Message

FROM TODD GALLATI, CEO OF TRIDENT HEALTH

2011 — what a year at Trident Health! A focus on quality and patient safety led the way to many achievements, presented in this 2011 Community Report.

First, I want to say thank you to the Trident Health staff, physicians and volunteers who continue to provide the very best in patient care and bring smiles to our customers every day. As I make my daily rounds, I am amazed by your spirit, professionalism and knowledge. You are the reason The Joint Commission named Trident Health’s facilities in the top 14% of America’s hospitals, ranking us as Top Performers in the care of AMI (heart attack), heart failure and pneumonia. You are “today’s Trident.”

As you review this report, you’ll read stories about patients and Trident team members. Our patients are real people — your friends and neighbors — who have trusted us with their health. At Trident Health, we are continually expanding our services and programs, so we can continue to help those who need us most. The numbers, stories and statistics herein demonstrate that commitment.

There was a significant amount of “new” in 2011. Trident opened two specialty clinics for heart care – the Heart Failure Clinic and the Valve Clinic. In conjunction with several free educational events and screenings, these clinics help Trident’s Heart Center reach hundreds of individuals who need cardiac care.

Trident was pleased to convert its remaining semi-private rooms to private rooms, to give patients more privacy as well as help control infection.

Also new is Coastal Carolina Bariatric Center, which opened at Summerville Medical Center in February, providing surgical weight loss services. We introduced two new Wound Care Centers, one at Trident and one at Summerville Medical Center. And, Summerville welcomed the much-needed expansion of its nursery to meet the needs of the growing Dorchester County population.

Speaking of expansion, we await the decision on whether Summerville will expand its hospital facility by an additional 30 beds, and are poised to begin construction when we receive that approval.

In Berkeley County, we continue to provide advanced emergency and diagnostic services at Moncks Corner Medical Center (with more than 12,000 emergency visits in 2011), and look forward to expanding Trident’s presence in Berkeley County through our quest to build a hospital in Moncks Corner.

I welcome your comments and suggestions as you read about our contributions and advancements in the community. In the year ahead, I invite you to watch for announcements about the new tradition of care at today’s Trident.

To your health,

Todd Gallati
Two years ago, Trident Health saw a need for more specialists to address patients’ medical issues, and it looked within its HCA Healthcare family to HCA Physician Services (HCAPS) for help.

One specific area of medical need identified was stomach and intestinal care. HCAPS helped Trident Medical Center recruit Dr. Rya Kaplan and Dr. Robbie Taha to its Charleston campus, establishing Coastal Carolina Gastroenterology & Hepatology. “Thanks to HCAPS, we have been able to recruit two Gastroenterologists with advanced skills, which enables Trident Health to provide more complete coverage for our patients,” says Todd Gallati, CEO of Trident Health.

Nationally, HCAPS operates nearly 600 physician practices, and the number is expected to grow significantly. Locally, HCAPS operates 13 practices in North Charleston, Summerville, Moncks Corner, James Island and Walterboro.

The local group is a mix of internists, surgeons and other specialists. For example, the new Charleston Heart Specialists will feature cardiologist Dr. Darren Sidney, who specializes in electrophysiology.

The unique house-calls service, Doc at the Door—which serves the elderly, disabled and homebound—added a second physician after joining HCAPS.

Patient satisfaction scores for HCAPS practices in the Charleston region average 4.45 on a 5-point scale. Coastal Carolina Bariatric Center, which specializes in weight-loss surgery at Summerville Medical Center, was one of the top practices for patient satisfaction in HCAPS practices nationwide in 2011.

“We have outstanding physicians,” says HCAPS area practice manager Debbie Morgenweck. “While some have joined us to fulfill a special need, others were already members of the medical community. Together, we are delivering high-quality healthcare to patients across South Carolina’s Lowcountry.”
TRIDENT HEALTH  COMMUNITY REPORT 2011

QUALITY AND PATIENT SAFETY

At Trident Health, providing quality patient care in a safe environment is at the forefront of our daily lives. Following the guidelines of evidence-based care and achieving our patient safety goals mean we are providing the right care, for the right patient at the right time. That’s the definition of quality care. Highlighted here are several successful initiatives in 2011.

