

COMMUNITY PROFILE

2023



Ansermo Arthur, MD, FACC
Interventional Cardiology



From the CEO



The opportunity to return to Aiken Regional Medical Centers in 2022 as the hospital's Chief Executive Officer has been like rejoining family. I'm honored to hold an integral role in continuing the hospital's legacy of expansion and achievements, focused on patient-centered care throughout Aiken and surrounding communities.

As always, patient safety continues to be our top priority. Aiken Regional was recognized as a "2022-2023 High Performing Hospital" by *U.S. News & World Report* for Chronic Pulmonary Disease (COPD), Heart Failure, Kidney Failure and Stroke. This is the highest achievement possible in the "U.S. News' Best Hospitals Procedures and Conditions Ratings."

The hospital's first freestanding emergency department, ER at Sweetwater, which opened in August 2022, is another example of how Aiken Regional is transforming healthcare delivery and introducing additional access points in our community. The full-service emergency department, located in North Augusta, is staffed 24/7 by an emergency physician and other emergency medicine specialists, who provide services for all ages. Both emergency and non-emergent outpatient laboratory and imaging services are also available at ER at Sweetwater.

Aiken Regional's Graduate Medical Education Program seeks to educate and retain the next generation of exceptional physicians with the goal of advancing access to quality healthcare long term in Aiken and surrounding communities. The summer of 2022, the hospital was extremely proud to welcome the first group of family medicine residents to its accredited Family Medicine Program. The physicians will complete three years of residency training taught by both hospital medical staff and community-based academic members.

The Aiken Regional Mentoring Consortium Nurse Externship program also continues to flourish. By recruiting the best and brightest nursing students from our local colleges, Aiken Regional is providing members of our own community advanced training toward the completion of their nursing degrees and employment at Aiken Regional.

Thank you for allowing us to serve you. Aiken Regional Medical Centers is here for you and every member of your family with advanced and compassionate, quality healthcare, every day.

Matthew Merrifield
Chief Executive Officer
Aiken Regional Medical Centers

About Aiken Regional Medical Centers

Aiken Regional offers a comprehensive range of medical services, including specialty programs such as a cardiovascular center, cardiovascular imaging, cancer care institute, 24/7 emergency department, joint academy, women’s center, wound healing institute, pediatric center, behavioral health center, neurosurgery and rehabilitation therapy.

Aiken Regional provides free physician referrals by phone (803-761-6970) and online by visiting aikenregional.com.

Hospital History

Aiken Regional Medical Centers is a 273 licensed-bed acute care hospital that has serviced Aiken and its surrounding counties since 1917. Aiken Regional Medical Centers is operated by a subsidiary of Universal Health Services, Inc. (UHS) headquartered in King of Prussia, Pennsylvania, one of the nation's largest and most respected providers of hospital and healthcare services. Aiken Regional Medical Centers is accredited by The Joint Commission and licensed by the State of South Carolina.

Our Focus Is Our Patients

Redesigning patient flow in the Emergency Department continues to help staff reduce wait times and start treatment faster. Aiken Regional continues to offer “SuperTrack,” a fast-track treatment path for patients who arrive at the Emergency Department with minor injuries.

When a patient arrives at the Emergency Department, a nurse quickly assesses the patient’s condition. If the illness or injury is minor but still requires prompt care, the patient is treated in the SuperTrack area that is dedicated to exclusively take care of patients with non-critical illnesses or injuries.



Aiken Regional Medical Centers

273,212 Square feet
273 Beds
8 Operating Suites

Jesus Castillo, DO, FAOAO, CAQSM
Orthopedic Surgery & Sports Medicine



Aiken Boosts Local Economy in 2022

Aiken Regional is proud to contribute to the health of the community and boost the local economy. As an esteemed employer, the hospital offers a wide range of rewarding career opportunities, as well as educational support and training for the next generation of healthcare providers. In 2022, Aiken Regional continued to serve as a community partner to Aiken and its surrounding communities.

