

# McLeod

CARING.

PEOPLE.

QUALITY.

INTEGRITY.

*News*

## McLeod Welcomes New Family Medicine Residents



***The McLeod Family Medicine Residency Program welcomes 13 new residents to its program.***

The McLeod Family Medicine Residency Program recently welcomed 13 new residents to its program.

The new residents for the Class of 2023 include:

Dr. Lauren Benning, Dr. Michael Corso, Dr. Jonathan Gallimore, Dr. Mark Jones, Dr. Patricia Lage, Dr. Riley Little, Dr. Melissa Marvin, Dr. Eric McLaine, Dr. Charlee Pittman, Dr. Jasmin Singh, Dr. Michael Shea, and Dr. Andy Swamy. Joining the Rural Residency Program in Clarendon is Dr. Laine Way from the 2022 class.

The McLeod Family Medicine Residency Program is designed to train physicians to increase the availability of family medicine physicians for patients in the 18-county region McLeod Health serves.

After graduating from medical school, physicians who join McLeod for their residency receive a rigorous three years of training to prepare for their own future practice.

Since its inception in 1980, there have been 251 graduates of the McLeod Family Medicine Residency Program with 60 percent of them staying in South Carolina and in the Pee Dee Region.

Residents care for patients both in the office and hospital.

This incoming class of resident physicians provide continuity primary care services to their patients at

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# McLeod Health Physicians and Hospitals Recognized for Excellence in Healthcare

*McLeod Health physicians and hospitals were recently recognized for providing excellence in healthcare by national healthcare research leader Professional Research Consultants, Inc. (PRC).*



**Dr. Keith Player**

**Dr. Keith Player**, a McLeod General Surgeon, has been honored as a Top Performer for Overall Rating of Physician Care. He is ranked at or above the 100th percentile which equates to the highest scoring physicians in the nation.

The honors received by hospital include:

**McLeod Regional Medical Center**  
5-Star Award for Inpatient Pediatric Services – NICU, Overall Quality of Care

5-Star Award for Inpatient Surgical Services – Overall Hospital Rating

**McLeod Health Carolina Forest**  
5-Star Award for Emergency Department Services – Overall Quality of Care

**McLeod Health Seacoast**  
4-Star Award for Emergency Department Services – Overall Quality of Care

4-Star Award for Inpatient Services – Overall Hospital Rating

“It is exciting that our patient satisfaction survey results have earned our hospitals and physicians such prestigious recognition,” said Cathy Lee, Vice President of Patient Experience for McLeod Health. “However, scores are not the true reason we celebrate. What makes these awards meaningful is the fact that our doctors, nurses and staff make the needs of our patients their number one priority. The survey scores simply reflect that patient-centered philosophy.”

The following 31 McLeod physicians and providers were also honored for being ranked in the top ten percent in the nation as 5-Star recipients:

**Dr. Francis Acaylar; Dr. Richard Alexander; Dr. Gary Barrett; Dr. Donald Behling; Dr. Cary Brewton; Dr. Paul Chandler; Dr. Michael Collins; Dr. Kevin Dineen; Dr. Benjamin Elder; Dr. Gary Emerson; Brian Feagin, OTR/L CHT; Dr. Charlotte Francis; Dr. James S. Garner, IV; Dr. John Gause; Dr. Eric Heimberger; Dr. Raymond Holt; Dr. Patrick Jebaily; Abbie Kirby, PA-C; Dr. Dale Lusk; Dr. Guy McClary; Dr. Ansel McFaddin; Dr. Amy Murrell; Dr. Sarah Novis; Dr. Davinderbir Pannu; Dr. John Richey; Dr. Jeffery Scharstein; Dr. Craig Selander; Dr. Timothy Spurling; Susan Wentzel, Audiologist; Dr. Nicholas White; and Dr. Weave Whitehead.**

### New Family Medicine Residents *(continued from page 1)*

McLeod Family Medicine Center in Florence, McLeod Primary Care Clarendon and McLeod Primary Care Cheraw.

The rural program residents will work in conjunction with Dr. Clarence Coker, Dr. Lisa Heichberger and

Susanne Johnson, FNP, at McLeod Primary Care Clarendon and Dr. Garrett Barton and Jackie Stafford, DNP, at McLeod Primary Care Cheraw. Same or next day appointments are available.

