

HEALTHLINK

HEALTH AND WELLNESS OF RANDOLPH HEALTH

Winter 2019

WHAT'S HAPPENING AT RANDOLPH HEALTH?

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WHAT'S HAPPENING AT RANDOLPH HEALTH?

By Angela Orth, CEO

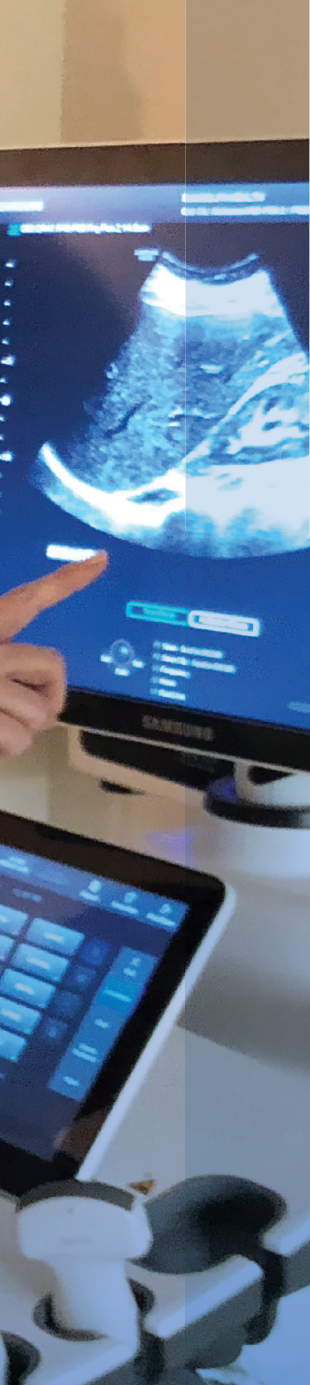
As we start a new calendar year, I am following up on my commitment to provide you with an update on our important initiatives and work to ensure access to local, low-cost, high-quality health care for years to come, including our journey to secure a strategic health system partner.

Our Journey

Today's health care environment, in our nation and right here in NC, is challenging for many hospitals and health systems, especially those like Randolph Health. Hospitals and health systems across the country are being asked to do more with less, and we continue to face threats to our stability including:

- Industry-wide headwinds, including downward pressure on reimbursement rates and rising costs.
- An increase in complexity of social determinants of health such as opioid and tobacco use, obesity, homelessness, mental health and food insecurity that are particularly impactful in our region.
- Unique geography with Randolph Health centered among large, competitive systems, which has resulted in declining volume and market share, which in turn has led to a negative operating margin.

This turbulent time in our industry led Randolph Health to begin a journey more than a year ago to explore various options to protect local health care in our community. We have undertaken significant work over the last few months, and we remain laser-focused on our efforts to ensure the residents of our community have access to local, low-cost, high-quality health care for years to come.



Our Progress – Where We Are Today

Randolph Health remains focused on three critical factors as we work to determine and secure the best possible future for health care in our community:

- Preserving high-quality, low-cost health care in our communities;
- Securing a strategic partner;
- Improving our financial performance.

Let me provide a more comprehensive update on the status of each goal:

Preserving high-quality, low-cost health care in our communities:

In the pay-for-performance programs that we participate in, we have avoided \$930,000 in penalties and have actually gained about \$70,000 this year because of the quality care that we deliver at a low cost. We have done much work to reduce readmissions, hospital acquired conditions and improve mortality. This work goes beyond the four walls of the hospital in Home Health, StayWell Senior Care and in the medical practices. There is no doubt that the delivery of health care in Randolph County must, and will, change in the coming months. Planning for change is critically important, and our team continues to work hard with an understanding that change is coming in some form or another. Protecting health care access in Randolph County remains our focus. To that end, we are undertaking new, additional efforts to identify the right path forward for health care in our region.

Securing a strategic partner:

While we expected to have solidified a partner at this point, our work continues. Specifically, we are undertaking new conversations and engaging targeted stakeholders and potential allies. At the same time, we are working to re-engage with organizations with whom we have previously been in discussions. In short, we are focused and continue to work hard to explore all options. And while no decisions have been made today, we are committed to continuing to share appropriate updates with the Randolph County community.

Improving our financial performance: In June, we began a very robust effort to improve our financial performance. I am pleased to report that this difficult work produced an improvement of \$1.4 million to the bottom line. October was the first month of our new fiscal year, and although we experienced a loss from operations, we performed better than planned. Our losses continue to be lower than planned, which is promising. We are striving to have month-over-month improvement in our operating margin.