Patient Medical Care

Admissions: **11,083 patients**
Births: **1,165 babies**
Emergency Visits: **50,048**
Total Surgeries: **10,085**

The Hospital Family

Total Employees: **1,178**
Total Physicians: **227**
Total Active Volunteers: **44**
Contract Employees: **64**

Financial Impact

Salaries, Wages and Benefits: **\$94.1 M**
Capital Investment: **\$12.5 M**
Uncompensated Care: **\$65.6 M**
State/Local Taxes: **\$8.1 M**

ER at Sweetwater, an extension of
Aiken Regional Medical Centers
160 Austin Graybill Road, North Augusta, SC

ER at Sweetwater opened in August, 2022
and is a freestanding emergency department.



Alexis Stroman, MD
Pulmonology

Recognition: Accreditations and Awards

- Recognized as a High Performing Hospital by *U.S. News & World Report*
- Certified Primary Heart Attack Center (CPHA) by The Joint Commission and the American Heart Association® (AHA)
- Certified Primary Stroke Center by The Joint Commission and the American Stroke Association® (ASA)/American Heart Association® (AHA)
- Get with the Guidelines® Stroke, Gold Plus 2022
- Get With The Guidelines® Heart Failure, Gold Plus 2022
- AHA Mission: Lifeline® STEMI Receiving Silver Award Recipient
- AHA Mission: Lifeline® NSTEMI Receiving Silver Award Recipient
- Designated a Blue Distinction® Center for Maternity Care from Blue Cross® of South Carolina
- Recognized by Hologic® as a Pink Ribbon Facility
- Wound Healing Institute of Carolina Recognized with Center of Distinction Award from Healogics®
- Wound Healing Institute of Carolina Recognized with Robert A. Warriner, III Center of Excellence from Healogics®



Comprehensive Healthcare Services*

- | | |
|---|---|
| Aurora Pavilion | Orthopedics |
| Behavioral Health Services | Palmetto Pediatric Center |
| Business and Industry Health | Primary Care Continuity Clinics |
| Cancer Care Institute of Carolina | Southside Imaging Center |
| Cardiovascular Institute of Carolina | Surgery Center of Aiken |
| Emergency Medicine | Women's Breast Health & Imaging Center |
| ER at Sweetwater | Women's LifeCare Center |
| Hitchcock Rehabilitation Services | Wound Healing Institute of Carolina |
| The Neuroscience Center | |

*Subject to change.



Specialty Services

Aurora Pavilion Behavioral Health Services

Aurora provides individualized assessment and inpatient and outpatient treatment for adults, children, adolescents and seniors who have behavioral, emotional and substance use issues.

Cancer Care Institute of Carolina

The Cancer Care Institute of Carolina offers integrated cancer treatment and advanced technology in a comfortable facility, with both radiation oncology and hematology/oncology services, plus support services for cancer patients and their families.

Cardiovascular Imaging of Aiken

The new Cardiovascular Imaging of Aiken offers high-quality medical imaging services close to home for your cardiac needs. Board-certified cardiologists provide vascular and cardiovascular imaging services including echocardiography, vascular sonography and nuclear cardiology.

Cardiovascular Institute of Carolina

Patients receive individualized treatment plans that can include diagnostic testing, medication, surgery and rehabilitation. Health screenings and education help patients stay heart-healthy.

Emergency Department

Board-certified physicians provide 24/7 emergency care. A commitment to short wait times, and patient-friendly bedside registration is offered.

ER at Sweetwater

Located in North Augusta, ER at Sweetwater is a freestanding emergency department that is staffed 24/7 by an emergency physician and offers comprehensive services to patients of all ages. Emergent and non-emergent outpatient services include a full-service laboratory, X-ray imaging and computerized tomography (CT).

Hitchcock Inpatient Rehabilitation Services

Inpatient Rehabilitation Services is a comprehensive program that offers specialized physical therapy, occupational therapy and speech therapy. It specializes in the treatment of the acute orthopedic patient population (including post-op), and the neurologic patient population (including stroke).

