Bureau, Washington County has the second-highest percentage of residents aged 65 and older in Rhode Island, with 24.3 which is 5% higher than the state average.

Alzheimer's disease represents a growing public health challenge in Rhode Island, particularly among adults over 65. In 2020, approximately 24,000 Rhode Islanders in this age group were living with Alzheimer's, making Rhode Island the state with the third-highest prevalence of the disease in New England.

Recognizing the unique needs of this vulnerable population, South County Health implemented the care model known as Hospital Elder Life Program (HELP) at South County Hospital to provide supportive care for patients with dementia and Alzheimer's during their hospital stay. This program aims to enhance the well-being and outcomes of these patients.

HELP is a comprehensive, multi-component program designed to support hospitalized seniors in maintaining their physical and cognitive functioning. Through cognitive exercises, companionship, and engaging activities, each patient receives a personalized plan that encourages both mental and physical activity.

By combining the efforts of hospital staff and volunteers, HELP offers regular assessments, supportive visits, recreation, and exercise opportunities. These interventions help seniors at risk of cognitive decline stay mentally and physically active during their hospital stay, ensuring a smoother transition to home and reduce the risk of long term institutionalization. The program's impact is significant: studies have shown that HELP reduces delirium rates by 40% and functional decline rates by 67%, while also shortening hospital stays.



PATIENT EXPERIENCE

In FY2024, South County Home Health achieved its goal of 5 Stars for Patient Experience as measured by Home Health Compare (Medicare.gov). Home Health Value Based Purchasing (HHVBP) demonstrated an exceptional result for Home Health in Patient Experience scoring.

By continuing to improve upon best practices, our goal is to achieve a 5-Star rating in Patient Quality metrics.

Focused efforts will:

- Optimize best practices with scheduling around patient preferences.
- Support newly admitted patients with in-home leadership rounding and follow-up on discharge calls to ensure smooth transition back to community support.

ADDRESSING SOCIAL DETERMINANTS OF HEALTH

South County Health has supported clients with Social Determinants of Health (SDOH), providing financial assistance, education, social and emotional support, among other items. The following is a list of services provided by the South County Home Health:

- Supplying grocery gift cards and short term support with utilities.
- Help home-bound patients and families to arrange pick-up or delivery services for prescriptions.
- Encouraging prefilled medications to improve compliance and safety.
- Connect with community-based resources for delivery services from the local food bank for home-bound patients.
- Supported vaccination education and providing available resources for clinics.

Home health staff assist with coordination of office and telehealth visits. Leverage Mobile Integrated Health (MIH) to provide wrap around services to maintain independence in their home.



COMMUNITY HEALTH

The Community Health Division provides stewardship for the community through strategic, collaborative partnerships with other organizations whose mission and vision support the health and well-being of residents within the communities we serve.

HEALTHY BODIES HEALTHY MINDS (HBHM)

Healthy Bodies Healthy Minds (HBHM) provides programs that focus on system-level changes through a convener of community partners with individual community-based support offered through the Community Health Team and other specialized programs.

To ensure inclusivity of all communities within Washington County, South County Health provided administration and staffing for the HBHM program for its role as one of 15 Health Equity Zones (HEZ) in the state. HBHM is funded by the Rhode Island Department of Health, Substance Abuse & Mental Health Services Administration, The Rhode Island Foundation, and Blue Cross Blue Shield of RI.

WASHINGTON COUNTY ZERO SUICIDE PROGRAM (WCZSP)

WCZSP takes a population health approach to suicide prevention by implementing Zero Suicide within the region's eight major healthcare organizations, including South County Health. An important part of this effort is having an adequately trained workforce and universally screening patients for depression and suicidality.

Programmatic sustainability at South County Health includes Question Persuade Refer training to all new employees at orientation, standardized screening for all patients on suicide risk and behavioral health needs with defined care plans. Screening in emergency room triage for imminent suicidal risk

- To date, 1,568 of South County Health's staff have been trained in Question, Persuade, Refer (QPR) suicide prevention training and all new employees go through training as part of their orientation. This accounts for 55.7% of Washington County's total QPR trainings.
- A universal Patient Health Questionnaire (PHQ) was implemented for patients seen in the Emergency Department with South County Hospital screening all ED patients 25 and up. From 2020-2023, a total of 158,802 PHQ and C-SSRS screenings have been conducted to identify patients at risk of suicide. This accounts for 55.7% of Washington County's total PHQ and C-SSRS screenings.