Randolph Health Community Foundation

Given the complexities of where we are in our process and the current landscape, the Randolph Health Community Foundation Board of Directors made the decision to suspend fundraising activities for the time being. This decision means upcoming Foundation events, including DineAround and

Vintage en Vogue, have been canceled. We appreciate the ongoing support of the Foundation Board and agree that this is the right approach given our work to secure the right partner for Randolph Health. Again, we are taking deliberate steps as an organization in a complex landscape, and we need to be respectful of the support and the resources of our community.

New Staff

We have recruited 20 new nurses and eight certified nursing assistants over the last eight weeks as a result of a “recruitment and referral” bonus plan. We are very fortunate to have new team members join the organization to provide exceptional care to our patients.

Physician Update

Rajesh Gupta, MD, gastroenterologist, has made the decision to leave the Asheboro community. Tim Misenheimer, MD, Robert Butler, MD, Jim Morgan, MD, Mike Lininger, MD and Andy Moorhead, DO, will continue to provide screening colonoscopies and EGDs. Moreover, we will be exploring additional options for coverage with a goal to ultimately expand the outpatient presence of gastroenterology in our community.

I am pleased to announce that Sendil Krishnan, MD, has accepted the role as Randolph Health’s Medical Director of the Hospitalist Program. We appreciate the care and service our Hospitalists are providing patients and their families.

I would also like to welcome Drs. Doug Villard, Heather Halton and Fawzia Salahuddin to our Emergency Room staff. They have joined Asheboro Emergency Physicians.

Emergency Preparedness

Randolph Health led a county-wide emergency preparedness event in late November. This was an active shooter/mass casualty event involving Randolph County EMS, Randolph County Sheriff’s Department, Asheboro Police and the Triad Emergency Preparedness Coalition. This exercise included a test of our Incident Command System and was very successful. We are very thankful to our county and city partners for participating in this very important event.

Patient Safety Huddle

In December, we celebrated the first year anniversary of our Daily Patient Safety Huddle. Implementing this huddle has enabled us to avoid harm, address issues right away and improve the patient experience. In fact, it is probably the single most important initiative that we have put in place last year to improve safety and outcomes.

In conclusion, I want to thank you for your support as we travel on this journey together. You have my promise that I will do my very best to achieve our collective goal to remain a high-quality organization, putting the patient first in all our decisions, while becoming the preferred provider of care in our communities.

THE BEST TABLE IN TOWN – IS YOUR OWN

By Cynthia Maerz, RD, CDE
Randolph Health Family Care &
Corporate Wellness

Former President Ronald Reagan once said, “All great change in America begins at the dinner table.” He may have been talking politics, but positive change can happen at your table every day in the form of a home-cooked meal. Did you know, eating at home on a regular basis is associated with higher diet quality? Families that eat at home together on most days have an increased intake of essential nutrients such as calcium, fiber, iron and Vitamins C, E, B6 and B12, as well as an overall decreased intake of calories, saturated fat, sugar and processed foods. In addition, studies show teens whose families eat at home together tend to get better grades and are less likely to use alcohol, drugs and tobacco.

Here are some tips for getting dinner on the table and facilitating healthy changes at your house.

Track your time. Think you are just too busy to cook? Keep track of the time you spend daily watching television or browsing social media and you may find you have more time than you think.

Show your kitchen some love.

A functional and tidy kitchen makes meal preparation more enjoyable and efficient. Invest in some basic kitchen equipment and organize your kitchen in a way that works for you.

Get back to basics. Getting dinner on the table is less challenging when you have the ingredients you need on hand. Avoid multiple trips through the grocery check-out line by keeping your pantry stocked with basics such as flour, whole-grain pasta and rice, low-sodium canned beans, spices and cooking oils.

Start with a plan. Set aside time each week to plan your meals and make a shopping list for the week ahead. You'll be ahead of the game (and avoid the



drive-thru) if you take into account your schedule and plan for a quick and easy meal at home on your busiest nights.

Cook once, eat twice (or three times)!

Eating at home regularly doesn't have to mean cooking every night. Save time by making a large batch of a family favorite, enjoy it one night and reheat on another night for a quick meal (or freeze and eat it next week). Plan to make items that can be used in several ways. For example, leftovers from Monday's baked chicken can become Tuesday's chicken quesadillas.

Keep it simple. You don't have to cook like you're a celebrity chef every night of the week; start by committing to two or three meals at home each week. Start with simple dishes and build up a repertoire of easy family favorites.

