

Striving to enhance the experience of our patients, and to provide access to expert care, close to home

It's been a busy, rewarding and productive year at Johnston Health. Toward meeting our mission, to improve the health of the people in our communities, we expanded services, invested in advanced technology and recruited new physicians.

Thanks to our joint partnership with UNC Health Care, we also improved access to health care services. Across the street from our hospital in Clayton, UNC Physicians Network opened an urgent care center and added an ENT and urologist to its specialty practices.

We're continually improving our quality of care. A highlight this year was our work to detect and treat sepsis more quickly, and to prevent pneumonia among ventilator patients in the ICU.

In both initiatives, our staff and physicians exceeded our goals and, most important, saw improved outcomes for patients. Once again this year, our quality and patient safety gains were recognized by outside agencies such as Leapfrog and BlueCross BlueShield. Indeed, we're always striving to enhance the experience of our patients, and to provide access to expert care, close to home.



Chorle & Elliot y.

Chuck Elliott, President & Chief Executive Officer Johnston Health

Johnston Health Administrative Team



Eddie Klein Chief Financial Officer



Dr. Peter Charvat Chief Medical Officer



Ruth Marler Chief Nursing Officer Chief Operating Officer



April Culver Vice President Planning & External Affairs



Tim Hays
Vice President
Human Resources



Kyle McDermott
Vice President
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Clayton Site Administrator



BOBBY PARKER Chairman



ERIC JANIS, MD Vice Chairman



LESLIE L. TAYLOR III, MD Chief of Medical Staff



LINDA BUTLER, MD



S. ROBERT BYLCIW, MD



JEFF CARVER



CHRIS ELLINGTON



BENGIE GADDIS



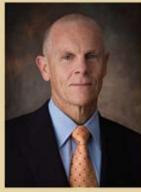
ALAN B. "CHIP" HEWETT



JIM JENKINS



DENNIS KOFFER, MD



GARY PARK



JOHN H. SCOVIL



TED GODWIN



RICKY YOUNG

Targeting Community Needs

What are the top health needs of our communities? And how is Johnston Health responding? Here are a few of the ways in which our health care system is stepping up to meet the need.

Affordable, Accessible Health Care Services

When chronically ill patients go home from the hospital, they don't always have a neighbor or family member to check up on them during their recovery. In those situations, the hospital may ask community paramedics to stop in for a visit. In addition to checking vital signs, they make sure patients are taking their medications and have appointments for follow-up care.

Cancer, The Second Leading Cause Of Death In Our County

In partnership with Duke and UNC REX, Johnston Health offers radiation and medical oncology services in Smithfield and Clayton, as well as access to clinical trials. A patient navigator is available to help the newly diagnosed through their treatment journeys.

Diabetes affects one in ten adults in Johnston County, and that's above the national average.

If you're newly diagnosed with diabetes while in the hospital, a nurse educator will stop in to teach you, among other things, how to do glucose checks and self-inject insulin. As an outpatient, you have the option of taking a half-day class, or meeting one-on-one with an instructor, to learn about the disease and how to manage it through medications, a healthful diet and exercise. Available to all: a support group and a diabetes hotline (919-209-3386).

Mental Health, Suicide

On the behavioral health hall, patients look forward weekly to seeing Randolph Reid and his therapy dog, Sophie, who's always up for hugs. As soon as patients arrive in the emergency department, they're screened for suicide risk.

Heart Disease, The Leading Cause Of Death In Johnston County

In addition to diagnosing heart ailments, heart specialists can open blocked arteries, implant pacemakers, defibrillators and a device that remotely monitors patients with heart failure. During procedures, a UNC REX critical care ambulance is on standby should patients need transport for more intensive care.

Physician Recruitment, Planning

In addition to recruiting family-care physicians and specialists, such as an ENT, urologist and a general surgeon, Johnston Health works with community practices to plan for growth and succession. New this year: an urgent care, as part of the relocated primary and new specialty care practices, across the street from Johnston Health Clayton.

