



How  
we  
*heal*

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REPORT TO THE COMMUNITY

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Beaufort Memorial



I

# How we *heal*

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## A letter from the CEO

We know that healing occurs in many ways: through doctors and nurses; technological advances; prayer and companionship; and the power of the human spirit. We all have a role in healing, our own and that of others.

As a hospital administrator and a member of this community, I'm increasingly aware of the undeniable healing connection that exists among those who provide care, those who receive it and all of the systems—medical, human and other—that support both.

As health care and the politics surrounding it become ever more challenging and complex, we as members of the health care collective in our community must work more closely than ever with you as members of that community to ensure that our role as healers is strategic, supportive and above all sustainable.

For 75 years Beaufort Memorial has served as our community's source of healing, health and, often, hope. It goes without saying that ours is a role we take seriously—so seriously, in fact, that remaining an independent, not-for-profit health care system that keeps health care services right here at home is among our essential goals. It's no small goal, but it's one we know we can achieve by working together.

We will continue to grow and to serve our community for years to come. Through a laser focus on quality and safety. Through investments in people and in programs and technology that keep pace with the diverse and evolving needs of a growing population. Through innovations in how we deliver care. Through financial stewardship.

We can't do it alone, though. How we heal is not a solo endeavor, a one-way street: It's the hospital and the community supporting each other.

Just as health care is changing, so are we. But staying true to our mission—to deliver superior health care services and to improve the health of our community—never will. Because that, above all, is how we heal.

Russell Baxley  
President & CEO, Beaufort Memorial



# II

How  
we  
heal

# Patient-centered care

Everyone has a story.  
We start with yours.

No matter how crowded their monthly meeting agenda, the nine members of the Beaufort Memorial Hospital Board of Trustees keep their priorities straight: They begin each meeting with a patient story.



Usually read aloud by **Karen Carroll**, the hospital's VP of Patient Care Services and chief nursing officer, the stories focus the board on what's important, on why we do what we do every day. There's quiet in the room each month as the story ends, and frequently a tear or two.

Karen Carroll

## A PATIENT'S STORY

### For BMH VP, a view from the gurney

A few months into the new year, Shawna Doran hasn't given up on her goal to exercise every day, eat more fruits and veggies and drop those unwanted pounds.

But it's not a New Year's resolution that's motivated Beaufort Memorial's vice president of Quality Services to improve her health. It's the near-fatal heart attack she had last year at the age of 45.

Shawna knew she had a family history of cardiovascular disease. Her father had a heart attack at 41; her brother,

in his late 50s. On her mother's side of the family, an uncle also suffered an acute myocardial infarction.

Even so, she wasn't worried she would develop heart disease because she maintained a fairly healthy lifestyle. "I've never smoked, I'm not a drinker and I don't eat fried food," says Shawna. "I have hyper-

tension, but I'm on medication and I monitor my blood pressure every day."

Recognizing her weight had crept up over the years, she enrolled in the Body Makeover program at Beaufort Memorial LifeFit Wellness Center. At the end of the 12-week exercise and nutrition program, she had lost inches and was feeling more energized.

Then one day last June she started feeling light-headed and nauseated while at work. She felt a lump in her throat, and her arms grew heavy and began to tingle. She knew something was seriously wrong.

In 2013, BMH received state approval to perform emergency cardiac interventions on patients suffering an ST elevation myocardial infarction (STEMI), the most dangerous type of heart attack. Formerly the hospital's STEMI/cardiovascular quality coordinator, Shawna had played an integral role in the development of its percutaneous coronary intervention (PCI) program.

### 'Impending doom'

Thus she was thoroughly knowledgeable about heart attack symptoms in general and about symptoms specific to women in particular. While she didn't have the classic chest pain, her other symptoms suggested a myocardial infarction.

"I had this sensation of impending doom," she recalls. "I felt like I was going to drop dead."

Her assistant, Wendy Spears, got her to the hospital's emergency department immediately. Since her first EKG was nonspecific, the ED physician sent her for a CT scan, thinking she was suffering an aortic dissection, or a tear in the wall of the artery carrying blood out of the heart.

The CT was clear, but her symptoms persisted and she began to have jaw pain. A second EKG revealed a STEMI.

"I was having an evolving heart attack," she explains. "When they called a Code STEMI, I couldn't believe what I was hearing."

Within 30 minutes she was in the BMH catheterization lab getting prepped for a PCI. Board-certified cardiologist Dr. David Harshman inserted a catheter into her heart and injected a special contrast dye, which revealed a 100-percent blockage of her left anterior descending artery.

Using the catheter and inflating a small balloon, Dr. Harshman cleared the clot and inserted a stent to stabilize the artery and prevent it from blocking again.

"As soon as he opened the artery and restored blood flow to my heart, my symptoms started to resolve," she says. "The ED and cath lab teams literally saved my life."

She followed up the intervention with three months of cardiac rehabilitation at LifeFit.