Cook what you like. Dinner doesn't have to be fancy. If you like roasted duck with raspberry glaze, then roll up your sleeves and get cooking. But if tacos are more your speed, then make your own homemade version with your favorite toppings and have everyone build their own.

Enlist help. Get help from gadgets such as a slow cooker or instant pot, which allow for home-cooked goodness with

less hands-on time. Or get help from household members and enjoy some family time while you chop and sauté!

Cut yourself a break. Cooking at home doesn't mean cooking completely from scratch. Consider using some convenient ingredients such as pre-cut veggies or pre-made pizza dough. For a small fee you can use the curb-side pick up at the grocery store and let someone else do the shopping (from your list), leaving you more time to get dinner on the table.

Cooking at home doesn't mean you can't ever eat out again. Schedule occasional meals out so that cooking at home never feels like a chore. As you enjoy the health benefits of cooking at home you may find the seat at your own kitchen table is the best seat in town. Let's eat!



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The Spirit of Pink A Boo Swept Us Away

By April Thornton, Sr. Dir. of Public Relations & Development

It was a cold blustery, wet morning and you had to really want it to participate in Pink a Boo, and lucky for us that's what we have in this community – lots of passionate and dedicated people. All the ghouls, goblins and monsters hit the pavement, in spite of the weather, in support of raising funds to pay for screening mammograms for un- and underinsured women in Randolph County.

Although a dreary cold day, the warmth radiating off the close to 200 participants who came together for a common cause, Breast Cancer, on October 27th was an awesome experience to be a part of. The Randolph County Bar Association, our naming sponsor, once again reminded us that the best way to defeat breast cancer is to ensure that all women can receive the

necessary screenings needed to detect breast cancer at its earliest stage.

With 51 runners hitting the pavement first, followed by 149 dedicated walkers, the 4th Annual Pink A Boo 5k event was underway. It was scary how fast the participants were and there were several monsters out there that totally destroyed the race. This year we opted to not retain the services of a timing company as those funds could be used to provide an additional 10 screening mammograms. A special shout out to the Greensboro Running Club who allowed us to use their electrical timing board free of charge. The true winners are the women of Randolph County that now have another option available through the \$18k raised at this event to pay for a screening mammogram.

We want to thank all of our sponsors who made this event possible and through their donation have helped to create a healthier community. Thank you!



Winners – (L to R) The female top finishers took a moment to pose with their finishing medals. Congratulations to Katie Lopienski 23:04, Kara Elmore 24:42 and the overall 1st place finisher, Kate Hoyt-Yates 19:41.

Thank You Sponsors!

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RANDOLPH HEALTH COMMUNITY FOUNDATION AWARDS GRANTS

By: Linda Schumacher, Grants Coordinator



For 2019, the Randolph Health Community Foundation is pleased to announce that it has awarded 17 health and wellness grants totaling \$93,816. This is the 22nd year the Foundation has provided funding for health and wellness programs throughout Randolph County.

The Randolph Health Community Foundation funded grants which will engage volunteers and organizations to motivate our community to make healthy lifestyle choices. The Foundation's priorities are programs which support at least one of the following focus areas:

Randolph Health
projects that support the mission of Randolph Health and its efforts to provide quality health care.

Nutrition
projects that benefit nutrition in the areas of education, training and research.

Physical Fitness
promotion of healthy living through programs that initiate, expand and improve physical fitness.

Substance Abuse
education & prevention programs that ease the transition of becoming free from the health problems associated with abuse of alcohol, tobacco and/or illicit drugs.



To learn more about the Randolph Health Community Foundation or to make a donation, call (336) 633-7755 or visit Randolph Health's website at www.randolphhealth.org and click on "Foundation".

"Each year, the Randolph Health Community Foundation awards grants to assist with various health and wellness initiatives"

- noted April Thornton, president of the Randolph Health Community Foundation. "As is always the case, this was a competitive year, with 28 grant requests totaling over \$740,000. The grants awarded have the potential to make a tremendous difference in the lives of many, helping to create a healthier community."

The 2019 grants awarded by the Randolph Health Community Foundation include:

\$12,600 Love InDeed, Inc. to provide a free community meal each week to people living in the rural Caraway Mountain area of Randolph County.

\$6,500 Nailed 4 You Outreach Ministry to purchase food, which will allow expansion of the hot meal program to the homeless and less fortunate in Randolph County.

\$1,566 Uwharrie Charter Academy to build an aquaponics system of sustainable agriculture.

