



Contact: James M. Goss
Phone: (910) 457-3900

For release: September 2, 2015

USDA visits Dosher to see investment at work

SOUTHPORT—After the United States Department of Agriculture loaned Dosher Memorial Hospital \$8.5 million last year toward construction of a new Patient Care Unit, USDA Under Secretary Lisa Mensah toured the department yesterday.

“I’ve attended many groundbreakings for various projects across the U.S., so this is great to see terrific results in place, especially so soon,” Mensah said.

Dosher’s 25-bed, Patient Care Unit (PCU) opened in June, and patient satisfaction scores for inpatient care in the department have consistently surpassed Dosher’s target of the 75th percentile nationally. In July, the scores reached the 98th percentile compared to hospitals across the country.

Mensah and three colleagues also toured Dosher’s Emergency Department and Wound Care Center.

“Under Secretary Mensah wanted to see the USDA’s investment at work, and we were honored to give her this tour,” Tom Siemers, Dosher president and CEO, said. “Our managers and staff work hard to provide consistent, high-quality care, and this week they got to demonstrate this to an important benefactor, the USDA.”

Two years ago, Dosher implemented a patient satisfaction and customer service improvement program that has yielded high patient satisfaction scores month in and month out. For example, patients ranked the Emergency Department at the 99th percentile nationally in July, the highest in the U.S. That was the sixth straight month the busy department surpassed the target 90th percentile.

Dosher is a critical access hospital marking its 85th year of community health care to Brunswick County.

#

(See photos and captions on following pages.)



Keith Reschly, MD, (left) describes the function of a hospice room to USDA Under Secretary Lisa Mensah (in black) as Carol Northup, RN, VP, Patient Care, Chief Nursing Officer & Chief Operating Officer, and Marc Beverly, RN, director, PCU, look on.



Joann Turzer-Comness, RN, director, Emergency Department (right), explains that timely information on the department's "Huddle Board," is a key reason ED staff are able to treat a large number of patients efficiently and with high patient satisfaction.



John Stone, director, Wound Care Center, shows USDA Under Secretary Mensah one of Doshers' hyperbaric oxygen chambers that speed wound healing.