BEHAVIORAL HEALTH IN RI

Washington County is a designated mental health shortage area due to an inadequate number of providers and inpatient beds. The Mental Health Association of Rhode Island recognizes multiple reasons for the current state of the mental health care landscape in Rhode Island. Lack of resources, however, is cited by 67% of providers as a reason for not being able to accommodate new patients into their already full caseloads.

Behavioral health continues to be a high area of focus with 1 in 4 Washington County adults report excessive use of alcohol higher than state and national overall. The proportion of adults experiencing mental distress/depression has increased in Washington County, statewide and national. Short staffing and lack of available beds has led to long wait times and delayed services. 1 in 3 Rhode Island high school age youth report experiencing mental distress disproportionately higher in females and Black, Indigenous, and People of Color (BIPOC).



COMMUNITY APPROACH TO BEHAVIORAL HEALTH CARE

South County Health has been actively working within Washington County on improved care for behavioral health patients for many years, collaborating with local partners, people with lived experiences of behavioral health issues, and state and local officials. While there is a crisis at hand, we are working toward sustainable improvements including investments in:

- Behavioral Holding Unit (ED-B)
- Psychiatry services
- De Escalation Training
- Suicide Prevention Training
- Behavioral Health Trained Nurses and Ancillary support
- Care Plans and Clinical Pathways
- Utilization of Newest Medication Regimes
- Community Health Workers
- Peer Support Workers
- Leveraging Patients with Lived Experiences
- Growth in Social Work Services
- Paramedicine
- Collaboration with Local and State Partners



“ In this time of constant criticism, I feel compelled to speak up in support of ‘my’ hospital, especially the Emergency Services team. In the 62 years since I was born in this very hospital, I have thrown every ailment under the sun at you all — always with great results! The locals here, I’m pretty sure, would echo my sentiments. South County Hospital has served every single one of us, our families, and our friends throughout our lives. Many of us have worked here or have family and friends who have. For many of us, SCH is where we’ve said goodbye to relatives and friends — always with compassionate support. We cannot say thank you enough!”

“ My visit to South County Hospital for my first hernia repair with Dr. Joseph Brady and the staff was excellent from the moment I walked in to the moment I entered the surgery room. I found myself thinking, ‘What a well-oiled machine the staff is.’ I definitely recommend South County to my friends and family.”

“ After a traumatic first birth 3 years ago in Florida, it was scary to imagine giving birth again. While everyone so far in the SCH group has been great, Samantha really made the difference in my birth going the way I wanted. She listened to our concerns and answered every question we had with compassion and kindness. I wish everyone could have a nurse like Samantha for every hospital visit— nobody would be scared of hospitals.”

“ I was in the hospital recently, and while I’m fine now, the place that I stayed in, was like a hotel. It was beautiful. The people that worked there were more beautiful than the room that I was in. And my wife loved it so much that today right now she’s in there as we both have pneumonia. But I know that she’s in a good spot. The people that are there are terrific. So I want to thank you and the people who work there. And now my wife will know, what it’s all about and I’m sure she’s going to think the same way. God Bless you.”

“ Within about 14 months, both my daughter and myself have had back/or neck surgery at this hospital.. I have never felt more at ease and respected as either the mother of a patient or as the patient. AMAZING care and respect from everyone.. housekeeping to Doctors and everyone along the stay... THANK YOU.”

“ Due to my parents age (in their 90’s) South County has become a 2nd home. On occasion we were forced to go to other hospitals in RI but nothing comes close to the care that the staff at SC gives. It’s remarkable!!! We never look forward to our hospital visits but always super relieved we can go to SC!!!! They are simply the best!!!! Thank you for all you do!!!!”

“ I cannot rave enough about Dr. Kornas, my hospitalist. He was knowledgeable, attentive, professional, caring, and very patient in answering all my questions. An amazing medical doctor and an asset to your facility! Dr. Hudson in the ED is also to be commended for his comforting bedside manner and for explaining everything thoroughly. Another wonderful medical doctor! The third time he had breathing issues we went to South County Hospital ED. Thank God, we did. Dr. Ireland and his team heard his story and sent him directly for a CT Scan where they found a 10-centimeter aortic aneurysm. I think we only spent about an hour total in your hospital before Derrick was transported by Life Star to Brigham and Women’s Hospital in Boston. Thank you, Dr. Ireland and your team. And Thank You South County Hospital for the amazing care you gave my son.”

