

BETTER *health.* BETTER *life.*



# 2018 Community Profile

## From Aiken Regional Medical Centers

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Every day at Aiken Regional Medical Centers, our actions are fueled by our focus on taking care of our patients, our community and our environment. Special projects, programs and initiatives are launched annually to support these priorities.

In 2017, Aiken Regional Medical Centers acquired Hitchcock Healthcare (now called Hitchcock Physical, Occupational and Speech Therapy Center) to offer the community a wide variety of inpatient and outpatient rehabilitation services for adults and children. In addition, the hospital invested in the da Vinci® Si HD™ Surgical System in 2017 to offer patients robot-assisted surgical procedures that can result in less pain and a quicker recovery.

Behind all of these efforts are the skills, loyalty and empathy of the physicians, nurses, clinical and administrative staff at Aiken Regional. Our strong attention to employee satisfaction is intentional, because we believe that when you increase employee satisfaction you also increase patient satisfaction.

With more than 1,000 employees, we are one of the largest employers in Aiken, serving as an important source of economic stability and growth for the surrounding area. We offer positions that support families and we encourage employees to further their education, thereby expanding the benefit to our community.

At Aiken Regional Medical Centers, our vision is not only to meet the healthcare needs of our community, but also to exceed them. We believe it is our responsibility ... and our privilege ... to help keep your family healthy.



Brittany Bearden, Arnie Delariarte, Sharon Latrell Belcher

# About Aiken Regional Medical Centers

Aiken Regional offers a comprehensive range of medical services, including specialty programs such as a cardiovascular center, cardiovascular imaging, cancer care institute, 24/7 emergency department, joint academy, women's center, wound healing institute, pediatric center, behavioral health center, neurosurgery and physical therapy.

The Joint Commission has recognized Aiken Regional Medical Centers as an accredited facility, and the South Carolina Hospital Association awarded Aiken Regional two Zero Harm Awards: zero surgical site infections abdominal hysterectomy for 30 months and zero central line associated bloodstream infections for 12 months.

**Aiken Regional provides free physician referrals by phone (800-882-7445) and online.**

## Hospital History

Aiken Regional Medical Centers, serving Aiken and surrounding counties since 1917, is a 259 licensed-bed acute care hospital. The new 14-bed Inpatient Rehabilitation Unit opened its doors in late 2017, and the hospital will add 14 outpatient surgery beds in summer of 2018, which will raise the bed count to 273. The hospital celebrated 100 years of healthcare on May 17, 2017. Owned and operated by a subsidiary of one of the largest hospital companies in the nation, Universal Health Services, Inc., based in King of Prussia, PA, Aiken Regional Medical Centers is accredited by The Joint Commission and licensed by the State of South Carolina.



**Aiken Regional**  
277,212 Square feet  
259 Beds  
8 Operating Suites

## Our Focus is Our Patients

Redesigning patient flow in the Emergency Department is helping staff reduce wait times and get treatment started faster. Aiken Regional initiated "SuperTrack," a fast-track treatment path for patients who arrive at the Emergency Department with minor injuries.

When a patient arrives at the Emergency Department, a nurse quickly assesses the patient's condition. If the illness or injury is minor but still requires prompt care, the patient is treated in the SuperTrack area that is dedicated to exclusively taking care of patients with non-critical illnesses or injuries. SuperTrack is staffed by nurse practitioners under the supervision of Emergency Department physicians.

In addition, Aiken Regional now offers ER Reserve. Patients can request a time in the Emergency Department up to 12 hours in advance for less serious injuries, such as: flu, sore throat, earache, cough or cold and muscle strains and sprains. ER Reserve is available online and it lets patients request a convenient time and then wait at home.

**Use a computer, laptop, tablet or smart phone to go to [www.aikenregional.com/erreserve](http://www.aikenregional.com/erreserve)**

ER Reserve should be used only if you decide your care can wait until the time you select. Do not wait if your symptoms or conditions worsen or if you need immediate care since delays may complicate your condition. If you are unsure of your condition or if your condition worsens, then please go to the nearest emergency room or call 9-1-1. Some insurance plans may not cover an ER visit if it is deemed urgent care or may apply a different copay. Please check your covered benefits with your insurance provider for details.



