

COMMUNITY PROFILE 2021





Joshua Prickett, MD
Aiken Physicians Alliance Neuroscience

From the CEO



Aiken Regional is proud to be Aiken's home for healthcare, where patients are treated like family.

Your safety is always our top priority. In 2020, our team earned an A Safety Grade from the Leapfrog Group, making it the fifth time in a row that our team has been recognized with this national patient safety distinction. The A Grade is a true testament to our team's continued commitment to the highest level of patient safety, even in the midst of new protocols implemented throughout 2020 due to COVID-19.

Thank you to our community business leaders who donated PPE supplies throughout the year to help protect the health and safety of our staff and patients. We were also deeply moved by the tremendous outpouring of each of you in the community who donated food and other supplies and offered messages of hope to our patients and to all of the hospital's healthcare heroes. Thank you also for continuing to follow health and safety protocols that help to keep everyone safe during this unprecedented time.

Also on the subject of safety, the South Carolina Hospital Association awarded Aiken Regional once again with a Zero Harm Award in 2020. This time the award recognizes zero surgical site infections during abdominal hysterectomies over a 12-month period.

Thank you to the South Carolina Hospital Association and SC DHEC for recognizing our commitment to quality patient care and preventing hospital-acquired infections over an extended period of time.

In the fall of 2020 the hospital also achieved the Primary Heart Attack Center Certification by The Joint Commission and American Heart Association®. The Certification recognizes the hospital's dedication to providing superior cardiac care to the Aiken community.

We look forward to another year of meeting the healthcare needs of Aiken and the surrounding communities. Thank you for allowing us to serve you. You're like family here.

A handwritten signature in black ink, appearing to read "Jim O'Loughlin".

Jim O'Loughlin, PhD, MBA, MS

Chief Executive Officer

Aiken Regional Medical Centers

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 rehabilitation therapy.

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

Hospital History

Aiken Regional Medical Center is a 273 licensed-bed acute care hospital that has serviced Aiken and its surrounding counties since 1917. The 14-bed Inpatient Rehabilitation Unit opened its doors in Fall of 2017, and the hospital added 14 outpatient surgery beds in summer of 2018. 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.

Our Focus is Our Patients

Redesigning patient flow in the Emergency Department continues to help staff reduce wait times and start treatment faster. Aiken Regional continues to offer "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 take care of patients with non-critical illnesses or injuries.

In addition, Aiken Regional offers ER Reserve. Patients can request a time in the Emergency Department up to 12 hours in advance for less serious injuries, including: 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 to visit the ER and wait in the comfort of your home.

To request a time with ER Reserve, visit aikenregional.com/erreserve



Aiken Regional

273,212 Square feet
273 Beds
8 Operating Suites

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.



Aiken Boosts Local Economy in 2020

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 2020, Aiken Regional continued to serve as a community partner to the city of Aiken.

Patient Medical Care

Admissions: **10,338 patients**
Births: **1,182 babies**
Emergency Visits: **42,389**
Total Surgeries: **8,902**

The Hospital Family

Total Employees: **1,117**
Total Physicians: **247**
Total Active Volunteers: **105**
Contract Employees **181**

Financial Impact

Salaries and benefits: **\$78.2 M**
Capital Investment: **\$8.8 M**
Uncompensated Care: **\$105.4 M**
Local/State Taxes Paid: **\$8.3 M**

Left to right:
Rupal Patel, RN
Surgery

Lorenzo Sampson, MD, FACS
Aiken Surgical Associates

Jeffrey S. Boswell, CRNA
Anesthesiology

A photograph of three healthcare professionals in an operating room. On the left is a woman with her arms crossed, wearing blue scrubs and a blue surgical cap. In the center is a man with his hands clasped, wearing blue scrubs and a blue surgical cap. On the right is a man with his arms crossed, wearing blue scrubs, a blue surgical cap, and a stethoscope. They are all smiling. In the background, there is a large surgical light and various medical equipment.

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
Inpatient rehabilitation
Laboratory services
Neuroscience

Occupational therapy
Outpatient rehabilitation 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
The Surgery Center of Aiken
Urology/lithotripsy
Vascular care
Women's LifeCare Center
Wound care/hyperbaric oxygen therapy

**Subject to change.*

Recognition:

Accreditations and Awards

Gerald Gordon, MD
Internal Medicine Associates of Aiken

- Awarded Straight 'A' grades from The Leapfrog Group's Fall 2018 - Fall 2020 Hospital Safety Grades
- Certified Primary Heart Attack Center (PHAC) by the Joint Commission and American Heart Association® (AHA).
- Certified Primary Stroke Center by The Joint Commission and the American Stroke Association® (ASA) / American Heart Association® (AHA)
- AHA/ASA: Get with the Guidelines Stroke Gold Plus, Target: Stroke Honor Roll Elite
- AHA Mission: Lifeline® Trailblazer Bronze
- Diabetes & Nutrition Teaching Center accredited by the American Diabetes Association®
- Designated a Blue Distinction® Center for Maternity Care from Blue Cross® of South Carolina
- Recipient of Zero Harm Award for zero surgical site infections during abdominal hysterectomies over 12 months by the South Carolina Hospital Association
- American College of Radiology® (ACR) Designated Lung Screening Facility
- Recognized by Hologic® as a Pink Ribbon Facility
- Wound Healing Institute of Carolina Recognized with Center of Distinction Award from Healogics®
- Wound Healing Institute of Carolina Recognized with Robert A Warriner, III Center of Excellence from Healogics®



The Joint
Commission

CERTIFICATION

Primary Heart Attack Center



American Heart
Association



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.