Hitchcock Outpatient Rehabilitation Services

Outpatient Rehabilitation Services offers physical and occupational therapies on an outpatient basis.

The Neuroscience Center

Offering a comprehensive range of inpatient and outpatient adult neurological services, The Neuroscience Center provides treatment for many chronic neurologic disorders, including dementia, multiple sclerosis and Parkinson's disease.

Orthopedics

Aiken Regional offers advanced, comprehensive orthopedic services including arthroscopic surgery, spine surgery, sports medicine, foot surgery, hand surgery, trauma treatment, and more. We also have a special place for total joint replacement surgeries. The Joint Academy has a dedicated team of orthopedic surgeons, anesthesiologists, physical therapists and nurses who work together to provide exceptional patient care in a nurturing and healing environment.

Palmetto Pediatric Center

Palmetto Pediatric Center provides inpatient and outpatient services for infants, children and adolescents. Children receive routine healthcare as well as care when they're sick.

Primary Care

The family and internal medicine physicians of Aiken Physicians Alliance offer comprehensive primary care for all ages in multiple locations across the region.

Southside Imaging Center

Residents on Aiken's southside have convenient access to advanced diagnostic services, including digital mammography, open MRI, multislice CT scans, ultrasound and other services.

Surgery Center of Aiken

Aiken Regional expanded its services by welcoming an ambulatory surgery center in 2018. The Surgery Center of Aiken is the only same-day, multi-specialty, outpatient surgical facility in Aiken. The facility is 15,000 square feet and features four operating rooms and two procedure rooms. More than 4,000 surgeries are performed each year in the center.

Women's Breast Health & Imaging Center

Services include all 3D mammography, bone densitometry, stereotactic breast biopsy and routine X-rays by an all female team.

Women's LifeCare Center

The Women's LifeCare Center is a facility where women of all ages can receive comprehensive, personalized care. The childbirth center provides newborns and their parents a strong start in life together, from advanced clinical expertise to warm, personal attention in modern labor/delivery/recovery birthing suites. The Level II nursery is equipped to take care of babies who require specialized treatment. For women requiring gynecologic surgery, breast surgery or plastic surgery, the Women's LifeCare Center serves as a source of knowledge, care and comfort for the women and families in our community.

Wound Healing Institute of Carolina

The Wound Healing Institute provides some of the most advanced wound care therapies available, including hyperbaric oxygen therapy and both inpatient and outpatient care.





Community Impact Summary

Dedicated to the Community

In addition to providing high-quality healthcare to the community, Aiken Regional has a long history of promoting health and wellness. We take great pride in not only caring for our community, but also in providing them with the education and tools they need to achieve and maintain the healthiest life possible.

Volunteering

In 2022, 44 volunteers provided patient and family support at Aiken Regional Medical Centers. Volunteer chaplains are available to provide counseling, prayer and spiritual support. And heart surgery patients can take comfort in Mended Hearts, composed of volunteers who are heart disease patients, family and friends of heart disease patients, and medical professionals.

Due to the COVID-19 pandemic and visitation restrictions, volunteer hours were limited in 2022.

Sustainability

Aiken Regional Medical Centers is committed to long-term reduction in energy consumption and reducing its carbon footprint. As the first hospital in the region to install solar panels, the facility is able to further reduce costs and use clean energy that doesn't need to come from the power grid. Other sustainability efforts include switching to LED lights. Overall, Aiken Regional has saved about 10 percent in energy costs over the last decade due to efficiency initiatives.

Education

Aiken Regional's programs provide continuing education for healthcare professionals and students in the community including:

Educational Assistance - Aiken Regional provides financial assistance to eligible associates for courses that are directly related to the associate's present job or which may enhance the employee's potential for advancement. This program reimburses the associate for tuition costs (up to a specified amount) for the calendar year in which the course was successfully completed.