KEY QUALITY MEASURES

The Joint Commission recognized Trident Medical Center and Summerville Medical Center as Top Performers on key quality measures, placing Trident Health facilities in the top 14% of hospitals in the nation. These measures include:

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<th>Measure</th>
<th>Trident</th>
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<tr>
<td>Heart Attack Patients Given Aspirin at Arrival</td>
<td>100%</td>
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<tr>
<td>Heart Attack Patients Given Percutaneous Coronary Intervention PCI (life saving treatment) Within 90 Minutes of Arrival</td>
<td>100%</td>
<td>95%</td>
<td>91%</td>
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<tr>
<td>Pneumonia Patients Given Initial Antibiotic(s) within 6 Hours after Arrival</td>
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<td>96%</td>
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<td>Pneumonia Patients Assessed and Given Pneumococcal Vaccination</td>
<td>100%</td>
<td>95%</td>
<td>94%</td>
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<td>Heart Failure Patients Given Discharge Instructions</td>
<td>97%</td>
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Trident Medical Center and Summerville Medical Center also achieved Joint Commission recertification for Hip, Knee and Advanced Primary Stroke care. Both hospitals also received accreditation as certified chest pain centers by the Society of Chest Pain Centers.

OTHER QUALITY AND PATIENT SAFETY ACCOMPLISHMENTS

EMERGENCY CARE

STEMI Door-to-Balloon (D2B) times averaged 53 minutes, well below the national standard of 90 minutes.

Cardiovascular Services - received quality recognition:
- American Heart Association Get with the Guidelines
  - Gold Plus Award – Heart Failure
  - Gold Award – AMI
  - Bronze - Stroke
- Opened Heart Failure Clinic – 505 visits, with 2% reduction in HF readmissions
- Opened Valve Clinic – July 2011

WOUND CARE

Two clinics opened in 2011, one at Trident and one at Summerville Medical Center. Together, they delivered 1,382 Hyperbaric Oxygen treatments and 4,989 specialty wound care treatments.

ROBOTIC-ASSISTED SURGERY

Trident’s South Carolina Institute for Robotic Surgery continues to lead the Lowcountry in this exciting surgical technology. Fourteen physicians are trained to provide robotic-assisted surgery at Trident.

Approximately 90% of hysterectomy and prostatectomy patients at Trident choose robotic-assisted surgery. This is far higher than the national average.

Since its inception at Trident in 2008, the robotic surgery program has grown by more than 30% each year. In 2011, the Trident robotics team performed 662 surgeries.

VAP RATE:

(Ventilator Associated Pneumonia)

Lower numbers are better

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<tr>
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<th>National standard per 1,000 ventilator days:</th>
<th>Trident Medical Center ICU:</th>
<th>Summerville Medical Center:</th>
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<tr>
<td>CA-UTI RATE:</td>
<td>National standard per 1,000 catheter days:</td>
<td>Trident Medical Center ICU:</td>
<td>Summerville Medical Center:</td>
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| (Catheter Associated Urinary Tract Infection) | 1.9 | .35 | 0.00 |
|                                             | 1.6 | 1.21| 1.12 |
Faced with aggressive prostate cancer, Summerville resident Tom Hall searched the East coast for the best surgeon. That extensive search brought Tom home, where he met Dr. Ted Brisson and Trident Health’s South Carolina Institute for Robotic Surgery. “It’s a great feeling to know the very best was in my own back yard all along.”

Dr. Brisson had an excellent reputation, and Tom felt confident placing his future in the doctor’s hands. “I wanted to go down this road with someone that I trusted completely.” Tom chose robotic surgery over traditional surgery after research showed that robotic surgery requires a smaller incision and typically involves less pain, scarring and blood loss, while also promising a quicker recovery. That was important to Tom, whose active life includes drumming at his church and running – activities that might have been put on indefinite hold with traditional surgery. Three years after the surgery, Tom is still cancer free. “Cancer is like a big bad bully. With the help of Dr. Brisson and robotic surgery, we were able to land a couple upper cuts to cancer.”

Robotic surgery helped Tom Hall get back to his active life faster.

Over the past three years, Trident has emerged as a pioneer in robotic surgery, and in 2011, it performed 662 robotic procedures, more than twice as many as any other hospital in the Lowcountry. The South Carolina Institute for Robotic Surgery includes a team of 14 surgeons and dozens of staff specifically trained to use the da Vinci Surgical System for a wide range of procedures.

