



SOUTH COUNTY HEALTH

ANNUAL REPORT

FISCAL YEAR 2021



SOUTH COUNTY HEALTH ANNUAL REPORT 2021

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2021 AWARDS AND ACCREDITATIONS



The Joint Commission Accredited

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



Commission on Cancer Accredited

Designates hospitals whose performance meets or exceeds nationally recognized measures of quality in cancer care



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)

Double 5-Star Rating – South County Hospital

- Hospital Quality
- Patient Experience

South County Home Health

- 5-Star Rating for Patient Experience
- 4-Star Rating for Quality



DAISY Award for Nursing Excellence

Presented to nurses who demonstrate exceptional care and compassion

**HEALTHIEST
EMPLOYERS®**

Healthiest Employers Award

Ranked 19th of 100 Healthiest in U.S.



Healthiest Employers – Providence Business News

No. 1 of 30 in RI and No. 43 of over 1,000 nationally



Worksite Health Exemplary Award

From the Greater Providence Chamber of Commerce and BCBSRI

Leapfrog Hospital Safety Grade “A”

Healthgrades

- Outstanding Patient Experience
- Pulmonary Care Award



Press Ganey

- Guardian of Excellence Award for Patient Experience
- Pinnacle of Excellence Award for Patient Experience - Consecutive Years



Healogics

Presented for exceeding expectations on key clinical performance indicators in wound care

- Center of Distinction
- Robert A. Warriner Center of Excellence



Varian TrueBeam Linear Accelerator

SOUTH COUNTY HEALTH BOARD OF TRUSTEES

EFFECTIVE FY2021 | OCTOBER 1, 2020 – SEPTEMBER 30, 2021

OFFICERS

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James L. Farrell

Vice Chairman

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A MESSAGE TO THE COMMUNITY: RESILIENCE REDEFINED



AARON ROBINSON
President and CEO



JOSEPH F. MATTHEWS
Chairman, Board of Trustees



NAVEH LEVY, MD
President of the Medical Staff

On behalf of our Administration, the Board of Trustees, and the Medical Staff, we are pleased to present South County Health's Annual Report for the Fiscal Year ending September 30, 2021.

We are excited to share with you some of what makes South County Health unique. Our partnerships, our people, our ingenuity, and our innovations are focused on exceeding patient expectations as Rhode Island's Most Trusted Health Partner.

In April 2021, the South County Health Board of Trustees welcomed Joseph F. Matthews as its Chairman. From the start, his passion for South County Health was evident in his leadership, insight, belief in our mission, and vision to support and sustain our growth as a critical community asset.

QUALITY. SERVICE. INNOVATION.

In the midst of extraordinary times, South County Health has continued to serve our community exceptionally amid two years of an unprecedented global pandemic. We have regularly exceeded benchmarks of quality, service, and financial performance while building our future.

After analyzing the results of extensive market research that measured South County Health's recognition and reach in several target market

areas, we successfully expanded our services to the growing number of patients in the Warwick area.

Our research also showed our brand was not well recognized in our community. The historical wave logo didn't portray the unique value South County Health brings to its patients: Focus. Focus on exceptional patient experiences; focus on delivering the region's best quality; and focus on innovative technology. To better reflect this focus, we introduced a refreshed brand in June 2021. Our new logo features a 'focus mark' between the L and T to reflect South County Health's laser focus on the patient. The three-part shield depicts our quality, service, and innovation — a reflection of the protection and trust our communities place in South County Health. At no point in our 100+ year history has that trust been more important or better delivered than during the last two years of COVID — all while maintaining the highest scores possible from respected agencies such as the Centers for Medicare and Medicaid, Leapfrog, and Press Ganey.

UPGRADES AND EXPANSION

With this focus in mind, we initiated a 13-phase construction plan that included the opening of a seventh Operating Room, an all-new Endoscopy Suite, and renovated Emergency Department. Our Rhode Island footprint also expanded with the opening of provider practices in Cranston and Narragansett. As of February 2022, South County Health opened a seventh location and third Medical & Wellness Center, in Warwick. This newest ambulatory location creates another critical access point for primary and express care, obstetrics, cardiology, vascular surgery, pulmonology, and general surgery.

We also added new medical specialties such as radiation therapy and pulmonology to our list of programs and services, including significant new investments in the most advanced radiation therapy capabilities.

Our continuum of success is not a singular effort, but realized with like-minded, strategic partners who understand and provide high quality medical care, deliver exceptional patient experiences, and embody the character values — integrity, caring, respect, excellence, and stewardship — that guide our actions.

COVID THEN AND NOW

COVID has brought a prolonged uncertainty that has created both unity and cumulative fatigue for our frontline healthcare workers. We are a strong community of caregivers that has supported each other through these extraordinary times. However, we ask our community to redouble support for South County Health so we can remain strong. Messages of support to our caregivers and frontline workers are always encouraging. When community projects are moving forward, messages of support to elected officials confirm how important our services are to this community.

We are proud that we have continued to support the South County community throughout the pandemic through treatment and

prevention. On December 18, 2020, South County Health delivered its first dose of COVID vaccine to staff. Although vaccines were scarce, the Centers for Disease Control and the Rhode Island Department of Health ensured that our healthcare workers received initial doses. As a community partner, South County Health also extended doses to others in the community and to our most vulnerable patients.

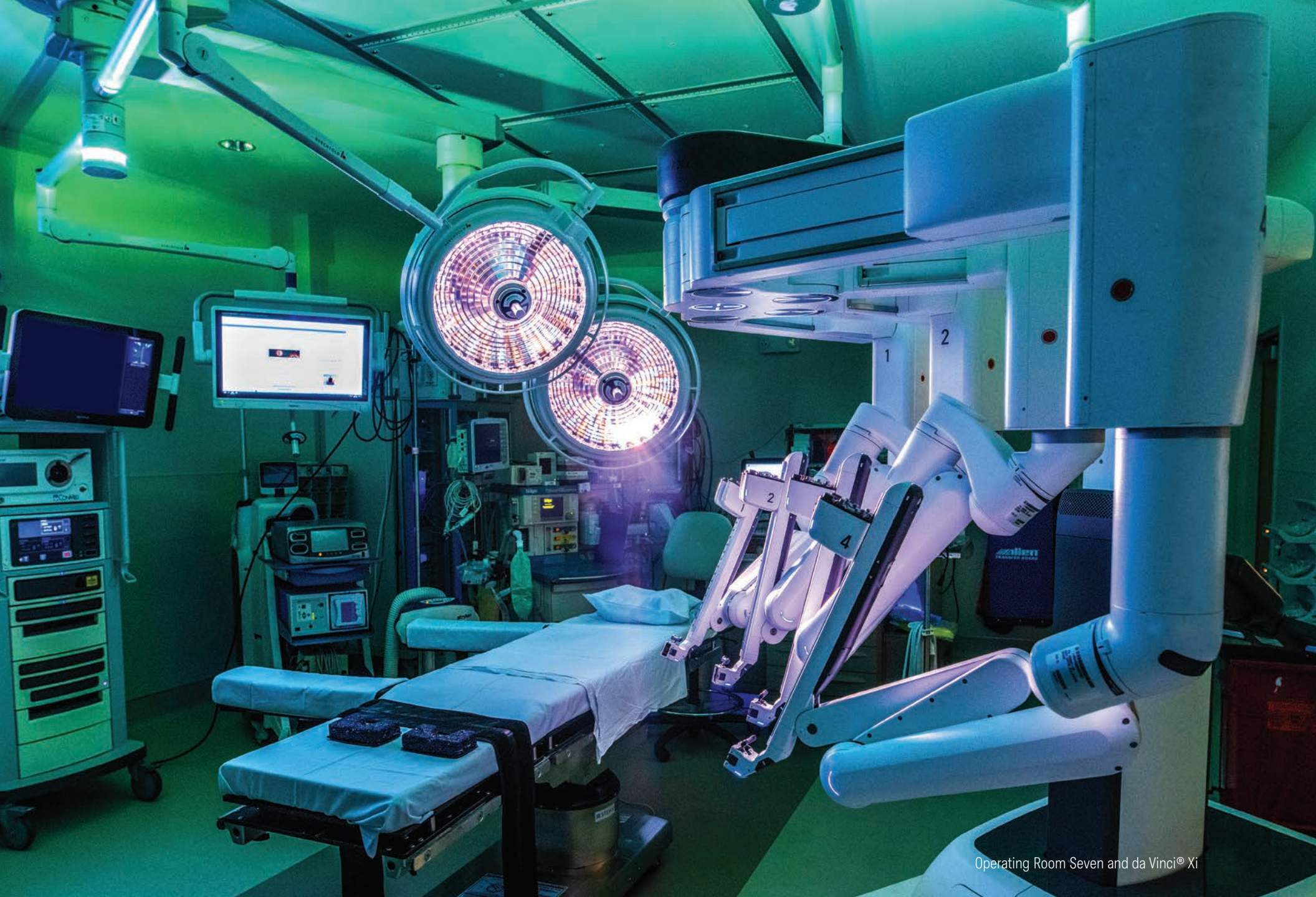
We also played a key role in community health education when, in March of 2021, South County Health held its first Virtual Public Town Hall Meeting. Members of the community were invited to participate in discussions on COVID, the vaccine, and South County Health's future growth and success — all via virtual technology to ensure the safety of those participating.

