INVESTING IN THOSE Who Care

REPORT TO THE COMMUNITY 2022
A Letter From the CEO

Our team makes me proud every single day. They are the foundation for everything we do. Their compassion, safety-mindedness, innovation and skill are keys to our success. Those same qualities have earned us recognition like being named one of the nation’s Top Hospitals for quality and safety.

We have always sought ways to celebrate and invest in our staff. Now more than ever, these efforts are a top priority. In addition to elevating our annual clinical and nonclinical employee of the year awards, we introduced a new take on the Emmys — our inaugural Bemmy Awards. At a red-carpet reception, we recognized individuals and teams alike who rise above the rest doing their best, day after day, to live the hospital’s core, essential and aspirational values.

In South Carolina, health care organizations employ more people than any other field, and the number of new health care jobs continues to grow at a faster rate than most. That, along with overlapping job roles in the hospitality and service sectors, creates a competitive market for new employees. You’ll see in the coming pages some of the ways we are introducing health care careers to a broader audience, including our community’s youth, and launching innovative programs that help employees develop skills and advance their careers.

To benefit both existing and new employees, we continue to enhance our overall rewards package and evaluate our approach to work in ways that better support the needs of staff while continuing to deliver superior care. We now offer financial assistance for purchasing a home within the communities we serve, more scholarship opportunities and deeply discounted family-sized take-home meals.

And while we’ve been showcased by the South Carolina Hospital Association as an aspirational example to others for our dedication to workforce development and benefits enhancement, we continue to look for new and better ways to improve the lives of our team members.

Our commitment to the community, our staff and you has never wavered. Regardless of what comes next, Beaufort Memorial is with you, always.

Russell Baxley, MHA
President & CEO
Beaufort Memorial

ON THE COVER: Operating Room Nurse Nana Akua Ackaah is part of a team of nurses, surgical techs and other clinicians who work with our board-certified surgeons to ensure the highest standards of care are provided to patients at Beaufort Memorial.
BEAUFORT MEMORIAL HOSPITAL was named a Top General Hospital, an award that is widely acknowledged as one of the most competitive awards American hospitals can receive. The Top Hospital designation is bestowed by The Leapfrog Group, a national hospital watchdog organization generally known as the toughest standard setters for health care safety and quality.

“To be recognized among the nation’s top 5% of hospitals for high quality and safe care is an honor, and our entire staff deserves thanks and congratulations. This type of recognition can only be achieved with a hospital-wide commitment to safety, involving everyone from our housekeeping and food services staffs to the nurses, doctors and technicians on our medical team,” says Russell Baxley, MHA, Beaufort Memorial president and CEO. “Their hard work and vigilance to keep patients, visitors and each other safe are central to the values we hold as an organization. I am proud to work alongside this amazing team.”

More than 2,200 hospitals were considered for the award and just 32 were named Top Hospitals in the general category. Across four categories, a total of 115 Top Hospitals were selected, placing Beaufort Memorial in the nation’s top 5%.
BEMMY AWARDS HIGHLIGHT THE BEST AT BEAUFORT MEMORIAL

As part of our National Hospital Week celebration, Beaufort Memorial presented its first annual Bemmy Awards to employees, providers and departments singled out by appreciative patients and admiring peers for exemplary performance and adherence to hospital values over the prior year.

Taking top honors for Department of the Year was the intensive care unit (ICU). The team’s extreme dedication and resilience in a high-pressure environment, made worse by the pandemic, stood out.

Sherri Rabon, RN, was named the Vaux Clinical Employee of the Year for demonstrating complete selflessness during the COVID-19 pandemic. While working 12 to 14 hours a day to manage the extreme circumstances of infection prevention and employee health, she was professional, thorough and relentless.

The Nonclinical Employee of the Year Award went to Mario Melendez, a medical records clerk and team leader in the health information services department. Melendez does what needs to be done and is quick with a smile and kind word for everyone.

The Leader of the Year Award was presented to Ashley Hildreth, MSN, RN, CEN, SANE, corporate director of quality, who is the epitome of servant leadership. She steadfastly led her team and the entire organization during the pandemic, always finding a way to accomplish what needed to be done.

Angie Barber, Beaufort Memorial Physician Partners practice operations administrator, walked away with the Innovator of the Year Award for her work with the Beaufort Memorial Express Care & Occupational Health clinics. While managing staffing and COVID-19 testing, she was coordinating with outside labs and agencies, setting up tents and handling the flood of associated

Recognizing Greatness

Representing ICU: Adola Rutledge; Deborah Murray, BSN, RN; Candice Chappell, BSN, RN; Samantha Patel, BSN, RN; and Norman Drawdy, BSN, RN

Sherri Rabon

Mario Melendez

Ashley Hildreth

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employee health forms — all with grace, patience and humility.

The Provider of the Year Award went to Dr. Douglas Folzenlogen, an internal medicine specialist and hospitalist at Beaufort Memorial who consistently treats the person and not just the diagnosis. As one of many examples, his nomination noted that he always checks coverage and cost for medications prior to discharge to ensure patient affordability.

Brandon Mantell, MOT, OTR/L, was named Rookie of the Year. An occupational therapist in the acute rehabilitation unit, he is always willing to take an extra shift, switch weekends, come early, stay late and do whatever is needed to ensure patients get the therapy and quality care they deserve.

The Community Champion of the Year Award was given to Roxanne Davis-Cote, MPH, RD, LD, CNSC, clinical nutrition manager, for an outstanding job as green team leader at Beaufort Memorial, advocating for green initiatives and organizing highway cleanup efforts, all while working in dietetics and at the weight management clinic and local health fairs.

Picked as Zero Harm Patient Safety Champion of the Year for the assistance she provided to patients and fellow staff members was Wanda Jeffcoat, CPhT, a pharmacy technician and medication navigation supervisor.

And last, but certainly not least, three departments were cited as Patient Experience Champions, chosen based on exceptional patient survey scores. The three winners in their specific categories were Oncology Specialists (Beaufort Memorial Physician Partners practice category); the progressive care unit (inpatient department category); and Beaufort Medical Plaza X-ray services (outpatient department category).