**Lorenzo Sampson, MD,**  
General Surgeon

# Aiken Boosts Local Economy

Aiken Regional is proud to contribute to the health of the community and boost the local economy. As an esteemed employer, the hospital offers a wide range of rewarding career opportunities, as well as educational support and training for the next generation of healthcare providers. In 2017, Aiken Regional continued to serve as a community partner to the city of Aiken.

## Patient Medical Care

Admissions: ..... **Over 12,000 patients**  
Births: ..... **Nearly 1,200 babies**  
Emergency Visits: ..... **55,000**  
Total Surgeries: ..... **More than 7,700**



## The Hospital Family

Total Employees: ..... **1,141**  
Total Physicians: ..... **150**  
Total Active Volunteers: ..... **157**  
Contract Employees ..... **225**



## Financial Impact

Salaries and benefits: ..... **\$73.3 million**  
Capital Investment: ..... **\$588,224**  
Uncompensated Care: ..... **\$100.5 million**  
Local/State Taxes Paid: ..... **\$8 million**



## Comprehensive Healthcare Services\*

Behavioral health  
 Business and Industry service  
 Cardiac catheterization lab  
 Cardiology  
 Cardiopulmonary services  
 Cardiology services  
 Cardiovascular imaging  
 Cardiovascular services  
 Chemotherapy  
 Childbirth center  
 Critical care (ICU / PCU)  
 da Vinci® Robotic Surgery\*\*  
 Diabetes and nutrition management  
 Dialysis  
 Emergency department  
 Endoscopy lab  
 Enterostomal therapy  
 Gynecology  
 Hematology/oncology

Laboratory services  
 Neuroscience  
 Occupational therapy  
 Outpatient surgery  
 Orthopedic care  
 Pain management  
 Pediatrics  
 Physical therapy  
 Radiation oncology  
 Radiology  
 Respiratory services  
 Sleep disorder evaluation and treatment  
 Social services  
 Speech therapy  
 Stroke care  
 Urology/lithotripsy  
 Vascular care  
 Women's LifeCare Center  
 Wound care/hyperbaric oxygen therapy

*\*Subject to change.*

**\*\* Individual results may vary. There are risks associated with any surgical procedure. Talk with your doctor about these risks to find out if robotic surgery is right for you.**

# Recognition: Accreditations and Awards



- Wound Healing Institute of Carolina Recognized with Center of Distinction Award from Healogics®
- The Joint Commission Pioneer Quality – 2017 Data Contributor
- Get With The Guidelines® Stroke Participation Certificate from the American Heart Association®/American Stroke Association®
- Awarded EPA's Energy STAR Certification for 2017
- Designated a Blue Distinction® Center for Maternity Care from Blue Cross® of South Carolina
- Recertification American Diabetes Association® with our Diabetes & Nutrition Teaching Center
- Diabetes Self-Management Accreditation with our Diabetes & Nutrition Teaching Center
- ARMC receives 100% score on annual Department of Health and Environmental Control inspection in Dietary
- Awarded for National Hospital Organ Donation Campaign



**Evan F. Ekman, MD, FAAOS,**  
Orthopaedic Surgeon

# Specialty Services

## Cancer Care Institute of Carolina

The Cancer Care Institute of Carolina offers integrated cancer treatment and advanced technology in a comfortable facility, with both radiation oncology and hematology/oncology services, plus support services for cancer patients and their families.

## Cardiovascular Institute of Carolina

Patients receive individualized treatment plans that can include diagnostic testing, medication, surgery and rehabilitation. Health screenings and education help patients stay heart-healthy.

## Cardiovascular Imaging of Aiken

The new Cardiovascular Imaging of Aiken offers high-quality medical imaging services close to home for your cardiac needs. Board-certified cardiologists provide vascular and cardiovascular imaging services including echocardiography, vascular sonography and nuclear cardiology.

## Rehabilitation Services

Rehabilitation Services is a comprehensive inpatient rehabilitation program that offers specialized physical therapy, occupational therapy and speech therapy. They specialize in the treatment of the acute orthopedic patient population (including post-op), and the neurologic patient population (especially stroke).

## Hitchcock Outpatient Rehabilitative Therapy

Two outpatient rehabilitation therapy clinics, one catering to the specific needs of adults and the other to pediatrics patients. The adult clinic offers physical and occupational therapies and the pediatric clinic offers physical, occupational and speech therapies.

