FY 2014 Implementations Strategy
Gwinnett Medical Center-Lawrenceville

Gwinnett Medical Center-Lawrenceville (GMC-Lawrenceville) strives to improve the health of our community by providing healthcare services and collaborating with community services organizations. Based on the results of our recent community health needs assessment, our greatest opportunities to meet health needs lie in the following area:

- Managing health conditions and chronic disease treatments
- Improving access to care
- Preventing chronic disease and increasing wellness

Our services are provided to vulnerable or underserved persons as well as those who have insurance. If these services were not provided the community would have reduced access to care. The following report describes how our health services support our community.

Gwinnett Medical Center-Lawrenceville

In September 2009, GMC-Lawrenceville opened the eight-floor North Tower. GMC-Lawrenceville now has 304 acute-care licensed beds (excluding the Women’s Pavilion). This was an increase of 129 beds for the facility. GMC-Lawrenceville offers care services in the following: cardiac, neuroscience and spine, orthopedics, surgical, endoscopy and cancer care. The 40,000-square-foot Strickland Heart Center opened January 2012. This $33 million investment ensures that the people of Gwinnett have access to a complete range of cardiac services. Gwinnett Women’s Pavilion located adjacent to GMC-Lawrenceville, has 37 Mother/Baby Unit beds and 12 High-Risk Pregnancy Unit beds. The Gwinnett Women’s Pavilion has delivered more than 100,000 babies and offers extensive classes and pregnancy education as well as a Level III neonatal intensive care unit (NICU). The Level II Trauma Center is one of 21 designated trauma programs of the state’s 152 acute-care hospitals.

Other services offered at GMC-Lawrenceville include: Cardiac and Pulmonary Rehabilitation, Center for Sleep Disorders, Outpatient Treatment Center, DaySurgery, Children’s Emergency Center, Diabetes & Nutrition Education Center, Wound Treatment Center, Gwinnett SportsRehab, Gwinnett Sports Medicine, Pain Management Center, Brain & Spine Institute, Faith Community Nursing, Gwinnett Breast Center, 575 Outpatient Imaging Center, and 631 Imaging Center (PET/CT and MRI).

The Gwinnett Extended Care Center (GECC) is located at GMC-Lawrenceville. This facility is licensed separately from GMC-Lawrenceville with 89 nursing home beds. GECC provides various levels of quality, cost-effective care for those individuals who need sub-acute or intermediate care. The primary goal of this facility is to help our patients achieve their highest level of functioning.
Figure 1. GMC-Lawrenceville Service Volumes Fiscal Years 2011-2013

<table>
<thead>
<tr>
<th>Service Description</th>
<th>2011</th>
<th>2012</th>
<th>2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>Admissions (GMC-L, GWP, excluding GECC &amp; newborns)</td>
<td>19,366</td>
<td>20,973</td>
<td>22,149</td>
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<tr>
<td>Emergency Departments visits</td>
<td>96,680</td>
<td>100,077</td>
<td>101,263</td>
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<tr>
<td>Care-a-Van screening mammograms</td>
<td>1,338</td>
<td>1,508</td>
<td>1,499</td>
</tr>
<tr>
<td>Surgical Cases (inpatient and outpatient)</td>
<td>19,163</td>
<td>18,133</td>
<td>17,994</td>
</tr>
<tr>
<td>Laboratory billable items (including Pathology)</td>
<td>904,423</td>
<td>989,143</td>
<td>968,073</td>
</tr>
<tr>
<td>High Risk Perinatal</td>
<td>269</td>
<td>209</td>
<td>213</td>
</tr>
<tr>
<td>Women’s Pavilion deliveries</td>
<td>4,914</td>
<td>4,819</td>
<td>4,854</td>
</tr>
<tr>
<td>Neonatal Intensive Care Unit (NICU) admissions</td>
<td>635</td>
<td>615</td>
<td>682</td>
</tr>
<tr>
<td>Diabetes &amp; Nutrition Education Center (DNEC) visits</td>
<td>883</td>
<td>833</td>
<td>1,597</td>
</tr>
<tr>
<td>Dialysis treatments</td>
<td>3,050</td>
<td>3,084</td>
<td>3,419</td>
</tr>
<tr>
<td>Wound Treatment Center visits</td>
<td>5,390</td>
<td>5,033</td>
<td>4,341</td>
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<tr>
<td>Faith Community Nursing contacts</td>
<td>48,037</td>
<td>58,854</td>
<td>54,677</td>
</tr>
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</table>

Source: GMC Operating Statistics and department reports FY 2011-2013

Emergency Department

The GMC-Lawrenceville Emergency Department (ED) is a Level II Trauma Center, stroke certified and accredited chest pain center that treats approximately 101,000 patients annually. This 74 bed department is grouped into five sections to provide concentrated care centers for different types of illness and/or injuries.