2016-2017 Community Benefits Summary

| Community benefits are services that Johnston Health provides beyond billable patient care, such as physician recruitment, free health screenings and the donation of hospital services to those who have no means to pay for their care. | |
|--|-------------------|
| Community Health Outreach Costs of free health screenings, health talks, classes on health-related topics such as smoking cessation. | \$8,900 |
| Project Access Costs of hospital services for patients served by Project Access, the network of doctors and specialists who treat, at no charge, uninsured patients who don't qualify for Medicaid or Medicare. | \$1.6 Million |
| Cash Contributions Contributions to nonprofit and community causes throughout the year. | \$55,200 |
| Physician Recruitment Costs to recruit physicians to fill identified service needs in the cour | \$338,000 nty. |
| Charity Care Patients qualify for charity care if their total household incomes are at or below 200% of the federal poverty level. Patients with incomes betwee 200% and 400% of the federal poverty level may qualify for partial charity | |
| Uncompensated Care Costs to provide 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. | \$14 Million |
| Total Value Of Community Benefits Total value of uncompensated care and other community benefits for the fiscal year ending June 30, 2017. | \$34 Million |
| Total Percentage Of Community Benefits Total value of uncompensated care and other community benefits as a percentage of operating expenses. | 17.5% |

Taking ED shifts gives Chief Medical Officer insight and helps build relationships with staff

If you're an emergency department patient on a particular day at Johnston Health in Smithfield or Clayton, you may be seen by the hospital's chief medical officer.

Dr. Peter Charvat practiced emergency medicine in Minnesota for 19 years prior to joining Johnston Health. And although his job now as CMO is largely administrative, he still enjoys seeing and treating patients. By working three shifts a month in the ED, he's also benefitted by getting to know the hospital staff, local patients and families, and the physicians out in the community.

Those relationships have been helpful as he works to engage physicians in new leadership models at the hospital, and to continuously improve the quality of care throughout the hospital.

"If our patients and physicians have exceptional experiences, then we'll have an exceptional hospital performance," he says. "That's why it's so important to involve physicians in the operation of services as well as clinical care."

While Johnston Health has roots as a community hospital, it's also positioned to tap the medical expertise of the larger UNC Health Care system. The two have been in a joint partnership since 2014.

"We're discussing things such as maternal fetal medicine, stroke care and palliative care," he says. "We're also working together on the UNC Senior Alliance, which is an innovative model to provide expanded and higher quality coordinated care for our aging population." Whether in scrubs or in a coat and tie, Dr. Charvat is always seeking opportunities, and working toward making the experience at Johnston Health the best it can be, for all.



Dr. Charvat, Chief Medical Officer of Johnston Health, sees a patient in the Emergency Department in Smithfield during one of his monthly shifts.

Dr. John Adams, chief of hospitalist service, follows his belief that communication is key to successful care



What Are Hospitalists?

Hospitalists are board-certified family and internal medicine physicians who take care of patients while in the hospital. Because hospitalists don't have medical practices outside of the hospital, they're able to provide patients with round-the-clock care. Hospitalists notify the patient's physician of admission to the hospital. They also work to ensure that all important information regarding patients' hospital stays are communicated back to their physicians after they've been discharged.

When her aged parents were patients at Johnston Health, Ellen Lee of Meadow says she found an "oletimey country doctor" in the form of a young hospitalist who treated them.

"He is the most caring, considerate and compassionate doctor I've ever met," she says of Dr. John Adams, who is chief of the hospitalist service. "He sat down with me and explained every detail of what would take place. He was there to share in the worst time of my life."

First it was her mother, Vida McLamb, who became seriously ill and eventually needed hospice care. Shortly after she died, Lee's father, Sherrill, began to decline. He had struggled with lung disease, and, now, a broken heart after losing the love of his life, she says. They were married for 62 years.

Over the course of four months, her father was in and out of the hospital four times. It didn't always work out for Dr. Adams to be his doctor, she says.

"But when we ran into each other in the hospital, he always asked how things were going and if I was taking care of myself," she says.

"Not only does Dr. Adams care for his patients, he cares for the family as well," she adds. "His compassion is remarkable."

Above: Dr. John Adams, chief of the hospitalist service at Johnston Health, says communication is key. "With every patient, I talk about why they're here, what we're doing for them, and what we expect when they go home. It's important they know the plan."

Achieving Quality Standards



Patient Satisfaction scores reached highest level to date. An average of 80%.

Achieved an "A" rating from the Leapfrog Group for its April 2017 Hospital Safety Score.





Nursing staff honored with the first Hurst Gold Standard Award, recognizing outstanding achievement on performance measures that directly impact patient experience.

Get To Know Us

Johnston Health is committed to our communities, focused o Here's a look back at th

1600+ Employees

1,457
Births

78,335
Emergency Department Visits

1,339
WellnessWorks
Scheduled Appointments

43, Volunte

1,7 Cath Lab F

And Measuring Our Success

Received the American Heart Association, Fit-Friendly Worksite Award for the 2017 year.





2017 Blue Distinction Center+ for Maternity Care: Better quality and improved patient outcomes when compared to other hospitals.

In the intensive care unit, physicians and staff wrote new protocols to prevent pneumonia for ventilator patients. Since making those changes in August 2016, there have been no ventilator-based infections, including pneumonia.



s By The Numbers

n expert health care, and invested in our patients' well-being. e 2016-2017 fiscal year.

