



March 11, 2016

Ed Harper
Publisher
State Port Pilot
114 E. Moore St.
Southport NC 28461

Mr. Harper:

“Never doubt that a small group of thoughtful, committed, citizens can change the world. Indeed, it is the only thing that ever has.”—Margaret Mead

Most people agree that change is good—as long someone else is doing the changing. As soon as change involves us, suddenly change can appear threatening. Yet, we know that any person, business—or hospital—that can’t or won’t adapt to a changing environment cannot remain viable.

Last month, four Doshier Hospital Board Trustees and I attended the winter meeting for the North Carolina Hospital Association. The theme was “Transformation.” We convened to hear presentations from a number of speakers, including Gov. McCrory, regarding the necessity and ways for hospitals to adapt to a rapidly changing environment.

Now this week, a news release from the North Carolina Division of Health and Human Services heralded changes to the state’s Medicaid program as an “innovative, multi-year draft plan...switching from a fee-for-service volume system with little incentive for quality, toward pre-paid health plans, which is a value system.”

How has Doshier adapted to this changing environment? Consider the following:

- Completed \$12 million renovation of the hospital’s inpatient unit.
- Recruited an additional surgeon and primary care physicians/providers; expanded several clinics across Smithfield Township.
- Opened new Wound Care Center.
- Launched Urgent Care Center at Doshier Medical Plaza and Bald Head Island (during the season).
- Earned a Certificate of Need from the state to purchase our own MRI scanner. A formal application for placement is pending.
- Started a Swing Bed program for short-term rehabilitation patients.
- Accepted bid for sale of the Doshier Nursing Center from a company that will build a new skilled nursing facility in or within five miles of Smithfield Township.
- Building a new clinic on Middleton Road with primary care, cardiac rehab and physical/occupational therapy services.

(More)

And how is Dosher doing? Here are some of the results of our efforts:

- Emergency Department patient satisfaction at or above 90th percentile nationally for 11 months.
- Wound Care Center recognized as a “center of distinction” among 800 wound centers in the nation, and that occurred during its first year of operation.
- Gained full accreditation by The Joint Commission (TJC) after triennial survey in December with no patient deficiencies.
- Recognized by TJC as a “top performer” for achieving excellence in surgical care.
- Received 2015 Guardian of Excellence award from Press Ganey patient satisfaction and measurement firm, reaching 95th percentile for clinical measures.
- Achieved rank as #2 hospital in North Carolina for cleanliness by government surveys of patients.
- Recognized by National Organization of State Offices of Rural Health as one of 16 N.C. rural hospitals for top quartile performance in patient safety, readmissions and mortality.

Only one thing is certain in this sea of healthcare change—that it will continue. Meanwhile, the Board of Trustees and Dosher team will remain focused on striving to provide great care and service to every patient every day.

Tom Siemers, FACHE
President & CEO
Dosher Memorial Hospital



One of Doshers' recent successes is a new Swing Bed program for inpatient rehabilitation. Here, a physical therapist coaches a patient through a rehab session on equipment set up in a room of Doshers' Patient Care Unit rather than transporting the patient to the Physical Therapy department.