- **Team Triage**: This is a five-bed unit where most patients are first assessed and treatment is started. Patients with lower acuity are often treated and discharged from this area to reduce their length of stay in the Emergency Department. On average, 25 percent of all patients are discharged from this area with an average length of stay less than two hours.

- **Main Department**: This unit provides overall care for a variety of patient types. The average length of stay for patients discharged from this area is less than four hours.

- **Trauma Services**: This is a four-bed unit dedicated to the community’s trauma patients. On average, this unit services 70-80 traumas per month.

- **Children’s Emergency Center (CEC)**: This 12-bed pediatric center provides 24/7 pediatric services to the community. The CEC is staffed with pediatric trained nurses and physicians. The average length of stay in this unit is less than two hours.
• Observation Unit: This is a 10-bed unit for patients with longer lengths of stay due to observation hours. This unit provides the patient a bed rather than a stretcher, separate bathrooms and televisions. The average length of stay for this unit is less than 18 hours.

The ED employs 250 staff and works in cooperation with a board certified emergency physician group that also employs nurse practitioners and physician assistants. The department is also staffed with case managers, social workers, mental health advocates, customer service associates and other disciplines dedicated to patient care.

Staff training and development is a key initiative for the department. The 18-week Emergency Nursing Residency Program offers newly-graduated nurses a unique opportunity to be trained in all areas of the department and remain as newly-hired registered nurses. The department also offers a six-week Trauma Nurse Specialty course provided by the department’s two Practice Specialists.

The department’s primary goals for next year are to decrease door to provider time and increase the overall satisfaction of the patient to an outstanding score. Also included in the goals for next year are decreased wait times, improved quality measures, associate satisfaction and financial stability.

Trauma Services

As part of our Trauma Services program, GMC reports trauma patients to a state registry. The registry criteria include patients who were admitted to the hospital for at least 23 hours with an ICD-9-CM diagnosis code of 800.00 - 959.9 (with specific exceptions). Therefore, the registry is not inclusive of all patients who are treated by Trauma Services. In fiscal year 2013, the Trauma Services department reported 1,056 trauma patients on the registry with 162 additional patients not on the registry because they were not hospitalized more than 23 hours.

Part of maintaining a Level II Trauma Center designation includes providing trauma-related education to physicians, nurses, pre-hospital providers and other ancillary personnel. GMC meets this requirement by providing the Trauma Nurses Core Course with three to four classes a year. GMC also provided its second Advanced Trauma Life Support class for physicians this year with plans for a yearly class. GMC also participates in injury prevention by participating in Gwinnett Fire and Emergency Services Public Safety Day.

Members of the Trauma Services department also participate in local and state activities that increase trauma awareness and support the need for a statewide trauma system. The Trauma Services department added a full-time physician assistant to assist the 3.6 full-time surgeons. The Trauma Services department has eight employees: Trauma program manager, registrar, office manager, medical assistant and four trauma surgeons.

Goals for fiscal year 2014:

• Maintain Level II Trauma Center designation in accordance with the Georgia State Office of Emergency Medical Services and Trauma.
• Continued participation and support of the Georgia Trauma Care Network Commission for a statewide trauma system for Georgia.

• Continue to provide trauma education to physicians, nurses, pre-hospital providers and other ancillary personnel.

• Continued participation in local and state trauma awareness activities.

• Continue work with DirectCall as a transfer center to aid in receiving trauma patients from other hospitals.

• Add additional physician extenders to the trauma service to help with increasing volume.

**Emergency Preparedness Program**

Gwinnett Medical Center participates in Emergency Management/Preparedness in many ways. Joint Commission requires our facilities to conduct at least two exercises/drills per year. One must be a full-scale exercise (FSE) that involves an actual influx of patients and community involvement and participation with us and our other local emergency management partners. This would include Eastside Medical Center, Gwinnett County Emergency Management Agency, Department of Public Health, Fire, Police, Emergency Medical System and other metropolitan area hospitals including the Regional Coordinating Hospital (Grady), Georgia Hospital Association and many others. This FSE must include an escalating situation that involves multiple injects and scenarios and is called by our system a Code Alert, Level III.