PREPARING FOR OUR FUTURE

We are fortunate to have dedicated staff and volunteers who have worked through exhaustion to ensure the health and safety of our patients. Our leadership team provided constant guidance and redirection of critical resources to prioritize daily operations, while simultaneously executing strategies that supported South County Health's mission.

We continue to be encouraged by the interest in partnerships (both old and new) with South County Health. And we are grateful for the support of our patients, donors, business partners, and others who give their time, their trust, and their charitable gifts.

Our focus is to make high quality healthcare more accessible to all, by investing in critical medical services, innovative technologies, and market-leading experiences that continue to deliver on our mission to be your Most Trusted Health Partner. We look forward to brighter days ahead in which we can once again engage more regularly with you and share the great things this exceptional organization continues to deliver to our growing community.



Operating Room Seven and da Vinci® Xi

ADVANCING HEALTHCARE TO IMPROVE PATIENT CARE

South County Health's reputation for delivering high-quality healthcare and exceptional patient experience has made it a cornerstone in Washington County communities. During the last fiscal year, significant upgrades, improvements, and additions have added milestones to our mission of being the Most Trusted Health Partner.

Looking to serve our patients who live beyond Washington County, we have made progress in making our providers, programs, and services accessible beyond our traditional borders, establishing patient care facilities in Cranston, Narragansett, and Warwick, and developing virtual health technology to serve patients who prefer to avoid a waiting room.

FACILITY UPGRADES AND EXPANSION

At the close of FY2020, South County Health was well underway on numerous projects designed to increase the capacity and capability of patient care.

South County Hospital expanded its surgical capabilities with the opening of a **seventh operating room** in its surgical suite. This is the largest operating room of the seven and was specifically designed to accommodate the Hospital's da Vinci® Xi robotic surgery technology, including specialized

overhead lighting that enhances the surgeon's vision when using the robotic device for less invasive surgical procedures.

The Hospital's **Endoscopy Suite** received a complete renovation to create a procedure area that is larger, brighter, and better equipped to meet patients' needs. The suite is focused on patient health and safety for colorectal screenings and procedures, as well as the diagnosis and treatment for other gastrointestinal conditions including gastroesophageal reflux disease (GERD). New technologies were also added to increase diagnostic capabilities used to develop the most effective treatment plans.

Extensive renovations in the Hospital's **Emergency Department** were completed, resulting in a cleaner, more comfortable waiting area, and a 'fast-track' system that triages patients at the door, then efficiently directs them to the level of care they need.

Patients are put at ease by a **redesigned waiting room** that is larger, with comfortable new furnishings. Unseen, but critical to the health and safety of patients and staff, is the installation of **air-cleansing technology** with a negative pressure air flow system in waiting and treatment areas.

This system creates a single direction flow of clean air to provide a safe environment by reducing the risk of transmitting airborne respiratory diseases, including COVID-19. Using technology that cleanses air with hydrogen peroxide, incoming air is disinfected before entering patient care and waiting areas.

The new four bay **Fast-Track Unit** is used to efficiently triage patients with less severe illness or injury so they can be seen by a provider, while reserving core bays for higher acuity patients. The Fast-Track Unit allows for less wait times for patients to be seen, and faster turnover of bays when patients are ready for discharge but awaiting transportation for a ride home.

The **Radiation Therapy** practice was fully acquired by South County Health and now operates as a service of South County Hospital, under the direction of Radiation Oncologist **Charu Sharma, MD**. This acquisition creates a more comprehensive pathway of care, providing our team of oncologists and physicians from a variety of disciplines with access to the



Dr. Charu Sharma and Dr. Angela M. Taber, Cancer Center Director

most effective treatment options that will return the best possible outcomes for our patients. Upgrades to the Radiation Therapy practice include a state-of-the-art Varian TrueBeam Linear Accelerator to complement the 3- and 4-D technology and advanced imaging capabilities that promote optimal tumor management.

One of the focal points on the Hospital Campus is the renovation of the **Medical Office Building** that houses medical practices, specialty services, and programs. Once complete, the reconfiguration of space within the Medical Office Building and the expansion of services available will result in a more convenient pathway of care, bridging patients with providers and the services offered at the Hospital.

OUR CONTINUED ORTHOPEDIC PARTNERSHIP

Strengthening the 10-year partnership between South County Health and **Ortho Rhode Island**, the orthopedic practice will relocate its services from High Street in Wakefield to occupy the entire second floor expanse of the Medical Office Building.

Patients will have access to expert orthopedic care for knee, hip, foot, spine, shoulder, hand, sports medicine, and physical therapy.

NEW PARTNERSHIP TO ENHANCE VASCULAR CARE

Expanding on the exceptional cardiac care provided by our South County Medical Group physicians, **The Vascular Experts Rhode Island** will soon provide patient care in the Medical Office Building. Together, South County Health Cardiology and The Vascular Experts will bring an expanse of cardiac and vascular medicine to the hospital campus, creating a Center for Advanced Heart and Vascular Care.

These renovations will result in a patient-centric, technologically innovative medical consortium, utilizing the power of partnerships and the strength of South County Health's reputation for quality and exceptional care.

The initial phases of renovation to the Medical Office Building were accommodated by the opening of **South County**

Health Primary Care – Narragansett (formerly in Wakefield). This medical office, located at 14 Woodruff Avenue in Narragansett, continues the service provided by **Mark Zullo, MD, Heather Mackey-Fowler, MD, and Gloria Sun, MD**, for exceptional patient care. Joining the group was **Brian Cilley, DO**, a primary care physician with expertise in Infectious Diseases. His experience is critical to South County Health's ability to ensure the health and safety of patients and staff during the COVID pandemic and in the treatment of other diseases.

The addition of **Jason Graff, MD, and Patricia Russo-Magno, MD**, to South County Medical Group expanded our breadth of services with the opening of the South County Health Pulmonology & Sleep Medicine practice. These board-certified, experienced providers are a welcome addition to patients who live with respiratory conditions and sleep disorders.

To extend our reach and better serve our patients in and around the West Bay area of the state, we celebrated the opening of **South County Health Primary Care – Cranston**, welcoming **Brian J. Pickett, MD** and **Stephanie Krusz, MD** to the South County Medical Group. The Cranston practice, located at 905 Pontiac Avenue, also includes an outpatient lab with phlebotomy services.

QUALITY AND INNOVATION

Mako SmartRobotics™

South County Hospital continues its leadership position in the field of robotic surgery. From South County Hospital's Mako-equipped operating room, orthopedic surgeon **Robert C. Marchand, MD**, of Ortho Rhode Island, provides instruction to surgeons around the world who are in various stages of learning the techniques used to perform successful surgeries with this technology.

Using cameras and audio to livestream actual surgeries, Dr. Marchand conducts **Virtual Surgical Observations** with surgeons across the globe. This unique international exchange of surgical expertise received regional and national attention with coverage from the *Boston Globe* and *Becker's Hospital Review*.