464 er Hours

6,558Surgical Procedures

315
Physicians On Staff

18 Procedures 503

Home Care & Hos

Volunteers

Johnston Health Home Care & Hospice, SECU Hospice House Patients

Robotic-assisted surgery offers patients less pain and shorter recoveries

When Dana Richards started feeling tired and out of breath, she chalked it up to getting older. But following a visit to a local urgent care, for what she thought was bronchitis, she got surprising news. An X-ray of her chest showed a hernia, the size of a small cantaloupe, pushing up her esophagus and pressing down on her lungs and stomach.

After reviewing test results, Richards and her surgeon, Dr. Chase Campbell, decided to repair the hernia using robotic-assisted surgery. "I'd never heard of the technology, but I liked that it was the least invasive option," she says.

Following the procedure, Richards spent one night in the hospital, and had very little pain during her recovery. "I felt good as new in two weeks," she said.

Johnston Health has invested in the most advanced robotic-assisted surgical system available in the country. "It gives us larger, clearer images to help us better identify surgical anatomy in ways that we couldn't in the past," says Dr. Campbell. "We also have a greater range of motion during operations."

It also allows more advanced minimally invasive procedures, such as surgeries with smaller incisions for colon and rectal tissues with cancer, he says. "It's a wonderful resource for our community."

Since her surgery, Richards says she can't believe how good she feels. "It's awesome that we have this technology in our county, and that we have the skilled surgeons who can use it," she says.



Dana Richards says she can't believe how much better she feels since having robotic-assisted surgery to repair a hernia.

Project Access gave us hope, renewed our faith in mankind, and provided access to life-saving health care



What is Project Access?

Project Access is a physician-led volunteer initiative that gives low-income, uninsured county residents access to comprehensive medical care. Physicians and community partners such as Johnston Health donate medical services without receiving reimbursement or compensation.

"When my brother, Jay Scott Lee, was 22 years old, he was nearly killed in a dirt bike accident. During his three-month stay at UNC Hospitals, he endured skin grafts, more than a dozen surgeries, and constant threats of amputation.

After a year of rehabilitation and physical therapy, he was encouraged to apply for disability. But back then, he was young, proud and determined to keep his dignity. So he worked as a welder for the next 20 years, even though he was in constant pain.

When a work-related injury worsened his health, I began seeking assistance for him. He had exhausted his savings and resources, and was living without food, electricity or plumbing. An older brother and I took on these expenses, but Jay needed so much more.

From the moment we stepped foot in Project Access, we were given hope, a renewed faith in mankind, and access to health care services that have been life-saving: a leg brace, appropriate medication for pain and depression, and caring relationships with medical professionals.

Just recently, Jay was approved for disability assistance and Medicaid. Though his limitations continue to be a daily battle, he knows he's not fighting alone. During the last five years, Project Access has been a ray of sunshine in a sea of darkness."

-Luellen Benson

Above: Jay Scott Lee and his sister, Luellen Benson, with the director of Project Access, Georgia Anthony Volunteers contribute more than \$1 million in service hours in 2016



Student volunteers get hands-on health care career experience

Eleanor Hinnant volunteers one afternoon a week at the hospital. Her first experience as a student volunteer at Johnston Health was this summer, and she liked the experience so much that she signed up for a 10-week fall track

Johnston Health now offers its student-volunteer program year round. The goal is to help meet the needs of local schools while offering hospital departments a helping hand.

"You get a feel for the environment, and it helps you figure out what you want to do," says Eleanor, who aspires to a doctor. Because her mother, Donna Hinnant, is a nurse and administrative director, Eleanor grew up hearing hospital jargon. "Now I understand what those words mean," she says.



During the past year, the volunteers of Johnston Health contributed 43,464 hours valued at more than \$1 million. From left: Gale Cass, president of the hospital volunteers; Farrah Nguyen, volunteer coordinator; Wanda Johnson, home care and hospice volunteer coordinator; and Amber Stanley, patient experience specialist, present a check to April Culver, vice president of planning and external affairs at Johnston Health, highlighting the value of those services.

Chaplain volunteer honored for service

Every year, Johnston Health presents a chaplain volunteer with the Overa S. Stevens Award for faithful service. The award is named after the local pastor who was instrumental in starting the volunteer chaplaincy program at the hospital more than 40 years ago.

This year, Beverly Watson of Smithfield, a chaplain volunteer, received the Overa S. Stevens Award for dedicated service. She has been a volunteer for six and half years.



