



JOHNSTON

UNC HEALTH CARE



ANNUAL REPORT 2014: *Growing In Service*

Our Mission

To Improve The Health Of The People In Our Communities

Table Of Contents

Letter From CEO Chuck Elliott & COB Bobby Parker

Striving To Enhance The Care And Experience Of Our Patients And To Improve Access To Quality Care, Close To Home - 1

Clayton Grand Opening Event - 2 & 3

Interventional Cardiology Close To Home - 4 & 5

HealthQuest Healthy Kids Program - 6

Outpatient Pharmacy - 7

Enhanced Cancer Treatment & Care

Navigator, Nutritionist And Artists Bring Cheer And Support To Patients - 8

Working Together To Take On Sepsis

A Johnston Health Employee Who Survived Sepsis Is Part Of The Hospital's Initiative To Improve Care - 9

Community Benefits - 10

Volunteers Lend A Helping Hand - 11

Johnston Health Foundation - Its Successes & Supporters - 12 & 13

The Ambassador Program

Johnston Health's Ambassador Of The Year Grows In Administrative Role - 14

Introducing The 2014 - 2015 Johnston Health Ambassadors - 15

Johnston Health Board Of Directors - 16

Administrative Team / Johnston Health Foundation Board - 17

Striving To Enhance The Care And Experience Of Our Patients And To Improve Access To Quality Care, Close To Home

At the beginning of our meetings here at Johnston Health, we read aloud one of the many thank-you letters that we've received from our patients. They often write of kindnesses, professionalism and excellent care delivered by our doctors and staff. We're humbled, encouraged and inspired by their stories, which remind us of what's truly important in the business of health care.

As we reflect on our fiscal year ending June 30, 2015, we have much to share about our work at Johnston Health. Since finalizing our partnership with UNC Health Care in February 2014, we've been working together as one team to build a better health care system.

All the while, we've kept our focus on enhancing the care and experience of patients here, close to home. In January, we opened our three-story wing at Johnston Health Clayton, a \$50 million investment. Residents in the fast-growing communities in and around Clayton now have quick and convenient access to an inpatient hospital, including a birthing center.

Also in January, we added interventional cardiology to our menu of services in Smithfield. This means patients can now get the procedures they need, including stenting, to open blocked arteries and restore blood flow to the heart. In our report, we've included a testimonial from one of our most grateful patients, Dr. Dennis Koffer, who is a general surgeon on our medical staff.

We've also enhanced the care of our patients diagnosed with lung and breast cancers, which are the two most prevalent types of cancer in our county. Among other things, a patient navigator is now available to guide and advocate for patients as they begin their treatment journey.



Chuck Elliott



Bobby Parker

We're also doing more for patients before and after their discharge from the hospital. With the opening of an outpatient pharmacy in Smithfield, we're ensuring that patients have the medications they need to continue their recovery at home. And through the community paramedic program, we're reaching out to patients after their hospital stay to help them manage their chronic diseases.

In other stories, we feature the good works of the Johnston Health Foundation and news of major gifts from two local banks. For the first time, we're recognizing donors through a newly established Johnston Health Society. As you read through the list of names, you

may recognize a friend, neighbor or family member.

In our report, we also feature the good deeds of our Johnston Health volunteers and the Johnston Health Ambassadors, employees who have been recognized for going above and beyond the call of duty.

We've also included a story about a new fitness and nutrition program at HealthQuest. Called Healthy Kids, the program is instilling healthful habits that will serve youngsters well into adulthood.

We are proud of the many initiatives we've undertaken and completed in the past year. Indeed, we are always striving to enhance the care and experience of our patients, and to improve access to quality care, close to home.



Chuck Elliott
President and
Chief Executive Officer
Johnston Health

Bobby Parker
Chairman, Board of Directors
Johnston Health Services
Corporation



JOHNSTON
UNC HEALTH CARE

Grand Opening

The Clayton Community Celebrates As Johnston Health Opens New Three-Story Hospital

Jimmy and Audrey Wooten of Clayton never imagined that a complete inpatient hospital would take root across the road from their home, and on the very spot where he used to grow watermelons.

The retired couple was the first to arrive for the festivities Jan. 10, 2015 surrounding the ribbon cutting and tours of the newly constructed \$50 million inpatient wing at Johnston Health Clayton. More than 650 people attended the grand event.

A string trio provided background music. There was food, and fun activities for children.

"I feel mighty blessed to have a hospital this close by," Wooten said. "If I need help, I won't have far to go."

Health care close to home was indeed the theme of the day, and the cause for celebration. The new wing has 36 medical/surgical beds, eight labor and delivery rooms and 10 acuity-adaptable rooms for more intensive care. There's also an inpatient pharmacy, cardiology department, space for rehab and respiratory therapy services, a cafeteria, chapel and gift shop.

The original outpatient center gained an operating room, for a total of three. Nine additional exam rooms in the emergency department bring the total to 24.



Today, the hospital is fully staffed and operational. As seen on the facing page, the new facility was designed to have a softer, inviting atmosphere, more like a fine hotel.

Beauty and comfort are at the forefront. Look up in the atrium lobby, past the soaring three-level stairway and towering windows, to see architectural clouds and twinkling LED lights. Every patient room has an original painting or drawing done by a local artist. The larger works on hallways and in common areas are by local artists, too.

The dining area has the feel of a cozy café with a great menu. The kitchen has a gas and wood-burning pizza oven, and a made-to-order station for sandwiches.

The women's center on the ground floor welcomes expectant mothers and dads with large birthing suites. In addition to tilt-down Murphy beds for family, these suites feature 32-inch flat screen TVs, and iPod connections so that moms can listen to their music of choice.

The nursing staffs on second and third medical floors are ready to care for patients recovering from surgery, injury and illness.

