

## The Hearts & Heroes of McLeod

In the face of a healthcare crisis none of us has ever seen, our team members are working every day to provide the best care to the people we serve. From doctors and nurses to techs, pharmacy specialists, nutrition and enviromental services and elsewhere, these men and women truly are our heroes. We take this opportunity to reflect with gratitude on the dedication of our staff, and their tireless efforts in these unprecedented times. [Click here](#) to view more images of the hearts and heroes of McLeod.



McLeod Health Cheraw



McLeod Health Clarendon



McLeod Regional Medical Center



McLeod Health Darlington



McLeod Health Seacoast



McLeod Health Loris



McLeod Health Dillon



# Voices of Appreciation

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*Ben Zeigler  
Chairman,  
McLeod Health  
Board of Trustees*

“It is indeed a privilege to serve with our McLeod Health team as we face the tremendous challenge of confronting COVID-19 both professionally and personally.

“COVID-19 has presented a challenge unlike anything we as individuals or as an institution have seen before. Confronting this virus head on by providing front line, day-to-day care to our patients takes tremendous dedication and bravery.

“Crisis reveals character, and in this crisis like none other in our lifetimes, your character shines for the world to see. You are daily putting yourselves in harm’s way in the service of others, and we are all deeply grateful for your continued example of love and courage. You are our greatest leaders in this fight against COVID-19, and it is your leadership that will win that fight. We are inspired by what you are doing.”



*Dr. Dale Lusk  
Chief Medical Officer,  
McLeod Health*

“It is humbling to watch the incredible efforts of our medical teams during these tumultuous and uncertain times.

“I would like to express my gratitude as well to the clinical staff and all physicians involved in the care of patients during this healthcare event.

“More than ever, our calling to serve others with compassion and discernment is clear. Thank you for your dedication to the science and healing arts.”



*Donna Isgett  
Chief Operating Officer,  
McLeod Health*

“This isn’t the first time that we have faced difficulties together. We have fared through storms, floods, hurricanes and a number of obstacles in our path to overcome.

“But this is a unique time in all our lives – one we will remember as ‘the time before’ and ‘the time after’ coronavirus. It will stand as a benchmark in our lives – much as World War II or Vietnam was for our parents and grandparents or 9/11 was for another generation. Just remember, we are McLeod Health.

“We will come out the other end of this and we will work together as a community of neighbors and professionals seeking solutions.”



*Rob Colones  
President,  
McLeod Health*

“As we face this health care crisis, more difficult challenges are yet to come, but we must not despair.

“As with all things important, whether it’s coronavirus or other issues facing our nation, it’s important to remember who’s in charge. God is in charge of all of this. I am praying for you, our teams and your families as we journey through these uncharted waters together.

“For all who are people working during this coronavirus crisis, your daily devotion and dedication is truly extraordinary.

“Thank you for your faithfulness and hard work. You are the voices of hope. You are the hands of service.”



# Physician Reflections



**Dr. Christopher Keen** reminds us of the wins through the challenges of coping with a pandemic:

*"Everyone has an opinion, myself included. However, the technical medical part can wait for another day. I think I learned something bigger than all of that today."*

*"For those who don't know me, I'm trained in Pulmonary and Critical Care Medicine. Four years of Medical School, three years of Internal Medicine and three more in Fellowship have gotten me to where I am today. Anyway, today was my 12<sup>th</sup> day in a row in our COVID ICU. Not looking for sympathy or anything, just stating a fact. I actually volunteered for this. My dream in medicine was always to care for the sickest of the sick. This is the time."*

*"So what made today different than from the previous 11..... we celebrated the extubation of several patients."*

These patients were COVID-19 positive who have come off the ventilator, sharing similar stories of victories throughout our system in the past few weeks – providing us with encouragement and reinforcement about the culture of excellence at McLeod. The expertise and dedication of our teams delivering their best during these challenging times.