"Fortunately, she had minimal residual damage from the heart attack," says Dr. Lee Butterfield, her board-certified cardiologist. "Her heart function is back to normal."

Grateful to have a second chance, Shawna has stepped up her exercise routine. Her goal is to hit the gym three times a week and do some form of cardiovascular exercise daily.

She has started following the plant-based Mediterranean diet, loading up on fruits, vegetables, whole grains, legumes and nuts. Since her heart attack, she has lost 15 pounds.

"I didn't feel like I was a ticking time bomb, but I realize now I could have taken better care of myself," says the mother of two. "Like so many women, I was too busy doing everything else and nothing for me."

"I didn't feel like I was a ticking time bomb, but I realize now I could have taken better care of myself," says the mother of two. "Like so many women, I was too busy doing everything else and nothing for me."

Shawna Doran



# III

How  
we  
heal

# Exceeding expectations for safe,

# Compassionate care

Our number-one goal—always—is zero harm to patients, staff and visitors.

Knowing that quality and safety go hand in hand, we are continually monitoring, evaluating and improving our clinical processes and investing in technology and equipment that help to ensure optimal outcomes.



## RECOGNITION IN 2018

American College of Cardiology and American Heart Association awards for **heart attack and stroke care**

Joint Commission certification for **chest pain and primary stroke**

South Carolina Hospital Association **Zero Harm Awards (4)**

Fall 2018 Leapfrog Group **"A" Rating for Patient Safety** (5th consecutive "A")

## It's 8:45 and the morning safety huddle begins...

The senior administrator on duty kicks things off.

Convened in the basement classroom are directors of departments throughout the hospital. Those at off-campus sites have conferenced in. One by one they report their safety issue of the day or the previous day and its status or resolution. Most have no issue to report.

Held seven days a week, same time, same station, the safety huddle is a kind of real-time "state of the hospital," a way of making sure that everybody knows what everybody needs to know to keep patients safe and operations running smoothly.

Highly productive, the huddles are also short! By 9:15 tops, huddlers are back on their floor or at their desk, hard at work.

# Good catching!

At Beaufort Memorial we do our best to engage every single employee in the job of keeping patients safe.

Take Good Catch, for instance, a program we came up with to recognize and reward employees whose quick action prevents patient harm. Each quarter the employee who makes the best “catch” is chosen Safety Hero.

Here are a couple who made our 2018 all-star team.



A member of the BMH Transportation team, **Tom Sanders** wisely used not one way to identify his patient but two—the number prescribed by National Patient Safety Goals—and thus kept the wrong patient from having surgery. Though pleased by the award, Tom says that checking both name and birth date (and ID number, too, if there’s any question) is nothing unusual, it’s just doing his job.



**Natasha Fell**, a certified nursing assistant on the hospital’s third floor, noticed that a patient who’d previously had a stroke affecting the left side was showing signs of weakness on the right. She alerted her supervisor, and the two called a Code Stroke stat. Using telemedicine, an off-site stroke specialist was able to remotely examine the patient; order a CT scan, which revealed a second stroke; and prescribe the clot-busting drug tPA. The patient spent a short time in the ICU, then recovered well on the Acute Rehab Unit.

# Germ-zapping!

An effective weapon in the battle of the bugs is a five-foot-tall germ-zapping robot named Violet.

Mobilized by her human sidekick, Birdie White, the robot destroys marauding microbials like MRSA and C. difficile with quick blasts of high-intensity ultraviolet light.

In 15 short minutes, the dynamic duo can sanitize an entire patient room and bath, doing their part and then some to quell the spread of hospital-acquired infections. “We’re all over the hospital, fighting germs in the ICU, ER, X-ray rooms, even public bathrooms,” Birdie says. “It’s a good feeling knowing we’re helping keep patients safe.”





# IV

## How we heal

# Attracting, retaining and training the best

A health care system can be only as good as its caregivers.

That's why we strive both to recruit the best—dedicated, well-trained professionals experienced in their fields—and to retain them. We believe our providers, employees and volunteers have unlimited potential for growth, and from facilitating the acquisition of new skills to encouraging a healthy work-life balance to promoting from within, we do everything we can to help them achieve it. Through our clinical affiliations with local and national colleges and universities, we're helping to train the best of tomorrow's caregivers as well.

## #WhyBMH

On our Facebook page, employees weigh in on why they love where they work.



"I have been an employee at BMH for almost eight years. I love our Service Excellence program, which is dedicated to customer service and patient and employee safety. We have good doctors, clinical and nonclinical staff and administrators who are dedicated to the overall success of this organization."

—William Brooks, Nuclear Medicine technologist



"I have worked at BMH full time for 16 years. My first two years I was a stock clerk in Materials Management. The next 14 I worked as a unit secretary, certified nursing assistant, registered nurse and night shift charge nurse leader. Currently I work as a dialysis RN, and I love it!"

—Denise Briggs, CMSRN, BSN, RN



"Beaufort Memorial has been and continues to be a great place to work. I have been privileged to be a part of the Service Excellence Initiative and throughout that experience have been able to meet and see beyond just my department. The hospital as a whole is full of caring and passionate employees who are truly empowered by helping heal those in the community."