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## McLeod Regional Medical Center Establishes Nurse Residency Program



***Pictured are the General Track McLeod Nurse Residency Program participants. This program was established to help transition to a rewarding nursing career while growing and developing as nursing leaders.***

The Mission of McLeod Health is to improve the overall health and well-being of the people living within South Carolina and eastern North Carolina by providing excellence in health care, and McLeod Nurses are an instrumental part of that goal.

With a commitment to its nurses and patients, McLeod Regional Medical Center has established a Nurse Residency Program.

This 12-month program goes beyond the standard hospital orientation program. It provides a collaborative learning environment where nurses not only transition to a rewarding nursing career, but also grow and develop as nursing leaders.

The program allows nurses to refine their nursing skills and enhance their prioritization, time, and stress management skills. It maximizes learning by

incorporating classroom training, hands-on skills validations and group activities. Also, this program enables nurses to establish new personal and professional relationships.

The Clinical Nurse Mentor guides each nurse on their journey throughout the program, working collaboratively with nurse managers, supervisors, nurse educators, clinical nurse managers and other nursing colleagues at McLeod to foster and support their professional growth.

“The Nurse Residency Program reinforces our commitment to nursing excellence and enhancing the patient experience through evidence-based practices,” said Tony Derrick, Chief Nursing Officer for McLeod Regional Medical Center. “This experience will set nurses on a path to innovation and discovery as they fulfill their calling.”



## McLeod Regional Medical Center

# McLeod Physicians Awarded USC Teacher of the Year Award



**Dr. Adnan Alsaka (left) and Dr. John Sonfield (right) recently received the 2020 Teacher of the Year Award from the University of South Carolina School of Medicine – Florence.**

McLeod Health congratulates McLeod Physicians Dr. Adnan Alsaka and Dr. John Sonfield for receiving the 2020 Teacher of the Year Award from the University of South Carolina School of Medicine – Florence.

This award is selected by vote of the medical students pursuing rotations at McLeod Regional Medical Center. Having also received this award in 2019, Dr. Alsaka and Dr. Sonfield have been honored by the students for two consecutive years.

“The USC School of Medicine is grateful to these physicians for their commitment to teaching our future physicians,” said Dr. Alan Sechtin, Assistant Dean of Medical Education at the University of South Carolina School of Medicine Florence Regional Campus. “I have said openly to many people it is one thing to be hired as an academic teacher, quite another to be willing to teach in a private practice setting. These physicians are incredibly valuable to our school and our hospital system.”

## McLeod Health Loris Seacoast

# McLeod Loris Seacoast Recognizes Doctoral Graduates



**Pictured left to right: Courtney Mullaney, DNP; Heather Snyder, DNP; and Starlette Godwin, DNP.**

McLeod Loris Seacoast congratulates three nurse anesthetists for receiving their Doctor of Nursing Practice (DNP) degree.

The DNP degree allows nurses to become more efficient in leadership roles,

more knowledgeable about evidence-based practices, and better prepared to pursue key leadership roles within executive positions. The DNP allows advanced nursing practitioners to teach persons aspiring to join the nursing profession in the academic and clinical setting.

The Doctor of Nursing Practice degree recipients include Courtney Mullaney, DNP; Heather Snyder, DNP; and Starlette Godwin, DNP. Each graduate had to complete a doctoral project and each selected to pursue areas of McLeod Health Loris. Mullaney’s project involved teaching area dialysis clinic staff how to access a Vascular Access

Graft. Snyder’s project taught dialysis patients how to use the patient portal and become more involved in their health. Godwin’s project focused on improving operating room efficiency and decreasing wait times utilizing Lean Six Sigma.

“Through completion of this program these nurse anesthetists inspired other staff to return to school,” said Nancy Barnes, Chief Nursing Officer, McLeod Health Loris. “They are great resources to all employees who seek to obtain additional knowledge as well as students rotating through our facilities. I am extremely proud of what they have accomplished.”

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## Doctoral Graduates *cont'd*

“During a career, truly dedicated professionals challenge themselves to absorb as much knowledge as possible to improve their personal performance as well as to benefit their patients,” said Sherrill Nielson, Chief Nursing Officer, McLeod Health Seacoast. “Our nurse anesthetists have achieved a great accomplishment, which now allows them to visualize a broader spectrum of our hospital

system. With this accomplishment, their contributions will include enhancing their profession and improvement to patient outcomes in the McLeod Health system.”