*"This resulted in a moment I will never forget and I thank those who were here for this work. You see I have been saying all week 'I need a win', 'I need to get someone off of the ventilator', 'I...I...I...' Well, I was sitting at the nurses' station doing one of my notes when I heard a cheer and clapping behind me. Loud noises are rarely a good sign in ICU, but this was quite the opposite. Our patient was sitting up in bed breathing on her own and there was the removed breathing tube in the hand of the Respiratory Therapist. Everyone was outside the room and excited. Goosebumps. I had an epiphany at that moment..."*

*"I realized it wasn't that I needed this, WE needed this. Here is to many more to come."*



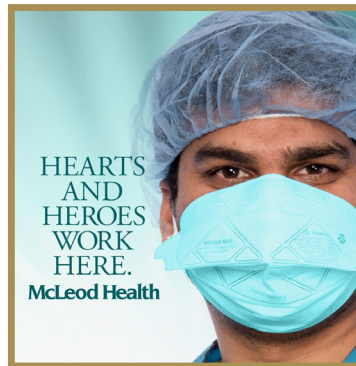
"We are all putting in long hours, but we won't rest until we know we've done everything possible to help and take care of our patients."

*Dr. Marwan Elya*  
McLeod Critical Care Intensivist  
McLeod Regional Medical Center



"It's in times of chaos that we should seek the opportunity to help those who need it most."

*Dr. Akal Zeleke*  
Family Medicine Resident Physician  
McLeod Regional Medical Center



"It's my privilege to be part of a team that brings comfort and healing to our patients in these difficult times."

*Dr. Satya Datla*  
Hospitalist Team Leader  
McLeod Regional Medical Center



"These are unprecedented times, and that requires quite a bit of innovation. Some changes have been surprisingly rewarding, like being able to offer my patients TeleVisits. I love finding new ways to connect with patients."

*Dr. Carmen Cribb*  
Family Medicine Physician  
McLeod Health Clarendon



# Celebrating Recovery



Wayne Wells, affectionately known as “Mr. Wayne,” was discharged on April 21, 2020 after being hospitalized at McLeod Health Clarendon with COVID-19 since April 11.

Staff planned a special send-off for him as he met his family outside. Hospital colleagues and his family greeted him at discharge with claps and cheers in celebration of his recovery. “Mr. Wayne” expressed gratitude to the nurses and staff at McLeod Health Clarendon and told staff he is looking forward to returning to McLeod Health Clarendon where he serves as a volunteer.

“Mr. Wayne” was McLeod Health Clarendon’s 2019 Volunteer of the Year and asked to share his message of victory to encourage others in their fight against COVID-19. [Click here](#) to view a video of the celebration.

## Lifting Spirits...

To lift the spirits of our frontline healthcare workers, several McLeod Health departments prepared gift baskets and “stress less” boxes for staff throughout our system. Some of the gift baskets included thank-you letters from children in surrounding communities.

These gifts were small reminders of our appreciation and support for those who make so many sacrifices to ensure our patients receive the care they deserve.



*Click on this image to view more examples of lifting spirits.*



### Niralee Desai

Staff Nurse, Observation  
McLeod Regional Medical Center

*Throughout the COVID-19 outbreak, McLeod Health has honored the invaluable service of our everyday heroes through billboards, ads, and more. Click on Niralee’s image to view more McLeod Health heroes who have been featured in this work.*

# Caring for Our Caregivers



## ***Special McLeod Emergency Fund During COVID-19***

Working in healthcare is a special calling and takes a servant's heart to answer that call in times like these. McLeod recognizes the sacrifices that many of you make to rise to these challenges and we are grateful for your service. We also recognize that many of our own staff have been dramatically affected by the impact of COVID-19 on our community.

We want to be sure we are caring for our caregivers.

As such, we have created a special Emergency Fund to help staff who are suffering financial hardship and need immediate assistance because of the national pandemic.

This special fund:

- Provides an expedited and simplified process to request and receive funds of up to \$500.
- Is designed to provide rapid interim assistance for staff suffering acute financial hardship.
- Is not intended to cover all losses, but rather, provide some stop-gap support to help with incidental expenses and basic necessities until insurance or other assistance can be obtained.
- Is in addition to our regular Employee Emergency Fund and will be considered as separate from the regular Employee Emergency Fund \$1,000 annual maximum. Employees can still apply for the regular Employee Emergency Fund for needs that go beyond the assistance provided by this expedited COVID-19 response assistance.