Dr. Robert C. Marchand



COUNTRIES PARTICIPATING IN VIRTUAL SURGICAL OBSERVATIONS

Da Vinci® Xi – Minimally invasive, added dexterity

Robotic-assisted surgical technology is improving patient care by allowing surgeons to perform delicate procedures with tiny incisions, yet with the added dexterity of robotic precision. Guided by highly trained and experienced surgeons, the wristed instruments attached to the da Vinci's four arms bend and rotate far greater than the human hand. Under a magnified view, the surgeons have a high-definition, 3-D view of the surgical site, allowing them to manipulate instruments beneath the surface of the patient's skin.

Endoscopy Care

To provide patients with the most advanced diagnostic technologies used in their care, three highly specialized instruments were added to the endoscopy program. Manometry, BRAVO, and EndoFLIP are technologies specifically developed to accurately diagnose GERD. These diagnostic upgrades give physicians detailed information on the condition of a patient's esophageal area. With that, the appropriate type and level of care options can be determined to relieve the patient's distress.

The diagnosis and treatment of cancer patients were also enhanced with the addition of **Endoscopic Ultrasound (EUS)** technology. This technology advances South County Health's oncology care by helping to determine the extent and spread of certain cancers. EUS accurately assess the cancer's depth and whether it has spread to adjacent lymph glands or nearby vital structures, such as major blood vessels.

South County Health strives to bring the most advanced technology and innovative patient care practices to our physicians and patients. Recognizing that even the greatest tools and technology are only as good as the clinicians who use them, we are dedicated to training and retaining the best healthcare professionals who provide care to our patients.

The first COVID vaccination was given to staff on DECEMBER 18, 2020

The Pharmacy Department, working closely with the Infection Prevention team, coordinated the vaccination efforts of thousands of employees, volunteers, providers, and community members.



5,313

COVID

VACCINATIONS

39

CLINICS



SHARE YOUR STORY

Share your South County
Health experience at
stories@southcountyhealth.org

“I love being a nurse at South County Hospital. We work as a team.”

Patricia Pine | A nurse, patient, and member of the community

At 80 years of age, Patty Pine credits her health and her love of nursing for keeping her active. Unlike many of her peers, she chose working over retirement. After returning to Rhode Island to care for her mother several years ago, Patty began working at South County Hospital where she continues to care for patients in the Endoscopy Suite.

“I enjoy it very much. I grew up in North Kingstown and I enjoy working with people I know or have connections with in our community,” she said.

Patty was born at South County Hospital when the hospital “was just a house” she said.

When she was 13 years old, she dislocated her right knee while cheerleading. South County Hospital was there again to care for her.

Then, in January 2022, Dr. Robert C. Marchand of Ortho Rhode Island completed a full knee replacement on the same knee using Mako technology. Within weeks she was on her feet again.

As a patient, Patty said her experience at South County Hospital was world class, comparing it to a “boutique hospital” for the personal service she received.

“Each person who comes to your room is so pleasant. They treat you with so much care and have confidence in what they are doing. Even those bringing your lunch are so kind and accommodating.”

Patty understands the difference that quality care makes. Her career as a registered nurse with an MBA has taken her from operating rooms to endoscopy suites in Arizona, California, and Rhode Island.

“I thought I retired,” she said. “But you learn so much every new place you go. I absolutely love being a nurse at South County Hospital. Our hospital is located where patients are second to none, employees genuinely care for patients, and we have adequate funds and supplies to take care of our patients. We work as a team.”

STRONG, COMMITTED LEADERSHIP

To provide vision, guidance, and the discipline needed to achieve results, South County Health welcomed several exceptional leaders to the Executive Leadership Team.

Robert C. Kornas, MD, Medical Director of Hospitalist Services, accepted the position of Interim Vice President of Medical Affairs, supporting cohesiveness among the team of providers and administration.

Christine Foisy, who held the interim position, was named Vice President of Fund Development and Chief Philanthropy Officer to oversee donor relations and support the establishment of the South County Health Foundation.

Ian Clark was promoted to the position of Vice President of Performance Excellence and Strategy, supporting South County Health's continued growth and future success.

The Executive Leadership Team also welcomed **Angie Mathieu**, Vice President and Chief Digital Officer, and **Andrew Prescott, Esq.**, General Counsel.

SOUTH COUNTY HEALTH SENIOR LEADERSHIP TEAM

Aaron Robinson, *President and Chief Executive Officer*

Anitra L. Galmore, RN, MS, BSN, NEA-BC, *Vice President, Chief Nursing Officer, Chief Operations Officer*

Thomas Breen, *Vice President, Chief Financial Officer*

Robert C. Kornas, MD, *Interim Vice President of Medical Affairs*

Angie Mathieu, *Vice President, Chief Digital Officer*

Ian Clark, *Vice President, Performance Excellence and Strategy*

Maggie Thomas, *Vice President, Chief Human Resources Officer*

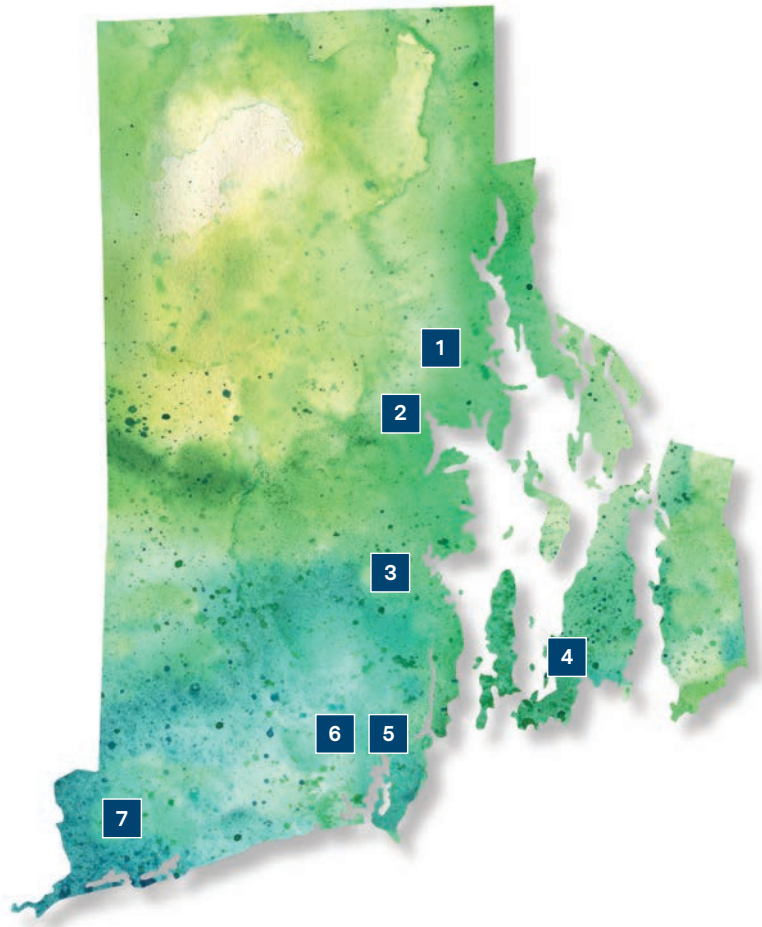
Christine Foisy, *Vice President of Fund Development, Chief Philanthropy Officer*

Elaine Desmarais, *Assistant Vice President, Quality and Regulatory Compliance*

Lynne Driscoll, RN, BSN, CCM, *Assistant Vice President, Community Health*

Andrew Prescott, Esq., *General Counsel*

AT A GLANCE



LOCATIONS

- Cranston* 1
- Warwick* 2
- East Greenwich* 3
- Newport* 4
- Narragansett* 5
- Wakefield* 6
- Westerly* 7

SOUTH COUNTY MEDICAL GROUP

- 108** total providers
- 55** physicians
- 53** mid-level providers

13 PRACTICES

- *Cardiology*
- *Center for Women's Health
(Obstetrics and Gynecology)*
- *Express Care*
- *General Surgery*
- *Hospitalists*
- *Infectious Disease Clinic*
- *Nephrology and Hypertension*
- *Oncology/Hematology*
- *Primary Care/Family Medicine*
- *Primary Care/Internal Medicine*
- *Pulmonology and Sleep Medicine*
- *Urology*
- *Wound Care*

SOUTH COUNTY HEALTH MEDICAL STAFF

420 Total members of Medical Staff

QUALITY & PERFORMANCE IMPROVEMENT

Patient safety is at the core of our efforts to become a High Reliability Organization.