—Lea Cifranick, MS, CCC-SLP



"I have worked for Beaufort Memorial for over 18 years. I am here because I believe in and enjoy being a part of the mission to provide high-quality care to the patients we serve at BMH!"

—Joy Solomon, MSN, RN

### BY THE NUMBERS

**10** New Beaufort Memorial Physician Partners providers

Family Medicine	4
Gastroenterology	1
Internal Medicine	2
Obstetrics and Gynecology	1
Orthopaedic Surgery	2

**353** Students in clinical rotations at BMH (in 2018)

A.T. Still University of Health Sciences	20
TCL	90
USCB	40
Other	203

**133** BMH volunteers

**47** Service Excellence Initiative employee advisers



## At 85, striding into recovery

Four weeks and one day after a total replacement of his right knee, 20 days shy of his 85th birthday, a chipper Vinnie Larucci fairly strides into the Beaufort Memorial Outpatient Rehab Orthopaedic Clinic for a physical therapy session, unassisted by assistive devices of any kind. A walking endorsement for an excellent outcome, he can't say enough about Dr. Vandit Sardana, the board-certified orthopaedic surgeon who made it possible.

"He did a wonderful job!" Vinnie says of Dr. Sardana, who came to Beaufort Memorial Orthopaedic Specialists last summer from the prestigious fellowship training program in adult reconstructive orthopaedics at Lenox Hill Hospital in New York City. "I really like the man. When I go in to see a doctor and the doctor talks to me, I like that."

The pain in his knee began with a middle-of-the-night fall some four years ago. After epidural steroid injections failed to do the trick, X-rays revealed a disk impinging on a nerve. A doctor in his native Illinois performed back surgery, and the pain disappeared.

For a while. It got better, and then it got worse, says Vinnie, who together with his partner, Barbara Handburg, divides his time between Oswego, Illinois, and Harbor Island.

About six months ago, worse became much worse. "It hurt me, and I couldn't walk," he says. A specialist in Chicago told him he'd need a new knee, but the specialist was booked out for months.

The couple left early for the Lowcountry, thinking a warmer climate might help. It didn't, though they found someone who did.

Dr. Sardana, emphatically a specialist in his own right, confirmed the diagnosis and scheduled Vinnie's knee replacement surgery for December 20. He also prescribed six weeks of "prehab" to strengthen his patient's leg muscles and prepare him for postsurgical rehab. "I found it very helpful," the patient says.

A walking endorsement for an excellent outcome, Vinnie can't say enough about Dr. Sardana.

### Joint replacement 101

Very helpful, too, he adds, was the joint replacement information session for patients and their "first mates" conducted by Andrea Sadler, Beaufort Memorial's encyclopedically knowledgeable orthopaedic care coordinator. Both he and Barbara attended the session, and though his two brothers and his first mate herself had all had knees replaced, the couple learned plenty.

Vinnie spent just one night in the hospital. After two weeks of in-home physical therapy, he graduated to outpatient rehab. There, three times a week, PT pros Ashley Sanders and Betsy Alter put him through his paces. "If you hurt me..." he frequently mock-warns them with a grin.

At four weeks and one day post-op, the retired General Motors employee is feeling remarkably good. He's taken off 15 pounds, and the day before he logged a first: navigating a flight of stairs, up and down and using both legs, behind Barbara's two Shih Tzus.

He does admit to a twinge of pain now and then—"it's a little ouchy at times"—but Vinnie's looking ahead: His yearly fishing trip to Canada, a 20-year tradition for him and his two sons, will be here before he knows it.

"We'll eat fish," he says happily, "all week long."



Dr. Vandit Sardana and Vinnie Larucci



V

How  
we  
heal

# Supporting our community

Improving the health of the community in which we all live is foundational to our mission—and to that end, we’re defining more broadly both “health” and “community” with each year that passes.

In 2018 our outreach ranged from school tours to not-for-profit event sponsorships; community talks to health fair booths; CHiP mobile wellness van screenings to cancer, Parkinson’s disease and parents’ bereavement support groups; AccessHealth Lowcountry to our recently opened Sickle Cell Clinic.

BMH Care Anywhere, BMH’s see-a-provider-24/7 app, offered free patient visits during Hurricane Florence.

Through a partnership with the Marine Corps Community Services’ Baby Boot Camp, Baby University included among its offerings quarterly presentations to expectant military parents on base by our OB-GYN providers.

And that’s just for starters.

