“We went to The Family Center at Trident Medical Center.”

- Justin & Megan Dungan
Message from the CEO

Todd Gallati

Trident Health System has been serving the residents of Charleston and the Lowcountry for more than 35 years and our legacy of providing quality, patient-centered care continues. Our priorities focus on providing our community the most advanced services, improved quality and patient outcomes, and unequaled customer service.

As you review this report, you’ll have the opportunity to learn more about our commitment to patient safety, the technological advances we made last year at each of our three facilities – Trident Medical Center, Summerville Medical Center and Moncks Corner Medical Center – and testimonials from some of our satisfied patients.

Significant advances at Trident Medical Center include the addition of our highly specialized RapidArc radiation therapy equipment, which treats cancerous tumors in as few as two to five minutes. I’m also proud of the certifications and accreditations in chest pain and stroke treatment we attained this year. Those awards exemplify our dedication to patient safety and quality outcomes and to required collaboration among doctors, staff, EMS and all aspects of our health care system.

At Summerville Medical Center, expansions in our Diagnostic Sleep Center allow us to provide diagnostic services and care for people with sleep disorders. This growing problem affects 70 million people a year and costs up to $100 billion annually in missed work, damage to property and lost productivity. Summerville Medical Center also achieved accreditation of its Magnetic Resonance Imaging (MRI) services, an award that underscores our commitment to patient care.

In Berkeley County, we continue to provide emergency and diagnostic services at Moncks Corner Medical Center. Our facility was the first and still the only to provide digital mammography in the area and continues to focus on improving patient outcomes with reduced wait times and improved customer service in the emergency department.

Our quest for adding a hospital in Moncks Corner remains a top priority as we head into 2010.

More than one-third of Berkeley County residents must drive more than 30 minutes to reach a hospital. The proposed Berkeley Regional Medical Center will help fill a need for medical services in the traditionally underserved area of northern Berkeley County.

Clearly, our commitment to Charleston and the surrounding areas is greater than ever. We have more than 3,000 volunteers, physicians and employees striving to provide the highest quality health care available. I think you’ll enjoy reading about our improvements and contributions in order to learn how we’re using technology to strengthen the human touch at Trident Health System.

Life is a gift. Live it well.

Todd Gallati – Trident Health System
President and Chief Executive Officer
Making a Healthier Community

Each year Trident Health System provides a number of health screenings, lectures and educational opportunities to help make our neighbors healthier. Our flu clinics continue to increase in popularity and we recently introduced Lunch with the Doctor, a free monthly opportunity for residents to attend health-related seminars complete with question and answer period. Lunch with the Doctor is offered at all three of our facilities each month and has been well attended since we began the program in August.

We also partner with organizations such as the South Carolina Hospital Association, WELCOA, local chambers of commerce and area health care providers to ensure area youth and adults have access to the latest health information so that they can make good health a priority.

Commitment to Patient Safety

As a part of our commitment to patient safety, THS has placed a major priority on achieving accreditations for disease-specific care. Accreditations are achieved by meeting stringent guidelines for patient care and safety and require an interdisciplinary approach to improving processes in order to deliver the best outcomes possible.

Specific areas in which THS has attained accreditation include:
- Total hip and knee replacement surgery – South Carolina’s only health care provider to attain that level of distinction
- Carpal tunnel surgery – THS maintains the nation’s only certification in this service area
- Primary stroke center certification
- Chest pain center accreditation

Excellent patient safety does not stop with certifications; it’s our way of life...from the Electronic Medication Administration Record (EMAR) which helps prevent medication errors to our very low infection rates, or our above average response times for cardiac emergency patients; our first priority is the well-being of our community.

Giving Back to the Community

Trident Health System includes hospitals Summerville Medical Center and Trident Medical Center along with our free-standing emergency department, Moncks Corner Medical Center. Together we are over 2,500 employees and volunteers strong. While our main focus is to improve the quality of our neighbors’ health, we are also dedicated to improving the communities in which we live. Organizations we support include county schools, colleges, civic and social organizations as well as non-profit groups. We enjoy being part of the Lowcountry’s way of life and are proud of the contributions we make.

As one of the area’s largest employers, Trident Health System is proud of the contributions both to non-profit organizations and the economic development of the community as a whole. As you can see from the following detail; our commitment to improving the quality of life for Charleston and the surrounding areas is bigger than ever.
## Giving Back to Our Community

### 2009 Community Benefit Data Summary

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Where Will You Go When You Need Robotic Surgery?