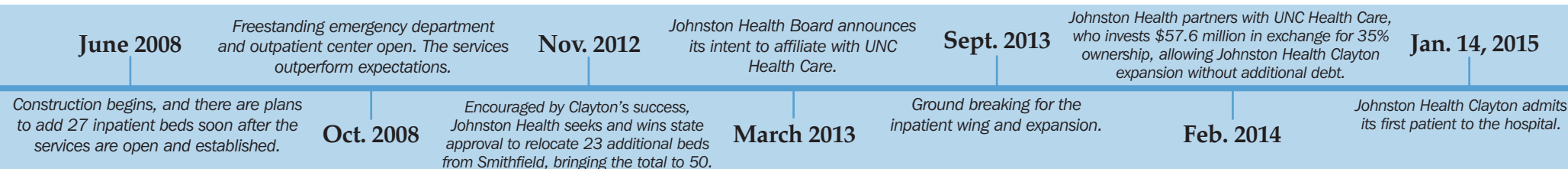
Johnston Health is proud of this new facility, and our great staff, but we are most proud to be able to bring our exceptional service closer to home for more of our neighbors.

FACING: Our Grand Opening was a huge success and allowed the community an opportunity to see and tour this beautiful facility and enjoy music, fun activities, food and fellowship.

TOP: Clayton Mayor Jody McLeod and Johnston CEO Chuck Elliott joined all 17 directors of the Johnston Health Services Corp. Board for a ribbon cutting of the \$50 million three-story Clayton addition.

Standing, from left, are: Jim Jenkins, John Scovil, Ralph Stewart, Chip Hewett, Gary Park, Bobby Parker, Mayor McLeod, Dr. Eric Janis, Dr. Regina Ryan, Dr. Dennis Koffer, Jeff Carver and Tony Braswell; seated, from left, Dr. Robert Bylciw, Ricky Young, David Strong, Cookie Pope, Bengie Gaddis and Chris Ellington.

BOTTOM: Large birthing suites are the feature of the new Women's Center.



Clayton Expansion Timeline



Johnston Health Cardiac Catheterization Team Now Providing Interventional Procedures Close To Home

Great things are happening for local residents who need specialized interventional heart care. In January, the Johnston Health Cardiac Catheterization Team began offering PCI, which stands for percutaneous coronary interventions. In this procedure, a long, thin tube is threaded through a patient's blood vessels to image the heart, just as with diagnostic catheterization. But with PCI, doctors can perform additional procedures such as stenting and angioplasty to open narrowed or blocked arteries and prevent heart attacks.

Tracey Carson, administrative director of patient care services, says patients are pleased that their cardiologists can now diagnose and fix a heart blockage at a hospital close to home. Until this year, patients had to go to Raleigh if they needed an interventional procedure. "We've been surprised at how quickly the service has taken off," she adds.

There's no doubt about the need for PCI. Heart disease is the leading cause

of death in Johnston County and exceeds the state average, according to a community health needs assessment completed in 2013. While the hospital budgeted for 149 cardiac interventions for all of 2015, it's already performed 163 in the first six months. The new service has brought about a 33 percent increase in diagnostic procedures, which in turn has led to the need for a new cath lab. The former lab space, which is along the Women's Pavilion hallway, will be used now for other cardiac procedures such as pacemaker and defibrillator implants and electrical studies.

Carson says North Carolina Heart & Vascular, which is the group of specialists serving Johnston Health, likes practicing at the hospital because the hospital staff is caring, efficient and highly skilled. "We value customer service, and we want the patient and family's experience here to be the best it can be," she says.

PATIENT TESTIMONIAL

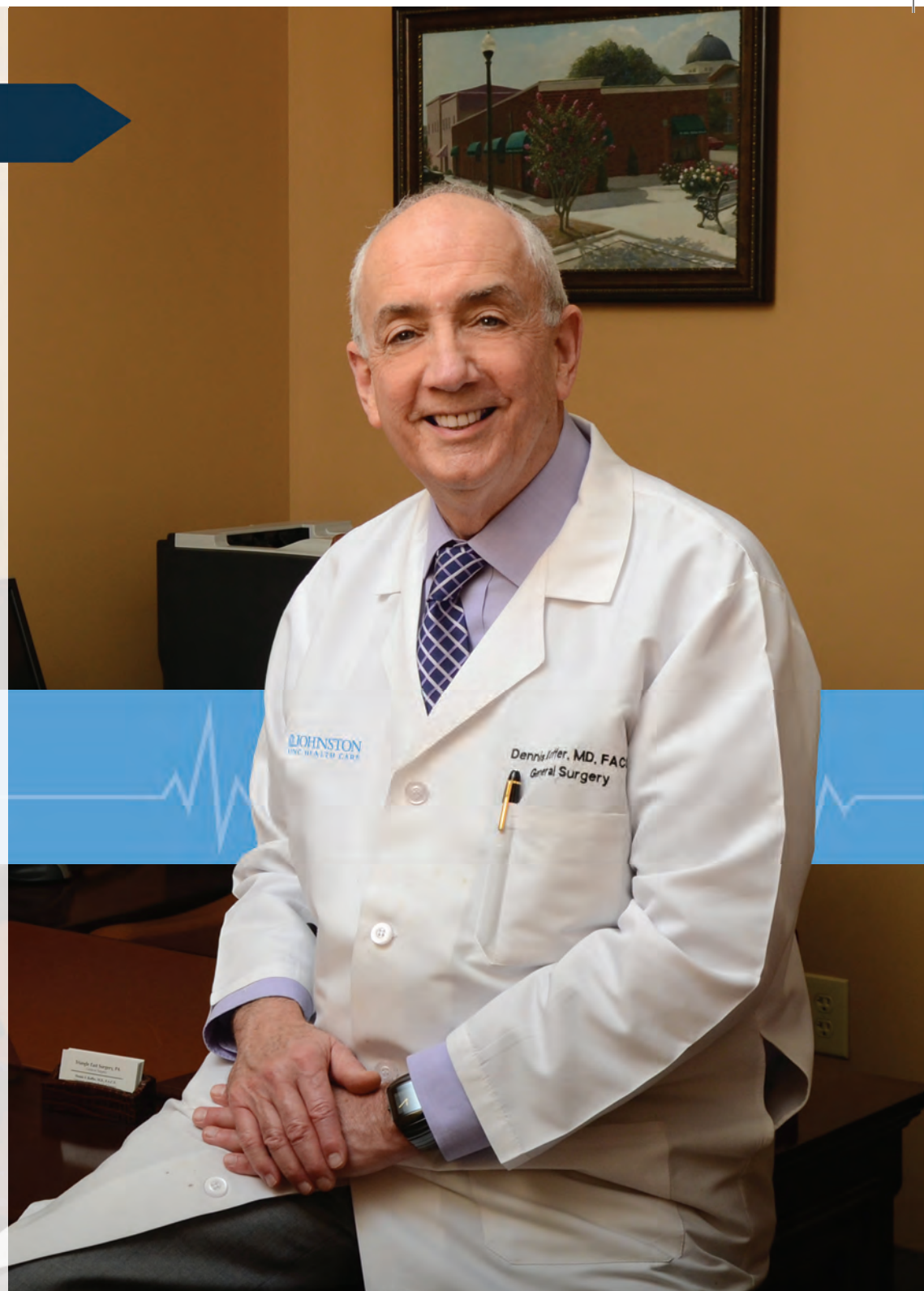
**“Sometimes We Doctors
Become Patients, And We
Are Just As Glad As You Are
To Find The Help We Need
Close To Home.”**