Tom has no doubt having robotic surgery in his own community turned out to be the right decision for him. Now, I’m in a place to share my story and educate others about the options they have.”

PUT YOUR Heart IN THE RIGHT PLACE

John Haynes woke up with chest pains one morning and could hardly breathe. He didn’t know what was wrong with him, and even when he was diagnosed with heart failure at the hospital, he didn’t fully understand the chronic condition, which affects as many as 5.7 million Americans.

With the help of Trident Health’s new Heart Failure Clinic, Haynes has learned what he can do to manage the symptoms and hopefully prevent more hospital stays. “They are helping me to understand what I am going through,” he says. “They shed the light on it for me.”

Trident Health launched the outpatient Heart Failure Clinic at the start of 2011, and over the summer added its Heart Valve Clinic to help patients consider options for treating heart valve disease. Both clinics provide education and support for patients so they can make informed decisions and take charge of their heart health.

The clinics are visible signs of Trident Health’s efforts to elevate its cardiac care to the highest possible levels – a push that relies on the teamwork of staff, physicians and patients as well as those who care for patients after a hospital stay. “We’re all working to make sure the patient has the best outcome,” said Allison Walters, Assistant Vice President of Cardiovascular Services.

A clear measure of success for Trident Health’s heart attack patients is door-to-balloon (D2B) times. The clock starts ticking when the patient enters the hospital’s emergency services department and stops when the blocked artery is successfully cleared. The average D2B time at Trident Medical Center is 53 minutes—37 minutes faster than national goals.

“They are helping me to understand what I’m going through. They shed the light on it for me.”

John Haynes
Moncks Corner and the surrounding communities have historically been “off the beaten path” when it comes to specialized medical care, but Trident Health is working to change that. The addition of new physicians’ offices at the Moncks Corner Medical Center in 2011 made specialty care and family medicine easy to access for residents of Berkeley County.

The physician office suite at MCMC has offered family medicine, cardiology services and allergy services for a few years. During 2011, two OB/GYN practices and a pediatrician moved in. Plans are underway to add an orthopedist and a gastroenterologist in 2012.

“The community loves it.” Says Ann Edlund, director of Moncks Corner Medical Center. “Residents can get the specialty care they need without having to travel long distances.”

In addition to being a full-service 24/7 Emergency Center in Berkeley County, Moncks Corner Medical Center also provides community outreach programs, to help residents learn about and take charge of their health and wellness. This includes a popular Lunch with the Doctor series, health fairs, weight loss classes and the annual “Girls Night Out,” focused on the prevention of breast cancer. The Teddy Bear ER invites children to bring in their dolls or teddy bears for some TLC and learn that the ER isn’t such a scary place.

Moncks Corner Medical Center is growing and expanding and will continue to be an important healthcare presence in Berkeley County for years to come.
In October of 2011, the South Carolina Department of Health and Environmental Control (DHEC) approved Summerville Medical Center's (SMC) $26 million expansion project. The state's decision reinforced the immediate need for additional hospital beds in the Summerville and Dorchester County community. SMC was disappointed to learn that a competing hospital appealed the State's decision, again delaying the necessary expansion. SMC is the only hospital in all of Dorchester County.

The 30-bed expansion will allow the hospital to attract new specialists to the area and further develop specialty care at the hospital. The project will also allow SMC to complete its goal of eliminating semi-private rooms, which will provide patients with more privacy.

SMC CEO Louis Caputo says the State’s approval to build sends a message that in South Carolina, the patient comes first. “We are pleased the state honored its own health plan and we look forward to getting started on this much needed project focused on quality health care.”

The construction project will add 30 medical/surgical beds to the 94-bed facility, convert 18 semi-private rooms to private rooms, add an eight-bed critical care step down unit and expand labor and delivery rooms. Construction will take approximately 36 months to complete. It is estimated this expansion will create 50 jobs within the facility and 250 construction jobs.

Research shows it is in a newborn’s best interest to spend as much time as possible with mom after delivery. Trident Health emphasizes “couplet care” and provides the time and support needed to allow babies to room with moms in the hospital, maximizing available time for breastfeeding and bonding.

“The goal is to keep mothers and babies together all the time, not to separate them at all,” says Trident Health neonatologist Dr. Arthur Shepard.