## Wound Healing Institute of Carolina

We offer some of the most advanced wound care therapies available today, including hyperbaric oxygen therapy and both inpatient and outpatient care.

## Women's LifeCare Center

The Women's LifeCare Center is a facility where women of all ages can receive comprehensive, personalized care. The childbirth center offers the best of everything to give newborns and their parents a strong start in life together, from advanced clinical expertise to warm, personal attention in attractive labor/delivery/recovery birthing suites. Parents can be reassured that the Level II nursery is equipped to take care of babies who require specialized treatment. For women requiring gynecologic surgery, breast surgery or plastic surgery, the Women's LifeCare Center serves as a source of knowledge, care and comfort for the women and families in our community.

## Women's Breast Health & Imaging Center

Services include all-digital mammography, bone densitometry, stereotactic breast biopsy and routine X-rays.

## Diabetes and Nutrition Teaching Center

Both adult and pediatric patients receive nutritional education, disease-specific self-management sessions and constant reinforcement through personal patient contact.

## Aurora Pavilion Behavioral Health Services

We provide individualized assessment and inpatient and outpatient treatment for adults, children, adolescents and seniors who have behavioral, emotional and substance use problems.

## Sleep Evaluation Center

Patients here undergo sleep studies that gather data on how they breathe and sleep, which can help their physicians identify a sleep disorder and determine treatment options.

## Emergency Department

24/7 emergency care provided by 100 percent board-certified physicians is available here, along with patient-friendly bedside registration and a commitment to low wait times. And when time is crucial, we're prepared with our helipad. The hospital recently earned Primary Stroke Center Certification from The Joint Commission.

## Palmetto Pediatric Center

Palmetto Pediatric Center provides inpatient and outpatient services for infants, children and adolescents. Children can get routine healthcare as well as care when they're sick.

## Southside Imaging Center

Residents on Aiken's southside now have convenient access to advanced diagnostic services, including digital mammography, open MRI, multislice CT scans, ultrasound and other services.

## The Neuroscience Center

Offering a comprehensive range of inpatient and outpatient adult neurological services, The Neuroscience Center provides treatment for many chronic neurologic disorders, including dementia, multiple sclerosis and Parkinson's disease.

## Orthopedic Services/Joint Academy

Aiken Regional offers advanced, comprehensive orthopedic services including arthroscopic surgery, spine surgery, sports medicine, foot surgery, hand surgery, trauma treatment, and more. We also have a special place for total joint replacement surgeries. The Joint Academy has a dedicated team of orthopedic surgeons, anesthesiologists, physical therapists and nurses who work together to provide exceptional patient care in a nurturing and healing environment.

## Hitchcock Inpatient Rehabilitation Center -

Aiken Regional Medical Centers expanded its services to include a 14-bed inpatient rehabilitation unit designed to help patients rebuild their strength and endurance after a debilitating injury or illness. A rehabilitation physician (physiatrist) provides supervised care.

## Urgent Care Center - Coming in 2018

Aiken Regional Medical Centers will open an Urgent Care Center in 2018 to offer care for minor, non-life-threatening medical emergencies.



Professional Association  
Darren J. Mack, MD  
Urology

Darren Mack, MD  
Aiken Professional  
Association Urology



Jessica Luke, DNP  
Aiken Professional Association Urology



## Community Impact Summary

### Dedicated to the Community

In addition to providing high-quality healthcare to our communities, Aiken Regional has a long history of promoting health and wellness. We take great pride in not only caring for our community, but also in providing them with the education and tools they need to achieve and maintain the healthiest life possible.

### Volunteering

In 2017, 157 volunteers contributed 43,378 hours of patient and family support to Aiken Regional Medical Centers. We have volunteer chaplains available to provide counseling, prayer and spiritual support. Heart surgery patients can take comfort in Mended Hearts, composed of volunteers who themselves are heart disease patients, family and friends of heart disease patients, and medical professionals.

### Sustainability

Aiken Regional Medical Centers is committed to long-term reduction in energy consumption and reducing their carbon footprint. As the first hospital in the region to install solar panels, the facility is able to further reduce costs and use clean energy that doesn't need to come from the power grid. Other sustainability efforts include switching to LED lights in the parking lots. Overall, Aiken Regional has saved about 10 percent in energy costs over the last seven years due to efficiency initiatives.