The Hospital Incident Command Centers (HICC) are located at GMC-Lawrenceville, Gwinnett Medical Center-Duluth, Glancy Rehabilitation Center and the Gwinnett Extended Care Center. These centers are activated as needed and are assigned an Incident Commander and Command Staff including medical director, safety officer, liaison officer, public information officer, planning officer, operations officer and finance officer; each with responsibilities within the Incident Command structure for handling a disaster or mass casualty incident. This structure is expandable within the National Incident Management System (NIMS) framework and can be as large or small as needed. That is determined by the nature of the disaster and the Incident Commander which is usually the administrator on-call for that day, or the PSC.

We have an emergency management section within the Public Safety Department that handles training, ordering and storage of surge capacity equipment and supplies, and conducting/critiquing “real world” events and/or exercises.

The Emergency Management Plan is delineated in our Emergency Operations Plan which you can find on the Intranet site. This plan is driven by our Hazard Vulnerability Analysis which details the different types of disasters that can occur, with the likelihood and impact of each possible type of disaster occurring within our geographical area.

We have an Emergency Management Steering Committee (EMSC) meeting each quarter to discuss, plan and provide for the enhancement and improvement of our county’s Emergency Management Agency. The EMSC provides recommendations to the Safety Committee and Leadership.
**Center for Orthopedics**

Major diagnoses served: Joint Replacement Hip/Knee/Shoulder, Hip Fracture, Acute Multiple Fractures/Trauma, Continuous pulse oximetry/telemetry monitoring post-op, urology surgical, and general surgical care.

**Scope of Patient Care/Service:** Scope of care includes nursing assessment, monitoring and care for adult and geriatric patients requiring management and care of fractures including physical therapy on the unit, IV therapy, pain management, patient education, and discharge or transition planning.

**Women’s Services**

Women’s Services are provided in the Gwinnett Women’s Pavilion, located at GMC-Lawrenceville. This facility is a leading provider of obstetrical services in the state, with 4,854 deliveries in fiscal year 2013. Services provided at this facility include the High-Risk Pregnancy Unit, Labor and Delivery suites and the Level III Neonatal Intensive Care Unit (NICU). The NICU had 682 admissions in fiscal year 2013. Community education programs provided by Women’s Services include childbirth education, lactation support, infant and child safety as well as additional classes to meet the educational needs of women of all ages. Several support groups are also provided at the Gwinnett Women’s Pavilion. We offer support groups for inpatients on the High-Risk Pregnancy Unit, parents of babies in the NICU, Breastfeeding Support, and a Perinatal Loss support group.

**Women’s Health Navigator:**

A women’s health navigator (WHN) is a registered nurse who is dedicated to guiding you and your family through healthcare experiences—no matter what stage of life. The WHN is an advocate for healthcare in the community. The WHN will provide health information at community events, offer free health screenings and guidance for those seeking help with their health questions and needs.

**Screenings - WHN - Journey to Optimal Health Consult:** The consult consists of a health screening and counseling. The screening includes the completion of a questionnaire, blood pressure/height/weight/body mass index measurements, and a lipid profile. Results are provided to patients immediately and follow-up counseling is provided during the consult. This screening is offered as a complementary service to all members of the community, including those who are underserved and in medically-indigent areas of Gwinnett County.

**Health Fairs - WHN:** The Women’s Health Navigator will attend community health fairs to provide information, verbal and written, to the community about their health and wellness needs.

**Counseling - WHN - Phone Calls:** The Women’s Health Navigator will provide direction, support and general counseling to clients that call into the office or visit a booth at a health fair or make contact at any other community event.
Community Building - WHN - Speaking Presentations: The Women’s Health Navigator will provide education to the general public about healthcare issues and concerns through speaking presentations at community events, physician offices, etc.

Education - WHN - Physician Office Education: The Women’s Health Navigator will provide education to physicians and their staff about the role of the WHN and how the WHN can assist their patients in knowing about and obtaining healthcare that is available within the Gwinnett County area.

Perinatal Education Programs:

Parent Review Weekly E-mail: A free weekly newsletter offered to our patients beginning at 7 weeks of pregnancy and going through the first year of life. E-mails cover topics relevant to that week in pregnancy or age of child.