\$1,500 Communities in Schools of Randolph County to support and expand the current GoFar after-school fitness program to include one additional site in 2019.

\$3,150 Franklinville Elementary School to promote physical fitness and nutrition by adding diverse action stations and nutrition education to the outdoor play area.

\$4,000 Randolph Partnership for Children to transform the outdoor learning environments and play spaces at four child care centers located in three different parts of the county impacting nearly 250 children.

\$5,640 Community Hope Alliance to supply needles and sterile equipment

and hold multiple public awareness events throughout the year that provide an open forum in order to end the stigma associated with substance abuse and provide resources, such as Naloxone to save lives.

\$3,000 Randolph Community College to offer a symposium to local professionals in May 2019 that will focus on current substance abuse and mental health trends.

\$6,450 Randolph County Health Department to increase the number of post overdose response participants, increase the number of community members trained in overdose prevention, and increase the number of people tested for communicable diseases.

\$8,000 Randleman Parks and Recreation to provide an alternative workout area for families to use as they are at Randleman Park for events or using the playground area.

\$7,000 Seagrove School PTO to improve the playground to ensure the safety of students and promote physical fitness/healthy living within the school and the community.

\$3,300 Town of Liberty Parks and Recreation to install a 1/4 mile walking trail at Paul Henry Park in Liberty.

\$16,860 Town of Ramseur to grade and surface the portion of the Deep River Rail Trail that will complete the Ramseur segment.

\$4,000 Randolph Health with Friends of the Randolph Library to acquaint parents of the nearly 700 newborns at Randolph Health with the important role they play in their baby's brain development by reading to them beginning day one of their life.

\$2,000 Randolph Health to launch an Indigent Person's fund that will be used to provide prescription medication for uninsured patients who can't afford them.

\$1,000 Randolph Health Cancer Center to purchase education material to be distributed to all newly diagnosed breast cancer patients at Randolph Health.

\$7,250 Randolph Health Maternity Services to provide two comfortable sleeper sofas for support individuals that stay during the day and overnight with mothers who have delivered their babies at Randolph Health.

"Whether we're assisting our schools in Seagrove and Franklinville to improve the playgrounds for their school children and the community or providing the means for grassroots programs, such as Love InDeed and Nailed 4 You Outreach Ministry to feed the hungry in the rural parts of Randolph County, these grants enable important community endeavors to succeed," said Thornton. "Each grant recipient indirectly helps Randolph Health fulfill the second half of its mission, 'foster health and wellness', in unique ways in the community and all across Randolph County."

THE WOMEN'S FUND OF NORTH CAROLINA GIVES GRANT TO RANDOLPH HEALTH

By: Linda Schumacher, Grants Coordinator

Randolph Health was honored to be the recipient of a \$2,000 grant from The Women's Fund, a component fund of the North Carolina Community Foundation. These grant funds will be used to provide mammograms to uninsured and undersinsured women through the Randolph Health Mammogram Fund.

"When we learned about The Women's Fund of North Carolina grant application process, it was said that the fund was dedicated to improving the quality of life for women, girls and families across the state," said Sherry Tate, Breast Outreach/Navigator for Randolph Health. "We felt that made it a perfect fit for the work we've been doing through the Mammogram Fund at Randolph Health. It's gratifying to know the grants committee of The Women's Fund of North Carolina agreed."

The \$2,000 grant from The Women's Fund of North Carolina will make it possible for 21 women to receive their annual mammograms, who otherwise would not be able to do so. According to the American College of Radiology, annual mammograms can detect cancer early – when it is most treatable. In fact, mammograms show changes in the breast up to two years before a patient or physician can feel them. Mammograms can also prevent the need for extensive treatment for advanced cancers and improve chances of breast conservation.

The Randolph Health Mammogram Fund receives funding from donations; grassroots fundraisers, such as Bikers 4 Boobs and Motorcycles for Mammograms; Pink A Boo 5K run/walk and grants. To learn more about the Randolph Health Mammogram Fund or to make a donation, please contact Sherry Tate at 336-328-4068. To learn more about The Women's Fund of North Carolina or any other funds administered by the North Carolina Community Foundation, please visit nccommunityfoundation.org. To schedule a mammogram or to determine if you are eligible to receive a mammogram at no charge through the Randolph Health Mammogram Fund, please call 336-625-5151.

The \$2,000 grant from The Women's Fund of North Carolina will make it possible for 21 women to receive their annual mammograms, who otherwise would not be able to do so.