The innovations and technologies available at South County Health play a significant role in our ability to keep patients safe and enhance the body's natural ability to heal. As part of South County Health's commitment to becoming a High Reliability Organization, clinical precautions and process improvements are continually modified to minimize the risk of Hospital Acquired Infections and Serious Safety Events (SSE) that may occur.

During FY2021, the ongoing training and process improvements of staff across the organization successfully decreased the SSE rate by 45% compared to the prior year. In order to sustain our low SSE rate and maintain a culture of safety, the Performance Improvement Department re-implemented the high reliability training program across the health system.

FALL PREVENTION

To reduce the incidence of falls for high-risk patients with altered mental status, Avasure, a remote tele-sitting technology, was integrated along with strategies to improve

fall prevention interventions. These strategies, including the assessment of patients' ambulatory readiness prior to walking post-operatively, resulted in a 15% decrease in the fall rate for inpatient units.

Similarly, the Telemetry Unit decreased its fall rate by 43% and the Intensive Care Unit exceeded 365 days without a patient fall.

BUILDING COMPETENCIES THROUGH TRAINING

Code Blue

During a "Code Blue" when a patient is in distress, a swift and appropriate response is critical for the care of the patient. To ensure that a swift and appropriate response is possible, a Code Blue Competency module was incorporated into the Lippincott Procedures for key inpatient and procedural unit staff. These training opportunities educate patient care teams in the basic steps to take in caring for a patient while awaiting the arrival of the Code team.

Stroke Recognition

South County Health's Stroke Program continues to demonstrate exceptional patient care, earning recertification by the Joint Commission.

The Emergency Department, recognized as a Primary Stroke Center, and Inpatient teams significantly increased the Hospital's NeuroCheck and Vital Sign compliance rate to 78%, successfully meeting all quality measures in stroke patient care.

In FY2021, stroke recognition training was added to the annual stroke competency for nurses, primary care technicians, and medical assistants within the hospital and medical group practices to ensure that staff can identify the symptoms and can take timely action to assist a patient exhibiting signs of a stroke.

Tracheostomy Care

The Professional Development team partnered with Respiratory Therapy to provide nursing education and competency assessment related to caring for a patient with a tracheostomy tube. With this additional training, nursing staff are now prepared to provide this specialty level of care.

QUALITY ONCOLOGY PRACTICE INITIATIVE

To improve the breadth of cancer-related programs and services offered within the South County Health Cancer Center, the first steps toward obtaining the Quality Oncology Practice Initiative Certification, a quality program designed

to foster a culture of self-examination and improvement, is underway.

Participating multi-disciplinary practices report on evidence-based quality measures and receive individual performance scores by practice and provider, as well as benchmarked scores aggregated from all participating practices.

Performance data is used to identify opportunities for improvement and ensure we are providing the very best care for our patients.

CANCER PREVENTION

South County Medical Group Primary Care

Colorectal cancer is the third leading cause of cancer-related deaths for men and women in the United States. When detected early, over 90% of all colon cancer is curable, yet more than 21 million people between the ages of 50-75 have never been screened.

SCMG Primary Care has recognized this as an opportunity to improve patient care and outcomes.

The Primary Care Teams are actively engaged in identifying areas of improvement within their practices and workflows to increase patient awareness of colon cancer and the



importance of screening to detect early signs of the disease.

Open discussions and the importance of regular screenings have become part of the primary care visit, in an effort to encourage patients to become proactive in colorectal cancer prevention.

PHARMACY

A grant-funded, technician-driven medication refill authorization program was initiated through a partnership with the Pharmacy Department and South County Medical Group Primary Care practices. The purpose of the program is to improve the efficiency of prescriptions within the Primary Care office and support medication adherence in our patients.

Under the program, a protocol-based approach determines if the pharmacy can authorize a refill for chronic medications under the prescriber-approved protocol or if the refill request needs to be reviewed by the prescriber. This approach takes the burden off the nurses and providers so they can have more patient facing time.

Antimicrobial Stewardship

Marissa Palm, Pharm.D., South County Health's Antimicrobial Stewardship Pharmacist, earned the prestigious Society of Infectious Diseases Pharmacists Certification in Antimicrobial Stewardship, adding validity and strength to our program.

Marissa implemented an initiative that requires an infection

indication to be selected for each antibiotic order, aligning our hospital with the Joint Commission standard by supporting prospective audit and review of each antibiotic order during pharmacist verification. This also supports nursing and transitions of care by providing context for all antibiotic orders.

The Stewardship Team also developed guideline-driven treatment algorithms for common infectious diseases, making them easily accessible for all clinical staff.

Pharmacy Residents

The pharmacy Post Graduate Year 1 Residency Program completed another successful match with two residents who graduated from the University of Rhode Island.

In addition, three posters were accepted at the American Society of Health System Pharmacists Clinical meeting. One of the posters was selected for ASHP-sponsored podcast that discussed a novel preceptor tool.

The Pharmacy Department continues its relationship with the URI School of Pharmacy and is actively involved with precepting clinical rotations in Internal Medicine and Institutional Pharmacy. Future rotations will expand into Emergency Medicine and Antimicrobial Stewardship.

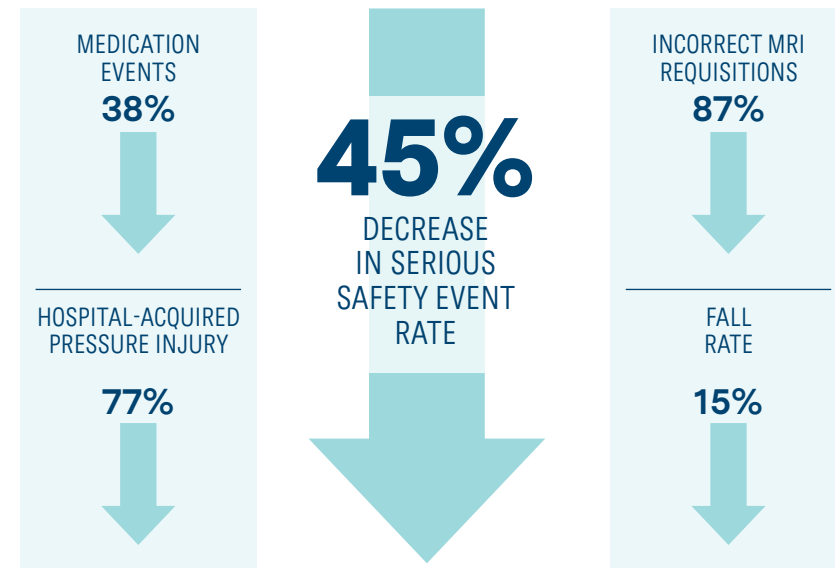
C.DIFF – STANDARDIZED INFECTION RATE

South County Health
= 0.07
(1 infection)

State benchmark
= 0.841

Goal for FY2021 = <.5

HIGH RELIABILITY ORGANIZATION



The Quality & Performance Improvement process is an ongoing effort that staff in every role are challenged to achieve. South County Health is fortunate to have teams of committed, motivated individuals who, as a whole, make South County Health the pinnacle of exceptional healthcare.



BACK ROW: Teresa Claeson, RN; Bridget Skerry, RN; Maria Ana Malabanan, RN; Shawn Diggins, PCT; Heather Petrangelo, Respiratory; Carly McNulty, RN. FRONT ROW: Rachael Burch, RN; April Wolstenholme, PCT; Rianne Berke, RN; Jessica Carnevale, PCT.

Rising to the Challenge of a Global Pandemic

Almost every employee at South County Health has a story to share about the unprecedented, unrelenting COVID pandemic. While COVID is largely behind us, we wanted to note the historic role of our Borda Unit, a unit opened specifically to care for COVID-positive patients.

At the onset of the COVID-19 pandemic, South County Hospital opened the Borda Unit, an 11-bed unit dedicated to the growing number of COVID-19 patients. The unit was equipped with negative pressure rooms, personal protective equipment, and emergency medical management supplies. The floor was also staffed with a devoted group of nurses, respiratory therapists, and patient care technicians, with secretarial support.

“Small, but mighty,” are the words Teresa Claeson, Director of Med Surge/Nursing, used to describe the caregivers who willingly stepped up to work in the Borda Unit for the most critically ill COVID-19 patients at South County Hospital. “We built trusted relationships with our coworkers and we became closer than we’ve ever been,” Teresa described. “You’re in it together.” She adds that coworkers are often the only people you could talk to who truly understood.