**- Johnston Health
Cardiac Cath Patient
Dennis Koffer, MD**

“My family history of heart disease is frightening. My father, his brother and my grandfather all died of their first heart attack. For two of the three, their first symptom was death,” says Dr. Dennis Koffer.

“My cardiologist knew about this history. So when I called and told him I was having a little bit of chest pain and feeling light-headed, he told me to go to the emergency department right away. Thankfully, test results showed that I was not having a heart attack. But he thought it was a good idea to have a diagnostic cath to determine the cause of my chest pain. The next day, Dr. Matthew Hook was at Johnston Health in Smithfield to do the procedure. He found one vessel was blocked about 70 percent. He opened the vessel using balloon angioplasty and inserted a stent to restore blood flow. The procedure was a piece of cake, absolutely unremarkable. Within a week, I was back seeing patients and doing surgery.

This community should be really proud of what Johnston Health has become and the services it can offer. It's nice to not have to leave home for your health care.”



Youngsters Learn Healthful Lessons Through The HealthQuest Healthy Kids Program



Personal trainer Frankie Benavidez leads exercises during a Healthy Kids class. Since the physical education program began last October at HealthQuest, 43 children have enrolled.

Though flushed from squatting, the eight youngsters standing in the circle can't help but grin. "It's what happens when you exercise," says Frankie Benavidez. "It makes you happy."

The personal trainer leads classes two nights a week for the Healthy Kids program at HealthQuest Fitness & Wellness Center. After five weeks, students have gotten over their shyness, made friends and seemingly embraced their hour-long routines.

Through the jumping jacks, bear crawls and sit-ups, Benavidez calls out to every student, encouraging them to keep pace. He explains which muscles get worked, then later quizzes the youngsters on what they have learned.

He talks with them, too, about attitude, commitment, work ethic and accountability. There's daily homework to do, and Benavidez will hand out paper slips for parents to initial as they watch their children complete a list of exercises.

"He's cool," says Christina Hernandez of Smithfield, a fifth grader. "I love doing everything, and I've made friends."

April Beasley drives from Newton Grove to bring her 11-year-old daughter, Courtney, to the program. Five years ago, Beasley had gastric bypass to lose weight, and she doesn't want her daughter to face the same prospect when she grows up, she says. So far, so good. Since beginning the program, Courtney has been snacking less, drinking more water and

"It's What Happens When You Exercise, It Makes You Happy!"

-Frankie Benavidez

watching her portion sizes at meal times. Beasley is hopeful that the exercise program will help her daughter shed pounds and lower her blood pressure. "I just want her to be happy and I want her to be healthy," she says. HealthQuest launched the 12-week

program with support from the Johnston Health Foundation, which has raised money to pay for scholarships. These are awarded based on financial hardship and youth risk factors. Otherwise, the fees are \$200 for members and \$250 for non-members.

In addition to exercise, the youngsters attend nutrition classes led by a dietician. A local cardiologist, Dr. Benjamin Atkeson, suggested starting the program. He has contributed \$10,000 toward scholarships and pledged \$40,000 more over the next four years. "It's important for the medical community to address prevention," he says. "Eliminating smoking from public places was a good start. Now we must deal with obesity."

Benavidez says he's thrilled with the opportunity to work with young people. "Making wise choices about what you eat, and learning to lead an active lifestyle is a good lesson for us all," he adds. "And it doesn't have to be drudgery. It can be fun."



HEALTHQUEST
FITNESS & WELLNESS CENTER

Johnston Health Outpatient Pharmacy Offers Convenience Of Bedside Delivery And Helps Patients Lower Costs



From left, certified pharmacy tech Wendy Hunter, pharmacist Donna Dewberry and certified pharmacy tech Luis Muniz make up the staff at the Johnston Health Outpatient Pharmacy.

It's unlike any pharmacy on the block. The Johnston Health Outpatient Pharmacy, affectionately called J-HOP, opened March 23 on the first floor of the hospital's Bright Leaf tower. It's open to employees and the public. The waiting area may be tiny, but the wait is short.

The operating hours may seem like banker's hours. But from 9 a.m. to 5:30 p.m., Monday through Friday, the staff packs in the customer service. In addition to filling scripts, certified pharmacy techs Luis Muniz and Wendy Hunter deliver prescriptions to the patient's bedside, and search online for discount coupons, ensuring that customers have the smallest possible co-pay. Pharmacist Donna Dewberry, who has more than 30 years of retail experience, makes herself available for counseling should patients have questions about their new prescriptions. Thus far, feedback has been stellar.

J-HOP is a convenience for patients because they don't have to make a stop on their way home, Dewberry says. That's particularly true for those who have had outpatient surgery or women who have given birth and are bringing home a newborn.

It also ensures that patients have the prescribed medication that they need to continue their care at home, she says. Patients receiving behavioral health care, for example, oftentimes lack the resources or transportation to get their prescriptions filled after they leave the hospital. "Patients also enjoy talking with the techs, who always bring a bright smile," Dewberry says. "That positive exchange makes for a nice exit."



