

# IN TOUCH



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## SeHealth awarded \$1.1 million in grants for Medical Education program

Southeastern Health (SeHealth) has secured three grants totaling \$1.1 million for the renovation of a section of the original hospital for the Medical Education Program.

SeHealth was awarded \$500,000 by The Duke Endowment and \$100,000 by The Cannon Foundation. In June, SeHealth and The City of Lumberton were awarded an additional \$500,000 as part of a Building Reuse grant from the North Carolina Department of Commerce

"Receiving funding from these three sources towards the cost of renovations needed for the establishment of the medical education space is tremendous," said SeHealth President/CEO **Joann Anderson**. "The funds collectively will cover almost all of the costs of that renovation project. Without them, the project could not have been completed or funds needed for other projects would not have been available. The support of these three entities is much appreciated and valued."

The funding will be used to support the renovation of a section of the fourth floor of the building which was built in 1952 as part of the original hospital. The space will be used for Southeastern Health's medical education programs including residency programs through Campbell University's Jerry M. Wallace School of Osteopathic Medicine as well as other programs including nursing, allied health and mid-level provider training.

The renovated space will be developed into a health education center which will include a 100-seat auditorium within a flexible classroom design as well as several "green" initiatives.

"We are ecstatic to be the recipient of this funding," said

Dr. **Robert Hasty**, SeHealth vice president of medical education and associate dean for postgraduate affairs for Campbell University. "These grants will help to renovate a 60-year-old building into a facility that will help train the next generation of physicians and health care providers. In collaboration with Campbell University Jerry M. Wallace School of Osteopathic Medicine, Southeastern

Health is being transformed into a teaching organization that will create caring and competent expert physicians that will make a big difference in the physician shortage of Robeson County and beyond."

The application for the Building Reuse grant, which was awarded to The City of Lumberton for the SeHealth renovation, was written and coordinated by a collaborative team including SeHealth Governmental Affairs and Policy Management Secretary **Samantha Bennett**, UNC Pembroke Assistant Regional Director for Small Business and Technology Center (SBTDC) Beth Wilkerson; City of Lumberton Community

Development Administrator Teresa Johnson; and Millicent Collins, Robeson County Grants Administrator.

"The City of Lumberton welcomes the opportunity to work in partnership with Southeastern Health to help create jobs and investment opportunities that ultimately will provide a higher level of health care service to the citizens of our community and the surrounding area," said Lumberton City Manager Wayne Horne.

Southeastern Health partnered with Campbell University's Jerry M. Wallace School of Osteopathic Medicine in February 2013 to offer family medicine and internal medicine residency programs at Southeastern Regional Medical Center and other SeHealth affiliates starting in 2015. To learn more about the Medical Education program, logon to [www.southeasternhealth.org/residencyprogram](http://www.southeasternhealth.org/residencyprogram).



Representatives from SeHealth, The City of Lumberton, UNC Pembroke and Robeson County Government gathered in July to celebrate one of three grants awarded to fund renovations to Southeastern Regional Medical Center for the Medical Education program.

## From the president

Many thanks to all of you for pulling together to turn around the financial performance of Southeastern Health this year. The first quarter of Fiscal Year 2014 was devastating financially. Since December, we have gone from a significant loss to slightly better than break-even performance.

This turn around did not magically happen. In late December, Code Triage-Finance was implemented. The entire revenue cycle has been a focal point for us. Members of that team have met and continue to meet daily to critically evaluate every step of billing and collections for the organization. Their goal has been to get to a defect-free process. This means that before any portion of the billing and collection work product is moved to the next step, it is clean and error free. This helps the next person do his/her job without having to correct it or send it back for rework. Whether you are a caregiver responsible for accurately documenting, a registrar collecting demographic data, a coder interpreting the documentation or a biller submitting the final work product, you are extremely important to the success of this process.

What we have seen is greater efficiency and accuracy in the billing process. Documentation that more accurately reflects the care delivered. More accurate coding based on documentation. Fewer delays in billing. Less rework and clean bills being dropped more timely. This has translated to a higher collection rate in a more timely manner. Our overall financial performance has benefitted from this intense process. It is important for us to continue this approach, to continue a defect-free focus and teamwork to ensure we have consistent financial performance. We have seen dramatic improvement and I am sure we will continue to see similar results.