“Never had we experienced so many critically ill patients in such a short amount of time,” says Heather Petrangelo, Respiratory Therapist. “Challenging” and “rewarding” are the two words she says describe the past two years. But, she

emphasizes, “We focused on our wins; we celebrated the patients who got better — and that’s what kept us motivated.”

Emily Evans, Patient Care Technician, described her experience in a single word, “Overwhelming.” She said work days were unpredictable and challenging, and recognized the physical and mental toll on caregivers. “Often, I came home and I was so exhausted I went right to bed,” she said, noting the need for rest and self care.

Bridget Skerry, RN, adds “The disease process was ever changing and each patient responded so differently.” She described her coworkers on the Borda floor as “the best people you will ever work with and the best place you will ever be.” She says she’s never experienced a unit so close where, “everything just works together.”

South County Health recognizes there are hundreds of extraordinary caregivers in multiple units of the hospital as well as at our community locations who uniquely and heroically contributed to the four waves of COVID.

PROFESSIONAL DEVELOPMENT, PATIENT EXPERIENCE, AND VOLUNTEERS



Our goal is to provide high-quality care and personalized attention from the time a patient enters our facility, through their follow-up, to ensure that their expectations and health goals are being met. South County Health continues to achieve exceptional ratings from patients for the positive experience they receive.

With 1,581 employees in FY2021, South County Health is one of the largest employers in Washington County. For a fifth year, we have been named among the Healthiest 100 Workplaces in America. This award recognizes people-first organizations that take a proactive approach to employee health and drive innovation throughout the organization.

Nurse Residency Program

Twelve new graduates participated in the Nurse Residency program where they received paid, experiential learning in a hospital setting. This 12-month program is designed to attract and retain qualified nurses, providing them with additional training and experience in patient care.

Nursing Assistant Student Program

In FY2021, South County Health piloted a Certified Nursing Assistant Student program – the first in Rhode Island – combining classroom education through our nursing

educators, along with hands-on experience. Six students were hired and enrolled in the eight-week program. Upon successful completion of the program, the students transition to full-time nursing assistants. This program was funded by a grant from the Rhode Island Foundation.

Supporting Continuing Education

Eighty-four employees took advantage of South County Health's Tuition Reimbursement program to pursue educational goals and advance their careers.

Well Beyond

South County Health's Well Beyond program is designed to motivate and reward staff for being proactive toward their physical and emotional health and well-being.

- 766 benefit-eligible staff and 170 spouses participated in the Well Beyond program.
- 654 eligible staff engaged in health coaching sessions with Preventive Health and Weight Management given as the top coaching categories.
- 547 eligible staff completed an Advanced Health Assessment.
- 99% of participating staff responded that they strongly agreed or agreed they were satisfied with the Well Beyond program for health screenings, health education, and coaching.

The inclusion of the employer-sponsored Well Beyond program for staff earned recognition for South County Health among the 2021 Healthiest Employers (ranked 1 of 30 in RI and 43 of 1,000 nationally) and the 2021 Worksite Health Exemplary Award from the Greater Providence Chamber of Commerce and Blue Cross Blue Shield of RI. South County Health has received the highest designation — Exemplary — since 2008.

Staff Support

To ensure that staff are not only trained, but have the opportunity to express their concerns objectively and without judgment, staff-centric programs are in place to open lines of communication and de-escalate any stressful situations.

Schwartz Center Rounds

Schwartz Center Rounds are scheduled throughout the year, focusing on topics that are relevant in the healthcare environment. In FY2021, three Schwartz Rounds were held with a total of 143 staff attending. The topics presented and discussed included:

- You're not the boss of me: when patient autonomy becomes life-threatening
- Code Gray: workplace violence and safety
- Can we talk: communication in the time of COVID

Peer Support

South County Health's Peer Support Team is made up of staff who are trained, internationally recognized, and registered to offer intervention to those experiencing compassion fatigue, vicarious trauma, burnout, personal crisis, and pandemic-related stress, among other triggers.

In FY2021, eight staff members were trained to respond to crises. In total, 227 interventions provided the support needed to help colleagues through personal and professional challenges.



The DAISY Award

Three members of our nursing staff were honored as DAISY Award recipients. These nurses were nominated by patients and families for the exceptional care they received by these outstanding nurses.

Those honored include Annette Haman, RN, Emergency Department; Paige Damie, RN, Express Care, Westerly; and Kathleen Hemphill, RN, Infusion, Cancer Center.

Exceptional Patient Experience

Keeping staff trained in the latest advances of patient care and keeping them satisfied in the workplace are reflected in the positive experience our patients receive.

In addition to continued education, our nursing staff are trained in active listening skills to ensure that patients feel connected in the care process, a relationship that contributes to the healing process.

Routinely, hospital leadership participates in unit rounds to observe the patient/staff interactions and reassure patients that staff in every level of the organization are focused on their care.

South County Hospital received the Press Ganey Pinnacle of Excellence Award in recognition of consecutive years of high performance in patient experience.

High scores given by patients included:

- Hospital quality
- Nursing communication
- Discharge and care transitions

Patient scores in all categories ranked South County Health in the top 10% nationally, out of 2,400 hospitals.

Specifically, South County Hospital’s Emergency Department had marked improvement in Patient Experience in FY2021 with the number of patients reporting they were ‘happy’ with their care, placing the Emergency Department in the 87th percentile among hospitals.

South County Hospital initiated a Post Visit Calls program where staff called patients after their visit to check on them, answer questions, and ensure their care plan met their expectations.

Volunteer Services

Volunteers are a unique and integral part of the exceptional patient experience at South County Health. Our team of volunteers offer patient and staff support in 30 areas within South County Health.

147 VOLUNTEERS
18,072 VOLUNTEER HOURS



TOP AREAS OF SERVICE *(by hours)*

PATIENT ESCORT	9,000 hours
SURGICAL SERVICES	4,000 hours
MEDICAL RECORDS	1,000 hours
GIFT SHOP	1,000 hours



From left: Melissa Gibson-Krause, OTR/L, Ken and Doreen Valiquette

“We were determined to get him back.”

Ken and Doreen Valiquette | A Home Health Story

“You are having a stroke!” Doreen exclaimed when she found her husband, Ken, sitting on the side of the bed, face drooping. “I’m calling 911.” On Sunday, May 23, 2021, at 54 years of age, Ken suffered a brain stem stroke caused by undetected atrial fibrillation.

Ken was taken by ambulance to South County Hospital where he spent three days in the ICU and nine days in the Telemetry Unit before being transferred to a local rehabilitation hospital. At one point, doctors told Doreen that the prognosis was grim.

Ken would have to relearn almost every aspect of life he previously took for granted: speech, brushing teeth, buttoning shirts, showering, etc. Ken says, “I couldn’t speak or walk. Learning to swallow was tough. In fact, I have a recording of me trying to talk and I can’t even understand myself.” Doreen says thankfully, “Ken always knew who I was and could remember things like our anniversary.”

“It was the best to finally bring him home,” Doreen said after months of hospitalization. Occupational therapists, speech pathologists, and physical therapists from South County Home Health soon began visiting their home in Charlestown several times a week.

“We were determined to get him back,” says Doreen. She was

committed to helping Ken with each exercise and homework assignment South County Home Health recommended. “He had to want it as much as we wanted it for him,” she recalls. It was hours of work and days of slow progress, but it paid off.

Doreen recalls the first time Ken sat on a riding lawn mower just to feel the sunlight. Ken adds it was the simple routines that added up — like getting the mail every day or refilling the bird feeder every other day. “There were an awful lot of tears,” both Ken and Doreen remember. “But, the caregivers at South County Home Health told us exactly what we needed to do. They became our family.”

Today, Ken suffers from a little double vision and lingering weakness in his right hand. He has extended his gym routine from twice a week with a trainer pre-stroke to three times a week with a trainer post-stroke. His remarkable healing is a tribute to his tenacity, to Doreen’s unfailing support, and the quality care he received.

The Valiquettes want others to know: “Listen to your body, and don’t take ‘no’ for an answer.”