A customer picks up her prescription at the window in the Johnston Health Outpatient Pharmacy.

Community Paramedics Provide In-Home Care To Chronically Ill

Johnston County EMS paramedics typically spend their day en route to 911 calls.

But under a new program that began in July, two specially trained paramedics are checking in with certain patients at home to see if, for example, they're taking their medications or are well enough to get to their doctor's appointment the next day.

Rather than responding to 911 calls, the community paramedics try to prevent them. In short, it's their job to help chronically ill patients proactively manage their own care after leaving the hospital. Last year, Johnston Health received a \$350,000 grant from The Duke



Beverly Legath

Endowment to implement this care-transition program, which includes local agencies such as EMS and Johnston County Mental Health.

Beverly Legath, director of case management for Johnston Health, wrote the grant application. She says the program is designed to prevent costly readmissions and to reduce non-urgent visits to the emergency department.

"More importantly, this is an opportunity to deliver care in a more coordinated and efficient way," she says. "We're helping patients maintain accountability for their health. This program says we care."

Physicians And Staff Work Together To Enhance Cancer Treatment And Care

Navigator, Nutritionist And Artists Bring Cheer And Support To Patients

Patients who receive a lung or breast cancer diagnosis have a new best friend in Shawn Leagan. She is Johnston Health's patient navigator, and it's her job to educate, counsel and advocate for patients so that they have the best possible chance for recovery.

"Getting a cancer diagnosis can be frightening, even overwhelming," she says. "I'm here to help both the physician and the patient with their needs."

The addition of the navigator is one of the ways that Johnston Health is enhancing the care and treatment of patients. There's work going on behind the scenes, too.

Since convening in March 2013, the Johnston Health Cancer Care Committee, made up of physicians and staff members from several disciplines, has been meeting nearly every week to review cases and to collaborate on plans of care for the newly diagnosed.

"Through the conferences, the committee has been able to foster multidisciplinary discussions and thus provide more timely decisions on the best treatments and support for patients," says Kim Hurley, who is director of hematology and oncology services. Back in September 2013, Johnston Health did a survey to assess the health needs of the community, and the results showed, among other things, a high incidence of



Shawn Leagan

tobacco use and a lower incidence of scheduling routine mammograms and pap smears.

Hurley says the cancer care committee took that information and tried to fill the disparities.

Toward that end, the Angel Fund has been helpful to patients who are struggling financially and, for example, can't afford co-pays, pain medications or gas to get to and from doctors' appointments, she says. The fund has

been expanded to provide free mammograms for those who qualify.

Through the Art for Hope campaign led by the Johnston Health Foundation, donors contributed more than \$11,000 to acquire colorful, engaging paintings to spruce up the hallways, exam rooms and treatment areas of the oncology clinics in Smithfield and Clayton.

The artful environment in Smithfield complements an education and wellness program, which is made possible through a \$5,000 grant secured by the Johnston Health Foundation. During chemotherapy, patients have opportunities to paint or do crafts with local artists. A nutritionist drops by as well to offer info and encourage healthful eating.

"We want to ensure that we have quality, comprehensive services for our patients," Hurley says. "Cancer is such a taxing disease that we want patients to be able to get the care they need right here in Johnston County."



Janie Prete of Clayton paints with patient Tammy Byrd and her sister Louise Brewer during a chemotherapy treatment at Johnston Health Hematology and Oncology.



Angela Ruggles, an artist volunteer, makes an origami swan with patient Scott Powell during his treatment at Johnston Health Hematology and Oncology.

Hospitals Within UNC Health Care System Work Together To Take On Sepsis

A Johnston Health Employee Who Survived Sepsis Is Part Of The Hospital's Initiative To Improve Care

On her way into work one morning, Rhonda Mooneyham, an abstractor in the quality department of Johnston Health, felt a sharp pain in her stomach. Co-workers took her to the emergency department, where she was diagnosed with a perforated bowel.

Over the next several hours, an infection caused by the bacteria entering her bloodstream led her immune system to shift into overdrive. The immune response was quickly overwhelming her body, and weakening her organs. She was now battling sepsis, which is a potentially life-threatening complication of infection.

Mooneyham was in the hospital for several weeks, critically ill. Had it not been for early detection and intervention, she thinks she might have died.

"I feel very fortunate," she says. Every year in the U.S., more than one million people fight sepsis. One third of them don't make it.

Quite by coincidence, Mooneyham, who is a nurse, was tapped to serve on a team charged with identifying ways in which to improve the care of sepsis patients. After hearing her story, others felt all the more passionate about the cause.

More common than heart attacks and more deadly than stroke, sepsis is such a serious concern that UNC Health Care has taken it on as a system-wide initiative. To date, all eight hospitals have identified projects toward reaching a goal of reducing the number of sepsis deaths.

"The task sounds daunting," says Jessica Springer, who is director of Lean transformation for Johnston Health. "But it makes perfect sense. Rather than working in a vacuum to solve a problem, we've been able to leverage what each of us knows."

To get started, the eight hospitals sent 40 representatives—20 of them physicians—to a meeting in April of last year to share their experiences with sepsis. All of them knew someone who had died with the illness, Springer says. "You could tell that sepsis hits close to home."

For its part, Johnston Health has put into place a series of steps to guide the emergency department staff and medical providers on how to quickly



Rhonda Mooneyham

identify and treat sepsis. The changes were brought in July by a team of employees, who brainstormed, developed and then implemented the process improvement.

On average, one in every 100 patients seen at the Smithfield and Clayton emergency departments has sepsis, Springer says. "Because there are so few cases, it's been hard in the past to keep sepsis top of mind."

Dr. Donald Pocock, who is vice president of medical affairs for Johnston Health, is one of the co-sponsors for the system-wide sepsis initiative. While the emergency department nurses here have done a good job of "sniffing out" sepsis, he says, there's not been a standard plan for treating it. "We want to be able to teach our doctors which criteria to use," he adds.

With sepsis, time is critical. For every hour that passes, the patient's risk of dying increases by seven percent, Springer says. "Sepsis can be difficult to diagnose because the symptoms may be subtle at first and then quickly worsen." That was true for Mooneyham, who had two bouts of sepsis. She had abdominal pain the first time, and then fever and chills the next time.