### Education

Aiken Regional Medical Centers' programs providing continuing education for healthcare professionals and students in the community include:

**Educational Assistance** – Aiken Regional provides financial assistance to eligible associates for courses that are directly related to the associate's present job or which may enhance the employee's potential for advancement. This program reimburses the associate for tuition costs (up to a specified amount) for the calendar year in which the course was successfully completed.

**Internships** – Aiken Regional partners with various universities to provide internship opportunities for students. Interns are placed throughout the organization. The length of the assignment varies depending on the educational requirements and students receive school credits for successfully completing the internship.

**Management Training/Development** – A management development program, m3, was implemented to offer a variety of developmental classes to managers and/or upcoming leaders. The participants are given an opportunity to enhance their level of professional confidence, develop leadership skills and competencies that will help advance the mission of the facility, and assist them in motivating staff to perform at a higher level.

**High School Student Shadowing** – Each February, the local high schools participate in "Groundhog Shadowing Day." Students who have expressed a career interest in healthcare are invited to spend the day at Aiken Regional and meet various members of the management and staff. They learn about the hospital's various departments and what is required of healthcare professionals at different specialties.



Vadra Wertz, RN

# Community Impact Summary

## Commitment to Quality

Aiken Regional Medical Centers has a strong commitment to patient safety and high-quality care as evidenced by our many performance improvement initiatives. The hospital participates in these national quality initiatives:

### Core Measures

Centers for Medicare and Medicaid Services (CMS)

### National Patient Safety Goals

The Joint Commission

### Get With The Guidelines

American Heart Association®

### Door 2 Balloon

American College of Cardiology

### Institute for Healthcare Improvement

Mentor hospital for care of patients with acute heart attack

Aiken Regional also has implemented many initiatives and programs to maximize quality and patient safety, including:

- Protocol for evaluating IV lines and urinary catheters with timely removal of those that are no longer essential
- Patient call-backs within 48 hours of outpatient procedure for nursing follow-up on any questions or concerns
- Breast Health Navigator to ensure timeliness of patient referral and follow-up and coordination of care
- Formal “purposeful rounding program” on all hospital inpatients with key topics addressed during each visit
- Performing nurse-to-nurse shift report at the patient’s bedside to increase patient involvement in care
- Developed medication side effects cards to give patients when a new medication is started
- Availability of Walgreens® prescription delivery to patient’s bedside on day of discharge
- Utilization of ASCOM portable phones by clinical staff to allow direct communication between patient and nurse, also among other clinicians
- Performance of daily Care Coordination Rounds on every patient involving multiple clinical specialties to ensure patient progress through their plan of care
- Joint Navigator to guide and coordinate patients through the entire continuum: preoperative, surgical and postoperative care. The patient navigator will collaborate with the medical staff to provide individualized care to the patient and perform all duties involved in the management of the daily operations of the joint replacement program
- Stroke Coordinator to enhance the stroke program and to provide education to the staff and the community. The hospital recently earned Primary Stroke Center Certification from The Joint Commission

## Uninsured/Underinsured Patients

Aiken Regional Medical Centers is committed to helping uninsured patients qualify for local and state health benefit programs. We offer on-site benefit education and Medicaid enrollment assistance. Services for uninsured and underinsured patients:

**Medicare** – A federal program for individuals 65 and older, persons who are disabled receiving Social Security Disability benefits for 24 months or longer, ESRD (End Stage Renal Disease) patients, transplant patients and individuals with Lou Gehrig’s disease (ALS) are also covered by the program.

**Medicaid** – A program for low-income and/or disabled individuals. Aiken Regional Medical Centers has on-site DHHS case workers and Eligibility Vendors to assist you through the application process. Please contact our Financial Assistance department for more information at (803) 641-5629, (803) 641-5640, (803) 641-5088.

**Federal Marketplace Exchange (Affordable Care Act)** – Individuals can apply online at [www.healthcare.gov](http://www.healthcare.gov), by phone at 1-800-318-2596, with a paper application or with an in-person assister. Aiken Regional Medical Centers has Certified Federal Navigators and Certified Application Counselors available to assist you with this process. (803) 641-5629, (803) 641-5640, (803) 641-5088.