THE WOMEN'S FUND
OF NORTH CAROLINA

a program of

NORTH CAROLINA COMMUNITY FOUNDATION

Elbert Lassiter, Bill Redding and Steve Eblin walk from the putting green during the Randolph Health Community Foundation Carts for Community event.



Avid golfer and Foundation Board President, Dr. Cindy Schroder, enjoyed the warm fall weather.

RANDOLPH HEALTH *CARTS FOR COMMUNITY* SCORES FUNDING FOR RANDOLPH HEALTH COMMUNITY FOUNDATION

By Linda Schumacher, Grants Coordinator

A beautiful fall day, close to 100 dedicated golfers and nearly three dozen corporate sponsors combined on Friday, October 5, 2018 to make the annual Randolph Health Community Foundation's Carts for Community another fun and memorable event, benefitting health and wellness across Randolph County.

"2018 is the eleventh year the Foundation has hosted this event at Pinewood Country Club," noted April Thornton, President of the Randolph Health Community Foundation. "Because our local Randolph County community is so supportive of our other Foundation fund-raising events, DineAround and Vintage en Vogue, we use our annual Carts for Community as an opportunity to allow Randolph Health vendors to contribute to the Foundation. Early estimates show that this year, Carts for Community will net over \$30,000."

THE RANDOLPH HEALTH COMMUNITY FOUNDATION WOULD LIKE TO THANK THE FOLLOWING SPONSORS OF THE CARTS FOR COMMUNITY EVENT:

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KEEPING YOU HEALTHY AND AT HOME

By Linda L. Schumacher, Grants Coordinator

Randolph Health Home Health has been a part of the Randolph Health system since 1995.

Although there was some consideration given, last year, to allowing another company to take over the service, it was decided that no other company could provide Randolph County and its surrounding communities with the high-quality, low-cost care Randolph Health could provide. So, the decision was made for Randolph Health to not only retain the Home Health Services, but to also invest in and expand them.

“Randolph Health is making a real investment in our Home Health Services,” said Shannon Mintz, Randolph Health Home Health Director. “We have a new speech therapist and a new physical therapist on staff. We’re also hiring two new nurses, which will bring our case manager registered nurse total to 10. Our staff is in place to grow and be available to the people who need it.”

Mintz and her team are proud of their long history of providing care to patients in the Randolph County area.

“We are a community-focused home health care agency and want to ensure that this community is well cared for,” Mintz said. “Our Home Health providers are still providing the excellent care we’ve always provided, whether it is through Physical, Occupational or Speech Therapy or as a nurse or bath aide. Our team members are from here, we’ve grown up here and we want to take care of the people here.”

But what exactly is home health and what can they do? Randolph Health Home Health provides a wide range of health care services in the patient’s own home any time there is an illness or injury. There are many areas where Randolph Health excels when compared to the services provided by other companies.

A unique service offered by Randolph Health Home Health is for heart failure patients. “The biggest concern for a heart failure patient is the amount of fluid they are retaining in their lungs,” said Kim Banker, Randolph Health Home Health Clinical Supervisor. “Our Home Health case manager nurses are able to visit each heart failure patient and monitor their lung fluid level using a SensiVest.”

The SensiVest uses radar technology, originally developed by the military, to scan inside the body and monitor fluid buildup in the lungs. With heart failure, as the heart ceases to pump blood properly, fluid backs up into the lungs, causing shortness of breath, swelling and other symptoms. The problem starts about a week or two before the patient actually feels it. The FDA-approved SensiVest only takes five minutes to put on, then will read the amount of fluid in the patient’s lungs in 90 seconds. Instead of waiting for patients to report symptoms, as doctors have previously done, patients can simply don the vest and the Randolph Health Home Health Nurse receives



The Gangs All Here – The Randolph Health Home Health team – ready to start another day assisting patients across the area.

Life Saving Technology – Heart failure patient, Mary Gooch, is assisted into the SensiVest by her Randolph Health Home Health care team, Kathy Carter, RN and Lori McElreath, LPN.



their results. In a study published in August 2017, utilizing the Sensivest daily for three months decreased hospital readmissions by 87 percent.

“Based on the results from the SensiVest, we have standard protocols in place to keep the patient healthy and at home, rather than them having to check into the hospital or visit the emergency department,” Banker said. “It’s much easier on the patient and their family.”

Randolph Health Home Health is also proud of its outstanding team members, who not only have exceptional outcomes, but have many years of experience in their field.