McLeod Health is fortunate to have 13 staff members who have reached this professional achievement.

### McLeod Health Cheraw

## McLeod Orthopedic Office Eliminates the Waiting Room, Improves the Patient Experience

When it comes to visiting their doctors’ office, most patients understand that time spent in the waiting room is a given. Regardless, longer appointment wait times in healthcare is a major source of dissatisfaction for patients. What if the waiting room could be skipped altogether?

The clinicians and support staff at McLeod Orthopaedics Cheraw have significantly improved the patient flow experience by eliminating the traditional waiting room. The original intent of this new “no waiting room” approach was to increase the safety of patients during the unprecedented COVID-19 pandemic.

“Our goal was to offer a safer alternative for patients who may be concerned about being potentially exposed while in closer proximity to other patients in the waiting area,” said Dr. Thomas DiStefano, McLeod Orthopedic Surgeon.

Patients are prepped via phone call before their scheduled appointment. Upon entering the clinic, patients are checked in and immediately taken back to gather any necessary information they would have otherwise completed while waiting in a group setting. If an X-ray is deemed necessary upon triage, the patient is taken directly to X-ray then to a patient room. If no X-ray is needed, patients go directly into a room to be seen by the provider.



**Dr. Thomas DiStefano**

According to Dr. DiStefano, safety is not the only benefit coming out of the practice revamp in Cheraw. Improvement work was also conducted on other points of congestion that were previous obstacles for achieving optimal patient flow.

“We have committed to a stricter adherence to our schedule, and a direct result of that work is better access for new and existing patient appointments which translates into greater convenience for patients,” said Dr. DiStefano. “Streamlining office organization and eliminating any

unnecessary distractions has greatly reduced the time our patients have to physically spend in the office so they can focus on getting better.”

Dr. DiStefano says that the average total clinic time, which is from time of check-in to time checked out, is now less than 45 minutes.

“Not only is patient feedback on the new approach overwhelmingly positive, but our team members are seeing the benefit of an improved work environment, boosted morale and enhanced cooperation within the practice,” said Dr. DiStefano. “We are working together to better serve our patients who entrust us with their care.”

For questions or to schedule an appointment at McLeod Orthopaedics Cheraw, please call (843) 537-0010. The office is located across the street from the hospital at 710 Chesterfield Highway.



## McLeod Receives Best of Clarendon Honors

The Sumter Item has announced the results of its annual Best of Clarendon contest. The hospital is honored that their readers voted McLeod Health Clarendon: **Best Medical Center, Best Place to Work, Best Orthopedic Care and Best Place to Volunteer.**

Additionally, McLeod Health Clarendon received:

**Best Family Practice** – Eagerton Family Practice

**Best Pediatric Doctor** – Dr. Lisa Heichberger, McLeod Primary Care Clarendon

**Best Cardiologist** – McLeod Cardiology Associates Clarendon

**Best in Home Care** – McLeod Home Health Clarendon

**Best Day Spa** – The Spa at McLeod Health Clarendon



Thank You for Voting McLeod Health Clarendon as Best of Clarendon.



*Look for Best of the Pee Dee Results in the August issue.*

## THANKS FOR VOTING OUR CARDIOLOGIST AS “BEST OF SUMTER 2020”

McLeod Cardiology Associates thanks you for voting **Dr. Ryan Garbalosa** as Best Cardiologist in “Best of Sumter 2020”. Our entire team of highly-skilled physicians is dedicated to providing our area with the highest quality adult cardiovascular care utilizing the latest techniques and treatments.