**Employer-sponsored Health Insurance** – Many employers provide health insurance coverage to their employees. Individuals should contact their employer if they believe this insurance may be an option. Individuals eligible for COBRA coverage may be eligible for premium assistance while hospitalized based on income, plan specifics, etc. Please contact one of our Financial Counselors for more information at (803) 641-5720, (803) 641-5721, (803) 641-5722, (803) 641-5723.

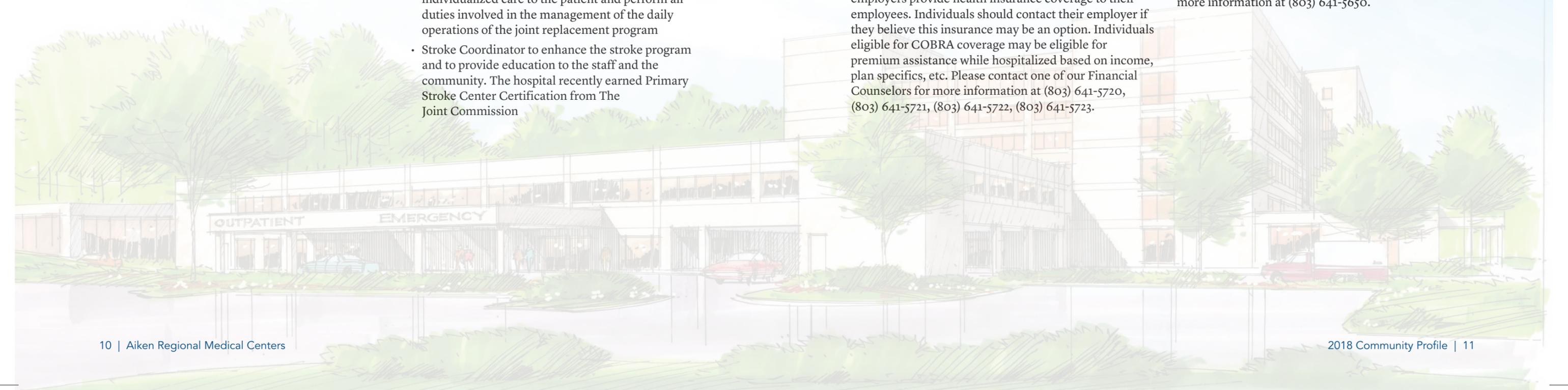
## MIAP (Medically Indigent Assistance Program) –

This is available for low-income individuals who are having scheduled inpatient emergent services/procedures. Aiken County has a designee available to assist with the application and processing. Individuals should contact the Aiken County designee in person or via phone to schedule an appointment. The designee is located at the Aiken County Complex.

**Crime Victims** – South Carolina has a Crime Victims’ Compensation Fund to help citizens with costs related to injuries received in a crime. To find out more call the State Office of Victim Assistance (SOVA) at 1-800-220-5370 or at (803) 734-1900 in Columbia.

**Charity** – Aiken Regional recognizes that there are individuals in need of urgent or emergent medical services who are unable to pay. Assistance is granted based on household assets, family size and expenses, or when circumstances indicate severe financial hardship or personal loss. Individuals can be screened for assistance under this program. Please contact a Financial Counselor, Eligibility Vendor (803) 641-5629 or Central Business Office Representatives (803) 641-5650 for more assistance.

**Payment Arrangements** – Aiken Regional Medical Centers will work with the patient to establish an appropriate interest-free payment plan based on the amount due and the patient’s financial status. Please contact a Central Business Office Representative for more information at (803) 641-5650.



# Community Impact Summary

## Community Outreach

In 1991, Aiken Regional created a dedicated Community Outreach department. For the past 26 years, the department has provided free and low-cost health screenings, education and support programs to Aiken and surrounding county residents.

**Senior Wellness** — ARMC offers a health program dedicated to the 50+ population called Senior Wellness. The program offers age-specific education to its members once a quarter called “The Breakfast Club.” ARMC currently has nearly 9,000 members in the program. In addition to education, members have access to many social events, activities and travel opportunities.

**Women Enlightened for Better Health (we)** — Launched in 2012, Women Enlightened for Better Health (we) is a women’s health initiative dedicated to providing women with the tools they need to live a healthy life. WE provides members access to our care navigators to help them keep on track with their health. The care navigators can assist them with making appointments, answer questions about health concerns and provide them with educational materials on health issues.