Caregivers: Melissa Gibson-Krause, OTR/L; Barbara LaMontagne, RN; April McDonald, PT; Sara Vogelpohl, PTA; Julia Nutt, MS CCC-SLP; Heather Weindel, MS, CCC-SLP.

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, mother and baby care, 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.

PATIENT EXPERIENCE

In FY21 South County Home Health achieved its goal of 5 Stars for Patient Experience as measured by Home Health Compare (Medicare.gov), while maintaining 4 Stars in Quality measures.

By continuing to improve upon best practices to enhance the patient experience, our goal is to achieve a 5-Star rating in Patient Experience and Quality metrics.

Focused efforts will:

- Implement best practices with scheduling around patients preferences.
- Utilize Televox communication for newly referred patients to provide information that addresses patient needs prior to the start of care.
- Continue the “Give me 5” campaign, an initiative that supports patients by dedicating time during each visit to focus on the patient without distraction, providing patient centric care with a team-based approach.

COVID RESPONSE

Prompted by the challenges of COVID, an Interdisciplinary Team of Care model made up of nursing, physical therapy, and occupational therapy, provided the option for COVID patients to receive care in their homes. This Team of Care approach provided an alternative to the most critical patients when hospitalization or admission to a skilled nursing facility were neither ideal nor, at times, possible.

TECHNOLOGICAL IMPROVEMENTS

Implementing the latest technology has supported clinicians with improved connectivity, providing the team with the ability to concurrently connect with providers, and the offices for seamless communication to optimize patient care.

Clinicians now have cell phones with secure application capabilities, providing digital access to network information. Cell phones have improved efficiencies related to scanning, scheduling, and other forms of communication via secure platforms.

South County Home Health also partnered with a new coding vendor who are experts in supporting staff to ensure the optimal capture of patient equity.

EXPANDING OUR SERVICE AREA

As we grow, South County Home Health seeks not only to improve the services available to our patients but also to merge into expanded rural territories. During the past year, a Registered Nurse who lives on Block Island (New Shoreham) was hired to serve the population of over 1,000 residents on Medicare who transitioned into their summer homes full time during the pandemic.

**REFERRALS FROM
BLOCK ISLAND
HAVE INCREASED
BY 95%**



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) 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 provides administration and staffing for the HBHM program for its role as one of 15 Health Equity Zones 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.

Zero Suicide Initiative 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.

- To date, 661 of 1,562 (42%) of South County Health's staff have been trained in Question, Persuade, Refer (QPR) suicide prevention training.
- HBHM conducted 63 community QPR trainings, certifying 476 participants as QPR Gatekeepers. QPR

trainings have been provided to approximately 20 community organizations.

- A universal Patient Health Questionnaire (PHQ) was implemented for patients seen in the Emergency Department and inpatient setting and will phase in to outpatient facilities and home health. To date, 24,063 PHQ-9 screenings and 8,181 C-SSRS screenings have been conducted to identify patients at risk of suicide.

Mental Health First Aid (MHFA) Mental health awareness and training are key to demystifying mental health and getting people the help they need. MHFA is designed for that purpose.

- HBHM expanded MHFA course offerings to include youth, as well as modules specific to public safety, fire/EMS, veterans, higher education, and older adults.
- All eight Washington County police departments and the University of Rhode Island have Crisis Intervention Team (CIT) trained officers. CIT partners with local law enforcement to decriminalize mental illness and keep officers and those with mental illness safe. Four of the county's police departments achieved the gold standard of having 20% of their force CIT certified. Across Washington County, 49 officers are CIT certified.

The Community Health Team, First Connections and **Healthy Families America** are patient- and family-centered home visiting programs working to improve the health and well-being of the residents in Washington and Kent counties through health coaching, health literacy education, care coordination, linkages to community resources, and behavioral health counseling.

AMONG THE KEY INITIATIVES ADDRESSED IN FISCAL YEAR 2021, WERE:

- Maternal and Child Health
- Behavioral Health
- Senior Health and Support

Reduce substance use disorder

Funded by State Opioid Response money, community health workers and behavioral health care managers from the Community Health Team partnered with South County Home Health First Connections Nurses to provide free, voluntary, confidential home visits to pregnant women, new mothers with substance use disorder and their babies. The team provides safe sleep and early childhood education, developmental screenings, and connections with appropriate healthcare services and community resources to support both mothers and substance-exposed newborns.

Behavioral Health

In Washington County, the death rate due to mental health and behavioral disorders is higher than the national average. During the COVID pandemic, factors such as social isolation, fear, and in some cases loss of employment exacerbated the incidence of substance abuse and the detrimental outcomes — personal and social — that result. In an effort to address this critical need in the community, the Community Health Division supported a number of programs designed to identify and intervene when individuals are at risk.

Senior Health

To address key elements that impact health and social needs of seniors:

- Deployed telehealth services to meet the needs of home-bound patients during the pandemic.
- Provided behavioral health follow-up after emergency room visits to ensure individuals at risk were connected to services and received support until appropriate treatment services were in place.
- Screened 345 individuals for social determinants of health and behavioral health needs from July 2020 through June 2021, doubling the previous year's screenings and provided services to over 622 individuals during this same time with 5,736 phone, telehealth, and home visits.
- Initiated a pilot disease management collaboration with Wood River Health Services supported by the Rhode Island Department of Health to provide disease-specific health coaching.



“I feel like I got 10 years of my life back.”

Douglas and Aurora Costanza | Rhode Island’s first LINX® surgery

After years of suffering from gastroesophageal reflux disease (GERD), Douglas Costanza learned about a technology that could change his life. South County Hospital's surgical team explained how Doug could benefit from state-of-the-art technology called LINX®, a laparoscopic procedure performed using the da Vinci® Xi robot system to place a small flexible band of interlinked titanium beads with magnetic cores around the esophagus.

Prior to the surgery, Douglas and Aurora learned all the facts through a series of check-ups. “It was a long journey,” they recall, “but worth waiting for.” The day of surgery, the team was ready. Aurora, who also works at the hospital, noted the kindness and optimism of volunteers, RNs, and CNAs who not only ensured clinical excellence, but worked as a team to “tenderly” care for Doug, making sure his surgical prep and recovery were their primary focus. In a thank you note Aurora wrote, “You are all angels in scrubs.”

After nearly six hours of surgery to repair a hernia and place the LINX band, the surgery team assured Aurora that the procedure was a success.

Doug says he noticed the results immediately and can finally breathe normally again, “I feel like I got 10 years of my life back.”

Aurora comments that prior to the surgery, Doug often woke up in the middle of the night with painful acid reflux. “He could no longer participate in activities he loved such as biking or walking on the beach.” Now she says, “We can hardly keep up with him!” Doug chimed in that he is astounded at how he easily keeps up with his nine-year-old daughter, Rebecca.

The Costanzas sent a letter thanking each member of the South County Hospital surgical team, “No words can express our gratitude, but our hearts can. We have the highest respect for what you do.”

They added, “We are deeply honored to be the first and promise to advocate this procedure for our community hospital for the rest of our lives.”

Though LINX surgery has been performed in other states for several years, the South County Hospital surgical team was the first to perform this surgery in Rhode Island.

FY2021 KEY HOSPITAL STATISTICS

DISCHARGES



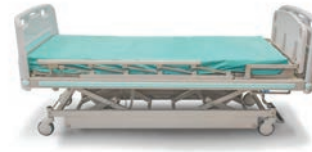
6,518

INPATIENT DAYS



20,569

OBSERVATION
CASES



2,505

PHYSICIAN
OFFICE VISITS



197,763

BIRTHS (DISCHARGES)



734

AVERAGE LENGTH
OF PATIENT STAY (DAYS)



3.16

ENDOSCOPIES



4,095

EMERGENCY ROOM VISITS



24,112

INPATIENT SURGERY



2,141

OUTPATIENT SURGERY



4,376

OUTPATIENT VISITS



231,915

EXPRESS CARE VISITS



26,332

SKILLED NURSING HOME CARE VISITS (SCHH)



71,732



EXCEPTIONAL FINANCIAL PERFORMANCE THROUGH EXTRAORDINARY TIMES

The COVID-19 global pandemic continued to impact South County Health into fiscal 2021. While patient volumes improved over FY2020, the system did not experience the return to pre-pandemic levels as anticipated. Additional challenges were realized from increased labor costs brought by the industry-wide shortage of clinical personnel and the resulting need for more expensive contract labor.