HONORED AMONG THE STATE’S TOP 100 NURSES

Annemarie Gault, NP-C, earned the Palmetto Gold Award, a designation given each year by the South Carolina Nurses Foundation to recognize the state’s top 100 registered nurses for the valuable contributions they make to patient care and the leadership they have shown to promote the nursing profession.

Gault is the certified nurse practitioner at the Beaufort Memorial Sickle Cell Clinic, the only program of its kind in the Lowcountry. Gault established the clinic in 2016 in partnership with the Medical University of South Carolina, under the supervision of Dr. Julie Kanter-Waschko, as part of the statewide SC2 Pilot Program to offer better access to care for people in South Carolina with sickle cell disease.

Patients with often debilitating pain are served by the dedicated, on-campus clinic and experience a better quality of life, drastically decreased emergency room visits and reduced inpatient admissions.
THE TEAM AT THE BEAUFORT MEMORIAL PREOPERATIVE ASSESSMENT CLINIC (PAC) EASED ASHLEY SANDERS’ CONCERNS ABOUT HER TOTAL KNEE REPLACEMENT SURGERY — AND HELPED ENSURE A NEWLY IDENTIFIED HEART ISSUE DIDN’T DELAY THE PROCEDURE.

ASHLEY SANDERS understands what it takes to recover from total joint replacement. A physical therapy assistant who has worked at Beaufort Memorial for the past nine years, the outdoors-loving mother of three has helped countless patients with new knees or hips recover strength and reach their goals. In April 2021, however, she found herself in her patients’ position — she needed surgery to replace her painful right knee. Eight years after first injuring the joint, a new injury led her to seek joint replacement.

“I tripped and fell into a hole on my pool deck, and my knee hit the concrete edge of the pool,” Ashley says. “I knew then it was time for a knee replacement. Even before that, however, the symptoms had been worsening. It had been getting harder to walk.”

Orthopedic Surgeon Dr. H. Kevin Jones at Beaufort Memorial Orthopaedic Specialists agreed a knee replacement would help and scheduled Ashley’s procedure for May 24, 2021.

COMPREHENSIVE CHECKUP

A few weeks before her surgery date, Ashley visited the PAC at Beaufort Memorial with Dr. Jones’ referral. Established in 2020, the PAC helps prepare patients for surgery by educating them about what to expect and evaluating their health to ensure they can have a procedure safely.

“Usually, these patients have at least one health condition in addition to the issue requiring surgery,” says Jaime Cuff, MSN, APRN, FNP-BC, advanced practice registered nurse and board-certified family nurse practitioner at the PAC. “We see approximately 85% to 95% of patients scheduled for total joint replacements, as well as patients preparing to have other types of surgery.”

During Ashley’s appointment at the PAC, the clinic team checked her vital signs and performed a thorough physical exam. They also helped settle her mind about the surgery.

“I’m not an anxious person, but I had some anxiety about my surgery,” Ashley adds. “The PAC staff provided motivation and encouragement, and they told me it was going to be OK. They gave me the tools and information I needed going into the surgery.”

One Step Ahead

ASHLEY SANDERS is back to walking and playing with her German shepherd, Murphy, thanks to the attentive team at the Beaufort Memorial Preoperative Assessment Clinic.
SURPRISING DISCOVERY

Before her appointment, Ashley knew she had an electrical abnormality in her heart called a left bundle branch block. During her physical exam, however, the family nurse practitioner detected another issue — a heart murmur.

“I was preparing to have a significant surgery with anesthesia, so I wanted to cross all the T’s and dot all the I’s,” Ashley says. “The next step was to see a cardiologist. This was only two or three weeks before my surgery date, so we were up against a tight timeline. The whole team pulled together to help me get the appointment so I could meet my surgery date.”

Ashley is not the only patient to receive an unexpected diagnosis at the PAC. The clinic regularly uncovers chronic conditions and other important information, such as Type 2 diabetes, that patients are unaware of.

“The PAC has identified conditions that could or would have canceled a surgery if not identified before the procedure,” Cuff says. “We assist patients in modifying their risk factors and educate them about what their diagnosis means.”

As a result, Cuff adds, the team has been able to reduce postoperative complications, such as surgical-site infections and deep vein thrombosis, as well as hospital readmissions.

FEELING LIKE HER OLD SELF

With help from the PAC team and her physicians, Ashley was able to have her joint replacement as scheduled.

“I rehabbed myself since it’s what I do for a living,” Ashley says. “By the first or second week of July, I was out on the river riding jet skis with my brother.”

As Ashley approaches the two-year anniversary of her surgery, she’s back to her active lifestyle and still appreciates the team at the PAC for helping her stay on track for her surgery — and for giving her more insight into her health.

“I’m grateful to the clinic for finding the heart murmur,” Ashley says. “This condition hasn’t changed my life, but I’m aware of it now, and I know I’ll need to inform the surgeon if I need any medical procedures in the future. To me, detecting the heart murmur was a big catch.”

A VIP FOR COMMUNITY HEALTH

Beaufort Memorial serves a diverse population with diverse health needs, and the Preoperative Assessment Clinic (PAC) plays a vital role in improving the health of our community. Few facilities in our area offer the level of care available at the PAC.

“When we identify conditions such as diabetes, we get the patient in with their primary care provider or refer them to a nutritionist or other specialist so they can get the care they need,” says Jaime Cuff, MSN, APRN, FNP-BC, advanced practice registered nurse and board-certified family nurse practitioner at the PAC. “We then follow the patient and communicate with the surgeon during the process.”

The PAC team coordinates care with as many members of the health care team as possible, so patients can have their procedures.

“I think one of the things we do very well is sit with the patient and explain clearly why we are doing the things we’re doing, whether ordering labs, a chest X-ray, an EKG, an echocardiogram or a stress test, to help them be the best they can be prior to their surgery,” Cuff says.
BEAUFORT COUNTY is home to an estimated 6,000 people struggling with opioid addiction, and as many as 20,000 more have another substance use disorder.

These individuals — teachers, bankers, pregnant women and others — are often hidden in plain sight. Their addictions affect their overall health, relationships, finances and livelihoods.