Mooneyham, who has since retired, thinks often about her ordeal, and is grateful for her care and treatment. She thinks the system-wide initiative is a wonderful way to improve outcomes for sepsis patients.

"We're saving lives. By working together," she says.



Leah Garner, a charge nurse in the Smithfield emergency department, was part of a team that implemented a process improvement for the care and treatment of sepsis patients.

Johnston Health Benefits Communities In Many Ways

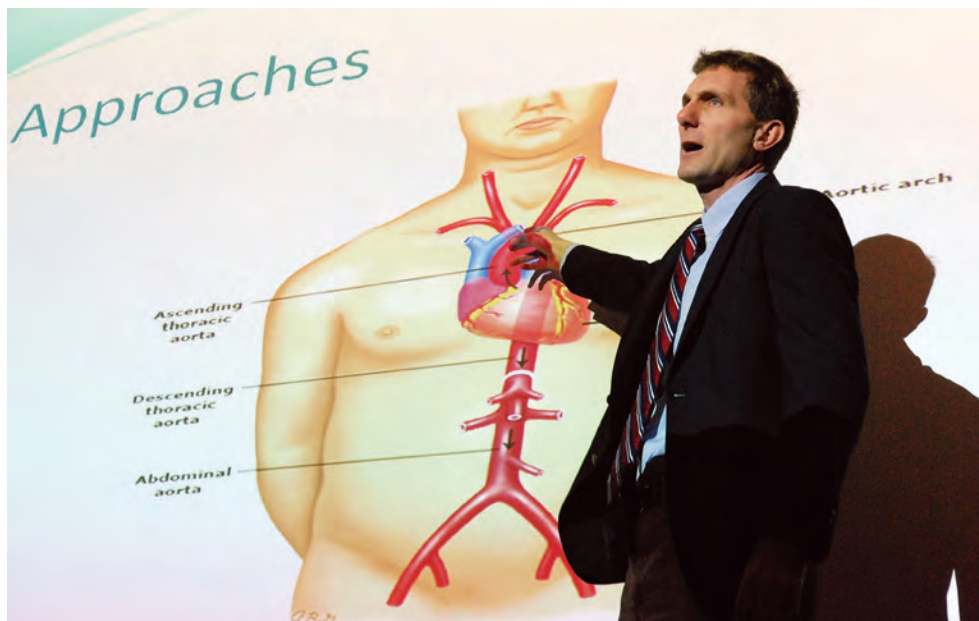
Community benefits are services that Johnston Health provides beyond billable patient care. They include things such as free health screenings and the expense associated with recruiting doctors. During the fiscal year ending September 30, 2014, the value of services was more than \$23 million. Here is a breakdown of those services.

Cash Contributions

Johnston Health gives to nonprofit and community causes throughout the year. In 2014, those combined cash contributions were \$18,500.

Community Health Outreach

Nurse educators stage free health screenings and teach classes on health-related topics such as Lamaze and diabetes care. Johnston Health also hosts free HealthChats seminars, which are designed to educate and inform the public on health related topics. During 2014, Johnston Health spent about \$7,500 on community health outreach.



During a HealthChats presentation, Dr. Benjamin Atkeson talks about advances in therapies for heart disease.

Project Access

Johnston Health provides services to Project Access patients. Since the initiative started in January of 2008, the network of doctors and specialists has seen, at no charge, more than 1,900 people who can't afford private health insurance or who don't qualify for Medicaid or Medicare. The value of those services donated in 2014 by Johnston Health was \$1.2 million.

Physician Recruitment

Johnston Health recruits doctors and specialists to fill identified service needs in the county. In 2014, the value of that service was \$174,000.

Charity Care

Johnston Health offers charity care to eligible patients who meet the criteria for ability to pay. Patients qualify if their total household incomes are at or below 200 percent of the federal poverty level. Patients with incomes between 200 and 400 percent of the federal poverty level may qualify for partial charity care. In 2014, the cost to treat those patients was \$9.7 million. In addition, bad debt, which is made up of people who can't or won't pay for services, cost \$5.3 million.

Uncompensated Care

Johnston Health offers services to needy patients through Medicaid, a federal-state program that does not fully reimburse hospitals for the care they provide. Reimbursements for Medicare, the federally funded program for older citizens and the disabled, also fall short of covering costs. In 2014, the gap between costs and payments was more than \$13 million.

Johnston Health Volunteers Lend A Helping Hand



BJ Christiansen pulls blood tubes that she will put together in kits for medical providers in the emergency department at Johnston Health Clayton. She is among the health care system's 240 volunteers who lend a hand to staff, patients and visitors.

In the midst of bustle at the emergency department at Johnston Health Clayton, 79-year-old BJ Christiansen goes quietly about her work, sorting and restocking supplies, stuffing thank-you cards and tidying up exam rooms between patient visits.

When the Riverwood retiree came aboard as a volunteer two and a half years ago, she assigned herself to the busy ED and has been a fixture ever since.

"I love that I always have something to do," she says. "I don't like to sit still."

Christiansen has always volunteered, even while she worked full-time and reared her three children. After retiring in 2005 from her job as a government contractor, she left her home in Red Bank, N.J. to follow one of her grown daughters to Clayton. For the next few years, she volunteered with the Red Cross, and then tried hospice before eventually joining the volunteers in Clayton. She volunteers Mondays and Tuesdays, from 9:30 a.m. till 3:30 p.m.

"Miss BJ is a gem," says Daniel Register, director of emergency services for Johnston Health. "Our staff loves her. She's the epitome of a volunteer. She's willing to do just about anything and without being prompted."

Register tells the story of how Christiansen organized the department's clothes closet when she first arrived. "It looked like a bomb had gone off," he

says. "But she sorted, organized the donated items by size, and arranged them in a way that makes it much easier for us to find what we need."

Register says some patients need clothing because their own has been soiled or cut away during treatment.

It's neither practical nor feasible to send patients home in hospital gowns, he adds, so the staff relies on the clothes closet to meet the need.