Classes:

- **Healthy Beginnings**: The participants in this class are in their 1st trimester of pregnancy. They will learn about proper nutrition, fetal development, body changes during the 1st trimester, prenatal care, and making healthy lifestyle choices. This class is provided at no charge to anyone in the community.

- **Healthy Pregnancy**: The participants in this class are in their 2nd trimester of pregnancy. They will learn about common discomforts, prenatal fitness, sexuality in pregnancy, premature labor, and will discuss myths of pregnancy and childbirth.

- **Healthy Childbirth**: The participants in this class are in their 3rd trimester of pregnancy. They will learn the signs of true labor, influences on the length of labor, relaxation and breathing techniques, medications available during labor, medical interventions that can be used, and more. A full tour of the Women’s Pavilion is included with this class.

- **Newborn Care**: The participants in this class will learn how to take care of their baby when they get home. Topics include basic infant care (diapering, swaddling, feeding, etc.), choosing a pediatrician, infant development and more.

- **Big Brother & Big Sister To Be**: The children who take this class are expecting to become an older sibling in the near future. We teach them some baby care techniques, such as diapering, swaddling, and feeding. We talk about hand-washing, asking before picking up baby and make a special birthday card for the new baby. A tour of a post-partum room and a trip to the nursery viewing area are included in this class.

- **Breastfeeding Basics**: The participants in this class will learn tips to help them have a successful breastfeeding experience when the baby arrives. They learn different holds/techniques to use during breastfeeding, pumping and storing breastmilk and more.

- **Car Seat Class**: The participants in this class will learn about the different types of car seats, how to install/use them properly, and when to move to the next car seat. Everyone who attends this class has the opportunity to have their car seat installation checked by a Certified Car Seat Technician.
• **OB Tours**: Free tours of the Gwinnett Women’s Pavilion are offered weekly. Participants will start in the lobby with registration, see a Labor & Delivery room and a Post-Partum room, and end at the nursery viewing area. The NICU and OB Surgical Suites are discussed, but not entered during the tour.

• **Growing Girl**: The girls who participate in this class will learn about puberty and what to expect as they get older. Topics included are body changes, menstruation, emotional changes and social situations. Moms attend this class with their daughters. We encourage open lines of communication between mom and daughter on these topics covered in class and any topics that might come up later that were not covered.

• **Infant CPR & Safety**: The participants in this class will learn first aid, how to child-proof their home, basics of infant/child safety, and the AHA Friends & Family course on pediatric CPR and choking management.

• **Babysitting Training**: This class is an American Red Cross class taught by certified ARC instructors for children ages 11-15 who want to learn how to be prepared and responsible babysitters.

• **Car Seat Safety Checks**: Car Seat Installation Checks are offered at our car seat class and at the local Gwinnett County Public Library and are free to the community. All checks are completed by a Certified Car Seat Technician.

**Perinatal Support Groups:**

• **Lactation Services Support**: We offer around-the-clock trained nursing staff for hands-on assistance, the Breastfeeding Help Line consultations for questions once you’re at home, inpatient consultations if breastfeeding isn’t progressing as expected and referrals for excellent outpatient breastfeeding assistance.

• **Lactation Services Helpline**: Phone calls returned when messages are left on the Breastfeeding Helpline. These are usually moms who have questions about breastfeeding or need additional support while breastfeeding.

• **Neonatal Intensive Care Unit (NICU) Support Group**: All parents of our NICU babies are invited to attend this support group twice a month. The group is led by our NICU social worker.

• **Perinatal Loss Support Group**: Parents who have lost their baby are invited to attend our Perinatal Loss Support Group. This group is led by our Chaplain and meets once a month in the Chapel at Gwinnett Medical Center-Lawrenceville.

• **High-Risk Pregnancy Support Group**: Weekly on the High-Risk Pregnancy Unit, our social worker and chaplains offer a support group to our patients admitted to the High-Risk Pregnancy Unit.

• **Breastfeeding Support Group**: New moms are invited to come join other breastfeeding moms in the community to discuss the joys and challenges of breastfeeding and beyond. Our support group meets the second Monday of every month from 11 a.m.-noon in the Azalea Room at the Gwinnett Women’s Pavilion, and is hosted by the Gwinnett, Newton & Rockdale Health Departments.
Cardiovascular Care

Major diagnoses served: The most frequent types of patients include invasive heart procedures including but not limited to: coronary artery bypass graft, valve repair or replacement, intraaortic balloon pump, and percutaneous coronary intervention (PCI).