Beaufort Memorial began offering treatment for patients with substance use disorder in April 2018 under the direction of Dr. Philip Cusumano, FACP. Services expanded to a standalone clinic in October 2021 that treats all types of substance use disorders but predominately those associated with alcohol and opioid use.

Psychosocial interventions and therapy, including counseling, Alcoholics Anonymous/Narcotics Anonymous and cognitive behavioral therapy, are combined with medication-assisted treatment (MAT), which, in the short term, “normalizes” the brain and restores brain function so long-term recovery efforts can take hold. Some patients may need to stay on MAT for six to 12 months or even years, just as they would blood pressure or diabetes medications. The eventual goal is abstinence from all addictive substances, including cigarettes and marijuana, which can predispose patients to relapse.

AS PART OF a partnership expected to save thousands in taxpayer dollars and decrease emergency room congestion, Beaufort Memorial began providing on-site mental health services in August 2022 at the Beaufort County Detention Center (BCDC).

“We have felt incredibly welcomed by administration, staff and the inmates,” says LeeAnne Smith, RN, MSN, Beaufort Memorial behavioral health service line director. “It has been a very rewarding experience to help this underserved population in the detention center, as well as giving resources to individuals who are released.”

The new program was tailored to the needs of the BCDC population and includes mental health assessments, medication prescription and monitoring, instruction in anger management and healthy coping skills, counseling, safety planning, and coordination of follow-up care in community programs.

“Inmates have been appreciative of the services we are providing, and we have received positive feedback from inmates and staff,” Smith says. “Many have lived without support or direction in managing their feelings and are happy to meet with us.”

Mirroring national trends, Beaufort County has seen a rise in the number of inmates with mental illness, and those numbers are not expected to go down.

“With their focus on better mental health outcomes and enhanced services, we are confident that Beaufort Memorial will meet the ever-changing needs of our facility’s population and make their transition back to the community as successful as possible,” says Colonel Quandara Grant, BCDC director.
Supportive, Whole-Person Care
When Facing a Difficult Diagnosis

A SERIOUS ILLNESS can be stressful in many ways, and the effects aren’t felt only by the patient. The prognosis and treatment options can be confusing. There may be pain, trouble resting or difficulty getting around, in addition to a variety of feelings including anxiousness, depression and fear.

To help patients and their loved ones through these difficult, often end-of-life circumstances, the palliative care team at Beaufort Memorial helps manage stress and symptoms, provides education, and addresses emotional and physical discomfort during treatment.

Individualized care goals aimed at physical, psychological and spiritual concerns help keep patients’ wishes central in decision-making so they can maintain the best possible quality of life as they define it.

“Jenn Massey and the palliative care team supported and comforted me in so many ways,” says Teresa Slattery, ICU environmental services technician at Beaufort Memorial. “With their help, I realized what a gift my mom’s advance directive was because it released me from having to make a ‘right’ or ‘wrong’ decision. Mom had already laid out what she wanted. Before experiencing it myself, I’d seen how empathetic and kind they are to our patients’ families. Even months later, that compassionate care for my well-being hasn’t stopped.”

Who Receives Palliative Care?

- **17%** heart issues
- **10%** pulmonary issues
- **25%** cancer
- **36%** other conditions: renal disease, stroke, end-stage liver disease, neurological illnesses and COVID-19
- **12%** dementia

921 patients treated in FY 2022

COMMUNITY PARTNERSHIPS are key to our mission of enhancing the quality of life in the Lowcountry. We continued to deepen existing partnerships and develop new endeavors throughout 2022.

To help care for our community’s most vulnerable and add a level of convenience for patients, especially those for whom transportation can be a barrier to managing their health, we’ve welcomed The Lending Room and Good Neighbor Medical Clinic into owned space on our campus alongside our long-time partner AccessHealth Lowcountry.

The Lending Room, an all-volunteer nonprofit organization that accepts and distributes gently used medical equipment to individuals in need, celebrated the opening of their new headquarters in the fall. They credit their ability to extend hours, now including Saturdays, to the new volunteers who were attracted to the more central location.

Since moving into the more visible space on our campus in 2021, the Good Neighbor Medical Clinic has increased the number of patients receiving care. The location also allows their patients to cross the street for lab work and tests, which Beaufort Memorial provides at no charge to the low-income uninsured adults who qualify for care at the clinic.

Partnering to Better Serve

AccessHealth provides assistance to 1,050 low-income, uninsured members of the community through primary care placement and specialty care navigation. Through collaboration with community partners, qualified patients work with a case manager and nurse navigator to ensure they receive ongoing preventive care, specialty treatment and screenings for a variety of common health issues, as well as assistance with transportation, obtaining medication, and routine dental and vision care.

For Beaufort Memorial, supporting these community partners not only builds a stronger safety net for those most at risk in our community, but it also helps reduce dependence on costly emergency room visits as a primary means of receiving health care.
THE BEAUFORT MEMORIAL HEALTHCARE CAREERS SCHOLARSHIP HELPED MEDICAL ASSISTANT PAULA MADRID PLAN A BETTER FUTURE.

WHEN PAULA WAS 15, her mother had an emergency hysterectomy at Beaufort Memorial. This was Paula’s first hospital experience. She appreciated the care her mother received and was impressed with the nursing staff.

“They were so kind and compassionate toward her and explained everything to me,” Paula says. “Since then, nursing is what I have wanted to do.”

STEPPING INTO MEDICINE
After high school, Paula became a registered medical assistant (RMA). As part of her RMA training, she performed an externship, a form of on-the-job training. Initially, she wanted to enter pediatrics or family practice, but the only opening was in obstetrics and gynecology. So, she took it.

Soon, she developed a love for women’s health, so much so that two years after earning her RMA degree, she continues working full-time at Beaufort Memorial Obstetrics and Gynecology Specialists.

In her position, she guides patients to exam rooms, takes vital signs, learns the purpose of their visit and takes their medical history. The work is rewarding, but Paula still dreams of becoming a nurse.

MOVING TOWARD THE DREAM
When Paula was only 19, she made her first attempt at becoming a registered nurse (RN), but the timing wasn’t right.