Joann Anderson,  
President/CEO

*Joann Anderson*  
Joann Anderson, MSN, FACHE  
President/CEO

### **SeHealth recognized for employee wellness programs**

Southeastern Health (SeHealth) has been awarded 2014 Excellence Recognition by Prevention Partners, in partnership with The Duke Endowment, as part of the WorkHealthy America initiative.

According to Prevention Partners, Southeastern Health achieved this recognition by earning straight A's in four modules of the initiative addressing tobacco use, physical activity, nutrition, and the overall culture around health and wellness. The Excellence Recognition honors Southeastern Health's commitment to employee health as demonstrated by its policies, programs and benefits to support employee health, optimize employee productivity, and integrate wellness into daily operations.

"Some examples of programs we have implemented throughout the organization include Fit Boxes, where managers are able to order a box which includes a set of 5 lb weights, resistance bands and exercises for employees to use during breaks," said **Amanda Roberts**, health and wellness coordinator for SeHealth. "We also offer an onsite fitness center on our main campus that is open to employees around the clock."



A healthy food policy was adopted by the organization which features a stoplight program to identify which foods are healthy items to eat often (green signs), moderately healthy items to eat occasionally (yellow signs) and unhealthy items to eat less often (red signs).

In an effort to support employees who wish to stop using tobacco products, an extensive tobacco cessation, or quit, program is available to employees as well as their family members through SeHealth

affiliate Gibson Cancer Center. SeHealth implemented an organization-wide tobacco free policy in April 2008, which was the foundation for its wellness success.

We have shown as an organization that we support a culture of wellness by having strategic goals throughout the organization to ensure we support wellness," said Roberts.

Two Southeastern Health committees, Change Your Plate and Image and Community Taskforce, were instrumental in the start-up and sustainability of each wellness program recognized by the award.

The award was presented to representatives of SeHealth during a visit to the main campus on July 9 which included a tour of the cafeteria and on-site fitness center.

"Southeastern Health sets a high bar in establishing a workplace where employees can make healthy choices," says Meg Molloy, President and CEO of Prevention Partners. "I applaud this great effort and the commitment of Southeastern Health's leadership to create a culture of wellness."

## Walmart Foundation awards "Homegrown Health" grant to SeHealth

Southeastern Health (SeHealth) has been awarded a \$60,000 grant by the Walmart Foundation in support of nutrition education for both Robeson and Bladen counties.

Funding provided by the one-year "Homegrown Health" grant will be used by SeHealth's Community Health Services department to take messages about proper nutrition and healthy eating habits to students in each county first, then branching out to the community at large.

"The focus of this grant is to raise awareness of the availability of healthy foods in communities in these counties," said **Brandon Rivera**, Healthy Robeson project specialist for SeHealth who, along with Community Health Services Supervisor **Phillip Richardson**, co-authored the grant. "The two main goals are serving as a change agent for healthier eating habits and to improve the overall health of residents."

"Walmart and the Walmart Foundation are pleased to support Southeastern Health," said **Brooke Mueller**, Director Public Affairs and Government Relations, Walmart. "Walmart understands the importance of nutrition education and is delighted to help bring healthy eating classes to the community through this grant."

The grant will enable SeHealth to host healthy eating classes in elementary school for students, teachers and parents, as well as community cooking classes and events. In addition to the public

## Image and Community

school systems, partners will include local libraries and community colleges.

"This grant will enhance ongoing efforts our Community Health Services and Project H.E.A.L.T.H.

departments have implemented to address childhood obesity and improving the general health of our communities," said Southeastern Health Foundation Director **Sissy Grantham**, who, along with Sam's Club Manager **Randy Womack**, pursued the grant on SeHealth's behalf. "What better way to impact healthy living than starting with enhanced education for the children in our communities," said Grantham.

Individuals who are reached by the grant will also receive recyclable grocery bags filled with educational materials about proper nutrition choices.

"Although Robeson and Bladen counties are ranked as two of the poorest counties in North Carolina, it is through grants like this that we can demonstrate that good health is attainable, even when personal financial resources are limited," added Grantham. "Empowering our communities to find ways to live healthy-even while on a budget-is something that will positively impact future generations of healthier citizens."

For more information about the "Homegrown Health" grant, contact SeHealth's Community Health Services department at (910) 272-1186.