Rose Koch is the environmental services employee assigned to the ED. She says she and Christiansen make a good team. On a recent Monday morning, the volunteer slipped on a pair of gloves and helped Koch strip and make up a bed in an exam room. They were done in less than a minute. "She's fast too," Koch says. "There are some days when even I can't keep up with her." "Working here is my joy, Says Christiansen. I know of no place I'd rather be."

The Gift Shops That Give Back

Using proceeds from the Volunteer Gift Shops in Smithfield and Clayton, the volunteers buy items and equipment that enhance patient care. Hospital departments submit requests, and the volunteers select the items they think will have greatest impact on the greatest number of patients. Since January 2014, they have spent more than \$40,000, including \$10,000 for a heart-monitoring system in the women's center at Johnston Health Clayton. In addition, the volunteers raise money for and award scholarships to students headed into health care careers.



The Rev. Greg McClain and volunteer Jim McCarver

Asbury Methodist Church in Smithfield. The award is named after the local pastor who was instrumental in starting the volunteer chaplaincy program 40 years ago.

Volunteer Chaplain Honored For Service

The Rev. Greg McClain, Director of Spiritual Care and Volunteer Services, honored chaplain volunteer Jim McCarver in 2014 with the Overa S. Stevens Award for dedicated service.

McCarver has been a volunteer for nine years. He is also a Christian counselor and life coach, and the music director at

What's A Volunteer Worth?

The Independent Sector, an advocacy group organization for charities, puts a volunteer's hourly value in North Carolina at \$21.47.

Using that figure, the value of Johnston Health's volunteers for the year was \$934,784.86. In all, the 240 men and women logged 40,519 hours. The ranks include hospice and volunteer chaplains across the campuses in Smithfield and Clayton.

A Board Member Reflects Fondly On Foundation's Successes, And Vital Contributions Of Faithful Donors

Jim Jenkins likes to tell the story about the paid consultants who doubted that the Johnston Health Foundation could raise the money to build the present-day SECU Hospice House. "We fired them," he says matter-of-factly, "and we hired a consultant who believed we could." The retired textile company owner, who has been a member of the foundation since 2004, feels passionately about all things Johnston Health. And he looks upon his donations and volunteerism on the board as a way of helping make Johnston County a better place to live.

Access to quality health care, indeed, is among the amenities that make a community attractive. But it doesn't come cheap. More than ever, hospitals need foundations to raise money for equipment and construction projects, large and small, says Bobby Parker, who is the chairman of Johnston Health Services Corp., the governing board for the health care system.

The foundation could and did raise the \$4.8 million to build the hospice house. And since opening in spring 2010, it's been a blessing to many families whose loved ones have needed end-of-life care, Jenkins says.

"Our health care system has come so far in the last 20 years, and we've added so many services," he says. "Our residents no longer have to drive to Raleigh to get radiation therapy for cancer care or to get a stent to open a blocked artery in the heart."

He's proud, too, of the foundation's successful campaign to build an emergency-department holding area for patients seeking behavioral health care. It offers safe, private and comfortable rooms in which patients can be seen, assessed and treated. "There are so many opportunities for donors, of all sizes, to make a difference," he adds.

First Citizens Bank has given \$250,000 to equip the cardiac catheterization lab now under construction at Johnston Health. Upon completion, the lab will bear the First Citizens name. In announcing the gift, Olivia Holding said the bank and the Holding family place health care high on their list of priorities. "We're pleased to contribute toward a project that will help the hospital improve the lives of residents," she says.

Four Oaks Bank will be the first to take advantage of naming rights opportunities at Johnston Health Clayton. Specifically, the chapel will



Jim Jenkins

bear the name of the bank's long-time president and CEO Ayden R. Lee Jr. and his wife, Betty. The bank's \$50,000 gift will go toward the foundation's endowment.

So what's next? The foundation will soon launch a campaign for a 3-D mammography system that will enable radiologists to get a better picture of abnormalities. The goal is to have the advanced technology available at both hospitals, and Jenkins is thrilled to be part of the campaign. "It's absolutely going to save lives," he says. "Beating breast cancer, offering inpatient hospice care, doing better by our patients with addiction and mental health issues—these are real benefits to our residents," he says. "Being involved in all of this has been infectious, and so meaningful."



On behalf of First Citizens Bank and her family, Olivia Holding presents a check for \$250,000 to the Johnston Health Foundation. At left, Johnston Health CEO Chuck Elliott accepted the gift, which will pay for equipping the new cardiac cath lab at Johnston Health. At right is Jeff Carver, a bank executive, Johnston County Commissioner and member of the Johnston Health Board.

Johnston Health Society Members

The Johnston Health Society is made up of a special group of compassionate citizens who have shaped the future of health care in our communities through charitable giving.

Johnston Health Society *Annual Giving Of \$500 Or More* Organizations

95 & 95, Inc. - Sleep Inn & Suites
Accelerated Claims, Inc.
Amelia Christian Church, Inc.
Ascendient Healthcare Advisors, Inc.
BB&T
Brock Contract Services, Inc.
Carolina Home Medical
Carolina Radiology Consultants
Carroll Pharmacy, Inc.
CenturyLink
Christmas Belles
County of Johnston
Coventry Healthcare of the Carolinas, Inc.
Creech Drug Company, Inc.
Dixie Denning Supply Company
Edwards IGA Foodliner, Inc.
First Baptist Church
First Citizens Bank
Four Oaks Bank
Hospital Physician Partners
Institutional Interiors
Interstate Outdoor, Inc.
Johnson Johnson Crabtree Architects
Johnston Health Hospital Volunteers
Johnston Medical & Surgical Supply
Management Services On Call, Inc.
Marvel Plaza, LLC
McCullers Community Baptist Church
NC Association of Medical Staff
Neil Medical Group
North American Credit Services
Novo Nordisk
Parrish and Underwood Funeral Homes
Realo Discount Drug Stores
Skyware Global
Southeast Women's Center, PLLC

State Employees Credit Union
T.A. Loving
Triangle East Surgery, P.A.
Triangle Orthopaedic Associates, P.A.
US Bank