Six years later, she was ready to try again, but juggling a full-time job and school seemed overwhelming until she heard about the Healthcare Careers scholarship.

Reserved for Beaufort Memorial employees, these biannual scholarships, funded with donations to the Beaufort Memorial Foundation, are awarded to deserving employees each year. In total, 72 scholarships have been given out since 2016. Paula applied, and when she found out she was selected, she knew the time was right to move her health care career ahead.

“I don’t think I would have gone back this soon without the scholarship,” she says. “It pushed me to get out and finish my degree.”

EYE ON THE FUTURE
Once she earns her RN degree, Paula would like to explore other fields of medicine. She’s interested in working in the emergency room and trying other specialties. However, she expects to make her way back to women’s health. It’s where her heart is.

No matter where her nursing career takes her, Paula has a simple goal. As she wrote in her scholarship application essay, she wants to “make others feel like my mother felt during her time at Beaufort Memorial ... to help others feel loved and supported and hopefully shine some light on a dark time.”

“I’m glad I took the initiative and ran with this opportunity, because here I am now, working toward my nursing dream, and it’s all thanks to the Beaufort Memorial Foundation.”

— Paula Madrid, RMA, 2022 recipient of the Healthcare Careers scholarship
A Place to Call Home

HIGH HOUSING COSTS and our area’s tight real estate market have made it difficult to recruit new employees from other areas of the country. The situation has also placed financial stress on some of our existing staff. To help team members access affordable housing, Beaufort Memorial launched a new program in early 2022 to help employees become homeowners or refinance existing mortgages.

Employees who live and work in the same location are more likely to stay long term, rise through the ranks and be invested in the community, so making home ownership accessible has lasting benefits on many levels.

“Homeownership provides stability, security and a means to building financial health and wealth for future generations,” says Russell Baxley, MHA, Beaufort Memorial president and CEO. “We also recognize that a major obstacle can be coming up with the money needed for a down payment or closing costs. This assistance program will help our employees bridge that financial gap.”

Beyond providing up to $10,000 to qualified applicants, the program includes an educational component to support what is one of life’s biggest financial decisions. Participants learn about credit, affordability, additional resources and the whole home-buying process.

“Buying a house can be time-consuming and confusing, especially if you’ve not gone through the process before,” Baxley says. “Working with our partner, CommunityWorks, we’re able to help employees with that barrier as well.”

Promoting Employee Well-being

HEALTH CARE WORKERS have always faced stressful situations. However, the COVID-19 pandemic exposed extraordinary challenges — from stress-related injuries and difficulties with patient care to worries about keeping themselves and their families safe, increased workloads, and isolation.

Recognizing the need to support our team members’ well-being, Beaufort Memorial brought on Kathy Bingham, a master social worker with more than 25 years of experience, to focus on employee wellness, engagement and success. Staff were introduced to several new programs and additional resources to support the seven dimensions of well-being.

The programs include:
- Schwartz Rounds peer support groups
- Stress First-Aid
- Code Lavender to support employees after a traumatic event
- Employee communications app to connect teams, share news, recognize stars and celebrate achievements
- Discounted childcare and take-home meals
- PATH career development program
- Homebuyer Assistance Fund
- Enhanced recognition program to acknowledge staff achievements

PERSONAL RESILIENCE

Among the resources introduced in 2022 was a new engagement and performance app called MeQuilibrium. The app uses predictive science to support employee well-being and resilience.

“MeQuilibrium has provided me with some very applicable tools to help me in my personal and work life,” says Allison Crandall, who works in the human resources department. “It helps me find balance and work through some mental blocks that I have. It has also showed me that some of what I’m feeling is felt by others and that I’m not alone.”

PHYSICAL WELLNESS AS A FOUNDATION

Staff also enjoy free access to the LifeFit Wellness Center and 24/7 employee-only gym, along with a dedicated wellness coach for each department and a variety of wellness and fitness challenges.

“LifeFit is one of my favorite things about working at Beaufort Memorial!” says Cory Frame, radiologic technologist, who visited the gym more than 100 times in 2022. “LifeFit has helped me achieve a healthier lifestyle and achieve my fitness goals this year. The high-quality equipment, great atmosphere and overall convenience has made it a joy to want to work out and proves to be a valuable asset to Beaufort Memorial employees.”
A PATH to a Better Future

JAMIE HARMON HAS A HISTORY WITH BEAUFORT MEMORIAL, BUT SHE NEVER IMAGINED SHE WOULD END UP ON A PATH TO A BRIGHT FUTURE WITH HER HOMETOWN HOSPITAL.

JAMIE’S LIFE has strong ties to Beaufort Memorial — not only was she born here, she joined our team in 2019 to pursue a job as a cook.

With a background in food service and a naturally personable nature, she enjoyed her work engaging with patients, visitors and employees. She also loves learning new things, so in 2022, when she had the chance to take steps toward a new clinical role, she seized it.

“I’m never content with the knowledge I have,” Jamie says. “I’m always wanting to expand on it. Whenever I have the opportunity to do that, I run with it.”

That opportunity came in the form of a new program at Beaufort Memorial called PATH, or People Achieving Their Highest, which enables employees to pursue advanced career training in clinical areas. The program also offers scholarships, a childcare stipend if needed and flexible scheduling to help participants balance work, career training and life.

“We want our employees to have the opportunity to achieve their career aspirations,” says Russell Baxley, MHA, Beaufort Memorial president and CEO. “We are committed to investing in their long-term growth, and we believe this program will provide the resources and support to do so.”

That investment paid off for Jamie who, after months of hands-on and classroom training, began working as a cardiopulmonary assistant in late 2022.

“I loved cooking for people, and it was a personable experience,” Jamie says. “But now I have a daily role with patients. I felt a calling, and I feel very fulfilled.”

A LOVE OF LEARNING

Even after Jamie became a cardiopulmonary assistant, her education wasn’t over. After initially training to perform electrocardiograms (EKGs), she learned how to perform other necessary cardiopulmonary testing, including stress tests and Holter monitors, which are wearable devices that record patients’ heart activity.