## BY THE NUMBERS

### CHiP mobile wellness van

119 Community events attended

2,527 Beaufort and Jasper residents screened

### Cancer support groups

427 Patients and caregivers supported

### Community talks

41 Speaking engagements by 34 employees

2,814 Community residents in attendance

### Baby University

503

Parents enrolled in prenatal and parenting education classes



### BMH Care Anywhere

2,182 Patients registered

513 Visits completed

### Sickle Cell Clinic

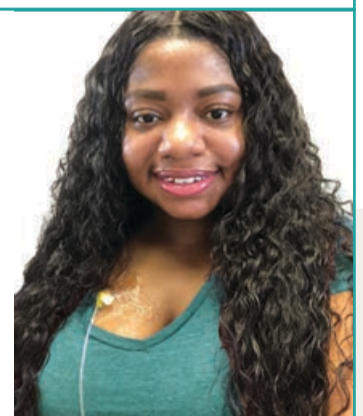
48

Patients served (Mar.–Dec. 2018)

310

Patient visits

Alexis Mulligan  
(sickle cell patient)



## Working to keep the local workforce healthy



As a large, self-insured organization, we understand the importance of maintaining a healthy workforce—and of helping other local businesses do the same. Launched last February, Beaufort Memorial Well at Work now provides a wide range of occupational health services to for-profit, not-for-profit and governmental employers and employees in Beaufort, Jasper and Hampton counties. In 2018 58 employers signed on for the services, enrolling a total of 10,977 employees who between February and December logged 1,453 visits to our occupational health clinic.

During its successful first year, Well at Work also developed a wellness competition for TCL employees; partnered with area fire departments to administer annual physical exams; held after-hours mammogram screening events for county and school district employees at our Breast Health Center; scheduled convenient flu shot clinics at employer locations; and found 80 employees primary care homes.



# For Bluffton doctor, doing good comes naturally

On a typical Wednesday, Dr. Roger Ulrich may see close to 25 patients at Beaufort Memorial Bluffton Primary Care. And when his workday at the practice is done, he still isn't.

He's headed for Greater Bluffton Jasper County Volunteers in Medicine. There, over the next two or three hours, he'll likely see another eight to 10 patients, uninsured men and women eligible for the not-for-profit's free services and grateful for the kindness and expert care they receive from volunteers like him.

The board-certified family medicine specialist, who joined Bluffton Primary Care from medical residency in 2012, is no stranger to doing good; it's in his gene pool. Born in Jordan to medical missionaries, he long considered following their lead, traveling to countries around the world as a mission volunteer.

Though he ultimately concluded the work was not his calling, he is deeply committed to serving the community in which he, his wife, Lauren, and their three children have laid down roots.

Dr. Ulrich grew up speaking Arabic and German and began learning Spanish in college. The language became especially useful, he says, when a number of the patients he encountered at Medical College of Georgia and in residency were Hispanic.

His fluency now enables him to communicate well with VIM's own Hispanic patients, whom schedulers often "reserve for me," he says.

He's delighted they do. A lifelong fan of diversity, he not only enjoys getting to know people from other cultures, but also has "a huge respect for the Hispanic population."

At VIM he treats many of the same chronic conditions he treats in his practice—high

blood pressure, high cholesterol, diabetes, depression—as well as acute illnesses like colds and UTIs.

Occasionally there are "very complex cases," too, he says. These can pose treatment difficulties for patient and doctor alike, since "when you don't have insurance your options are much more limited." But Dr. Ulrich does his best to work around the obstacles and get his patients the care they need.

He sees a number of his VIM patients again and again, becoming in effect their primary care doctor. When their insurance status has changed, some have even become patients at his practice. (And a few of his practice patients have moved in the opposite direction, he adds.)

Dr. Ulrich's weekly volunteer shift at VIM satisfies his inborn desire to help others, and something else besides. It has for him a resonance, "a nostalgia," he says. "It's a local substitute for my upbringing."

Dr. Roger Ulrich with a patient



## Access to health care for the uninsured

No health insurance? No problem if you meet AccessHealth Lowcountry's age (19-64) and income-limit criteria. With offices on Beaufort Memorial's main campus, the Together for Beaufort County initiative is designed to help eligible residents of Beaufort and Jasper counties find providers offering free or reduced-fee medical care.

Stats tell the story of the program's success. At year-end AccessHealth had 721 active clients, including 270 who were enrolled in 2018; 218 were screened for colon cancer through Links to Care; 101 received free dental care through Smile Mobile; and 133 were served through the vision assistance program.





# V

## How we heal

# Supporting our *community*

A PATIENT'S STORY



Maureen and Bob Bergen

## 'A carrot to hang out'

Already active in a local Parkinson's disease support group, the Bergens couldn't wait for Delay the Disease to begin.

"We wanted all the help we could get," says Maureen Bergen, whose husband, Bob, received an official diagnosis of Parkinson's two years ago after symptoms of the disease had gradually progressed. Twenty-two-year residents of Lady's Island, the couple moved to the Lowcountry from Connecticut.

For people with PD, everyday life can be both hard and lonely. LifeFit Wellness Services is doing its best to change that with Delay the Disease, a nationally recognized fitness and mobility program expressly designed by specialists at OhioHealth for men and women with Parkinson's. The program was launched at BMH last August.

Each Monday and Wednesday some 25 participants gather in the LifeFit group exercise room for the popular Delay the Disease class led by LifeFit wellness coaches and certified program instructors Seth Hunter and Jason Graham. At \$5 per class, it's a bargain.