Individuals

Dr. and Mrs. Benjamin Atkeson
Dr. and Mrs. Woodrow Batten
Dr. and Mrs. Cary Bizzell
Ms. Tina Bizzell
Mr. and Mrs. John Booker
Mr. and Mrs. Tony Braswell
Mr. and Mrs. Jeff Carver
Ms. Lucy Coats
Dr. and Mrs. James Collins
Mr. Oscar Crabtree
Mr. and Mrs. Chad Culver
Mr. and Mrs. Leo Daughtry
Mr. and Mrs. Drew Drain
Mr. Henry Edmundson, Jr.
Mr. and Mrs. Charles Elliott, Jr.
Mr. and Mrs. Garry Gavitt
Mr. and Mrs. Franklin Grimes, Jr.
Mr. and Mrs. Christian Gring
Mr. and Mrs. Jason Hardy
Mr. and Mrs. Timothy Hays
Mr. and Mrs. Rick Hester
Mr. and Mrs. David Holt
Mr. Jimmy Hooks
Mr. and Mrs. Gary Hooper
Mr. and Mrs. James Howell
Ms. Nell Howell
Mr. and Mrs. Kaissar Ibrahim
Dr. and Mrs. Eric Janis
Mr. Jim Jenkins
Mr. and Mrs. James Jones
Dr. Kristal Keys
Mr. and Mrs. Eddie Klein
Dr. and Mrs. Dennis Koffer
Ms. Linda Kropp

Ms. Tempe Lampe
Mr. and Mrs. James Lawrence
Mr. and Mrs. Denton Lee
Dr. and Mrs. Robert Lippitt
Mr. Joseph Liverman
Mr. James MacDonald
Mr. and Mrs. Jimmy Marler
Mr. and Mrs. Kyle McDermott
Ms. Jacqueline McKeithan
Mr. and Mrs. Stewart McLeod
Ms. Brenda Miles
Mr. and Mrs. David Mills
Mrs. and Mrs. James Narron
Mr. Shane Nolan
Mr. and Mrs. Cliff Painter
Mr. and Mrs. Bobby Parker
Mr. and Mrs. John Parrish
Mr. and Mrs. Terry Parrish
Ms. Ann Pflugrath
Dr. and Mrs. Jesse Pittard
Dr. and Mrs. Donald Pocock
Mr. and Mrs. Mike Rodriguez
Ms. Miriam Rose
Dr. and Mr. Mark Ryan
Mr. and Mrs. John Scovil
Ms. Melody Secrest
Ms. Joyce Senter
Dr. and Mrs. William Smith
Mr. and Mrs. Durwood Stephenson
Mr. and Mrs. David Stone
Mr. and Mrs. Norwood Thompson
Mr. and Mrs. Arnold Wallace
Mr. and Mrs. Neil Watson
Mr. William Watson
Ms. Patricia Weaver
Mr. and Mrs. Allen Wellons
Mr. and Mrs. William Wellons
Ms. Joyce Wood
Mr. and Mrs. Barry Woodard
Ms. Mabel Yelvington

Founders Circle Members *Cumulative Giving Of \$25,000 Or More* Organizations

Caterpillar
County of Johnston
Edwards IGA Foodliner, Inc.
First Citizens Bank
Four Oaks Bank
Grifols Therapeutics, Inc.
Johnston Health Hospital Volunteers
Novo Nordisk
State Employees Credit Union
Town of Clayton
Town of Smithfield
Triangle Orthopaedic Associates, P.A.

Individuals

Mr. and Mrs. William Joseph Austin, Jr.
Mr. and Mrs. Kay Carroll
Ms. Lucy Coats
Mr. and Mrs. Stephen Cook
Mr. and Mrs. Chad Culver
Mr. and Mrs. Virgil Early
Ms. Julia Elsee
Ms. Nell Howell
Mr. Jim Jenkins
Mr. and Mrs. Gene Phelps
Mr. and Mrs. Durwood Stephenson
Dr. P.K. Vyas
Mr. Luby Wood
Mr. and Mrs. Ricky Young

Legacy Club Charter Members *Planned Giving Contributors*

Ms. Lucy Coats
Mr. Jim Jenkins

Johnston Health's Ambassador Of The Year Grows Into Administrative Role

Brian Gold Earned Kudos As An Emergency Department Nurse In Clayton



As the Johnston Health Ambassador of the Year in 2014, Brian Gold received special acknowledgement, eight hours of paid time off and a parking space of his choice for a year. Presenting the award in May 2014 were, from left: Chuck Elliott, CEO and president of Johnston Health; Bobby Parker, chairman of the Johnston Health Service Corp. board of directors; and Daniel Register, who has since become director of emergency services for Johnston Health.

Throughout his career in technology and broadcast sales, Brian Gold felt isolated because he mostly sat behind a computer. He yearned for a different work life, so he went back to school at age 44 to become a nurse. And within two years, he rose from a nursing assistant to a registered nurse. "You're never too old to try something new," says Gold, who has recently

accepted a promotion as a nursing administrative coordinator for Johnston Health. "I've always liked helping people. I think it's a way to return some of life's karma."

In May 2014, Gold was named Ambassador of the Year. The program recognizes employees for going above and beyond the call of duty.

A different employee is honored every month, and then the administrative team chooses one of those recipients for the top award. At the time, Gold had worked for four years as a nurse in the emergency department at Johnston Health Clayton.

“Taking The Time To Listen Seems To Solve A Lot Of Problems.”

- Brian Gold

Known as a good listener, his insights helped improve work flow and the overall experience for patients. "He's quiet and reserved, but when he speaks, everyone listens," says Daniel Register, who is director of emergency services. "He understands that making a good impression on patients and families is the key to bringing them back."

Gold says he enjoyed working in the emergency department because of the diversity of patients and the opportunity to save lives. In the Clayton ED, where the atmosphere can be tense, he put patients at ease by explaining what was going on. "In an ED setting, people can arrive scared and unsure," he adds. "Taking the time to listen seems to solve a lot of problems."

His new job required about four weeks of orientation. At night and on weekends, when managers and directors are off duty, he acts as the hospital supervisor. And when needed, he rolls up his sleeves and helps out with patient care. "I like that I can offer my support and guidance to the entire hospital instead of just one department," he says.