These days, she finds herself settling into a routine, working three days on and four days off, with some on-call shifts. On a typical day, Jamie conducts routine testing and helps patients with immediate needs, such as those in the ER who may be experiencing chest pain or stroke symptoms.

Along with caring for and interacting with patients, Jamie continues to learn all she can about heart health. For her, it’s a personal thing.

“My dad had a heart attack two years ago, and mom’s got a history of AFib [atrial fibrillation],” Jamie says. “I’m always trying to educate myself
TRAILBLAZING: THE NEXT PATHWAYS

The on-site career training offered through the PATH program, which launched with courses for patient care technicians, clinical medical assistants and electrocardiogram technicians, is expanding the lineup to include a medical coding course. Also in the works are formalized on-site leadership training and a partnership with Technical College of the Lowcountry to train respiratory therapists.

ON THE HORIZON: PATH SIMULATION LAB AND LEARNING CENTER

As Beaufort Memorial looks to take the PATH program a step further, the development of a hospital-based education center will provide a dedicated space offering access to medical equipment, technology and training to future and current health care professionals; assist with recruitment and retention of much-needed clinical staff; and ensure the availability of a well-trained health care workforce to improve the health of our community.

This $2 million project is a collaboration with the University of South Carolina Beaufort, Beaufort County and the City of Beaufort, all working together to support the growing demand for health care professionals in the Lowcountry and provide economic pathways for residents in our community.

and those in my family about what to watch for when it comes to heart health.”

NO REGRETS

Jamie says she treasures the many lessons she’s learned so far — opportunities only made possible by the people at Beaufort Memorial.

“The best part has got to be the people,” Jamie says. “Everyone is friendly and helpful, just like a family to me. Working on the clinical side of things, if anything, I love Beaufort Memorial even more than I did before.

“I think PATH is a wonderful opportunity,” she adds. “There are people trying to juggle families and jobs, and they desire to further their education but feel limited. This is a good opportunity to try.”

Karen Carroll, RN, MSN, DNP, chief nursing officer and vice president of patient care services, echoed Jamie’s sentiments during the graduation ceremony.

“The people who are most invested in Beaufort Memorial are the people who are here working every day,” Carroll says. “And the people who are most important for us to invest in are the people who are here today.”

Jamie Harmon is happy to be caring for patients as part of the cardiopulmonary team.
FOR JULIE SCHOTT, BSN, RN, CNML, 4T department director at Beaufort Memorial, the medical/surgical (med/surg) unit, where nurses care for pre- and postoperative patients, is part of her past, present and future. Don’t let that seeming continuity fool you, though — her career has taken her into almost every corner of her hometown hospital.

AROUND AND BACK
After starting out in med/surg, Julie served in the emergency room, intensive care unit, labor and delivery unit (a particular favorite of hers), operating room, and recovery room. Along the way, she advanced from bedside nursing to leadership. Eventually, however, she ended up back in familiar surroundings.

“I had a calling to come back to med/surg,” Julie says. “The director position opened up, so I applied for it and got the job.”

Now approaching her 20th anniversary as 4T department director, Julie is clear about why she’s devoted so much of her life to Beaufort Memorial.

“Being able to learn and grow,” she says. “I’ve moved from area to area because I’m always learning and growing and doing different things. Even in my current role, I’ve had different responsibilities with committee membership or serving as interim director of another unit while still leading this one. Change is good, and I enjoy it. I’m always thinking, where do I want to go next? And some opportunity pops up to keep me motivated, energized and learning.”

DREAM BEGINNING
For Julie, a love of learning began early. Childhood experiences shaped her interest in health care.

“I had a friend who would spend the night at my house,” Julie says. “She had diabetes but wouldn’t give herself insulin injections. So, we would get up at 6 a.m. and walk to the house of another friend whose mom was a nurse. She would administer the insulin. That had an impact on me.”

Listening to the stories of her aunt, a nurse, and watching home health nurses care for her grandfather also helped steer her toward nursing.

“Missionary nurses would speak to us in church, which sparked my desire to become a missionary nurse,” Julie says. “I got to live that dream for a couple of weeks with [now-retired Beaufort Memorial surgeon] Dr. Tony Bush. We went to Nigeria in 1995, and I did some nursing in a village. It was a dream come true.”
WITNESS TO HISTORY AND HEALING

One could also say Julie has had a dream career. She's watched as Beaufort Memorial has grown along with the communities it serves. She marvels at how health care has changed.

“When I worked on the med/surg unit as I started in nursing, patients who had cataract surgery stayed in the hospital three or four days,” Julie says. “Now, cataract surgery is a 15-minute procedure in an office or ambulatory setting.”

These days, Julie says, patients in the med/surg unit tend to have more complex health statuses and require more in-depth care over a shorter period of time. That places extra importance on shared governance, a decision-making model Beaufort Memorial employs to give bedside nurses a seat at the table.

“So many great ideas come from collaboration between physicians and nurses,” Julie says. “Nurses are uniquely positioned to suggest and justify process changes that may be necessary to take better care of patients.”

Julie has made countless memories over more than four decades of caring for patients and serving the Lowcountry. Holding a teddy bear clinic for children in downtown Beaufort and being part of a team of nurses that achieved operating room specialty certification stand out as especially fond recollections — and she still has much more to give to patients and her fellow nurses.

“In my career now, I like taking care of the nurses who take care of the patients,” Julie says. “I enjoy listening to the nurses’ ideas and input.”

It’s no surprise that for someone who values personal growth, playing a role in helping others achieve it is gratifying.

“Seeing nurses’ critical thinking develop, that’s what I enjoy,” Julie says. “Hearing new nurses get excited about the skills they master, and then watching them take those skills beyond the med/surg unit into other areas of the hospital and leadership positions — I like that.”

CANDY STRIPERS COME FULL CIRCLE

Serving as a candy stripe at age 14 set longtime Beaufort Memorial nurse Julie Schott, BSN, RN, CNML, 4T department director, on her health care career path. Hoping it will do the same for a new generation of young people, Julie has been a cheerleader for reviving student volunteerism at the hospital, albeit without the distinctive red-and-white candy stripe uniforms.