South County Health was successful at utilizing resources efficiently and continued to make investments to treat patients infected with the COVID-19 virus and mitigate the spread, including renovations to the Emergency Department.

With the improved volumes, effective cost management, and additional COVID-19 Relief Funding through the CARES Act, South County Health was able to maintain a positive operating margin for Fiscal Year 2021.

In FY2021, South County Health provided services for 6,518 inpatients, including 3,643 medical patients, 2,141 surgical patients, and 734 infant deliveries.

South County Health provided 231,915 outpatient service encounters, including 24,112 Emergency Department visits and 4,376 outpatient surgical cases; 197,763 physician encounters, and 71,732 skilled home care visits.

FINANCIAL HIGHLIGHTS

Full consolidated per audited statements / (000's omitted)

	FY 2021	FY 2020
Total Operating Revenues ¹	\$ 237,463	\$ 216,943
Total Operating Expenses	\$ 231,018	\$ 213,785
Income from operations	6,445	3,158
Realized & unrealized change in marketable investments	12,675	3,862
Other non-operating losses	1,090	(1,946)
Excess of revenues over expenses	\$ 20,210	\$ 5,074
Operating Margin	2.7%	1.5%
Excess Margin	8.5%	2.3%

¹ FY21 & FY20 reflect inclusion of COVID-19 relief funding

RECENT STRATEGIC ACHIEVEMENTS AND NOTABLE MILESTONES

Fiscal Year 2021 was significant for the accomplishments South County Health made as an organization and for the individual achievements our staff realized in the name of improved patient care.

As we continue to improve service delivery and technology capabilities for our patients, the following pages illustrate strategic achievements and notable milestones we celebrated in recent months.



MEDICAL & WELLNESS CENTER WARWICK

Opened in February 2022

South County Health expanded its geographical reach with a third Medical and Wellness Center, opening an Express Care, lab services, and multi-specialty medical office at 120 Centerville Road in Warwick.

Recognizing an opportunity to bring our exceptional providers and healthcare services closer to our patients who live north of Washington County, this location will provide all the diagnostic and consultation needs of patients with the ease and convenience of being within reach of their community.

- Center for Women's Health
- Diagnostic Imaging
- Express Care
- General Surgery
- Outpatient Laboratory Services
- Primary Care
- Pulmonology and Sleep Medicine
- Vascular Surgery in partnership with The Vascular Experts

SOUTH COUNTY HEALTH RADIATION THERAPY

Re-opened in March 2022

To enhance the comprehensive oncology services offered through the Cancer Center, South County Health now fully owns and operates the Radiation Therapy facility as a Hospital department.

Prior to reopening in March 2022, a significant investment was made to redesign and reconfigure treatment areas and upgrade the technology used to deliver this effective form of cancer therapy.

Recent renovations include expanding and reconfiguring the CT space, giving technicians the clear range of view needed to monitor the position and placement of patients as they undergo scans.

Continuing our tradition of Innovation and Quality patient care, we are excited to announce our new state-of-the-art **Varian TrueBeam Linear Accelerator**. This advanced technology delivers radiation to the precise treatment area, reducing the risk of radiation damage to healthy tissue surrounding the tumor. To ensure safety from contamination, the vault that houses the linear accelerator is reinforced with several feet of concrete and lead for containment.

The addition of Radiation Therapy offered as a service of South County Hospital allows a seamless patient pathway of our Cancer Center services, including diagnosis, consultation with an interdisciplinary team of physicians and specialists, treatment, wellness support, and rehabilitation.



LINX – SURGICAL SOLUTION FOR GERD

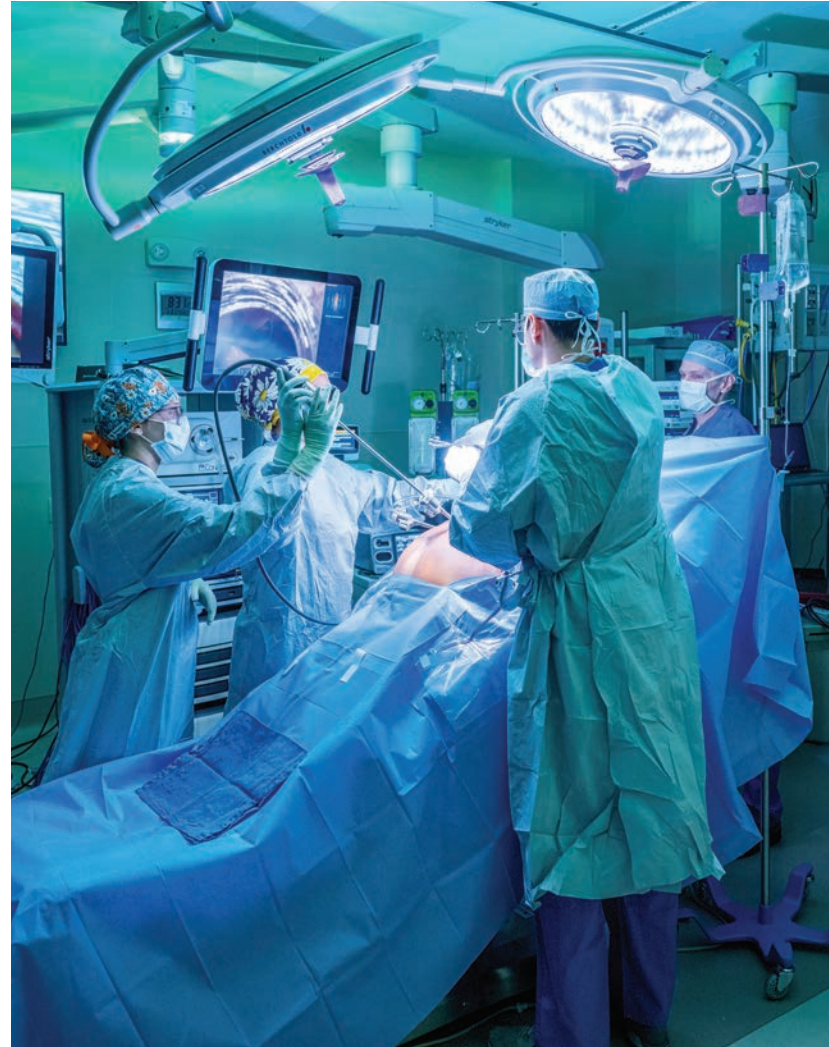
On Monday, January 31, 2022, South County Health's general surgery team successfully completed the first LINX® procedure in Rhode Island on a patient who suffered from gastroesophageal reflux disease (GERD).

The body's natural valve should prevent stomach acids from entering and damaging the esophagus, however, its normal function becomes dysfunctional in GERD patients. This innovative procedure uses a magnetic implant to assist the weakened valve that separates the esophagus from the stomach.

To perform the procedure, surgeons used da Vinci Xi robotic-assisted surgical technology, an advanced, minimally invasive technique designed to help the patient heal quickly with minimal discomfort.

South County Health's ability to offer LINX is supported by the specialized diagnostic technology offered at South County Hospital's endoscopy department, bringing the latest generation of diagnostic and therapeutic technology all under one roof. This procedure is viewed as a game changer for patients suffering from GERD.

Read the patient's story on page 37



SOUTH COUNTY HEALTH'S DIGITAL INNOVATION

SCH NOW

SCH NOW is a digital gateway to the high quality medical care and services available at South County Health. By downloading the SCH NOW app to a personal device, patients have all the resources they need in the palm of their hands to access information and initiate provider services.

SouthCountyHealth.org/app

Get Care NOW!

Get Care NOW is a digital portal developed to minimize wait times in our Express Care and Emergency Department or avoid an office visit altogether using one of the virtual health options.

GetCare.SouthCountyHealth.org

SCH NOW

SCAN TO DOWNLOAD

ALSO AVAILABLE ON

Download on the App Store

GET IT ON Google play

SOUTH COUNTY HEALTH

Get Care NOW

Get Care NOW provides easy access for patients with non-life-threatening injuries and illness to get same-day care. If your condition is life threatening please go directly to an Emergency Department or call 911.

Not sure where to start?