Scope of Patient Care/Service: The Cardiovascular Care unit is an 18-bed inpatient multi-level unit that provides specialized cardiovascular/thoracic surgical care at GMC. The focus of care delivery across the continuum may include: cardiovascular intensive care, cardiovascular stepdown and cardiovascular telemetry care. The multidisciplinary team will provide the appropriate level of care determined by the frequency of assessment and intensity of care needed as identified by the physician and the unit specific admission/discharge criteria. The unit will be supported by a main station for cardiac monitoring, bedside charting stations, nourishment areas, family waiting rooms, supply and equipment rooms, respiratory arterial blood gas lab, and a patient/family conference room.

Center for Cardiac Services

The most frequent diagnoses are: Post PCI, heart failure, cardiac arrhythmia, coronary artery disease, chest pain, patients on cardiac non-titrated drips and acute myocardial infarction.

Scope of Patient Care/Service: Scope of care includes nursing assessment, monitoring and care for adult and geriatric patients post PCI and all other cardiac diagnosis. Care includes telemetry monitoring, IV therapy, blood glucose monitoring, nutritional supplementation, and pain control. Special services particular to this unit include: antiarrhythmic and vasoactive drips, immediate care post PCI including ACTs, sheath removal, close cardiac monitoring, interpretation and intervention.

Cardiac Services

The Strickland Heart Center is a 40,000-square-foot, state-of-the-art facility at GMC-Lawrenceville. This facility features the most advanced open heart surgery operating rooms and cardiac catheterization laboratories and electrophysiology laboratories in the Atlanta area. One of the many advanced programs we offer is our percutaneous coronary intervention (PCI) program. This program allows physicians to perform life-saving coronary angioplasty and stenting procedures within our cath lab. It also allows for advanced techniques for extracting blockages in patients’ blood vessels during these procedures. These advanced techniques mean faster response times to cardiac situations—and time saved is heart muscle saved. An additional program to our services is the electrophysiology laboratories (EP) which enables the electrophysiologists the ability to provide diagnosis and treatment of irregular heart rhythms using radiofrequency and/or cryoablation techniques.

Programs:

- Chest Pain Center: GMC-Lawrenceville successfully achieved Cycle IV accreditation with Society of Chest Pain Centers. Achieving certification and following the suggested guidelines significantly reduces the mortality rate of heart disease patients by teaching the public to recognize and react to the early symptoms of a possible heart attack,
reduce the time it takes to receive treatment, increase the accuracy and effectiveness of treatment and provide quality care during inpatient stay. These goals are accomplished by GMC through specialized cardiac emergency care teams that use advanced diagnostic techniques to provide rapid diagnoses and treatment, collaborate with community resources and follow best practice guidelines regarding inpatient care.

- **Heart Failure Class**: Held weekly in the Cardiac Services’ lobby by the unit educator and hospital dietitian. The class is to primarily assist inpatients and for their families to understand heart failure, dietary restrictions, how to manage symptoms and when to seek medical intervention. Patients and families come in from home if they are unable to attend while in the hospital.

- **Scale Program** developed to support indigent hospitalized patients with heart failure when discharged. The program provided a scale at no cost to qualified patients to allow accurate and safe daily weight monitoring.

**Community Collaborations:**

- **Free and discounted medications**: Collaboration with medication providers to help patients pay for normally expensive medications at a reduced cost. Multiple free and discounted medication cards are distributed to patients on discharge to help patients receive the most advanced medications.

**Intensive Care Unit**

The most frequent diagnoses in this 20-bed unit are: respiratory failure requiring ventilator support, acute myocardial infarction, heart failure, gastrointestinal hemorrhage, pneumonia, septicemia, pulmonary edema, renal failure, trauma, and complicated surgical and neurosurgical procedures.

**Scope of Patient Care/Service**: Scope includes delivery of nursing care to critically-ill adults and in some circumstances to children, including those who require emergency intervention. Special services particular to this unit include: mechanical ventilation, transvenous pacing, hemodynamic monitoring, intra-cranial pressure monitoring, rapid trauma resuscitation, hemodialysis/SLED, hypothermia for cardiac arrest patients, administering vasoactive drips, antiarrhythmic and thrombolytic therapy.