During the summer of 1973, Julie and her friend, longtime (now semi-retired) Beaufort Memorial Certified Respiratory Therapist Linda Arp, CRT, RCP, rode their bicycles to Beaufort Memorial to serve as candy strippers.

“Candy striping introduced us to the hospital environment,” Julie says. “We walked around with the EKG technician and learned about that role and filled ice containers for patients.”

In 2022, Julie was one of 17 department directors to welcome students in the Rising Star Youth Volunteer Program, which allows high school students to volunteer at Beaufort Memorial for two weeks during the summer. The students worked alongside staff in those departments and gained additional exposure to the breadth of health care careers while touring 77 other areas in the hospital.

“I’m excited that Beaufort Memorial rekindled a program for teens to learn about the hospital,” Julie says. “Beaufort Memorial supports anyone who comes with a true desire to grow and learn.”
A Summer to Remember

A NEW VOLUNTEER PROGRAM AT BEAUFORT MEMORIAL IS HELPING LAUNCH NEW CAREERS IN HEALTH CARE.

INSIDE THE BEAUFORT MEMORIAL operating room, a team wearing personal protective equipment gazes intently at a screen as they grasp, turn and remove items from an abdomen through tiny incisions. Unlike other procedures here, however, the surgeons are high school students using laparoscopic instruments and equipment to operate on an “abdomen” constructed from gelatin.

“The fun and educational activity allowed the students to experience firsthand the surgical skills needed to operate,” says Peri-operative Services Director Denise Lindsey, MSN, RN, CNOR, NE-BC, who led students through the exercise.

The hands-on experience was part of the new Rising Star Youth Volunteer program, an opportunity for high school students to see how a hospital is run — in clinical and nonclinical settings — and whether a career in health care is right for them.

“My experience in the volunteer program was excellent and brought me so much more than I expected to get out of it,” says Jaysun Puryear, a senior at Bridges Preparatory School who learned about the opportunity through his health science teacher.

During the two-week summer program, students spent their mornings shadowing Beaufort Memorial staff. The student volunteers escorted patients to imaging appointments, helped lead LifeFit exercise classes and assisted with patient rounds by filling water pitchers and offering warm blankets. Some even observed a birth and surgical procedures.

“I enjoyed volunteering in the mornings the most,” says volunteer Lauren Grice, whose mother works in the Beaufort Memorial laboratory and pathology department. “I loved learning and seeing new things.”

In the afternoon, students toured the hospital campus to learn about health care careers, each department’s purpose, employee positions, and degrees or certifications required for various roles.

“I enjoyed the tours and afternoon activities. I liked how we experienced many of the different parts of the hospital,” youth volunteer Amy Broome says.

Students also gained hands-on experience inside the classroom through Basic Life Support and Stop the Bleed training, earning certifications in both courses.

“The Rising Star Youth Volunteers were an impressive group of students who were willing to enthusiastically participate and learn about health care,” says Leslie Suda, director of operational excellence, who oversees the program. “We hope the program sparked an interest in the many rewarding aspects of patient care.”

For Puryear, the experience helped him decide to pursue nursing after high school.

“This program definitely solidified my interest in going into the medical field and even showed me new and more possibilities for the future,” he says.

To learn more about the program, scan the QR code or visit BeaufortMemorial.org/RisingStar.
SURGICAL PAVILION RENOVATION AND EXPANSION

Kicking off 2023, after extensive planning, project phasing and fundraising, is the multimillion-dollar renovation and expansion of the Beaufort Memorial Surgical Pavilion.

The project includes the addition of two state-of-the-art surgical suites to accommodate the growing demand for advanced procedures and enlarge existing suites to optimize the surgical process.

“We are all very excited to get this critically important project underway for our patients, surgeons and our growing community,” says Russell Baxley, MHA, Beaufort Memorial president and CEO. “Modernizing and expanding our facilities will allow us to serve more patients more efficiently and offer new and innovative procedures closer to home.”

As part of the improvements, the hospital recently installed the latest da Vinci Xi Surgical System, giving surgeons improved visibility and even greater precision when performing more than a dozen minimally invasive gynecology, urology, colorectal and general surgical procedures with robotic assistance. Beaufort Memorial was the first health care provider in the area to perform hysterectomies using the da Vinci Surgical System more than 15 years ago.

One of only three South Carolina hospitals with advanced certification for hip and knee replacement from The Joint Commission, Beaufort Memorial also recently added a second cutting-edge Mako SmartRobotics™ Surgery System and a DePuy VELYS™ Robotic-Assisted Solution for joint replacement. These technologies allow orthopedic surgeons to create surgical plans unique to a patient’s anatomy and then use the robotic arm to precisely place the components in their optimal position, leading to better function, more natural movement and improved joint stability.

Growing With the Community

General Surgeon Dr. Deanna Mansker (second from left) tested out the new da Vinci Xi with assistance from RN Team Lead Haley Hinson, Surgical Tech Team Lead Holly Milligan and OR Nurse Megan Ferguson.
ADVANCED ORTHOPEDICS AND SPINE CARE

A commitment to quality and exceptional patient care has driven us to expand the scope of talent and resources available at Beaufort Memorial so we can provide our community with access to the comprehensive spine care that patients previously had to travel to receive.

Spine Surgeon Dr. Scott Strohmeyer was joined by another board-certified and fellowship-trained orthopedic spine specialist in October. Dr. Andrew Castro has extensive experience in the latest surgical techniques, including minimally invasive surgery, spinal fusion and disc replacement.

In addition, a new state-of-the-art ZEISS Tivato® microscope was purchased for the operating room to provide the surgeons with advanced surgical visualization, depth of field and image clarity. The microscope allows the surgical incision to be made as small as possible, minimizing trauma to surrounding tissue, which results in fewer complications, less pain and faster recovery for the patient.

“We are excited to bring the community this enhanced level of care,” Baxley says. “We’ve enabled life-changing surgeries for patients of all ages that will allow them to return to regular activities and improve their quality of life.”