Like most exercise classes, this one begins with a warm-up. Participants are seated for the dynamic stretching that loosens them up and prepares them for the brief total-body cardio workout that follows. The goal, says Jason, is to get everybody "a little bit breathless."

There's hard science behind that, he adds. The mild stress caused by the exertion primes the brain to relearn skills.

### Zeroing in

So next come the crux moves, the exercises that zero in on PD symptoms like tremor, muscle stiffness, slowed movement and changes in speech. The exercises aim to improve strength, balance, agility, flexibility and confidence—and "they're good for everybody," says Maureen, one of the several caregivers who regularly attend the class.

After the concluding cool-down, "you feel like you've been to the gym," Jason says. What's more, the class offers participants an opportunity to connect with others navigating Parkinson's often-rocky terrain.

Delay the Disease helps him keep moving, says Bob, a young-looking 82, who knows from experience that "motion is very, very important" for people with PD. And the class provides him with welcome motivation, he says. "It's a carrot to hang out there."

In no small part class participants like the Bergens have Scott Rider, a Habersham resident with Parkinson's who's a mover and shaker on the national PD scene, to thank



for the local program. Indefatigable in his efforts to raise awareness about the disease—and funds for patient care and research—Scott arranged through a friend for the introduction to BMH CEO Russell Baxley that got the program going. Behind it all the way has been BMH neurologist Dr. Norman Bettel.

“We started to get people left and right,” mostly through word of mouth and stories in the local press, says Seth.

So great has demand for Delay the Disease become —its membership now stands at 45—that Beaufort Memorial plans to expand it this summer.

As a first step, David Zid, the program’s co-founder, will travel from OhioHealth in June to train and certify all LifeFit-based wellness coaches and physical therapists. More instructors will mean smaller class size and more individualized instruction.



Bob with instructor Seth

### Lightbulbs

During class Delay the Disease instructors are careful to explain “why we do what we do” and how each exercise can help, Jason says. Often he’ll see lightbulbs go on.

Later participants will tell him how they’ve incorporated what they’ve learned into their daily lives. Maybe they’ve improved their ability to get out of bed or dress independently, write legibly or rise from a chair or move with ease in a crowd. That, he says, “is what I’ve loved most” about the program.

Seth agrees. “I want participants to become healthier versions of themselves,” he says. “I want to teach them how to be as big as possible.”

## Community partnership a win-win for patients and partners

Thanks to an ongoing partnership with the state DHEC’s health department and its [Med-I-Assist program](#), Beaufort Memorial is providing free blood pressure, blood glucose, cholesterol and PSA screenings on its CHiP mobile wellness van to low-income, uninsured and underinsured Beaufort and Jasper residents enrolled in Med-I-Assist. The screenings are paid for through a partnership grant administered by BMH’s LifeFit Community Health Improvement Program. Med-I-Assist also offers enrollees prescription drug and eye care assistance as well as assistance with finding a primary care provider. In 2018 the CHiP van participated in 12 Med-I-Assist events and screened 385 program enrollees.