**Medical Oncology and Renal Unit**

Medical Oncology: All patients requiring chemotherapy, cancer staging, post chemotherapy complications, patients with a history or diagnoses of cancer needing medical care including pneumonia, asthma, COPD, diabetes, sickle cell, gastrointestinal bleeds, overdose, sepsis and diverticulitis.

Renal: Physician ordered hemodialysis.

**Scope of Patient Care/Service**: Scope of care includes nursing assessment, monitoring and care for adult management, hemodialysis, peritoneal dialysis, interavenous therapy, blood glucose
monitoring, nutritional supplementation (enteric and IV), pain control, patient education and discharge or transition planning.

**Oncology Services**

Oncology Services’ mission is to offer the citizens of our community compassionate cancer care in partnership with our patients and physicians through a network of integrated services and programs promoting the delivery of health and wellness. For 2012, our last complete year of data, GMC saw a total of 1,425 new cancer cases.

The Oncology Services department is comprised of 7.8 FTEs, which is a significant increase over 2012 year’s of three FTEs. The positions for Oncology Services are: Director of Oncology Services, Advance Practice Genetics/Cancer Risk Specialist, two Breast Health Navigators, a Thoracic Oncology Navigator, an Oncology Social Worker and an Administrative Assistant. At the time of publication, a Registered Dietitian is in the process of being hired as well. In addition, GMC contracts with the American Cancer Society for the services of an American Cancer Society Patient Navigator. The American Cancer Society Patient Resource Navigator (in place since 2007) is a collaborative agreement with shared cost between GMC and the American Cancer Society, and in 2013, our ACSPRN served 324 new patients, a 40 percent increase over 2012. The Breast Health Navigator (in place since 2005) made 2,448 patient contacts in fiscal year 2013 and has been so successful we hired a second navigator to expand the program offerings in June 2013. The Hereditary Cancer Risk Assessment program had 24 patients in fiscal year 2013 and we are showing over 100 percent growth in 2014 in this key service.

2013 saw continued integration of Suburban Hematology Oncology, a private physician practice, with GMC in that their infusion centers in Lawrenceville, Duluth and Snellville are now known as the Center for Cancer Care, a service of Gwinnett Medical Center. This integration is providing cancer patients with a seamless continuum of care, so that they can receive a growing range of oncology and hematology-related services through GMC. In 2013, we formally became the Gwinnett Medical Center Cancer Institute, a term that denotes the comprehensive nature of our services.

In 2013, there were several goals met to further the development of our Cancer Institute system of care:

- Attainment of Oncology Rehabilitation Certification through Oncology Rehab Partners. Over 30 GMC therapists and nurses completed extensive specialized training in the unique rehabilitation needs of cancer patients and this certification was attained.
- Implementation of a breast cancer post-biopsy clinic whereby patients return within three days after receiving a minimally-invasive breast biopsy to receive their results in person from a radiologist along with a Breast Nurse Navigator to provide support and coordination services.
- In 2013, the Center for Cancer Care participated in a voluntary quality improvement initiative for medical oncology (Quality Oncology Practice Initiative or QOPI) which
includes intensive chart abstraction twice annually to gather specific medical oncology practice information that will help us improve quality of care.

In 2014 we have already achieved several goals:

- Cancer Support Center Expansion - a new center is available to patients and families in Lawrenceville. This center houses our cancer navigation, social work, genetics and high risk management as well as a patient resource center with a wealth of educational materials free to the public.

- Psychosocial distress screening and referral process - our oncology social worker reviews an evidence-based tool designed to identify sources of distress in an organized manner so that interventions and support can be put into place to assist the patient in managing their treatment.

- Thoracic Oncology Program initiated - including a multidisciplinary steering committee, lung cancer screening program and Thoracic Oncology Nurse Navigation services.

The goal for the Oncology program for 2013-2014 is to support the 16 continuum goals identified in the Georgia Comprehensive Cancer Control Plan 2008-2012 by:

- Maintaining our accreditation through the Commission on Cancer (CoC) of the American College of Surgeons (ACoS). Accreditation achieved in June 2012.

- Maintaining our accreditation of our breast program through the National Accreditation Program for Breast Centers. Full three-year accreditation was achieved on May 20, 2010.

- Continuing to promote Colon Cancer awareness.