BEAUFORT MEMORIAL BREAST CARE & SURGERY PROGRAM

The new Beaufort Memorial Breast Care & Surgery Program offers expert, comprehensive breast health services for a full range of diseases, from benign breast conditions to breast cancer. The program is one of several cancer care initiatives between Beaufort Memorial and Medical University of South Carolina (MUSC) Health. Through the affiliation, patients at Beaufort Memorial have access to Dr. Tara Grahovac, a fellowship-trained breast oncology surgeon, promising clinical trials and subspecialists experienced in treating rare or complex cancers.

Located in the nationally accredited Beaufort Memorial Breast Health Center in Okatie, the program provides a full complement of screening and diagnostic services, as well as genetics testing and high-risk assessment for early identification and surveillance of genetic cancers. Its board-certified surgeon works with a team of clinicians — among them radiation and medical oncologists, breast nurse navigators, and social workers — to address the physical and emotional aspects of breast disease and ensure optimal outcomes for every patient.

- High-risk patient surveillance
- Oncoplastic surgery
- Nipple-sparing mastectomies
- Leading-edge technology for wireless lumpectomies
NEW RIVER CANCER CENTER: ENHANCED DIAGNOSTIC CAPABILITIES

In addition to welcoming Dr. Michael Porrazzo, an experienced, board-certified radiation oncologist, and Dr. Tara Grahovac, a fellowship-trained, board-certified breast oncology surgeon, the New River Cancer Center saw the long-awaited installation of an MRI for diagnostic imaging.

The cancer center features a comprehensive infusion center and the cutting-edge Halcyon™ Linear Accelerator for image-guided/intensity modulated radiation therapy and volumetric arc therapy. One of the most powerful and precise radiation therapy delivery systems available, it provides faster treatments than standard technology while sparing healthy tissue from radiation.

The New River Cancer Center also features:

- Accreditation with commendation as a Community Cancer Center by the American College of Surgeons Commission on Cancer
- DigniCap® scalp cooling, a hair-loss reduction treatment
- Nine infusion recliners
- Patient navigators (social work, financial, imaging, oncology nurse, breast nurse)
- Monthly support group sessions for cancer patients and specific sessions for those with breast cancer

DELIBERATING CARE IN THE HOME

Forming a clinical partnership with Amedisys Home Health helps extend patient care services beyond the hospital walls into the comforting environment of our patients’ homes.

“By combining our expertise and experience, we are working to fulfill the mission of Beaufort Memorial to enhance the quality of life in the Lowcountry through improved health, innovative partnerships and superior care,” Baxley says. “By building upon our longstanding relationship with Amedisys, we will continue to develop innovative ways of delivering care.”

The location on Lady’s Island, formerly known as Amedisys Home Health, is now doing business as Beaufort Memorial Home Health Care, an Amedisys partner. The home health location in Bluffton has continued doing business as Amedisys Home Health of Bluffton. Home health services include skilled nursing care; physical, occupational and speech therapy; and medical social work. Home health aides assist with activities of daily living, such as bathing, dressing and eating.

Keith Hambrick, Amedisys Home Health senior vice president of home health (center), presides over the Beaufort Memorial Home Health ribbon cutting with Mac Cummings, Amedisys Home Health area vice president of business development (back left), and Russell Baxley, MHA, Beaufort Memorial president and CEO (back right).

WELCOMING NEW PROVIDERS

The 2022 fiscal year is a record holder for the most new providers introduced into the community by Beaufort Memorial. Our new providers include:

- Sarah Blau, PA-C — Orthopedics (January 2022)
- William P. Clare Jr., M.D. — Internal medicine (March 2022)
- Risa Linford, AGACNP-BC — Pulmonology (March 2022)
- Tara Kay, PA-C — Cardiology (April 2022)
- Carri Knapp, MSN, APRN, FNP-C — Adult primary care and urgent care (April 2022)
- Chris Opella, M.D. — Family medicine (April 2022)
- Haille Riddle, AGPCNP-C — Psychiatry (June 2022)
- Tara Grahovac, M.D. — Breast surgical oncology (July 2022)
- Peyton Erb, PA-C — Obstetrics and gynecology (August 2022)
- C. Schilling Nechtman, M.D. — General surgery (August 2022)
- Michael S. Porrazzo, M.D. — Radiation oncology (August 2022)
- Kristen Vestigo, PA-C — Family medicine and urgent care (August 2022)
- Scott Walmer, D.O. — Psychiatry (September 2022)
2022: Year in Review

**2022 REVENUE**
Total net patient revenue: $269.2 M
Other nonoperating revenue: $19.9 M
TOTAL REVENUE: $289.1 M

**TOTAL UNCOMPENSATED CARE**
Charity care and bad debt: $31.6 M

**2022 EXPENSES**
Salaries, wages and benefits: $157.9 M
Supplies, utilities and general items: $91.8 M
Depreciation: $12.5 M
Interest: $1.4 M
*Not-yet-audited numbers for fiscal year 2022*

TOTAL OPERATING EXPENSES: $288.9 M
OPERATING INCOME: $0.2 M
TOTAL CAPITAL INVESTED IN THE HOSPITAL: $8.0 M

**BEAUFORT MEMORIAL FOUNDATION GRANTS**
$1,448,965.62 funded:
Cancer Services and Breast Health
- Bone density machine
- Infusion recliner chairs
- Letter folder
- MRI breast coils and risers

Nursing Units
- Artwork
- Patient recliners

Education
- Health Scholar
- Virtual Reality

Deb Cofer, a technician in the Cardiac Catheterization Lab, was recognized by colleagues and leadership with a You Shine Through service excellence award for the great care and compassion she shows for patients.