Representatives from Sam's Club in Lumberton and Southeastern Health gathered recently to celebrate an award of \$60,000 to the SeHealth Foundation as a grant from the Walmart Foundation for a "Homegrown Health" nutrition education program. Pictured, from left, are Sam's Club Market Manager Annette Gillespie, Sam's Club Asset Protection Manager Ted Williams, Sam's Club Manager Randy Womack, SeHealth Community Health Services Director Lekisha Hammonds, Community Health Services Supervisor Phillip Richardson, Health Promotion Specialist Carlotta Winston, Foundation Director Sissy Grantham, and Healthy Robeson Project Specialist Brandon Rivera.

## Employee Pride Advisory Committee

SeHealth is again establishing an Employee Pride Advisory Committee made up of non-leader employees from as many sectors of the organization as possible. This committee will be an avenue to help make Southeastern Health an even better place to work. Committee members will be involved in new recognition ideas, enhancing old events, discussion of ways to improve some processes and situations, etc.

Any non-leader interested in joining this committee should contact **Sabrina Squires** at 671-5548 or **Judy Hunt** at 671-5683.



## Quality/Customer Service

### Quick thinking by provider saves patient

By Erin Smith

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Dakota Winstead had almost gotten used to having migraines. But over the course of time, those migraines came more often, lasted too long and brought on other symptoms. That's when he was all but forced to get it checked out, and what he was told immediately changed his life.

The nagging migraine was really a benign tumor that was pressing on his brain stem.

"I was having really bad headaches," said Winstead, 19. "I thought it was my wisdom teeth or something."

Then, on the evening of June 4, he began to vomit and started experiencing double-vision. He said nothing that evening when he spoke to his girlfriend Hayley Dove. It was not until the next day that he mentioned the nausea and double-vision to Dove that she decided it was time to take matters into her hands and made him an appointment with Family Nurse Practitioner **Allison Priest** at Southeastern Health Center in Clarkton.

"I was on my way to his house to get ready for work," said Dove. That was when she learned how bad Winstead was feeling and she told him he needed to go see a doctor. Dove said she called the clinic and set up an appointment for Winstead for the same day and went with him to the appointment.

"Teresa (Fell) came from the hall and said Hayley's boyfriend was having headaches," said Priest.

Fell said that, on June 5, her 17-year-old daughter called and told her that her boyfriend was very sick with a migraine that he had dealt with for a couple of days.

"She was going to take him to Urgent Care or somewhere to have him checked out. I spoke with **Allison Priest** and she told me to have her bring him to Clarkton to be checked," said Fell in an email. "He came in around 1:30 p.m. and she examined him and gave him a shot for the pain of his migraine, but she decided to go the extra step. She sent him for a STAT CT of the head because of the severity of the headache."

While she awaited the couple's arrival, Priest said she didn't really know much else about Winstead's condition. She said once the couple arrived and were checked in she noticed that his vital signs were fine. When she entered the examination room, she said they were joking with one another, and then things got serious as she started to ask Winstead questions about how he was feeling.

"He explained he had these headaches for two months, but in the past week they had gotten worse and he was seeing double," said Priest.

She asked what he had taken and Winstead told her Tylenol and Ibuprofen, which he said helped some but the headache never really went away.

Winstead did say that, along about 2 or 3 p.m., the headaches would seem to ease up for a bit before coming back.

"I asked him if it was the worst headache of your life? He said 'yes,'" said Priest. "As a provider, I felt he needed to get a CT scan."

After discussing it with Winstead, he agreed to have a CT scan the same day and Dove drove him to Southeastern Regional Medical Center in Lumberton, where Priest had ordered the scan.

The couple arrived at SRMC at about 2:30 p.m. and the scan was performed. Priest said the scan showed a tumor was growing near Winstead's brain stem and his brain was swollen, thus triggering the headaches he was having. Priest said she thought of the young couple sitting alone at SRMC and asked Fell to contact Winstead's mother and go be with the couple when they were given the news.

While Fell was notifying the family, Priest said she received another call from the neurosurgeon at SRMC who instructed her to have Winstead transferred to Duke University Medical Center as quickly as possible.

Winstead flew out at about 7:30 p.m. He recalled the staff at SRMC had given him medicine in the hospital that made him groggy but he remembered looking out of the windows of the helicopter a time or two.

He also recalled talking to his father, who is a truck driver and was away from home at the time, over the phone and having to break the news to him.