Choose Your Condition

- Get in Line**
On your way? Get in Line from the comfort of your living room. Your drive time counts toward your wait time. Get in, get out, get better.
Locations & Wait Times
Express & Emergency Visits
- Save Your Spot**
Coming after work or school? Save your spot later in the day or the following day. We'll know you're coming and hold a place for you at your location of choice.
Save Your Spot
Express & Emergency Visits
- Video Visit**
Love video chats? Enjoy a face-to-face video visit with one of our providers.
Get Started
Virtual Visit
- eVisit**
Prefer to type? Simply answer a series of questions related to your symptoms and one of our providers will respond within 90 minutes.
Get Started
Virtual Visit



CHARITABLE GIVING AND DONOR SUPPORT

Through donor support in FY2021 South County Health raised

\$2,296,466.10

As a 501(c)(3) charitable organization, South County Health relies on the generosity of donor support to sustain its mission and continue to advance the practice of medicine and to provide exceptional patient care with innovative, life-saving technologies.

FY2021 continued to present challenges for fundraising efforts with COVID-19 restrictions preventing many of our traditional fundraising events from being held. We are thankful that two popular outdoor events were able to be held, keeping our participants and guests safe.

On June 7, 2021, **The Longest Drive Golf Tournament** took place at Kirkbrae Country Club in Lincoln, Rhode Island, where 82 golfers participated in the 18-hole event. Through sponsorships and entry fees, almost \$52,000 was raised to support the funding of South County Hospital's Emergency Department upgrades and renovations.

On October 2, 2021, the **South County Health Invitational** golf event attracted 86 golfers to Misquamicut Club, raising over \$100,000 to support South County Health.

Philanthropic contributions received from individual and corporate supporters allow us to continuously provide the highest levels of care possible to all we serve. Our medical staff and healthcare teams are devoted to continually improving the services, technology, and quality of care we provide.

This would not be possible without the generous support of individuals and corporate partners, like you.

Below are some of the areas that benefited from the generosity of our community:

- **Emergency Department upgrades**
- **Cancer Center services**
- **CNA training program**
- **Nursing education**
- **Purchase of a new Endoscopic Ultrasound (EUS)**
- **Telemonitoring devices for South County Home Health**
- **South County Home Health Senior Health Check workshops**
- **First Connections program**

- **The addition of a new Operating Room (OR-7)**
- **The relocation and renovation of the Endoscopy Suite**
- **Support for WNCU, ICU, Behavioral Health, and Cardiac Rehab programs**

We would also like to thank the community for its continued support of South County Health through the COVID-19 Relief Fund in FY2021.

CIRCLE OF CARE

With 177 members of the Circle of Care, we raised over \$300,000 for the Annual Fund to be used where needed most. This generosity enables us to remain innovative in our ability to provide the best patient care possible and increase organizational capacity to care for every person who walks through our doors.

BUSINESS PARTNERS

We have engaged 15 community-based businesses in support of South County Health’s mission. Now in its fourth year, the Business Partner program provides an opportunity for local businesses to demonstrate their support for the health and wellness of those in their communities.

See Business Partners on page 59

GRANT SPOTLIGHT

In addition to individuals and businesses that provide financial support, South County Health acknowledges these organizations that have provided grant funding:

- **The Champlin Foundation** - \$300,000 for the purchase of Endoscopic Ultrasound technology
- **The Rhode Island Foundation** - \$50,000 to fund our new Patient Care Technician training program
- **Ocean State Charities Trust, Andrade Faxon Charities for Children, Dime Bank Foundation, Shriners of Rhode Island, and The RI Foundation** – support for our Community Health programs

SOUTH COUNTY HOSPITAL AUXILIARY: MAKING A DIFFERENCE

Founded in 1932, the South County Hospital Auxiliary is made up of a group of dedicated volunteers who support South County Health through a variety of fundraising efforts. The Auxiliary has raised more than \$2 million for hospital services and equipment through the hospital’s volunteer run gift shop and fundraising events such as its annual Fashion Show held at The Dunes Club in Narragansett. After a two-year hiatus due to COVID, the popular fashion show is planning to return in 2022.

SOUTH COUNTY HEALTH DONORS

We are grateful for your support.

CIRCLE OF CARE DONATIONS TO THE ANNUAL FUND

FOUNDER'S SOCIETY

Gifts of \$25,000 and above

Anonymous

The Balise Family

The Joseph & Rosalyn Sinclair Foundation

1919 SOCIETY

Gifts of \$10,000 - \$24,999

Anonymous

Christina and Duncan Cocroft

Hazard Family Foundation

Christopher Gaffney and Karen Kames

Arthur H. Post

Roberts Health Centre

- Richard A. Catalozzi

Lynn and John Wardle

CHAIRMAN'S CLUB

Gifts of \$5,000 - \$9,999

Anonymous

Lisa Siravo Biafore and Terrence Biafore

Susie and Jim Bowers

Carol and Ed Cimilluca

Lodowick Collins and Marjorie Jackson

Gail and Robert Dyer, MD

Hope and James Farrell

Mark Gallogly and Lise Strickler

Yolanda and Bruce Gardner

McGuire Wealth Management

The Murray Family Charitable Foundation

Pancha and Carl Peterson

Claudia and Gerald Reynolds

Gail and Douglas Ricci

Kelly and Aaron Robinson

Cathy and Tom Ryan

Peggy and Henry Sharpe Fund

The Straetz Foundation

James R. Swallow

Leslie and Michael Vickers

Dorothy and Kenneth Woodcock

TRUSTEE'S CLUB

Gifts of \$2,500 - \$4,999

Edward A. Allsop

Barbara and Darrell Bouchard

Virginia P. Carter

Lou Chrostowski and Doug Shapiro

Maureen and Bud Cummings

Joanne Daly and Guy Millick

Gardner Woodwrights

Lynn and James Griffin, D.O.

Carole and Richard Higginbotham

Carol and John Howland

Peter F. Kohlsaet

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Sara and Jason Marshall

Maxson Automatic Machinery Company

Betty Rambur and Don DeHayes

Jane and Bruce Rollins

Mary and Sherwood Small

Donna and Jack Vanderbeck

Victoria and Bruce Wicks

PRESIDENT'S CLUB

Gifts of \$1,000 - \$2,499

A Quick Tire Service of Wakefield

Patty and Melvin G. Alperin Fund

Dawn and Ted Almon

Marilyn and Hon. Lincoln Almond

Arrowhead Dental Associates

Helen F. Behrens

Nancy and William Bivona

Karen and Richard Black, MD

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Judith and Joseph Cianciolo

Ian Clark

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Martha Conrad

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Camilla W. Lee
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and Robert Leeson, Jr.
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Cathy and Russell Shippee
Carmel and Jeffrey Silverstein, MD
Susan and Alan Simpson, Jr.
Jane W. Skogley
Susan and Austin Smith
Daisy and James Smythe, MD

South County Sand & Gravel
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Susan and James Stone
Margaret T. Stone
Cathy and William Streker
Peter and Claudia Swain
M. Beverly Swan
Carroll and John Tickner
Jan and Hon. Ernest C. Torres
Lt. Col. Joseph D. Trehy, Jr.
Linda D. Tucker and Richard Hodgson
Verrecchia Family Foundation
Carol and Robert Weissman
Deborah and Barry Wepman, MD
Eric Widmer and Meera Viswanathan
Marlene and James Williams
The Winter Family Foundation
Walter Young and Sylvia Blanda

SOUTH COUNTY HEALTH ANNUAL DONORS

(unrestricted giving up to \$999)

Judith W. Adams
David A. Adelman
Margalit and Hisham Aharon
William L. Aitkenhead
Lillian and Russell Allen
Meredith H. Allison

**deceased*

Clarice D. Anderes
Diane M. Andrade
Cynthia T. Archambault
Sandra and Peter Arnold
Barbara and William Arnold
Janice D. Arsenault
Karen and Ira Asher, MD
Sidney M. Bailey
Dorothy H. Baker
Kathleen and Michael Baker
Timothy E. Baker
Mark W. Barber
Anne and Richard Baron
Christopher Barrett
Noreen Baxter
Gerri and Robert Beagle
Constance S. Beauregard
William J. Becker
Margaret and John Bell
Cynthia and Peter Bellafiore, MD
Jane and Joseph Belsky
Emilie Benoit
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