Inpatient Rehabilitation Services

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

Hitchcock Outpatient Rehabilitation 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

The Wound Healing Institute provides some of the most advanced wound care therapies available, 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 provides newborns and their parents a strong start in life together, from advanced clinical expertise to warm, personal attention in modern labor/delivery/recovery birthing suites. 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 3D mammography, bone densitometry, stereotactic breast biopsy and routine X-rays by an all female team.

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

Aurora provides individualized assessment and inpatient and outpatient treatment for adults, children, adolescents and seniors who have behavioral, emotional and substance use issues.

Sleep Evaluation Center

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

Emergency Department

24/7 emergency care provided by board-certified physicians, along with patient-friendly bedside registration and a commitment to low wait times. And when time is crucial, we're prepared with our helipad. Also, 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 receive 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.

The Surgery Center of Aiken

Aiken Regional expanded its services by welcoming an ambulatory surgery center in 2018. The Surgery Center of Aiken is the only same-day, multi-specialty, outpatient surgical facility in Aiken. The facility is 15,000 square feet and features four operating rooms and two procedure rooms. More than 4,000 surgeries are performed each year in the center.

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.



Left to Right:
Brooks Shealy, RN
Allyson Langley, RN
Jeremy Sterns, RN



Community Impact Summary

Dedicated to the Community

In addition to providing high-quality healthcare to the community, 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 2020, 105 volunteers contributed 22,294 hours of patient and family support at Aiken Regional Medical Centers. Volunteer chaplains are available to provide counseling, prayer and spiritual support. And heart surgery patients can take comfort in Mended Hearts, composed of volunteers who are heart disease patients, family and friends of heart disease patients, and medical professionals.

Due to the COVID-19 pandemic and visitation restrictions, volunteer hours were limited in 2020.

Sustainability

Aiken Regional Medical Centers is committed to long-term reduction in energy consumption and reducing its 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. Overall, Aiken Regional has saved about 10 percent in energy costs over the last decade due to efficiency initiatives.



Education

Aiken Regional's programs provide continuing education for healthcare professionals and students in the community including:

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 depends 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. Participants are provided the opportunity to enhance their level of professional confidence, develop leadership skills and competencies that will help advance the mission of the facility, and assist 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 in different specialties.

Community Impact Summary

Commitment to Quality

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

Awarded Straight A's in the Leapfrog Group's Hospital Safety Grade Fall 2018 - Fall 2020

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 provide 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 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 collaborates 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 is committed to helping uninsured patients qualify for local and state health benefit programs. On-site benefit education and Medicaid enrollment assistance is offered. Services for uninsured and underinsured patients include:

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 covered by the program.

Medicaid – A program for low-income and/or disabled individuals. Aiken Regional has on-site DHHS case workers and Eligibility Vendors to assist patients 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, by phone at 1-800-318-2596, with a paper application or with an in-person assistant. Aiken Regional Medical Centers has Certified Federal Navigators and Certified Application Counselors available to assist. (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) –

MIAP 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 with costs related to injuries from 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 works 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. The department has provided free and low-cost health screenings, education and support programs to Aiken and surrounding county residents.

Senior Wellness – Aiken Regional 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.” Aiken Regional currently has nearly 9,000 members in the program. In addition to education, members have access to many social events and activities.

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 Care Navigators to help patients stay on track with their health. The Care Navigators can assist patients with appointments, answer questions about health concerns and provide educational materials on health issues.

2020 Outreach Results

Educational Classes:

49 classes with more than 750 attendees

Support Groups:

7 groups with more than 100 attendees

Cancer Care Institute

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

The health and safety of our patients, guests, team and community is Aiken Regional Medical Centers’ highest priority. Due to the COVID-19 pandemic, what was traditionally a picnic was turned into a drive-thru celebration to adhere to social distancing guidelines. Aiken Regional and the Cancer Care Institute of Carolina welcomed more than 100 guests during a drive-thru celebration of the 25th Annual Cancer Survivors Day, Friday, October 2, 2020.

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 newborn(s).

Volunteering in the Community – Hospital employees, physicians on the medical staff and auxiliary members volunteer countless hours in the community for charitable and nonprofit organizations. Our team is vested in this community and believes in giving back to the community we serve. We volunteer for special projects, sit on various 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.

Community Involvement

Our team volunteers to assist with numerous community organizations by sitting on various boards. Some of these organizations include:

- Aiken Center for the Arts
- Aiken County Career and Technology Board
- Aiken Technical College Foundation
- Alzheimer's Association
- American Heart Association®
- CanHope
- Child Advocacy Center of Aiken County
- Children's Place, Inc.
- Community Medical Clinic
- Cumbee Center to Assist Abused Persons, Inc.
- Helping Hands
- Joye In Aiken
- South Carolina Association of Nurse Anesthetists
- United Way of Aiken County
- University of South Carolina Aiken



Community Profile

For more information about our hospital's commitment to our community, please visit aikenregional.com.