Kim Jones turned to The Center for Robotic Surgery at Trident Medical Center for her hysterectomy after dealing with a uterine fibroid for over a year. Kim needed to relieve the worsening pain and inconvenience of the fibroid, but also wanted a faster recovery time, so she could quickly resume her active lifestyle.

The 44-year-old member of the Army Reserves is constantly running, lifting weights, playing basketball and tennis and even doing Tae Bo, so when she learned that she would be out of the hospital in one day she was thrilled.

After consulting with her doctor and doing her own research online, Kim decided that robotic surgery was her best option.

The day after her hysterectomy, she went home with little pain and discomfort. After a week, she was back to her job as a clinical analyst, and after getting the OK from her doctor, was back in the gym and on the tennis court.

Gynecologist Dr. Christine Case was Kim’s surgeon and says robotic surgery is the answer for many patients. Not only is the recovery so much faster, but with new technology, robotic surgery carries fewer risks to the patient, she says. Physicians have better visibility and the robotic instruments allow for more precise movements. Those factors coupled with less blood loss make a much safer procedure for patients.

When Randy Clark found out he had prostate cancer, he admits he was scared. Yet his fears were alleviated when he learned of the Center for Robotic Surgery at Trident Medical Center. A small incision and a faster recovery time were great benefits to Clark.

Urologist Dr. Theodore Brisson performed the robotic surgery and says, “advantages of da Vinci prostatectomy include less pain, reduced risks of impotence and urinary incontinence, and a quicker return to normal activities.”

Within 24 hours following his surgery, Clark was up and moving, and after three weeks, he was back at work, doing building and grounds maintenance for Atlantic Aviation. This husband and father of two young daughters says he made the right decision and couldn’t have asked for better care at Trident Medical Center.

Now, Clark is sharing his story with his co-workers and encouraging other young men to get checked out and follow their doctor’s orders. “You don’t want to be scared of it. I’m 50 and still kicking and cancer free.”
Door-to-balloon (D2B) is a time measurement in emergency cardiac care, specifically in the treatment of a heart attack. The time starts with the patient’s arrival in the Emergency Department and ends when the blocked artery is opened in the Cardiac Catheterization Lab.

When Trident Medical Center or Summerville Medical Center receives word that a cardiac patient is on the way to the hospital by ambulance or has arrived in the Emergency Department (ED), a Code STEMI is activated and members of the care team mobilize quickly. An “ST-segment elevation myocardial infarction”, or STEMI heart attack, is characterized by a complete blockage of blood flow in a coronary artery.

Since January 2009, Trident Health System has maintained a mean D2B time of 60 minutes versus the nationally recommended time of 90 minutes. The national standard is set by the American College of Cardiology and the American Heart Association.

“Announcing a Code STEMI activates our team of physicians, nurses and technicians and notifies them to prepare the Cardiac Catheterization Lab for an incoming patient,” says Dr. Scott Woodfield, FACC, cardiologist and medical director of cardiovascular services at Trident Health System. “The phrase ‘time is muscle’ underscores the importance of D2B time — the quicker the artery is opened, the lower the risk of damage to the heart.”

“Our goal is for every patient to have a D2B time under 90 minutes,” says Allison Walters, RN, BSN, assistant vice president for cardiovascular services at Trident Health System. “Lowcountry residents can count on us to continually search for ways to improve patient care.”

Earl Kurtz: Husband, Gardener, & Heart Surgery Patient

For eight years, doctors had been monitoring Earl Kurtz’ heart murmur without incident, but this summer, his cardiologist didn’t like what he heard. Then came the symptoms – shortness of breath and chest pain. Two weeks later, Kurtz was at The Heart Center at Trident Medical Center for open heart surgery.

Along with Kurtz’s coronary artery disease, his cardiologist had also discovered a problem with his aortic root, the beginning portion of the heart’s aorta, which supplies blood to the entire body. Kurtz was now in for major heart surgery. The surgery involved chilling his body temperature, reconstructing his aortic root, replacing his aortic valve and bypassing several blocked coronary arteries. Although the surgery lasted for many hours the procedure was a success and Kurtz was back on his feet the next day.

At the age of 72, Kurtz is busy, active and “feeling exceedingly good,” he says. “The surgery definitely put a couple of years on my life that I didn’t expect.” Kurtz takes care of the large vegetable and flower garden at his Goose Creek home, works out regularly and goes camping with his wife and friends.

He credits The Heart Center and its staff for his successful recovery. “I couldn’t give it high enough marks,” he says. “I would highly recommend Trident Medical Center to anybody who needs heart surgery. I should have been dead before I got there, but here I am four months later and I’m kicking.”