## ***How do I apply for this special Employee Emergency Fund?***

You can apply by contacting the McLeod Health Human Resources Service Center at 843-777-2595 or McLeod Health Employee Assistance at 843-317-4949.

You can also:

- find it on the Compass under Forms on the Employee Assistance Department page.
- find it as a link on the COVID-19 Information page under the [Employee Resources](#) Section.

## ***Contributing to the COVID-19 Relief Fund***

Many have reached out to see how you can support the McLeod Health Employee COVID-19 Relief Fund, which assists staff who are suffering financial hardship and need immediate assistance because of this national pandemic.

For those of you who are interested in making a gift to the fund, below are the ways you can contribute:

- Payroll deduction - send Jill Bramblett an email with the amount, and she will send this to Payroll.
- Online - go to [McLeodFoundation.org](https://McLeodFoundation.org), click on the Donate tab, and in the drop down box click Other. Type in Employee COVID-19 Relief Fund.
- Call the McLeod Health Foundation with your credit card information at 843-777-2694.
- Cash or check - bring to the office or mail to the McLeod Foundation, P.O. Box 100551, Florence, SC 29502-0551.



# Connecting Families Virtually

Shortly after the COVID-19 outbreak began, McLeod Health Loris Seacoast developed a Virtual Care Team, led by Service Excellence.

The Virtual Care Team is a group of healthcare professionals trained to help patients, visitors, and their loved ones stay connected through virtual visitation.

Connecting patients with their loved ones through a virtual visit does not replace physical presence, but makes a huge impact on their well-being and state of mind.

This is one of many stories of hope and healing from this team. Virtual Care Teams have been implemented across the McLeod Health system.

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## McLeod Regional Medical Center



Pictured from left to right are Kerry Anderson, Melissa Brock, Morgan Hayes, and Lisa Pierce. Kerry, Melissa and Lisa make up the MRMCC Virtual Visit Care Team. Morgan is an MICU Nurse who has championed virtual visits for patients and their loved ones.

*“When our patients are taken out of their normal environment with family not being present at the bedside, fear is inevitable. With the help of Virtual Visits, patients and their families are able to see each other, which has helped to provide a sense of peace and comfort. I’ve witnessed patients finally respond with a flash of a smile or head nod after seeing and hearing their families voices. Although medicine can provide physical healing, the sight and voices of loved ones can provide an emotional healing for patients and families. Being able to provide this connection fills the hearts of our medical staff.”*

- Morgan Hayes, MICU Nurse

## McLeod Health Dillon



Joyce Bethea

*“When we told Mrs. Bethea that she was going to be able to have a FaceTime call with her sons, she really didn’t understand. Once we explained it to her, the first thing she wanted to do was fix her hair! She was in the hospital for 22 days, so it had been quite a while since she had seen them. The smile on her face when the call connected was so heartwarming, we had tears in our eyes.*

*“She told them how well everyone was taking care of her at the hospital. Both of her sons were grateful to be able to see their mom.*

*“Providing these virtual visits for our patients and their families is so rewarding, and we are honored to be a part of it.”*

- Virtual Care Team Member Candice Tyler

# Connecting Families Virtually *cont'd*

## *McLeod Health Seacoast*

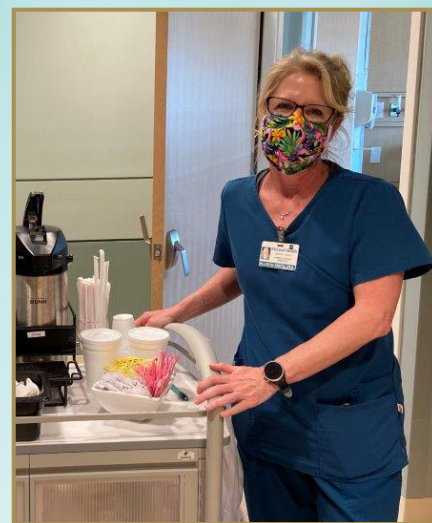
*"As I struggled through the first day trying to learn and take everything in, right away I realized what a valuable asset this team was for our patients and their families. As we arrived to one sweet patient's room, late in the morning, we offered her coffee, candy and a word puzzle. She refused and seemed disoriented and disinterested.*