- Continuing to promote Prostate Cancer awareness.

- Continuing to offer the mobile mammography van.

- Continuing to offer cancer support groups.

- Continuing to offer monthly Freshstart classes.

- Continuing to promote Lung Cancer Awareness through educational offerings.

- Continuing to offer the Breast Health Navigator and the American Cancer Society Patient Resource Navigator services.

- Continuing to increase accrual of Georgia residents to cancer clinical trials.

- Continuing to expand and enhance cancer data collection from existing and new sources and implement improved information management tools and technologies.

Programs:

- Breast Health Navigators and a Thoracic Nurse Navigator assist patients in securing services throughout the System.
• Oncology social work services assist patients with dealing with the emotional stress that a cancer diagnosis can bring and connecting them to needed resources.

• Lymphedema Therapy, offered by appointment for excessive edema as a result of cancer treatment through Gwinnett SportsRehab.

• Speech Language Pathology services offered by appointment for voice and swallowing deficits as a result of head and neck cancer.

• Freshstart is an outpatient smoking cessation program created by the American Cancer Society. The program consists of four classes taught by trained facilitators. The goal of the program is to help participants stop smoking by giving them the information and strategies needed to create a personal plan for quitting while in a supportive group environment.

• Smoking cessation information and counseling is offered to hospitalized patients who have expressed a desire to quit smoking. Post discharge follow-up calls are also offered for continuous support and counseling.

• More Fruit and Veggies Matter campaign is promoted by Health Education & Wellness Services.

• Certified Cancer Rehabilitation, offered by Gwinnett SportsRehab for strengthening range of motion and return to activities of daily living.

• Voluntary participation in the Association of Community Care Centers (ACCC) which is a national program that provides oncology professionals with information and education about clinical trials, reimbursement hotlines and professional organizations through their Website.

Accreditations:

• Voluntary accreditation through American College of Surgeons/Commission on Cancer (ACoS/CoC) provides a best practice programmatic framework and measures our compliance with several standards that represent the full scope of the cancer program – cancer committee leadership, cancer data management, clinical services, research, quality improvement and community outreach.

• Voluntary accreditation through The National Accreditation Program for Breast Centers represents participation in a consortium of national, professional organizations dedicated to the improvement of the quality of care and monitoring of outcomes of patients with diseases of the breast. This mission is pursued through standard-setting, scientific validation, and patient and professional education.

• Voluntary Certification for Oncology Rehabilitation through Oncology Rehab Partners. The goal of attaining this certification is to encourage more referrals for needed rehabilitation services for cancer patients.
Collaborations:

- American Cancer Society Patient Resource Navigator offered through Oncology Services
- Women’s Cancer support group offered (monthly) through Oncology Services.

Programs under Development:

- Increasing the number of clinical trials available to cancer patients and the number of patients enrolled in clinical trials - currently GMC has a limited number of clinical trials available for patients to enroll in and we are actively seeking additional research opportunities.
- Establishing an outpatient palliative care approach for GMC cancer patients. While we have robust end of life care for inpatients, we see a potential gap with regards to outpatient palliative care.
- Establishment of an oncology nutrition program with registered dietitians to provide medical nutrition therapy for patients undergoing treatment and into survivorship.
- Establishment of a Cancer Transitions program, a six-part class designed to support cancer patients who have finished their treatment and would like education and support around topics such as exercise, nutrition, emotional health, and other pertinent topics.
- Establishment of a Cancer Survivorship Plan for patients of the Center for Cancer Care. This plan will summarize the patient’s treatment, ongoing care recommendations and other pertinent information for cancer survivors and will be provided to the patient and their Primary Care Provider.

**Stroke Program**

The Center for Neuroscience is dedicated to providing specialized care for neurological and neurosurgical patients in a multi-level care unit. The Center for Neuroscience provides specific levels of care for patients who have had neck surgery, back surgery, stroke, traumatic brain injury, cerebral aneurysm, brain tumor, spinal cord injury, seizures, neuromuscular disease and/or other neurological problems. The Center for Neuroscience staff members respond to inpatient stroke calls at GMC-Lawrenceville as part of the “Stroke Alert” team.