Banker, who has worked with Randolph Health Home Health for 16 years, can’t imagine working anywhere else. “I was born right here, in Randolph Hospital,” she says with a proud smile. “I grew up to work right here. I went to Asheboro High School, Randolph Community College, and the BSN program at Winston-Salem State through Randolph Health. And now, here I am, working all across the Randolph Health Home Health service area with our patients. I’m as Randolph County as you can get.”

Registered Nurse, Rhonda Onken, has done a great deal of traveling in her 21 years of working with patients in their homes. “Our service area covers 60 miles in any direction from Randolph Health,” Onken said. “When a patient is newly discharged from the hospital, I may go out to see them several times a week before they are stabilized.”

Onken, and the team of case manager Registered Nurses, work with patients to administer IV antibiotics, address wound care, monitor hospital discharge orders and teach patients and their family members about chronic conditions, such as diabetes and heart failure. “When a patient comes home with a new diagnosis of diabetes or heart failure, it’s a teaching opportunity for us,” Onken stated. “We teach them what symptoms and signs to watch out

for, when they need to call the doctor and how to head off problems before they become a crisis situation. The goal is to keep them healthy and to keep them out of the hospital.”

Although continually changing health care regulations can make delivering care a challenge for Onken and her team members, working with her patients is the most rewarding part of her job. “When the patient makes that connection between what I’ve been teaching them and what they’re experiencing and I can see it become a positive experience for them, that’s when I enjoy my job the most,” Onken said. “For instance, when I see a patient begin to understand that limiting sodium is making their legs feel better, then I know they’ve made that connection – now they get it.”

Sharron Crickmore started as an in-home aide in 1995 and now works as the scheduler for Randolph Health Home Health. “So much has changed over the past 23 years I’ve been with Randolph Health,” Crickmore said. “Patients are sent home from the hospital needing much more complicated care, such as antibiotic IVs and wound vacs (A wound vac uses a pump to suction fluids from wounds that are difficult to heal on their own. The pump acts as a vacuum to draw the excess fluids from the wound and collect them into a chamber.) Our case manager Registered Nurses and therapists spend lots of time getting to know the patients and their families as they are providing care for them. It’s a close relationship.”

Crickmore is proud of the Randolph Health Home Health team she works with. “Our Registered Nurses can do just about anything for a patient. It’s

more convenient for the majority of our patients to be treated in their own homes because they’re more comfortable there and they don’t have to worry about traveling to the hospital.”

A growing program for Randolph Health Home Health, that many aren’t aware of, has been the incontinent supply program. “Although patients and their family members can purchase supplies for incontinent patients at a drug store, it can be difficult to monitor the patient for wounds or urinary tract infections,” Mintz stated. “With our program, we send one of our case manager Registered Nurses out to assess the incontinent needs, then diapers and bed pads are personally delivered to the home, as needed. The nurse checks on the patient every 60 days to ensure that there haven’t been any skin breakdowns, other wounds or UTIs that could become problematic. Randolph Health Home Health is the only home health program that provides this service to Medicaid recipients in the area.”

As the emphasis for care organizations continues to revolve around keeping patients healthy, at home and out of the hospital or the emergency department, the role of home health care staff members will become even more important. The Randolph Health Home Health team is excited about the challenges this changing dynamic is bringing for their staff and is ready to meet the demands of the future head on. They not only have the skills and ability to keep their patients healthy, but they have the love for the work they do and the people of this area to see the job through, no matter what it takes.

Constantly On the Go – When the Randolph Health Home Health team is on the road, they’re easy to spot in their Randolph Health cars. The organization covers a 60 mile radius in any direction around Randolph Health.



Health Link is published quarterly as a community service for the friends and patrons of Randolph Health. For more information about this publication, call (336) 629-8885 or write to 364 White Oak St. PO. Box 1048, Asheboro, NC 27203

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WINTER 2019 MEMORIALS

- | | |
|--------------------------------|---------------------------|
| In memory of Sue Brewer Joyner | by: Peggy Dee Williford |
| In memory of Sue Brewer Joyner | by: Jim and Wendy Kinlaw |
| In memory of Sue Brewer Joyner | by: Claire and JB Davis |
| In memory of Sue Brewer Joyner | by: Louise Pollard |
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| In memory of Patsy Brown Cox | by: Randolph Health |

DONATIONS TO MAMMOGRAM FUND

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| In memory of Delta Irene Hall Evans | by: Grey Parker Chapman and Douglas Oglesby |
| In memory of Teresa Gayle Harris | by: Grey Parker Chapman and Douglas Oglesby |



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