Johnston Health Ambassadors 2016 - 2017

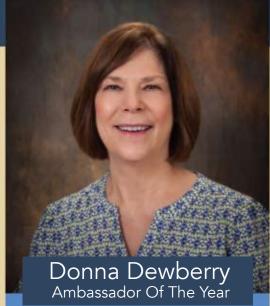


Every month, Johnston Health recognizes an employee for going above and beyond the call of duty. They receive a paid day off, a portrait sitting and a special parking sign and space of their choosing. From these recipients, the hospital's top administrators then select in May an Ambassador of the Year.

Susan Furr

Heida Moore

John Stuart Samosky



From behind the window of the Johnston Health Outpatient Pharmacy, Donna Dewberry dispenses smiles, kind words and helpful advice as she fills the

daily orders for prescriptions.

Since opening three years ago, the pharmacy has been a convenience for patients choosing to get their medications before they leave the hospital. It's also been rewarding for Dewberry, who worked in small independent drugstores and at large retail chains before joining the hospital more than 11 years ago.

The pharmacist is known for her accurate work and genuine concern for patients. Out in the community, people compliment and remember her by name. At the hospital, she is credited with helping get the outpatient pharmacy up and running.

"I've always loved the feel of community pharmacies," Dewberry says. "I enjoy interacting with people and helping them understand their medications."

Johnston Health Foundation: Bridging the gap for 25 years

The Johnston Health Foundation fills crucial needs in the service of Johnston Health. The foundation raises funds, through private donations to assist both individual needs and to supplement the services of the hospitals with financial support for special projects that are not covered by Johnston Health's budget. 2016 marked 25 years of service for the Johnston

Health Foundation. During these past 25 years, the Foundation has taken on projects as small as the player piano in the Johnston Medical Mall and as large as the SECU Hospice House, as critical to patient care as the 3D mammography systems and as welcome as the addition of private rooms for patients seeking behavioral health care in the emergency department.



John Hobart was the foundation's first chairman and remembers well the first call to action: To raise money to equip the first cardiopulmonary rehab center in 1992. And it was a proud day, he says, when the nonprofit presented a \$50,000 check for the project.

"The foundation has made many lasting contributions," he says. "We're proud to be part of an organization that is growing, innovating and giving back."

Timeline: The First Twenty Five Years!



Dec. 2007

Incorporation of Foundation was Facility Capital Campaign was launched. approved by the Secretary of State Raised \$3.8M

Dec. 4, 1992

JOHNSTON ANGEL Frind

The Angel Fund Fundraising Committee was created.

July 2012



Grateful Patient Program was launched

May 2014



Healthy Kids Program. was launched

Nov. 3, 2014



JH Clayton Chapel Naming Right Donation by Four Oaks Bank in honor of Ayden & Betty Lee

Jan. 21, 2016



Rights Campaign closed at \$375,000

Sept. 1, 2016

Aug. 28, 2001

The JMHF Endowment Fund was established with the NC Community Foundation

JOHNSTON HEALTH FOUNDATION Apr. 2010

SECU Hospice House Ribbon Cutting Ceremony. Hospice House open!



Oct. 2012

Foundation held 1st Champions 5K The 1st SECU Hospice House Campaign & Renovation Campaign & Renovation Completed Camp Courage

July 26, 2014



Jan. 12, 2016

Emergency Department Completed



Mar. 2016

3D Mammography Campaign Two 3D Mammography systems installed at Smithfield &



April 6, 2017 Launched the Caduceus Giving



Clayton locations.

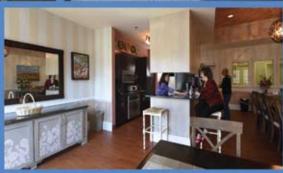
SECU Hospice House has fresh look and new features











In 2016, the Foundation directed attention once more to the well used SECU Hospice House with a complete interior makeover and the addition of some features to the grounds.

A committee of staff, volunteers and members of the Johnston Health Foundation board of directors selected William Strickland of Selma for the makeover, and helped define the scope of work. It's the first interior refreshing since the hospice house opened in June, 2010. Hand painted patterns and textures that make you look twice at the walls and ceilings. Also new are the colorful furnishings

and local artwork in the front lobby and family room, and large dining-room tables in the kitchen to accommodate families. Modern light fixtures and hand painted furniture complement the new look.

The project was paid for with funds from the hospice house capital campaign.

For his part, Strickland enjoyed talking with the staff and learning about hospice. "I could feel the compassion that nurses, volunteers and housekeepers have for patients and families," he says. "It was an honor to do the project."

Top: Freshened Hospice House interiors brighten surroundings and lift spirits. A veterans memorial (top right) and memorial garden (middle left) are new additions to the grounds. Both provide opportunities to purchase engraved bricks to thank, honor or remember loved ones.

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