Crystal Reimann, who is nursing administrative coordinator, says Gold is professional and always an advocate for patients. "I feel fortunate to have him in my department," she says.

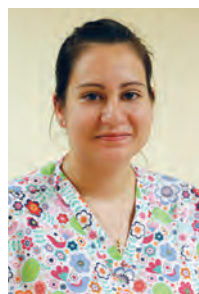
As for the award, Gold says he gained a lot of notoriety by having his name and picture posted for all to see. "I felt a responsibility for setting an example," he adds. "Hopefully, that was well-received."

Introducing The 2014-15 Johnston Health Ambassadors



Sidney McCall

A patient care assistant in the Smithfield ED, he administered EKGs to patients arriving with heart attack symptoms. Known for bringing calm to tense situations, he has since become a paramedic with Johnston County EMS.



Sherry Vanderlaan

A patient care assistant in the Smithfield emergency department, she ensures that patients are comfortable and get what they need. She strives to learn new things and recently earned her degree in medical assisting.



Suzette Rodriguez

As the public relations specialist for the health care system, it's her job to keep employees and the community abreast of changes and new services. She is also known for starting and building a collection of local art that brightens hallways, lobbies and patient rooms.



David Dixon

A respiratory therapist in Smithfield, he has a great bedside manner. And patients like that he takes the time to explain treatments and procedures. Even after 38 years in the profession, he says he can't wait to get up and go to work.



Teresa Johnson

In the finance department, it's her job to keep up to date the 1,400 or so contracts that Johnston Health holds with vendors, colleges and nonprofits. Known for being helpful, she excels at keeping everyone on track toward completing tasks.



Tonya Murphy

As the clinical coordinator for the respiratory therapy department, she patiently orients and trains new hires. Known for her strong communication skills, she ensures that co-workers are productive and have what they need to provide the highest level of care.



Amanda Dunston

As catering coordinator for Johnston Health, she ensures that the food tastes great and the service is top notch for the health system's special events, inside and out. Customers appreciate her cooking skills and warm personality.



Rhonda Mooneyham

Before retiring in April as a veteran nurse in the quality department, she abstracted patient charts to meet the quality standards set by federal regulators and the hospital's accrediting organization. Because of her work, the health care system has enhanced its quality of patient care.



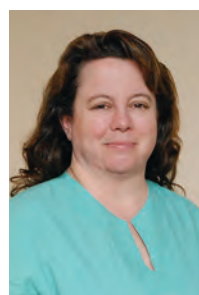
Mary Wood

A registered nurse, she enjoys hearing the life stories of her patients at the SECU Hospice House. Those end-of-life moments are made sweeter, she says, when families take the opportunity to reflect, honor and celebrate the lives of their loved ones.



April Anderson

The charge nurse for the surgical floor in Smithfield, she is a role model and team leader. "I love working with patients, helping with pain control, physical therapy and rehab. It's rewarding to see them get back to their normal lives," she says.



Tammy Aycock - 2015 Ambassador of the Year

An operating room technician in Smithfield known for her skill and can-do attitude, she assists Dr. Thomas Powell with his vascular cases. She is also a clinical instructor for Wilson Community College's surgical tech program, and oversees its students in the OR. "My job is so enjoyable that it doesn't feel like work," she says.

In May, the health care system's top administrators selected her as Ambassador of the Year for 2015.

Johnston Health Board Of Directors



Bobby Parker
Chairman



Eric Janis, MD
Vice Chair



Regina Ryan, MD
Chief Of Staff



S. Robert Bylciw, MD



Jim Jenkins



Linda Butler



John H. Scovil



Ralph L. Stewart Jr.



Ricky Young



Jeff Carver



Chris Ellington



Bengie Gaddis



Alan B. "Chip" Hewett



Dennis Koffer, MD



Gary Park

Johnston Health Administrative Team



Chuck Elliott
President & CEO



Eddie Klein
*Chief Financial
Officer*



Ruth Marler
*Chief Nursing Officer
Chief Operating Officer*



April Culver
*Vice President
Planning & External
Affairs*



Tim Hays
*Vice President
Human Resources*



Donald Pocock, MD
*Vice President
Medical Affairs*



Kyle McDermott
*Vice President
Support Services
Clayton Site Administrator*

Johnston Health Foundation Board

Officers

*David Mills, Chair
Julia Narron, Vice Chair
Jim Jenkins, Treasurer
Stewart McLeod, Secretary*

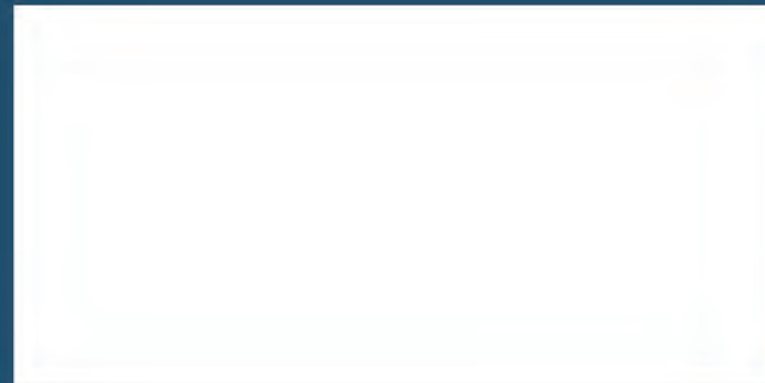
*Woodrow Batten, MD
Cary Bizzell, MD
Lucy Coats
Chuck Elliott
Della Gullatt*

*Jason Hardy
Tammy Holt
Kristal Keys, MD
Lillian Lawrence
Denton Lee*

*Kyle McDermott
Jeff Pope
Scott Tart
Jonathan Walker
Mabel Yelvington*

Johnston Health
PO Box 1376
Smithfield, NC 27577

NON PROFIT ORG
US POSTAGE
PAID
RALEIGH, NC
PERMIT 327



 **JOHNSTON**
UNC HEALTH CARE



   www.johnstonhealth.org   