## 2017 Outreach Results

### Educational Classes:

55 classes with more than 900 in attendance

### Support Groups:

260 groups with more than 3,500 in attendance



CanHope Check Presentation

## Ladies Lifestyle Show

The Aiken Regional Medical Centers’ Ladies Lifestyle Show was held at the USCA Convocation Center in February. The event had over 1,000 in attendance and over 750 lipid panels were provided to community members.

## Cancer Care Institute

Offered free PSA testing Monday-Friday to men in our community. ARMC provides free colon cancer screening kits during the month of March in recognition of Colon Cancer Awareness month.

**Women Enlightened for Better Health (we)** is not only a women’s health initiative, but our members also believe in helping women in our community. We call it “Women caring for Women”:

- Donated \$200 through enrollment in the we Pearl Health Incentive Program. Money raised through the Pearl Program goes to CanHope, a local non-profit cancer organization that provides assistance to local cancer patients. We have raised nearly \$7,000 to go to CanHope (formerly called the Savannah River Cancer Foundation) from the past five years of participating in the program.

## Community Partnerships

- **Aiken Regional Medical Centers collaborated with the Aiken Rotary Clubs to place Automatic External Defibrillators (AEDs) in Aiken public facilities to help make the community safer.** The portable devices can help in an emergency when people have a suspected cardiac arrest. Some of the sites where the AEDs were placed in the community included the City of Aiken, Aiken County Public Schools and Camp Gravatt.
- **In a collaborative effort between Aiken Regional Medical Centers, Aiken County Public Schools, Aiken County Retired Teachers Association, Public Education Partners and Aiken County First Steps, an initiative called “Baby’s First Teacher” is offered to give the gift of reading.** The purpose of this initiative is to encourage parents of babies born at Aiken Regional to take an active role in teaching their babies to read — from birth. As part of this initiative, retired Aiken County teachers visit new mothers at Aiken Regional and bring a new book and toy for their babies.

- **Aiken Regional Medical Centers and the Women Enlightened for Better Health (WE) partnered with USC Aiken’s Zeta Tau Alpha chapter to hold an inaugural women’s event on the school’s campus to encourage young women to “Live NOW. Live LATER” in honor of Breast Cancer Awareness Month.** “Live NOW. Live LATER.” is a special program designed specifically to educate young women about breast cancer and how to prevent it.

**Volunteering in the Community** – ARMC employees, physicians on the medical staff and auxiliary members volunteer countless hours in the community for charitable and nonprofit organizations. Our people are vested in this community and believe in giving back to the community we serve. We volunteer for special projects, give our time on community boards and help where needed to assist members of our community.

**Contributions to Charitable Organizations:** Aiken Regional Medical Centers has been a longstanding good corporate citizen. We believe in giving back to the community we serve through charitable contributions. During 2017, ARMC made over \$100,000 in contributions, in-kind donations, and sponsorships for organizations in our community.

The hospital was honored to be the presenting sponsor of “Paint the Fair Pink” event, held October 26, 2017, at the Western Carolina State Fair. The event helped raise awareness about breast cancer. We donated \$7,500 from event proceeds to CanHope, a local non-profit organization that provides financial, educational and emotional support for local patients.