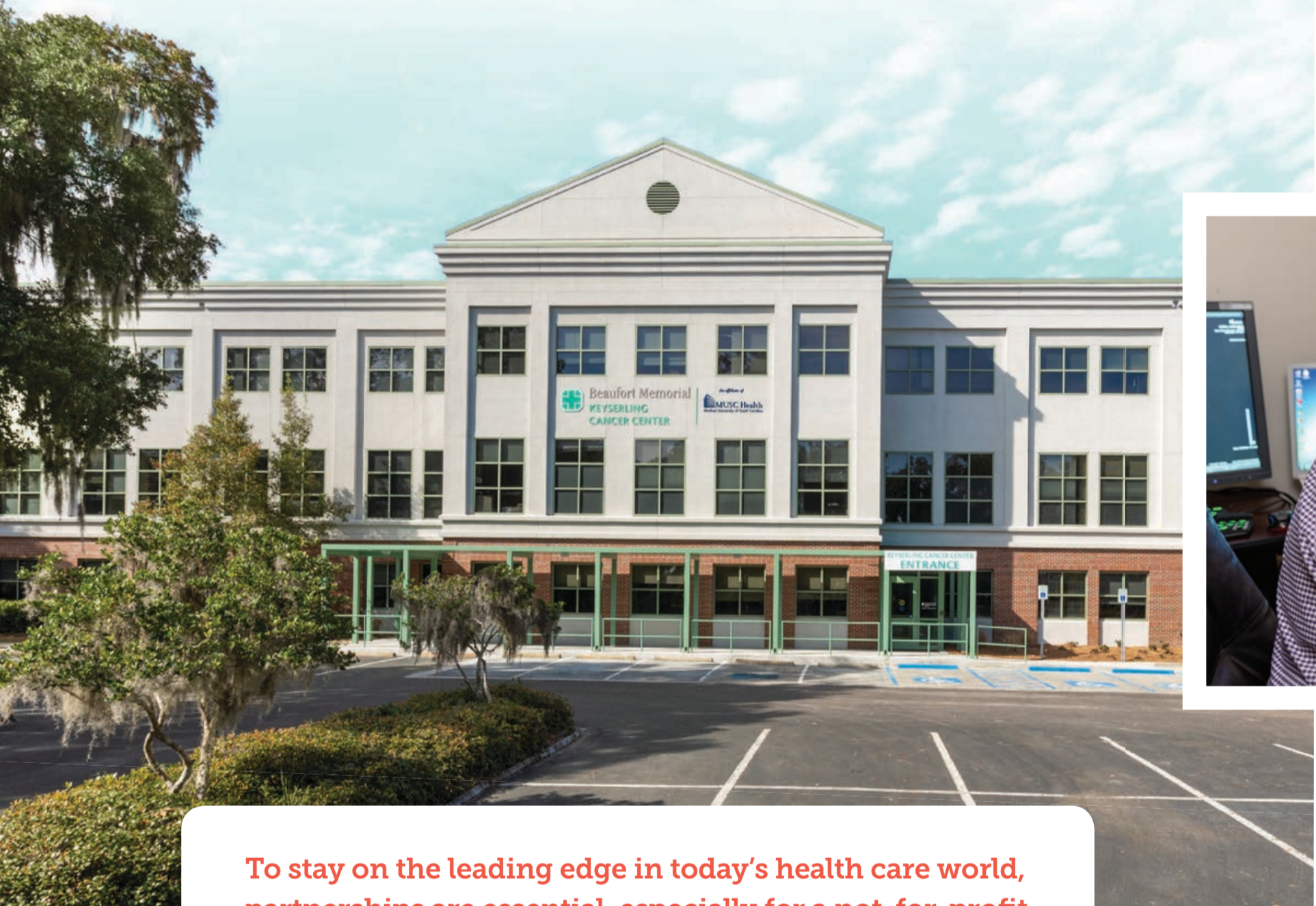




# VI

How  
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# Partners in progress



**To stay on the leading edge in today's health care world, partnerships are essential, especially for a not-for-profit community hospital intent on remaining independent.**

Health care partnerships make innovation possible, providing the fresh thinking and financial resources that expand access, create programs and services, build buildings.

The new Beaufort Memorial Keyserling Cancer Center, which officially opened on January 17 in the Beaufort Medical Plaza on the main hospital campus, is the brainchild

of just such a partnership. Beaufort Memorial joined forces with MUSC Health and Alliance Oncology to relocate the center from Port Royal and consolidate all its cancer services under one roof.

The consolidation makes easier patients' often difficult journey from diagnosis through treatment. In addition to medical

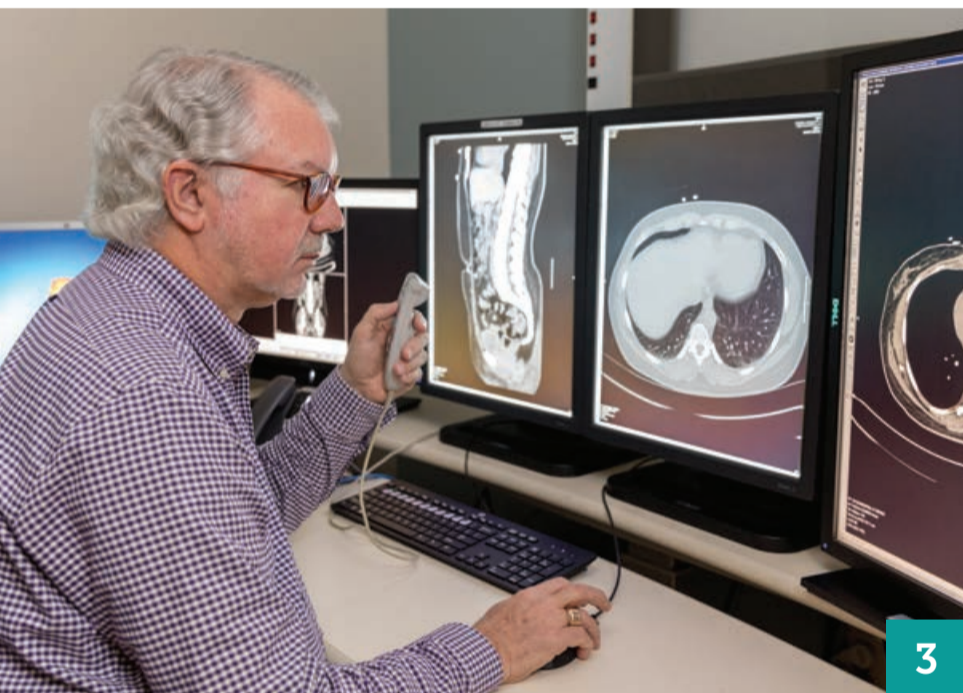




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4

1 Medical oncologist Marcus Newberry, M.D., with wife Elizabeth at the Keyserling Cancer Center opening

2 Varian TrueBeam® linear accelerator

3 Radiologist Dr. Phillip Blalock reviewing brain images

4 Radiation oncologist Jonathan Briggs, M.D., cuts the ribbon at the new Keyserling Cancer Center.

and radiation oncology, the new center offers ready access to lab, imaging, infusion and breast health services.