Beaufort Memorial Hospital by the Numbers

Adult discharges: 8,594
Outpatient registrations: 215,400
Surgeries: 10,358
Newborn deliveries: 1,035
Emergency room visits: 43,580
CONTRIBUTIONS TO OUR COMMUNITIES

• 250 meals per week for those in need totaling $65,000 per year in donated food (ongoing since October 2020)
• Providing rides for 798 patients, representing 23 ZIP codes, to/from Beaufort Memorial facilities totaling 8,987 miles
• On track to serve nearly twice as many patients in FY23
As part of the partnership with Good Neighbor Medical Clinic, in FY22 Beaufort Memorial provided:
• 399 lab tests, valued at $292,051
• 140 imaging procedures, valued at $298,443
• In-kind rental of 3,025 square-feet of clinic space, valued at $75,625

AccessHealth Lowcountry also serves chronically ill, low-income, uninsured individuals. For the 1,050 patients enrolled, in FY22 Beaufort Memorial provided:
• 4,132 primary care visits, valued at $68,652
• 3,100 specialty care visits, valued at $191,019
• 98 imaging procedures, valued at $220,850
• 165 laboratory tests, valued at $119,677
• 41 surgical procedures, valued at $150,967
• Other hospital services valued at $59,618
• 15% reduction in avoidable emergency room visits and 23% reduction in avoidable inpatient admissions in the 12 months following enrollment

COMMUNITY HEALTH OUTREACH

Our community health team takes the mobile health unit out into the community to offer free screenings, as well as to businesses for employee events.
• 45 health screening events serving 960 people
• 518 blood pressure, 58 abnormal, valued at $2,590
• 493 blood glucose, 45 abnormal, valued at $22,185
• 224 lipid, 131 abnormal, valued at $31,808
• 80 prostate, 12 abnormal, valued at $17,680
• 68 Well at Work employer events with 1,711 participants
• 500 flu shots administered to community members

BEAUFORT MEMORIAL EMPLOYEES GIVE BACK

How often do you hear of employees donating money to their employer? Each year, hundreds of employees contribute financially to support the Beaufort Memorial Foundation. Through monthly contributions via payroll deduction, employees support programs such as pharmaceutical assistance for our patients, grants to local nonprofits and, in 2023, workforce development. In 2022, $212,000 raised from employee donations provided critical support to the surgical pavilion renovations.

SICKLE CELL CLINIC

• 56 patients currently being served
• 658 sickle cell patient encounters in 2022
• Crisis-driven emergency room (ER) visits reduced by 35% and resulting inpatient hospital stays decreased by 47% since program inception

Since the spring of 2018, the Beaufort Memorial Sickle Cell Clinic has offered ongoing disease-modifying therapy with individualized treatment plans based on the latest evidence-based practices. Therapies include hydroxyurea management, ADAKVEO® IV administration, blood transfusions and acute pain management, as well as opportunities to participate in treatment research.

The clinic has made vast improvements in patients’ quality of life, pain associated with their condition and crisis events. Patients who previously experienced frequent sickle cell crisis-driven ER visits and resulting inpatient hospital stays now rarely need to seek that type of care. The treatments have even enabled several young adults to hold employment for the first time in their lives.

Senior Mobile Wellness Specialist Jason Meyer brings screenings to neighborhoods and businesses alike in the 40-foot-long mobile wellness unit.

Sickle Cell Clinic patient Danielle Jamison with the clinic’s certified nurse practitioner Annemarie Gault, NP-C
FOR OVER 30 YEARS, the Beaufort Memorial Foundation has provided support to Beaufort Memorial thanks to the generosity of those in our community. This year was no different! With $1,891,700 raised in fiscal year 2022, the foundation board approved $520,000 in capital purchases and $934,138 in additional support through the annual endowment contribution.

Now, as construction begins on the surgical pavilion, the foundation closes the door on its $5 million campaign to support these renovations. We want to thank each of you who generously gave to support this project! In 2023, the foundation is shifting its primary fundraising focus to the future of our health care workforce.

Funds raised to support Workforce Development will support the construction of an on-campus education center, an on-campus daycare and scholarships to support the education of those wanting to pursue careers in health care. With a goal of providing $1 million to this project, the continued support from our friends in the community is critical.

As the role of our not-for-profit hospital grows within the community, your support becomes even more vital to our success. Donors are essential as we continue to expand our services and upgrade our facilities to better serve the needs of our community. Together, we can build a strong, healthy community for future generations.
When preparing for retirement, Marty Coyne and his wife were looking for the perfect place to settle into a new life. While great weather, a beautiful location and pristine golf courses were important, they also recognized the importance of a strong health care system.

“Health care is a community effort, and it wasn’t hard for me to see that Beaufort Memorial is an instrumental piece of the Lowcountry,” Coyne says. “I choose to give to Beaufort Memorial Hospital for myself, my family and my neighbors.”

He adds that a hospital is just another building you drive by until it isn’t, and without support, the organization may not be around when we need it.

“We invest in our families, our homes and hobbies that we consider valuable,” Coyne says. “So why not do the same for our local health care system, especially one that is invested in the success and well-being of our community?”

“One reason I am so proud to be a supporter of Beaufort Memorial is that they continuously strive to be better,” he adds. “With expansion of services to southern Beaufort and Jasper counties, the renovations of the surgical pavilion and, now, the plan to build an education center that will train a local workforce, they continue to think of innovative ways to offer excellent health care to our community.”

Contributions from community and corporate donors, as well as grants, support the mission of the Beaufort Memorial Foundation and play a crucial role in the future of health care in the Lowcountry.

In finishing, Coyne says, “Join me and many in our community as we invest in our health by supporting Beaufort Memorial.”

To join Marty in making a lasting contribution to our community’s health, donate at BeaufortMemorial.org/Give.
MISSION, VISION, VALUES

Mission: Our mission is to enhance the quality of life in the Lowcountry through improved health, innovative partnerships and superior care.

Vision: Our vision is to transform health care in the Lowcountry through innovation, accessibility and community.

Culture: Our culture is aligned and accountable to the mission, vision and values. We are focused on safety and quality. We are also supportive, helpful, compassionate, kind, inclusive, innovative and changing to meet the evolving needs of our patients and community.

About Us

Beaufort Memorial, a not-for-profit hospital founded in 1944 on the banks of the Atlantic Intracoastal Waterway, is licensed for 201 beds (169 acute, 14 rehabilitation and 18 mental health). We are an acute-care hospital, a regional referral center and the largest medical facility between Savannah, Georgia, and Charleston, South Carolina. Fully accredited by The Joint Commission, Beaufort Memorial boasts a dedicated, high-quality medical staff of nearly 230 board-certified or board-eligible providers. The health system includes 20 physician practices, two cancer centers and three Express Care & Occupational Health clinics to serve residents of Beaufort, Jasper and Hampton counties.