"As soon as I told him, I couldn't understand him," said Winstead.

The next day he underwent surgery to remove the 5.9 cm benign tumor. It was learned that, had Winstead waited much longer to seek treatment, he could have died from the pressure on his brain stem within hours, said Priest.

Just the day before his diagnosis, Winstead said he had gone to work but that it was painful to turn his head.

For Dove, it was a terrifying experience to

go through with her boyfriend.

"I was scared. I couldn't do anything but cry," said Dove.

But the ordeal may not be over. Winstead said doctors at Duke told him there is a 6- to 15-percent chance the tumor could recur.

"I'm just thankful that it was benign," said Winstead, who is a student enrolled at Robeson Community College and is planning to major in either radiography or nursing.

"We owe his life to Allison and her quick thinking," Fell said. "We were later told that had he not had the CT scan, the tumor would not have been found so quickly and because it was pressing on the brain stem, there was a strong possibility that he could have stopped breathing within 24 hours. I know that Allison was just doing her job, but I feel that had it not been for her, we would have lost him."



Family Nurse Practitioner Allison Priest visited with Dakota Winstead a few weeks after he had surgery at Duke to remove a brain tumor which was detected due to Priest's quick action.

## New program focuses on exercise

Samuel Hemingway III, 28, of Lumberton, has lived with diabetes since he was 7 years old. The disease required him to take insulin shots multiple times



each day and caused him to lose his eyesight. Because of his participation in a new medical referral program for exercise, his medical conditions—which required him to take several different types of medications for heart failure, high blood pressure and kidney failure in addition to the insulin shots—have greatly improved as he has embarked on a new journey to better health.

Most of Hemingway's medication requirements and any need for insulin stopped once he was three months into a six-month medical referral program through the Southeastern Lifestyle Center for Fitness in Lumberton.

He learned about the program through his primary care physician, Dr. **Andrea Simmons**, of Southeastern Medical Clinic North Lumberton. She was participating in a pilot program along with the center, to identify patients who could benefit from weight loss, get them enrolled in the program and monitor their results.

"Mr. Hemingway has made a miraculous, to say the least, change in his overall medical health since being referred to the Comprehensive Medical Program," said Dr. Simmons.

She credits the success of the program and Hemingway's personal success to three things: "vision of Southeastern Health to institute the program to improve the health of Robeson County; knowledge of the physicians in the community knowing to refer patients to this program; and the dedication of the patient to take the resources available to make a life-altering change."

Hemingway began the program on March 5 and has lost 27 pounds to date. He is no longer facing the possibility of having to have dialysis for kidney failure.

"This has been a complete lifestyle change for me," said Hemingway. "I complete a daily one-hour workout on the treadmill and lift weights twice each week with personal trainers through the program."

According to Fitness Services Manager **Mike Jimenez**, the program is offered at both the Lumberton and Red Springs fitness centers. It is designed to promote positive lifestyle changes, is individualized to specific fitness goals, and is conducted in collaboration with primary care providers.

"The program offers one-on-one fitness consultations and 45-minute workout sessions with a qualified health and fitness specialist, lifestyle and disease management classes, as well as six-month member privileges at participating fitness centers which includes all group exercises," said Jimenez.

The cost of the program is \$30 per month. A referral from a provider is required. Patients who wish to file an insurance claim must do so independently.

"I have never felt this strong and healthy in my life," said Hemingway. "I changed my eating habits and adjusted to a more fiber rich diet. The improvement in my kidney function and not having to go on dialysis has a lot to do with exercise."

For more information, call Southeastern Lifestyle Center for Fitness, Lumberton at 910-738-5433 or Southeastern Lifestyle Center of Red Springs at (910) 843-9355.

## Innovative cancer treatment now available for Gibson Cancer Center patients

With new technology now available at Gibson Cancer Center (GCC), Louis Brisson, 81, of Dublin, is now able to receive radiation treatments for prostate cancer in half the time it would have required just a few weeks earlier.

GCC has purchased Versa HD™, a revolutionary radiation treatment system designed to improve cancer patient care. Developed by Elekta, Versa HD provides the flexibility to treat a broad spectrum of tumors throughout the body, while enabling treatment of highly complex cancers that require extreme targeting precision. Gibson Cancer Center, an affiliate of Southeastern Health, invested in the sophisticated technology to further expand cancer treatment capabilities for patients in the area, and began treating patients with it mid-July.