By enlarging its existing partnership with MUSC Health, Beaufort Memorial has drawn to its campus cancer subspecialties not previously available here. The partnership with Alliance Oncology has made possible an

upgrade to the state-of-the-art Varian TrueBeam® linear accelerator, a precise, powerful radiation therapy delivery system in use at leading cancer centers around the country.



# VI

## How we heal

# Partners in *progress*

### A PATIENT'S STORY



"I know that I'm going to be OK. I have confidence in my doctors, and I know they'll be watching me."

Delores Mann

## 'Just completely awesome'

Mammograms had always been uneventful for Delores Mann, so she expected her yearly breast screening at the Beaufort Memorial Breast Health Center last July to be the same. Except it wasn't.

A small finding on the mammogram was followed the same day by an ultrasound, within a week by a biopsy and three days after that by the call.

"When they told me it was cancer, it was like I went into a fog," says the soft-spoken 71-year-old South Carolina native, who together with her husband, Mike, returned to her roots from Pine Bluff, Arkansas, two years ago.

Her surgery—a left-breast lumpectomy—was scheduled for September 18 with Dr. Perry Burrus, a board-certified general surgeon at BMH whose gentle, reassuring manner and obvious expertise inspired confidence in his patient. He told her exactly what to expect and answered all her questions.

Before the surgery she met with Drs. Jonathan Briggs and Majd Chahin, board-certified radiation and medical oncologists, respectively, who would direct her postsurgical treatment. "Both were so nice and so helpful," says Delores.



### Navigating the shoals together

Of immeasurable help as well, she adds, was the Breast Health Center's breast nurse navigator, who accompanied her to every medical appointment and afterward made sure she understood clearly what she'd just heard.

Not only did the lumpectomy go well—"I was in and out," Delores says—but Savi Scout, a new technology now available at Beaufort Memorial that uses a reflective implant to precisely locate a patient's breast tumor, also spared her the discomfort and delay of wire localization the morning of the procedure.

After recovering from surgery, Delores, who retired as a sales specialist for an electrical transformer manufacturer, was ready for her radiation treatments: 33 in all. Surprisingly, astonishingly, she raves about the experience.

"Dr. Briggs and the staff were awesome, just completely awesome," she says. "You were welcomed, beyond welcomed, and made to feel so comfortable."

Though most of her treatments took place at the Keyserling Cancer Center in Port Royal, she moved to the hospital's new on-campus center for treatment in

December, becoming one of its first radiation oncology patients.

To her delight, the Port Royal staff moved right along with her. When her treatments were finally over—on January 6—"I told them I was going to miss them so much," she says.

As they do for every patient on the last treatment day, staffers rang a congratulatory bell for Delores. They took photos of her and Mike and excitedly called out good wishes.

Because her tumor was estrogen-positive, for the next five years she will take a daily dose of an estrogen blocker, Arimidex, to help prevent recurrence of her breast cancer.

"I will always be aware of this," she says, reflecting on the cancer, but "I know that I'm going to be OK. I have confidence in my doctors, and I know they'll be watching me."



Delores (in teal) with fast friends and members of the Beaufort Memorial Radiation Oncology team, from left, Rosemary Blanken, RN; Donna Mills, chief medical dosimetrist; Ryan Grove, chief radiation therapist; Brandi Thomas, radiation therapist; Jonathan Briggs, M.D., medical director; Tracey Wilcox, RN, director of Oncology Services; Christina Oliver, radiation therapist; Sharon Rourk, registrar; and Alex Gay, clinical support specialist



# VII

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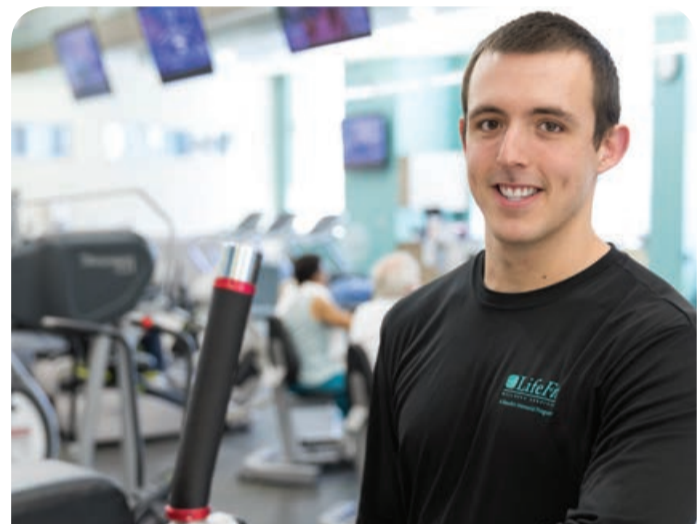
# Promoting fiscal health, reinvesting for the *future*