Graduate Medical Education - A three-year family medicine program, whereby residents are taught by both Aiken Regional medical faculty and community-based academic members. The goal of the program is to advance healthcare in Aiken and surrounding communities by educating and retaining the next generation of exceptional physicians.

Internships - Aiken Regional partners with various universities to provide internship opportunities for students. Interns are placed throughout the organization. The length of the assignment depends on the educational requirements and students receive school credits for successfully completing the internship.

Aiken Regional Mentoring Consortium Nurse Externship Program - A hands-on and advanced training program for nurses during the final semester of their RN program. Upon completion of their externship, the graduate nurses commit to two years of employment at Aiken Regional.

Training/Development - A management development program, m3, was implemented to offer a variety of developmental classes to managers and/or upcoming leaders. Participants are provided the opportunity to enhance their level of professional confidence, develop leadership skills and competencies that will help advance the mission of the facility, and assist in motivating staff to perform at a higher level.

Community Impact Summary

Commitment to Quality

Aiken Regional Medical Centers has a strong commitment to patient safety and high-quality care as evidenced by the many performance improvement initiatives. The hospital participates in the following national quality initiatives:

Core Measures

Centers for Medicare and Medicaid Services (CMS)

National Patient Safety Goals

The Joint Commission

Get With The Guidelines

American Heart Association®

Door 2 Balloon

American College of Cardiology

Institute for Healthcare Improvement

Mentor hospital for care of patients with acute heart attack

Aiken Regional also has implemented many initiatives and programs to maximize quality and patient safety, including:

- Protocol for evaluating IV lines and urinary catheters with timely removal of those that are no longer essential
- Patient call-backs within 48 hours of outpatient procedure for nursing follow-up on any questions or concerns
- Breast Health Navigator to ensure timeliness of patient referral and follow-up and coordination of care
- Formal “purposeful rounding program” on all hospital inpatients with key topics addressed during each visit
- Performing nurse-to-nurse shift report at the patient’s bedside to increase patient involvement in care
- Developed medication side effects cards to provide patients when a new medication is started
- Availability of Walgreens® prescription delivery to patient’s bedside on day of discharge
- Utilization of ASCOM portable phones by clinical staff to allow direct communication between patient and clinicians
- Performance of Daily Care Coordination Rounds on every patient involving multiple clinical specialties to ensure patient progress through their plan of care
- Joint Navigator to guide and coordinate patients through the entire continuum: preoperative, surgical and postoperative care. The patient navigator collaborates with the medical staff to provide individualized care to the patient and perform all duties involved in the management of the daily operations of the joint replacement program
- Stroke Coordinator to enhance the stroke program and to provide education to the staff and the community. The hospital recently earned Primary Stroke Center Certification from The Joint Commission
- Heart Failure Coordinator to assist hospitalized patients to transition into a seamless outpatient experience at the clinic

Uninsured/Underinsured Patients

Aiken Regional is committed to helping uninsured patients qualify for local and state health benefit programs. On-site benefit education and Medicaid enrollment assistance is offered. Services for uninsured and underinsured patients include:

Medicare - A federal program for individuals 65 and older, persons who are disabled receiving Social Security Disability benefits for 24 months or longer, ESRD (End Stage Renal Disease) patients, transplant patients and individuals with Lou Gehrig’s disease (ALS) are covered by the program.

Medicaid - A program for low-income and/or disabled individuals. Aiken Regional has on-site DHHS case workers and Eligibility Vendors to assist patients through the application process. Please contact our Financial Assistance department for more information at (803) 641-5629, (803) 641-5640, (803) 641-5088.

Federal Marketplace Exchange (Affordable Care Act) - Individuals can apply online at www.healthcare.gov, by phone at 1-800-318-2596, with a paper application or with an in-person assistant. Aiken Regional Medical Centers has Certified Federal Navigators and Certified Application Counselors available to assist. (803) 641-5629, (803) 641-5640, (803) 641-5088.