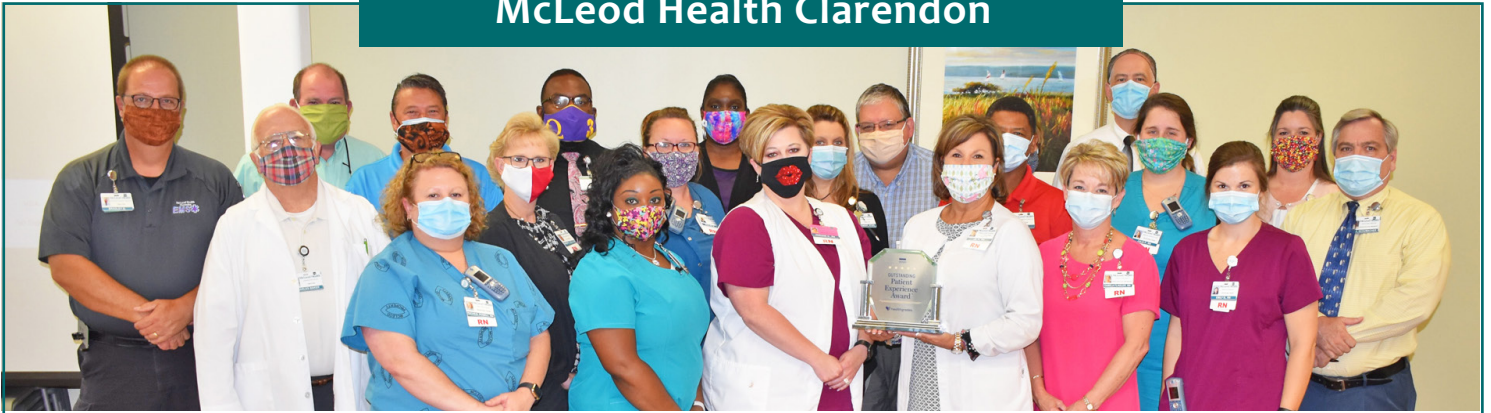
**McLeod Cardiology Associates welcomes new patients. To make an appointment, call 803-883-5171. Physician and self-referrals are welcome.**



**McLeod Cardiology Associates**  
540 Physicians Lane, Sumter, SC 29150  
803-883-5171

**McLeod Health**  
mcleodhealth.org

## McLeod Health Clarendon



# McLeod Health Clarendon Achieves Healthgrades 2020 Outstanding Patient Experience Award™

*McLeod Health Clarendon among the top 15 percent of U.S. hospitals for patient experience*

McLeod Health Clarendon recently announced that it achieved the Healthgrades 2020 Outstanding Patient Experience Award™. This distinction recognizes McLeod Health Clarendon as being among the top 15 percent of hospitals nationwide for patient experience, according to Healthgrades, the leading resource that connects consumers, physicians and health systems.

Healthgrades evaluated 3,346 hospitals that submitted at least 100 patient experience surveys to the Centers for Medicare and Medicaid Services (CMS), covering admissions from April 2018 through March 2019, to identify hospital performance. Of those hospitals evaluated, 424 hospitals outperformed their peers, based on their patients' responses, to achieve this distinction.

"We understand what matters most to patients at McLeod Health Clarendon is the quality and safety

of care they receive accompanied by a positive patient experience. Our top priority is to continue to improve the patient experience along with positive patient outcomes," said Rachel Gainey, McLeod Health Clarendon Administrator. "McLeod Health Clarendon is pleased to receive this national recognition achieved through the teamwork and dedication of our entire hospital staff. However, the pursuit of quality improvement at McLeod Health Clarendon is unending. These accomplishments are a positive step in our patient experience and quality journey, yet we recognize that we can never stop improving care for patients. Healthcare is constantly becoming more complex and challenging, and our team is committed to providing the best care possible to our patients now and in the future."

## New Physicians

### McLeod Welcomes New Physicians

*Please click on the image to learn more about Dr. Cassie Tran, McLeod Loris Seacoast Hospitalist, and other new physicians at McLeod Health.*

*For optimal viewing, please open the Flickr album in Google Chrome or Mozilla Firefox.*





## Important Dates

For a complete list of upcoming events, please click **here** to view the July McLeod Health calendars.



## Merit Awards

### MRMC



**Patti Brown**  
NICU Transport  
June 2020

### Loris Seacoast



**Janis Seckman**  
HIM Records Specialist  
March 2020

## Monthly Specials

### McLeod Spa

**JULY SPECIAL:**  
**20% off Skin Care Services**



To schedule an appointment,  
call The Spa at McLeod Health & Fitness Center 777-3200.

For a menu of services, please visit [www.mcleodhealthfitness.org](http://www.mcleodhealthfitness.org).  
Gift certificates are available.

**Don't forget Tuesdays are Employee Days**

Present your employee ID badge for 15% off any service or product.  
(Not valid on gift certificate purchases.)

Visit [www.McLeodHealthFitness.org](http://www.McLeodHealthFitness.org) for a menu of services.

### McLeod Health & Fitness Center



**July Special:**  
No joining fee for the month of  
July with a 12-month contract

### McLeod Resource Center



**July Special:**  
Enjoy 10% off  
Medela Calma  
Bottles & Nipples