## Hospital enhancements in 2018...

made possible by  
BMH Foundation donors



Furniture for new HealthLink for Children pediatric rehabilitation clinic



Equipment for new LifeFit 24/7 employee gym

Renovations to new Keyserling Cancer Center

Savi Scout (for breast cancer surgery)

Electroconvulsive therapy (ECT) equipment (for psychiatric treatment)

Nerve monitor (for ENT treatment)

Security van (also used for patient transport)

2 golf carts (for visitor transport)

Cardiac rehab monitoring system

Vivid 570 echo unit (for imaging)

10 Stryker ComfortGel mattresses (for emergency department)

Vein viewer (for ICU)

2 beds (for progressive care unit)

2018 contribution to BMH from BMH Foundation Endowment Fund:

\$628,672.52





## 2018 Revenue

Total net patient revenue .....	\$	222,303,224
Other non-operating revenue .....	\$	4,109,148
Grants and contributions .....	\$	287,773
<b>TOTAL REVENUES .....</b>	<b>\$</b>	<b>226,700,145</b>
Total uncompensated care (charity care and bad debt) .....	\$	54,593,515



## 2018 Expenses

Salaries, wages and benefits .....	\$	118,000,195
Supplies, utilities and other general items .....	\$	89,910,601
Depreciation .....	\$	9,093,421
Interest .....	\$	2,126,143
<b>TOTAL OPERATING EXPENSES .....</b>	<b>\$</b>	<b>219,130,360</b>
Operating income (loss) .....	\$	7,569,785

Income statement and BMH analysis for each dollar spent do not include entry for the liability due to the South Carolina Pension Fund required by GASB (Governmental Accounting Standards Board).

Not yet audited numbers for FY 18

Revenue and expenses do not include entries that will be related to the SC Pension liability required by GASB.



# VIII

## How we heal

# The next chapter *begins*

**Seventy-five years ago Beaufort Memorial opened its doors to patients with 25 beds and four general practitioners. No one could have envisioned then the robust, independent, multispecialty, community-focused hospital and provider network we would become.**

With three-quarters of a century and a proud history behind us, we're looking to the future. On the horizon are several significant initiatives that promise to improve health care access and expand health care services for residents north and south of the Broad River and well beyond.

This spring has already seen the opening of the newly renovated Collins Birthing Center on the main hospital campus and the breaking of ground in Okatie for a three-story, 70,000-square-



foot medical office building with a second cancer center. We have received state approval for construction in Bluffton of South Carolina's first micro hospital—a joint venture with MUSC Health—which will offer a wide range of acute-care services, among them orthopaedics, cardiology, general surgery, lab and imaging, as well as emergency services. Also planned is a renovation of the main hospital's surgical pavilion that will upfit ORs with state-of-the-art equipment and technologies.

So watch this space: At 75 we are just getting started! Our commitment to our community and its health has never been stronger.





# BMH Vision 20/20...

...is our five-year plan to meet the needs of a growing community. It's our plan for long-term viability and the success of our organization.

## Vision 20/20's six guiding principles

- 1 BMH will strive to provide the best patient experience.
- 2 BMH will strive to recruit, develop and retain the best people.
- 3 BMH will develop the financial resources needed to achieve its goals through exceptional financial performance.
- 4 BMH will seek to achieve superior outcomes in patient safety and quality.
- 5 BMH will seek to meet its mission-oriented goals of addressing the health care needs of the community.
- 6 BMH will remain organizationally independent, but seek out interdependent relationships for the benefit of the community and the patients served.





# BMH senior leadership team

**Russell Baxley, MHA**  
President and chief executive officer

**Ken Miller, MHA, MBA**  
Senior vice president and  
chief financial officer

**Karen Carroll, DNP, RN, NEA-BC**  
Vice president of Patient Care Services and  
chief nursing officer

**Kurt Gambla, D.O.**  
Vice president and chief medical officer

**Shawna Doran, MSN, RN**  
Vice president of Quality Services

**Brian Hoffman, MBA**  
Vice president of Human Resources

**Chris Ketchie, MHA**  
Vice president of Physician Services



## About *us*

Beaufort Memorial, a not-for-profit hospital founded in 1944 on the banks of the Atlantic Intracoastal Waterway, is licensed for 197 beds (169 acute, 14 rehabilitation and 14 mental health).

**We are an acute-care hospital, a regional referral center and the largest medical facility between Savannah and Charleston.**

Fully accredited by The Joint Commission, Beaufort Memorial boasts a dedicated, high-quality medical staff of nearly 230 board-certified or board-eligible providers. In 2011 we were designated the first Pathway to Excellence® hospital in South Carolina and have continued to earn redesignation since then.

**Our mission is to deliver superior health care services to our patients and to improve the health of our community.**











# Beaufort Memorial

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Beaufort, SC 29902

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