Versa HD leverages the latest advances in technology to enable sophisticated approaches to traditionally challenging cases. The system's patented technology provides superior conformance to tumor size, shape and volume, allowing GCC clinicians to administer higher dose rates that can enhance treatment effectiveness while protecting critical structures such as the heart, spine, or bladder. The result is faster treatment times, minimizing the risk of movement by patients who are receiving treatment in the vicinity of critical structures.

"I really didn't feel anything," said Brisson after his 6th treatment in a course of 37 treatments that he has been told by Radiation Oncologist Dr. **Tom Walden** that his cancer will require. "It was very comfortable, only took about 15 minutes, and, so far, I have not experienced any side effects."

Shortened treatment times can also improve patient comfort, particularly for older patients who may find it difficult to remain in one position over extended periods of time. Softer streamlined shapes and ergonomic features combine with low mechanical noise and ambient lighting effects to help create a confident and relaxed patient treatment environment. From enhanced patient safety features to greater environmental friendliness, Versa HD reflects carefully conceived design innovations while enabling expanded patient treatment capabilities.

With Versa HD, GCC has opened the door to today's advanced cancer treatments for patients in the region. A public open house is scheduled for August 28 which will offer refreshments and tours of the updated facility and new equipment. For more information, call (910) 671-5730.



Radiation Therapists Angie Horton, left, and Charlotte Dyson, prepare to administer radiation treatment to Louis Brisson using the latest technology now available at Gibson Cancer Center.

If you have driven down I-95 or the service roads between Exits 20 and 22 over recent months, you have likely noticed the construction of a three-story building within Southeastern Health Park. Southeastern Health Human Services and Planning Vice President **David Sumner** answers some questions about the project below:



David Sumner

### Q. What services will be located in the new medical office building at Southeastern Health Park?

- First Floor:
  - Ambulatory Surgery Center
- Second Floor:
  - Southeastern Orthopedics (Drs. Dalsimer, Jackson, Jinnah, and Papadonikolakis, and Physician Assistants Davis and Moore)
  - Pre-Admission Testing
- Third Floor:
  - Rehab Services: Physical and Occupational Therapy (Carolina Complete)
  - Southeastern Spine and Pain (Drs. Chandwani, Florian and Matheus and Physician Assistant Christy and Family Nurse Practitioner Freeman)
  - Southeastern Arthritis Center (Drs. Watson and Muzaffar)
  - Southeastern Neuromuscular Rehabilitation (Dr. Carrion-Jones)

### Q. What is an Ambulatory Surgery Center?

- An Ambulatory Surgery Center, or ASC, is where a variety of different types of surgeries are performed after which the patient is released to go home on the same day.

### Q. When will services begin to be offered?

- Construction of the medical office building is scheduled for completion in early September 2014, with plans to begin offering services in October 2014.



### Q. Who will manage the facility?

- The new building is owned by Southeastern Health. The services on the second and third floors are services offered by SeHealth and will be managed as such.
- The Ambulatory Surgery Center (ASC) on the first floor, on the other hand, is owned as a joint venture between local surgeons and SeHealth, thus creating a separate company – The Surgery Center at Southeastern Health Park. ASD Management will partner with The Surgery Center at Southeastern Health Park to manage operations of the ambulatory surgery center. They have experience managing ambulatory surgery centers across the country.
- The employees who work in the first floor ASC will be employees of the new company – The Surgery Center at Southeastern Health Park – not SeHealth and not ASD Management.

For more information about SeHealth's new medical office building or The Surgery Center at Southeastern Health Park, contact SeHealth Vice President **David Sumner** at 671-5043 or [david.sumner@southeasternhealth.org](mailto:david.sumner@southeasternhealth.org) or Vice President **Lynn Wieties** at 671-5810 or [lynn.wieties@southeasternhealth.org](mailto:lynn.wieties@southeasternhealth.org).



## The ABC's Of Stinkin' Thinkin'

*There is nothing either good nor bad but thinking makes it so.*  
—Shakespeare

It had all started out so nicely. Sarah Beth felt rested when she awakened from a pleasant night's rest, leisurely took a refreshing shower while listening to soft music, and was elated when she discovered this would not be a bad hair day.