*"We then informed her that her daughter had requested a face time call with her, and immediately, a smile came to her face. When we connected and she saw her daughter's face on the iPhone, she became almost 'giddy' with excitement. She kept telling her daughter how wonderful her nurses were, how great the staff was at the hospital and how well she was being taken care of.*

*"Her excitement warmed my heart. She and her daughter were incredibly appreciative of this opportunity.*

*"I was so proud to have brought a little sunshine to her day. I know these families are struggling and our patients are so lonely. This is a phenomenal way to connect these patients and bring a little joy to their day."*

*- Virtual Care Team Member Allison Smith*



Allison Smith

# Honoring Our Mission, Vision & Values

In difficult and challenging situations such as these, it is critical to remember who we are - as a person, as an organization, and as a community. This is where we draw strength and endurance as we serve those who entrust us with their care.

At McLeod Health, we remind ourselves of these critical elements - our mission, our vision and our values - which guide us through these ever-changing times.

A special video was created to commemorate this year's Mission, Vision and Values week. This video serves to acknowledge the incredible individuals who are part of the McLeod Health family.

Thank you for the exceptional care and service excellence you provide to our patients every day. We truly are better together.



*Click on the image above to watch a special video.*

### ***The Mission of McLeod Health***

*To improve the health and well-being of the people living in our region.*

### ***The Vision of McLeod Health***

*To be the region's choice for medical excellence.*

### ***The McLeod Core Values: Our Decision-Making Compass***

*The Value of Caring • The Value of the Person • The Value of Quality • The Value of Integrity*



# Better Together With Our Community

Since asking for our community's help in procuring essential medical supplies, hundreds of organizations, businesses and individuals have generously stepped in to meet these real needs. These donations will help sustain us in the days ahead as we continue to fight the Coronavirus outbreak. We are extremely grateful for this compassionate outpouring of support. [Click here](#) to view additional images of donations throughout McLeod Health.



Horry County Academy for the Arts, Science & Technology



Miller Family & Cosmetic Dentistry



Schaeffler Group



Harbor Freight



Carrie Trebil



Honda of South Carolina Manufacturing



Second Life Medical



The Canteen



Cheraw Police Department



Dillon Auxiliary



# Zen Dens

Caring for inpatients during a global pandemic can quickly take a physical, mental, emotional and spiritual toll on the medical care team. In many ways, staff members must change how they care for patients who have no family or support person with them during their hospital stay.

Acknowledging a need for elevating the human experience, the McLeod Regional Medical Center Service Excellence Department sought innovative ways to support staff and created three respite rooms, also known as “Zen Dens.”



*The McLeod Zen Dens are designed to create a relaxing environment in which staff members can find solitude and rest.*

Various departments and community partners donated many of the items in the rooms, which feature: towel warmers, essential oils, salt lamps, plants, devotionals, journals, tea lights, stress balls, teas, thank you notes from local school children, and much more.

For staff members, these rooms are places to rest, recharge, meditate, pray, cry, breathe, whatever the need may be.

In the midst of a high-stress environment, these rooms offer a place of solitude. This is one small way McLeod honors its heroes who face the challenges of COVID-19 every day.



## McLeod EAP: A Resource for Employees & Families

**McLeod EAP is an Employee and Family Benefit, which is confidential, professional and available at no cost for the first five visits.** Let us be a resource for support during these uncertain times.

EAP offers flexible access, including in-person, telehealth, or phone counseling/consultation sessions.

The EAP team can help with a variety of concerns, including stress around COVID-19, family/marital issues, addiction, depression, financial stress, and emotional distress. No issues are too big or too small.

**Your Employee Assistance Program is only a phone call away: Pee Dee Area: (843) 317-4949; Toll Free: 1-877-317-4949; Coastal Area: (843) 655-9438 - Pat Zahniser, LISW, CEAP or (843) 663-0770 - The Center for Counseling & Wellness.**



*McLeod EAP staff members, from left to right: Cori Bakazan, LPC, CEAP; Emily Ross, LPC, CACI; Katina Fisher, LPC, CEAP; and Felicia Rouse.*