Employer-sponsored Health Insurance - Many employers provide health insurance coverage to their employees. Individuals should contact their employer if they believe this insurance may be an option. Individuals eligible for COBRA coverage may be eligible for premium assistance while hospitalized based on income, plan specifics, etc. Please contact one of our Financial Counselors for more information at (803) 641-5720, (803) 641-5721, (803) 641-5722, (803) 641-5723.

MIAP (Medically Indigent Assistance Program) -

MIAP is available for low-income individuals who are having scheduled inpatient emergent services/procedures. Aiken County has a designee available to assist with the application and processing. Individuals should contact the Aiken County designee in person or via phone to schedule an appointment. The designee is located at the Aiken County Complex.

Crime Victims - South Carolina has a Crime Victims’ Compensation Fund to help with costs related to injuries from a crime. To find out more, call the State Office of Victim Assistance (SOVA) at 1-800-220-5370 or at (803) 734-1900 in Columbia.

Charity - Aiken Regional recognizes that there are individuals in need of urgent or emergent medical services who are unable to pay. Assistance is granted based on household assets, family size and expenses, or when circumstances indicate severe financial hardship or personal loss. Individuals can be screened for assistance under this program. Please contact a Financial Counselor, Eligibility Vendor (803) 641-5629 or Central Business Office Representatives (803) 641-5650 for more assistance.

Payment Arrangements - Aiken Regional works with the patient to establish an appropriate interest-free payment plan based on the amount due and the patient’s financial status. Please contact a Central Business Office Representative for more information at (803) 641-5650.

Community Impact Summary

Community Outreach

In 1991, Aiken Regional created a dedicated Community Outreach department. The department has provided free and low-cost health screenings, education and support programs to Aiken and surrounding county residents.

2022 Outreach Results

Educational Classes/Support Groups - 23 classes/groups with more than 198 in attendance

Cancer Care Institute - Offers free PSA testing Monday-Friday to men in our community. Aiken Regional provides free colon cancer screening kits during the month of March in recognition of Colon Cancer Awareness month.

The health and safety of our patients, guests, team and community is our highest priority. Aiken Regional welcomed more than 200 guests during a picnic celebration of the Annual Cancer Survivors Day in 2022.

Community Partnerships

- Aiken Regional collaborated with the American Heart Association to ensure there is a CPR Training Kit in all Aiken County high schools. The CPR in Schools Training Kit teaches students the two simple steps of Hands-Only CPR and other lifesaving skills. The kit is easy to use and contains everything you need to train 10 to 20 students one time.
- In a collaborative effort between Aiken Regional Medical Centers, Aiken County Public Schools, Aiken County Retired Teachers Association, Public Education Partners and Aiken County First Steps, an initiative called "Baby's First Teacher" is offered to give the gift of reading. The purpose of this initiative is to encourage parents of babies born at Aiken Regional to take an active role in teaching their babies to read – from birth. As part of this initiative, retired Aiken County teachers visit new mothers at Aiken Regional and bring a new book and toy for their newborn(s).

Volunteering in the Community - Hospital employees, physicians on the medical staff and auxiliary members volunteer countless hours in the community for charitable and nonprofit organizations. Our team is vested in this community and believes in giving back to the community we serve. We volunteer for special projects, sit on various community boards and help where needed to assist members of our community

Contributions to Charitable Organizations

Aiken Regional Medical Centers has been a longstanding good corporate citizen. We believe in giving back to the community we serve through charitable contributions.

Community Involvement

Our team volunteers to assist with numerous community organizations by sitting on various boards. Some of these organizations include:

- Aiken Center for the Arts
- Aiken Chamber of Commerce
- Aiken Technical College Foundation
- Alzheimer's Association
- American Heart Association®
- CanHope
- Child Advocacy Center of Aiken County
- Children's Place, Inc.
- Community Medical Clinic
- Helping Hands
- Joye In Aiken
- Mental Health America
- North Augusta Chamber of Commerce
- North Augusta Forward
- South Carolina Association of Nurse Anesthetists
- United Way of Aiken County
- University of South Carolina Aiken





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