She was smiling and felt peaceful as she drove to work, thinking to herself, "God is in His heavens, I love everyone, and all is well in my life." And then it happened. A rude driver suddenly darted into her lane, necessitating slamming on her brakes to avoid a collision.

"You stupid jerk!" she screamed. "Can't you plainly see I'm in my lane minding my own business? You deliberately cut me off!! Where did you get your license, on QVC? Every time I try to be positive, somebody comes along and messes it up. Nothing ever goes my way!"

Sarah Beth was steaming when she arrived at work. She immediately began to share her misery with anyone who would listen, loudly declaring, "Life is never fair." In a manner of minutes, the entire department was buzzing about Sarah Beth's "bad luck," some employees agreeing with her while others at the first opportunity distanced themselves from the toxic situation.

Most of our unhappiness and emotional struggles are the result of the half truths or distorted thoughts we tell ourselves, particularly during stressful situations which tend to push our emotional buttons.

In an instant, Sarah Beth had automatically reverted to one of the thousands of personal library "tapes" in her mind, recorded and played back at a moment's notice when one of life's little frustrations surprised her.

These are tapes which hold all the beliefs, attitudes, and expectations that we have "recorded" during our lives. Some, or perhaps many, have been around for a long while, even back to childhood. We become so accustomed to playing these tapes (most often unconsciously) that they feel true even if they are unhealthy and nonproductive. The more frequently a tape has been played, the more intensely we express it and rigidly hang onto it, which dramatically affects our thoughts and feelings, and potentially culminates in a pattern of "stinkin' thinkin'."

Unless the tapes (I Must Have Everyone's Love and Approval, I Must Be Perfect, It's Somebody Else's Fault, etc.), are made conscious, we are at their mercy and our emotional life hangs in the balance. In the final analysis, we mold our emotional lives by the way we choose to think about what happens to us.

Sarah Beth erroneously concluded that the rude driver was the cause of her anger and outburst. The

## People

by EAP Specialist Jack Crain



Jack Crain

wisdom of Epictetus seems more accurate and useful – "Man is disturbed not by things but by the view he takes of them." The driver's behavior was the triggering event that by itself could not make her that angry. It is irrational to blame events for our feelings because our feelings are jump-started by our thoughts.

The deceptively simple Cognitive Behavioral Therapy (ABC) approach, originated by the psychiatrist Aaron T. Beck and the

psychologist Albert Ellis, is a useful tool to identify the distortions we have stored in our minds. With a little effort we can learn and practice this effective way to cope with daily living.

- A—represents the event (major or minor incident) that happens to you, and triggers a distorted thought.
- B—represents "self-talk," or what you mentally tell yourself about the incident, which can be the truth or a distortion or a mixture of both.
- C—represents your emotional reaction/response to that "self-talk."

Sarah Beth's day could have begun and ended much differently if she had engaged in Helpful or Truthful Self-Talk.

- "I don't appreciate being cut off in my lane, but getting overly angry about it only makes it worse."
- "If truth be known, I have on occasion moved too quickly into someone's lane."
- "I can let these feelings grow and fester and make the day for myself and others miserable, or I can let them go and do my part in creating a peaceful work environment."

Changing long held unhealthy patterns of thinking and behaving requires commitment, time, patience and a healthy sense of humor. Anais Nin said that few human beings receive truth by instant illumination. Most of them, she said, "acquire it fragment by fragment on a small scale...like a laborious mosaic."

*Then you will know the truth and the truth will set you free.* —  
John 8:32

If you or a family member are struggling with these or any related issue, call EAP at 671-5067 for a safe place and a listening ear.



## People

### **Bear Team customer service excellence winners**



Danielle McCutchen

Pharmacy Technician **Danielle McCutchen** (Southeastern Pharmacy) was recognized as Southeastern Health's Bear of Excellence for the month of June. This award is presented to employees who exceed expectations. She was recognized for assuring continuity of care and services, maintaining professional relationships with coworkers, and being a team player for the organization.

McCutchen was acknowledged with this award because she literally "went the extra mile" by traveling out of town when she was scheduled to be off duty to retrieve supplies that were essential to uninterrupted operations in her area.

She finds her job most satisfying because she is able to help others and provide an excellent service. McCutchen has worked for Southeastern Health for nine years.



Allison Priest, F.N.P.-C.

