

**PASQUOTANK COUNTY, NORTH CAROLINA
MARCH 7, 2016**

The Pasquotank County Board of Commissioners met today in a work session on Monday, March 7, 2016 in the Community Room at the Pasquotank County Library.

MEMBERS PRESENT: Joseph S. Winslow, Jr., Chairman
Cecil Perry, Vice-Chairman
Jeff Dixon
Dr. William Sterritt
Frankie Meads
Bettie Parker

MEMBERS ABSENT: Lloyd E. Griffin, III

OTHERS PRESENT: Rodney Bunch, County Manager
Sheri Small, Finance Officer
Lynn Scott, Clerk to the Board

The work session was called to order at 3:00 PM by Chairman Winslow. He welcomed Collen Santa Ana, CEO of Sentara Albemarle Medical Center, to present the hospital's annual progress report.

Ms. Santa Ana stated that the hospital has done much better over the past year. She said she would like to start with a safety story, because they take safety very seriously. She introduced Ms. Jaime Carroll, Vice President of Patient Care Services.

Ms. Carroll said over the past several months five safety habits have been initiated, which were rolled out one at a time to staff. They range from communicating clearly, handing off effectively, wing man theory (teamwork), having a questioning attitude, and paying attention to detail. Each morning staff has a huddle which begins with a safety story that has occurred over the previous 24 hours. She said recently a physical therapist named Jill Pinto was going out into the waiting room to get her patient and recognized that he was unsteady and questioned what was going on. She sat him down and checked his blood pressure and notice he had drooping of his face. She immediately sent him to the emergency department where he received care. She explained that time is very critical in stroke patients and Ms. Pinto's quick response made a big difference in the outcome of this patient. She said when staff makes a "safety catch" they are given a card signed by other staff and Ms. Santa Ana will give the employee a Butterfinger and thank them personally.

Ms. Santa Ana advised that the hospital's Strategic Plan remains the same: 1) Always improving, 2) Caring for defined population, and 3) Create growth.

Ms. Santa Ana stated that Sentara Albemarle Medical Center currently has 182 licensed beds, eight operating rooms, six labor and delivery rooms, and a 36 bed Emergency Department. Sentara Kitty Hawk has added an emergency care center and primary care. In the past, Sentara Kitty Hawk only had specialty care, imaging, and ambulatory surgical care, which are not particularly attractive to tourist. Sentara Cancer Center has added 3-D simulation treatment and IMRT. Sentara NC Physician Practices now has 13 primary and specialty care physician offices.

Ms. Carroll stated that the hospital was recently designated as a Blue Distinction Center for Maternity Care by BCBS-NC. They also received the NC Quality Award for reducing unnecessary readmissions, which led to them receiving the Duke Endowment Grant they have currently, which focuses on congestive heart failure. She noted that nurse practitioners are now doing home visits for high-risk congestive heart failure patients to make sure they have everything they need to avoid unnecessary readmissions. She said more than 70% of their inpatients are seen by a primary care physician within seven days of being discharged. Hospital acquired pressure ulcers have been reduced by 65%. She noted that less patients are leaving the emergency department without being seen. In December 2014, 8% of patients were leaving and currently that rate is down to 1.5%. She said patient satisfaction in the emergency room has

improved by 16% and she expects that trend to continue. She added there are nine new healthcare providers, including primary care, cardiology, and obstetrics/gynecology.

Ms. Santa Ana stated that the hospital now offers same day access to care and central scheduling. Access has been expanded to include Edenton. Nineteen additional beds have been added to improve transition from outpatient to inpatient. Ms. Carroll said the hospital achieved DNR accreditation, which is a quality and safety driven accreditation to support efficient and outcomes-based health care services. She stated that a transitional care program has been implemented to reduce unnecessary hospital readmissions with home visits from a nurse practitioner. She went on to say they partnered with four local high schools to employ athletic trainers who provide quicker access to care and health screenings. Ms. Santa Ana acknowledged Dr. Miller for winning the North Carolina sports medicine physician of the year award.

Ms. Santa Ana said Sentara has committed to nearly \$30 million of investment. She noted it cost approximately \$18 million to get EPIC installed. Capital investments included 3D mammography at Sentara Albemarle Medical Center and Sentara Kitty Hawk, and a new mobile MRI at Sentara Kitty Hawk (\$8 million). Their annual lease payment totaled \$1.339 million. Funding support to Pasquotank/Camden County EMS, Albemarle Regional Health Services, College of the Albemarle, and Albemarle Hospital Foundation totaled \$2.2 million. She said she is very proud that the hospital improved their financial performance, moving from an \$8 million loss to being profitable in 2015. She said they have continued providing chronic disease programs, education events, and community health screenings.

Ms. Santa Ana reminded the Board to keep in mind that Sentara gave the hospital a “pass” this year for worker overhead to help them get on their feet. All members of the Sentara Albemarle Medical Center team (employees) received a minimum 2.5% raise. Thirty volunteers have been hired and more than 150 employees, 49 of which are registered nurses have been hired. Employee satisfaction increased and employee turnover decreased from the prior year. They have increased engagement of employees and physicians by starting new service line collaborative groups. She stated that their new website has been launched. She added that new interior signage on the first floor and new exterior signage throughout Sentara has been installed.

Ms. Santa Ana stated that nine new providers have been hired which include: Dr. Robert Grant, Orthopedic Surgeon, Dr. Christopher Rogers, General Surgeon, Dr. Sheila Aldrich, Pediatrician, Dr. John DiMichele, Pediatrician, Dr. Kerry Partis, Primary Care Physician, Dr. Warren Blackburn, Primary Care Physician, Maggie Dawson, FNP-C, Leslie DeLigio, FNP-C, and Krissi Williams, PA. She said they continue to recruit for specialty care, as promised. She said they have community leaders that are interested in providing socials and interaction to physicians interested in moving to our area.

Ms. Santa Ana said their next steps include: network integration, EPIC, community engagement, and new providers. She stated that they are currently looking for a neurologist, but noted the rest of the nation is doing so also. She said they are looking into possibly utilizing tele-neurology in the meantime.

Commissioner Meads asked if the hospital has recruited more doctors than have left the area. Ms. Santa Ana answered yes. Commissioner Meads suggested the hospital communicate more with physicians who are not a part of their network in order to hear their concerns.

Chairman Winslow stated that he is very pleased with the direction the hospital is going.

Commissioner Parker praised the work being performed by the administration.

Commissioner Sterritt asked if potential employees ask about library facilities, recreational opportunities and our school system when deciding whether to come to our area. Ms. Santa Ana answered yes. She added the more we can partner and package what the area has to offer, the easier it will be to recruit employees and physicians. She said School Superintendent Dr. Cartner is very active in the physician recruitment process. He will have coffee with them and sit down with their spouses and discuss our school system. She said if we can align ourselves together, we can grow together. Chairman Winslow stated that our community is very strong in recreation and the arts. Commissioner Meads added our area is also attractive due its proximity to water.

Chairman Winslow thanked Ms. Santa Ana for coming and providing her report and reminded her that the Board is always available should she need anything.

The meeting adjourned at 3:50 PM.

CHAIRMAN

CLERK TO THE BOARD