“This team-based approach has resulted in extraordinary care for our heart attack patients,” says Dr. Scott Woodfield. “Our patients can have complete confidence in our heart care team, knowing that we are using innovative, standard protocols. We constantly monitor ourselves to ensure that every patient receives the best care possible.”
Summerville Medical Center Receives ACR Accreditation
Higher Standards of Care For Area Patients

Summerville Medical Center has been awarded a three-year term of accreditation in Magnetic Resonance Imaging (MRI) Services as the result of a recent survey by the American College of Radiology (ACR).

“We proudly accept this recognition from the American College of Radiology; this accreditation underscores our long-standing commitment to providing the highest possible levels of quality care to the community we serve,” said John Graber, medical imaging director at Summerville Medical Center. “We are pleased and proud to have our efforts recognized by the ACR.”

The ACR awards accreditation to facilities for the achievement of high practice standards after a peer-review evaluation of the practice. Evaluations are conducted by board-certified physicians and medical physicists who are experts in the field. They assess the qualifications of the personnel and the adequacy of facility equipment. The surveyors report their findings to the ACR’s Committee on Accreditation, which subsequently provides the practice with a comprehensive report.

Trident And Summerville Medical Centers
Stroke Care Program Awarded Certification From The Joint Commission

Trident Medical Center and Summerville Medical Center have earned the Gold Seal of Approval™ from The Joint Commission for Primary Stroke Centers by demonstrating compliance with the national standards for health care quality and safety.

Each year about 700,000 people experience a new or recurrent stroke, which is the nation’s third leading cause of death. On average, someone suffers a stroke every 45 seconds and someone dies of a stroke every 3.1 minutes. Stroke is a leading cause of serious, long-term disability in the United States, with about 4.7 million stroke survivors alive today.

“We proudly accept this recognition from The Joint Commission; this designation emphasizes our long-standing commitment to providing the highest possible levels of quality care to the communities we serve,” said Todd Gallati, President/CEO, Trident Health System. “We are pleased and proud to have our efforts recognized with The Joint Commission’s Gold Seal of Approval™. Thank you to our physicians, EMS services, caregivers and Stroke Team who worked diligently to achieve this result.”

Status as a designated Stroke Center means Trident and Summerville Medical Centers have passed a series of rigorous and nationally recognized standards for the provision of quality health care, set by The Joint Commission.
Trident Surgery Center
First in Nation to Receive Carpal Tunnel Surgery Certification

Trident Health System’s Surgery Center is the first facility in the nation to earn certification in carpal tunnel surgery from The Joint Commission, which evaluates and accredits nearly 15,000 health care organizations in the country. Trident Surgery Center spent about a year on the process to receive this disease-specific certification for carpal tunnel syndrome.

To earn this distinction, a disease management program undergoes an extensive, unannounced, on-site evaluation by a team of Joint Commission reviewers every two years.

Becoming certified means the center achieves a full continuum of care that includes patients, physician’s offices and the community as well as an educational component on how to prevent hand injuries, explains Sherri Hill, a registered nurse and risk manager for Trident Surgery Center.

“This certification means Trident Surgery Center does the right things and does them well for carpal tunnel patients,” says Jean E. Range, M.S., R.N., C.P.H.Q., executive director, Disease-Specific Care Certification, Joint Commission. Dr. Jon DeVries, an orthopaedic surgeon with Trident Health System, was the physician champion for the certification. He conducts a majority of the hand surgeries along with Dr. Timothy Allen and Dr. Reginald Brooker, who are both on staff at Trident Health System.

"Trident Surgery Center voluntarily pursued this comprehensive, independent evaluation to enhance the safety and quality of care we provide,” Hill says.

Founded in 1951, The Joint Commission seeks to continuously improve the safety and quality of care provided to the public through the provision of health care accreditation and related services that support performance improvement in health care organizations.

The Joint Commission evaluates and accredits nearly 15,000 health care organizations and programs in the United States, including more than 8,000 hospitals and home care organizations. An independent, not-for-profit organization, The Joint Commission is the nation’s oldest and largest standards-setting and accrediting body in health care.

Helipad Landed at Trident Medical Center
In late August, Trident Medical Center opened a new helipad, providing critically ill patients with faster and more efficient service.

Previously, patients landed at Charleston Southern University. Despite the fact the campus is just across the street, transport time from landing at CSU to rolling that patient into the Emergency Department was 25 minutes. The improvement also eliminated the significant amount of manpower from fire and rescue, EMS, law enforcement and TMC staff while a patient was being transported to the hospital.