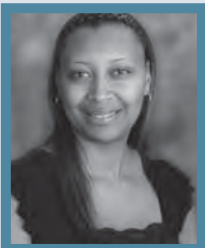
Family Nurse Practitioner **Allison Priest** (Southeastern Health Center Clarkton) was recognized as Southeastern Health's Bear of Excellence for the month of July.

This award is presented to employees who exceed expectations. She was recognized for assuring continuity of care and services; treating all customers as "my favorite customer;" and exemplifying "I am" what customers see and hear.

Priest's attention to detail and quick thinking enabled her to refer a patient for an emergency test which ultimately saved their life. (Full story on page 5.)

"I love the way the organization always puts the patient first in the care they receive," said Priest, who lives in Clarkton with her husband and two children. She has worked for SeHealth for 17 years.

### **Promotions**



**Ashley Graham**  
(Home Health)  
Manager

**Amber Brammer** (Pharmacy) - Staff pharmacist  
**Alisha Deal** (4-Tower) - Secretary  
**Erica Dellinger** (Pharmacy) - Staff pharmacist  
**Lauren Edwards** (Southeastern Lifestyle Day Spa) - Supervisor  
**Brandy Ellis** (Information Systems) - Clinical app analyst II  
**Felisa Hammonds** (Diabetes Community Center) - CDE trainee  
**Gwen Hammonds** (Clinical Decision Unit) - Shift supervisor  
**Jamie Hunt** (Emergency Services) - Paramedic  
**Carolyn Jackson** (Delivery) - SRN, BSN  
**Devan Locklear** (Physician Services) - Coder 1  
**Miranda Locklear** (3-Tower) - Shift supervisor  
**Virginia Lowery** (Health Information Mgmt.) - Coder 2  
**Melanie McKee** (Care Management) - Specialist  
**Leon McMillian** (Security) - Supervisor



Toni Hatch

### **New director appointed**

**Toni S. Hatch** has been named director of revenue cycle for Southeastern Health. A North Carolina native, she earned an associate degree in liberal arts from Gaston College in Dallas, N.C. in 1983 and has more than 30 years of health care management experience in both for-profit and not-for-profit

systems.

Most recently, Hatch served as senior director of revenue cycle management for Health Management Associates (HMA). She worked with HMA for two years until the company was sold. Prior to joining HMA, she worked at Triad Hospital and Community Health Systems in revenue cycle leadership roles.

Hatch is an active member in the American Association of Healthcare Administrative Management (AAHAM) and the Healthcare Financial Management Association (HFMA), and had previously earned the Certified Patient Account Manager (CPAM). She is currently a Certified Patient Account Technician (CPAT).

She resides in Lumberton and has one grown son.

### **Speakers Bureau**

Director **Jon Thorsten** (Medical Imaging) was the keynote speaker for Gibson Cancer Center's Annual Survivors' Day program on June 7 at Robeson Community College.

Employee Assistance Program Specialist **Jack Crain** (Human Resources) spoke at the Lumber River Council of Governments Area Agency on Aging Volunteer Recognition Dinner on June 9 on *Volunteering: Rewards and challenges*.

Coordinator **Patricia Ramsaur** (Food and Nutrition Services) spoke to employees of Pepsi Ventures on June 24 on *Healthy eating*.

Patient Navigator **Catherine Gaines, P.A.**, and Oncology Social Worker **Shereta Jenkins** (Gibson Cancer Center) spoke to members of the Las Amigas women's group on June 26 on *Women, heart disease and cancer*.

**Patricia McRae** (Physician Services) presented *What is your passion as a nurse?* as the keynote speaker for Robeson Community College's practical nursing pinning ceremony on July 29.

**Sandra Meares** (Care Management) - Care manager  
**Maureen Metzger** (Occupational Health W.O.R.K.S.) - Customer liaison

**Sandra Purcell** (Navigation) - Coach  
**April Sampson** (Surgical Services) - Team leader  
**Cassandra Sampson** (Clinical Decision Unit) - Shift supervisor

**Brenda Sealey** (Patient Flow) - Interim manager  
**Shannon Singletary** (Administration) - Admin. assistant  
**Kinzia Smith** (Infection Control) - Specialist  
**Krista Smith** (Supply Chain Management) - Surgical purchasing agent

**Jennifer Walters** (Gibson Cancer Center) - Financial navigator  
**Christale White** (Care Management) - Post-acute care specialist

**Ann Windom** (Utilization Management) - Clinical improvement specialist