But sometimes babies who are sick or struggling need extra help that their mothers can’t provide, and that’s when a specially equipped nursery is extremely important. Trident Health has invested in substantial upgrades in its Level 2 nursery at Summerville Medical Center to make sure it is at the forefront of newborn care.

Because Summerville Medical Center (SMC) is a favorite choice for many local families in our growing area, nursery improvements in 2011 included growing by 50 percent. The extra room offers a “quiet-time area” for babies who need minimal stimulation and provides a comfortable place for moms to visit.

Noise-reducing ceilings also make for a more peaceful environment.

Plus, the SMC nursery added advanced technology such as state-of-the-art cardiac monitoring and an AccuVein® device that reduces the number of IV and blood draw sticks in newborns. New Giraffe beds serve as radiant warmers or incubators for critically ill patients.

Likewise, Trident Medical Center (TMC) has invested in new Panda Warmers to give its youngest patients a more comfortable and cozy welcome to the world. The Panda bed bathes a newborn in soothing warmth, helping to avoid hypothermia. The warmer has built-in components for monitoring and respiratory therapy. “These beds represent state-of-the-art integrated resuscitation stations,” says Dr. Shepard. “We have everything that we need essentially at our fingertips.”
Lorenzo Newton is as full speed ahead as little boys come. Expressive, liquid brown eyes light up at a friendly face — any one — and the infectious, mischievous giggle and klieg light smile simply cannot be resisted.

One would never guess this sunny, pint-sized whirling dervish — barely two and a half years old — has cancer, much less just finished a chemotherapy session less than an hour ago. Lorenzo Newton with presents he received from ER and Critical Care staff members.

The squirms and giggles that seemingly power the small toy locomotive now speeding across the break room table to crash into a cup full of ice, contrasts starkly with the quiet, steady voice of the young mother recounting the moment when she had to listen to an emergency room doctor utter words all parents dread: “Your child has cancer.” Lorenzo was suffering from acute Leukemia.

“That day I felt like I just couldn’t go on,” Lorenzo’s mom, April Bennett said.

However, faith in God, coupled with the very real presence of the caring, dedicated people at Summerville Medical Center’s Emergency Services Department, has helped her cope, she said.

“I tell you, if I didn’t know God before, I sure know him now,” she said. “I think I’m doing really good — through faith I can do all things.”

Thus far, the treatments seem to be working; Bennett says Lorenzo’s most recent tests show he is cancer free. In fact, if he continues to respond as well, his treatment team may be able to downgrade his treatment level and frequency to a “maintenance” level, she said.

Chemotherapy for anyone is difficult to experience and endure, yet Lorenzo seems to take it all in stride, Bennett said. He has suffered few ill effects and doesn’t seem to mind the spinal taps and the ports, she said.

“He’s always up and running around, always moving, always eating. And he’s actually grown an inch.”

That high energy, appetite, even physical growth, are all probably side effects of the steroids that are a part of Lorenzo’s chemotherapy treatments, noted Laura Perdue, Director of Emergency Services.

Lorenzo’s story, however, is about much more than the bravery and good cheer shown by one of the smallest of seriously ill patients. It’s even about more than the courageous heartache two young parents must endure in every drip down a chemo line.

Perdue noted that Bennett and Lorenzo’s father, Gilbert Newton have really stepped up to the crisis, not only handling day-to-day issues but becoming real cancer fighters and advocates. Their example has touched the hearts of so many at SMC, so much so that the Emergency and Critical Care departments decided to adopt the family for Christmas, she said.

“It was amazing,” April Bennett said. “Miss Laura (Perdue) told me she needed to see me and led me into the Emergency Room. Then they pulled back the curtain on a room and there was a bed just full of presents.”

“This child and this family have touched us in a way few ever do,” Perdue said. “In the ER, you peek into people’s lives at the very worst times. You just know when someone needs help – you can see that somebody just needs a break.”

“He (Lorenzo) inspires me,” security guard James Rampersant said. “If he can go through what he goes through the way he does, then there’s nothing I can’t handle. That touched me.”

He said the Christmas surprise was an experience he will always remember.

“When I was able to help load that car with presents, well, that to me was Christmas,” he said. “It’s not commercial – this is real.”

By Jim Tatum, Summerville Journal Scene®
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