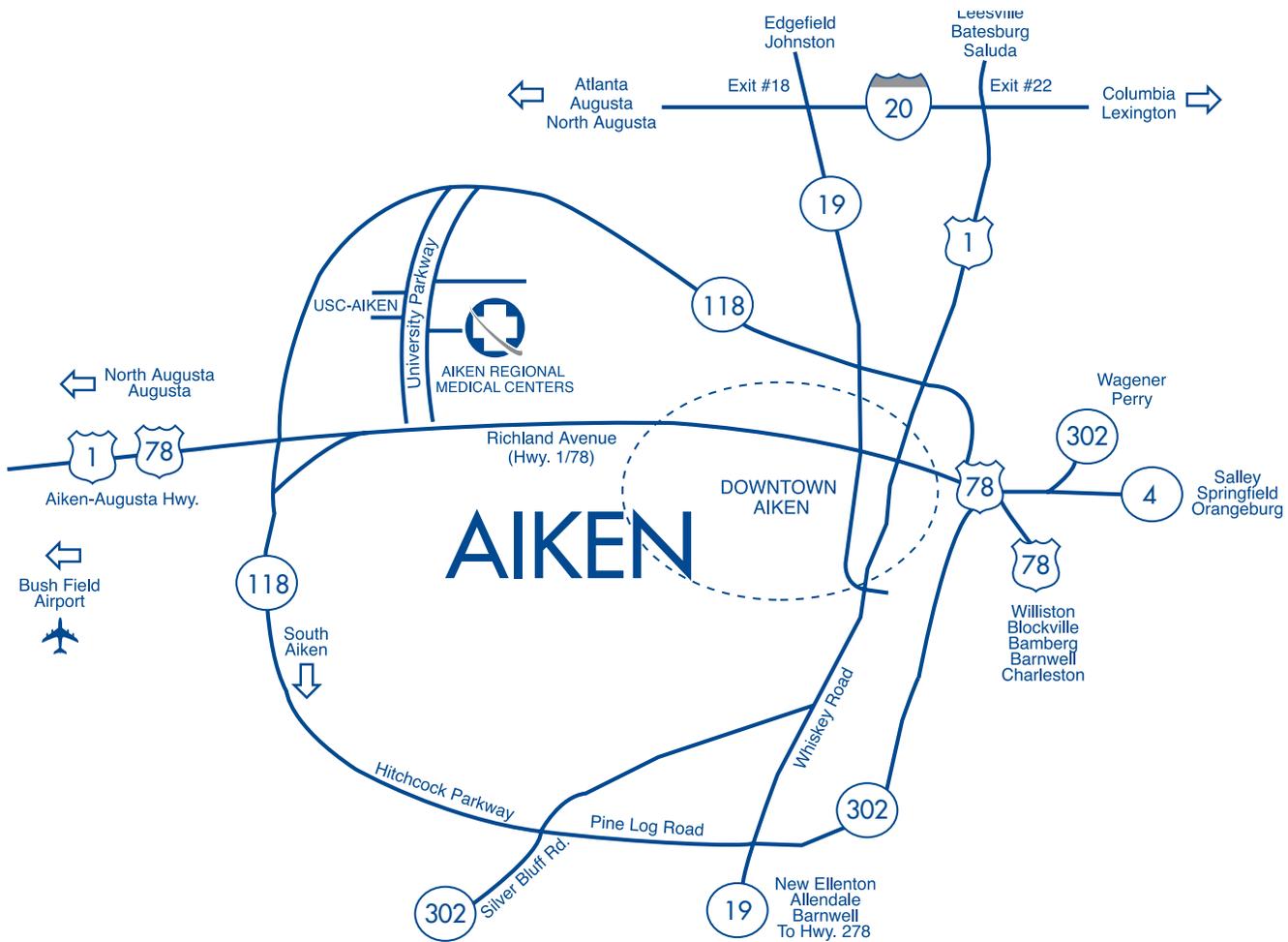
Aiken Regional Medical Centers along with its Caring for Carolina partners, WJBF Channel 6 and Bath Fitter, raised \$1,000 for Koda’s Kids Foundation at a Men’s Health event held in May. Koda’s Kids was founded by Aiken native and pro linebacker, Dekoda Watson, to provide scholarships to Aiken County students.

## Community Involvement

ARMC employees and physicians on the medical staff volunteer countless hours in the community for charitable and nonprofit organizations. Our people are vested in this community and believe in giving back to the community we serve. We volunteer for special projects, give our time on community boards and help where needed to assist members of our community.

Some of the boards on which we serve within the community include:

- United Way
- Children’s Place
- American Heart Association®
- March of Dimes®
- Community Medical Clinic
- American Red Cross®
- Aiken Technical College Foundation
- Aiken Chamber of Commerce
- Child Advocacy Advisory Board
- USCA Partnership Board
- Aiken County Career and Technology Board
- CanHope
- Helping Hands
- Aiken Habitat for Humanity®
- Aiken Senior Life Services
- Aiken Center for the Arts
- Economic Development
- Cumbee Center



## Community Profile

For more information about our hospital's commitment to our community, please call our outreach department at **803-641-5926**. Or visit our website: **[www.aikenregional.com](http://www.aikenregional.com)**.



*Physicians are independent practitioners who are not employees or agents of Aiken Regional Medical Centers. The hospital shall not be liable for actions or treatments provided by physicians.*

*For language assistance, disability accommodations and the non-discrimination notice, visit our website.*