“ Dr Doody was amazing! She gave the best care and attention possible! My experience at this hospital was the best. Everyone was super nice and attentive. The hospital is clean and spacious so it was a very comfortable stay. I can’t thank you all enough for the great care!”

READ MORE AT SOUTHCOUNTYHEALTH.ORG/STORIES





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FINANCIAL SUMMARY FY2024



OPERATING REVENUE



INVESTMENTS INTO OUR COMMUNITY



SOUTH COUNTY HEALTH FOUNDATION

SOUTH COUNTY HEALTH FOUNDATION



Through donor support in FY2024
South County Health raised

\$4,436,000

CHARITABLE GIVING AND SUPPORT

FY2024 provided wonderful opportunities to gather and support South County Health through a series of successful fundraising events, including:

- March 9 - The community came together at the Elks Club for a special event in support of our Breast Health Center.
- June 5 – The Invitational Golf Event at Misquamicut Club brought golfers together for a beautiful day on the course, raising over \$129,000 to benefit South County Health.
- June 7 – We welcomed members of the Southern Rhode Island Chamber of Commerce to the new Healing Grounds Café at South County Hospital for a First Friday Coffee networking event.
- June 12 – The Auxiliary Fashion Show at the Dunes Club drew a full-capacity crowd, who enjoyed a delightful lunch and fashion show while raising over \$70,000 to support the Auxiliary.
- November 23 – The 2024 Mews Tavern Gear N' Beer 5K was a tremendous success, generating \$47,000 in support of South County Health!

Charitable gifts from our community helped to support:

- Expanded behavioral healthcare in our Emergency Department with a new holding unit and an advanced practice registered nurse to care for patients awaiting inpatient transfer
- The development of a state-of-the-art Breast Health Center, set to open in 2026
- Aquablation Therapy, an innovative treatment for advanced prostate care
- Care packages for patients undergoing treatment at the Cancer Center
- Basic Needs Assistance, providing transportation assistance and housing support for patients without secure shelter to return to post discharge
- Nursing education and team building initiatives to enhance job satisfaction and professional growth
- Nursing recruitment and retention efforts to ensure high-quality patient care
- A dedicated Rejuvenation Room to support staff wellness
- A new physician's lounge to enhance provider collaboration and well-being
- Upgraded orthopedic surgical beds designed for improved patient comfort and recovery



CIRCLE OF CARE

With **150 members in the Circle of Care, we raised over \$446,000** for the Annual Fund, ensuring vital resources are directed where they are needed most. This generosity fuels innovation, elevates patient care, and strengthens our ability to care for every individual who walks through our doors.

BUSINESS PARTNERS

We have engaged 17 community-based businesses in support of South County Health's mission. Now in its seventh year, the Business Partner program offers local businesses a meaningful way to champion the health and well-being of their staff and communities they serve.

South County Health extends its gratitude to our Business Partners for investing in the health of our community.

GRANT SPOTLIGHT

In FY 2024, we received support not only from generous individuals and businesses but also from nine grant funders. Together, these foundations contributed over \$1.5 million, allowing us to elevate the quality of care we provide. We are especially proud to announce that this year, we secured our largest grant ever to strengthen nursing recruitment and retention efforts.

South County Health is grateful for the ongoing commitment of our grant funders in our mission to be Most Trusted Health Partner.

■ **\$1.1 Million Grant from Warren Alpert Foundation**

South County Health was awarded a prestigious grant from the Warren Alpert Foundation in the amount of \$1.1 million. This is the largest grant received in South County Health's history. The funding is specifically restricted for recruiting and retaining some of the most challenging RN vacancies at South County Hospital, supporting and enhancing nursing staff professional development.

■ **\$250,000 Grant by Champlin Foundation**

South County Health was awarded a \$250,000 grant from The Champlin Foundation. As part of South County Health's commitment to quality and innovation, these funds were used to replace outdated beds with Smart Beds designed to deliver superior pressure redistribution for optimal wound prevention and healing.



SOUTH COUNTY HEALTH DONORS

We are grateful for your support.

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