Most importantly, however is that 25 minutes could be the difference between life and death. The new helipad results in faster and improved treatment for patients, it also assisted in achievement of becoming an Accredited Heart Center and Certified Stroke Center.

“When you’re dealing with someone’s life, the faster you can get them to the Cardiac Catheterization Lab and get the arteries open, the better. Minutes count,” said Dr. Scott Woodfield, cardiologist on staff at Trident Health System.
Trident Cancer Center Introduces RapidArc Radiation Treatment published in part in the Goose Creek Gazette on 12.02.09 by Jim Tatum

About a month ago, Thomas Blalock was told he has prostate cancer.

It’s news no one wants, but the sooner it’s discovered, the more options tend to be available and the better the chance of recovery. After reviewing and discussing his options, Blalock decided on a new type of radiation treatment, RapidArc radiotherapy.

RapidArc, now offered at Trident Medical Center, is the latest and most advanced form of radiation therapy available to cancer patients.

RapidArc technology delivers image-guided IMRT (intensity-modulated radiation therapy) quickly, in a single rotation of the treatment machine – called a linear accelerator – around the patient. The system may be considered as an alternative to surgery or other types of radiation therapy for appropriate patients. It is designed to treat tumors at certain sites, including the prostate, head and neck or abdomen. This new treatment is faster than conventional radiotherapy and is the most recent and advanced form of radiation therapy available to cancer patients today, noted Michelle Horton, RN, oncology director for Trident Health System.

“We are excited to offer our oncology patients newer, more improved radiation technology that delivers therapy with enhanced accuracy,” Horton said. “Patients will not only benefit from a more precise dose of radiation, but the shorter treatment length also will save time and enhance patient comfort.”

The system has a number of advantages to traditional IG-IMRT, Dr. William Collins said. For one, it’s faster – two to eight times faster – than traditional radiation therapy, he said. It also delivers radiation from all possible angles with one 360-degree pass. A major advantage is patient comfort, Collins noted. In typical radiation therapy situations, prostate cancer patients are given the treatment while their bladders are full and while they are lying on hard, flat tables, often for 15-20 minutes at a time, he said.

“RapidArc is much easier on the patient; in less than two minutes, it will allow physicians to target tumors with pinpoint accuracy,” he said. “It’s hard for people to hold still for long periods of time. By delivering doses more quickly, we can simultaneously improve the quality of care and make our patients more comfortable.”

RapidArc is not appropriate for all types of cancer; at the moment it is being used for prostate cancer treatment only but will be used for other cancers as well, Collins said. An important point to remember is that this treatment is not a “magic bullet” cure, he said. Early detection and treatment is key, and men at risk should get tested. PSA testing for prostate cancer generally starts for most men at age 50, but African American men and anyone with a family history should start getting tested at age 40, he said. As his cancer has not spread but is still solely in the prostate, Blalock said he chose to try RapidArc rather than other options, including surgery. He also said that it is his understanding that RapidArc is the treatment option least likely to damage other tissues and organs.

While he only recently started the treatment, Blalock says he is hopeful that RapidArc will work for him. The treatment will last nine weeks and he will go five days a week. However, he says he appreciates the convenience not only of the treatment time itself, but the fact that he goes at the same time every day. “So far, so good,” he said. “They certainly seem intelligent about what they’re doing – and they’re mighty friendly folks.”
Summerville Medical Center Expands Center for Sleep Disorders

The Center for Sleep Disorders at Summerville Medical Center has a new home with expanded facilities and upgraded equipment.

Approximately 70 million people in the United States experience sleep-associated problems according to the National Sleep Foundation. Almost 40 million Americans suffer from chronic sleep disorders, and a sleepy America is costly. Foundation research indicates that sleep deprivation and disorders account for $100 billion each year in lost productivity, medical expenses, sick leave and property and environmental damage.

As sleep problems on a national scale are on the rise, the Center for Sleep Disorders at Summerville Medical Center has experienced tremendous growth in the last few years. As a result, the Center has moved into a new and updated facility, featuring six private bedrooms and utilizing state-of-the-art monitoring for Sleep Apnea, Narcolepsy, Restless Leg Syndrome, Periodic Limb Movement Disorder, Idiopathic Hypersomnolence and other sleep related disorders.

Under Medical Director Dr. William Cook, The Sleep Center features physicians trained in sleep medicine, registered technologists and highly skilled sleep study technologists. The Center conducted 941 procedures last year and experienced a 99 percent patient satisfaction rate that reflects the staff’s dedication to their patients.