The Center for Neuroscience leads our System’s efforts in maintaining our voluntary Primary Stroke Center certification by Joint Commission. The Joint Commission's Primary Stroke Center Certification program is based on the “Recommendations for Primary Stroke Centers,” published by the Brain Attack Coalition and American Stroke Association statements to evaluate hospitals functioning as Primary Stroke Centers. The elements are surveyed on-site every two years. In addition, interim data is submitted annually, which includes leadership support, processes for timely and appropriate treatment, guideline updates and education to providers, patients and the community as well as performance improvement efforts. Since February 2005, both the GMC-Lawrenceville and GMC-Duluth campuses have been certified as Primary Stroke Centers.
Community education is supported through the efforts of the nursing team who provide presentations and screenings for at-risk groups.

Programs:

- **Primary Stroke Center** certification by Joint Commission. The Joint Commission’s Primary Stroke Center Certification program is based on the “Recommendations for Primary Stroke Centers,” published by the Brain Attack Coalition and American Stroke Association statements to evaluate hospitals functioning as a Primary Stroke Center. Since February 2005, both GMC-Lawrenceville and GMC-Duluth have been certified as Primary Stroke Centers.

- **Stroke Response Team** for the Emergency Department and inpatient care areas in the GMC stroke program includes collaboration with Emergency Medical Services (EMS) in stroke recognition and notification. The Stroke Alert process is initiated in the Emergency Department with the stroke team’s assessment, diagnosis and determination of a patient’s eligibility for thrombolytics or stroke study participation. In addition, the Center for Neuroscience Clinical Nurse Specialist or Supervisor/Charge Nurse responds to in-hospital stroke alerts.

- **Stroke Risk Screenings** at the Gwinnett Senior Health Fair.

- **Stroke Awareness presentations** at senior centers, assisted living facilities, nursing homes, churches, businesses, community groups, and professional organizations.

- **CME Conference: Advances in Stroke Care 2012: Unusual causes and innovative treatment approaches.**

- **Stroke Booths** with mini stroke screenings at the Gladiators, Gwinnett Braves and Georgia Force games and other venues throughout the year.

- **CME Stroke Talks** for physicians and clinical professional staff associated with Gwinnett Medical Center.

Community Collaborations:

- We partner with Genentech to provide community education materials such as “FAST” cards and magnets, table tents, and posters.

- Non-clinical staff continues to be trained on stroke signs and symptoms, activating 911, and risk factors, so that when they are in the community, they know what to do in the case of a possible stroke.

- GMC has partnered with Gwinnett Emergency Medical Services (EMS) and Eastside Medical Center to have EMS activate a stroke alert page when the patient is within three hours of symptom onset, draw labs in the field and take the patient directly to CT after quick registration and physician assessment.

- GMC has provided regional PACs access to Grady for patients we transfer for neuro-interventional procedures.
Action Plan:

- Maintain Primary Stroke Center certification for both campuses.
- Increase community awareness of stroke symptoms and calling 911 through presentations, stroke booths, stroke screenings, B/P checks, and marketing initiatives.

**Medical/Progressive Care**

Medical Unit: Major diagnoses served: pneumonia, asthma, COPD, diabetes, sickle cell, GI bleeds, overdoses, sepsis and diverticulitis.

Progressive Care Unit: Clinical conditions requiring IMCU level nursing care, patients requiring interventions every two hours for more than 24 hours, medical patients requiring vasoactive drugs with occasional titration, hypertensive patients, pneumothorax, IV conscious sedation, hepatic failure and pancreatitis.

*Scope of Patient Care/Service:* Includes nursing assessment, monitoring and care for adult and geriatric patients requiring wound management, hemodialysis, intravenous therapy, blood glucose monitoring, nutritional supplementation (enteric and IV), pain control, patient education and discharge or transition planning.

**Diabetes & Nutrition Education Center**

As a hospital subsidized program, the Diabetes & Nutrition Education Center (DNEC) provides outpatient and inpatient services at both the GMC-Lawrenceville and GMC-Duluth campuses. In fiscal year 2013, the net community benefit was $517,963.

The DNEC’s staff includes Nurses and Registered Dietitians (RD) who are Certified Diabetes Educators. The RDs hold additional certifications in weight management. Staff rotate between facilities to provide inpatient and outpatient services as need dictates. We currently do not track patient contacts by facility due to lack of access to a system tailored to accurately capture our different patient situations and types. The numbers below reflect combined campuses. Outpatient services include diabetes education through an American Diabetes Association accredited diabetes education program, medical nutrition therapy, weight management programs and community classes to promote health in our community. The DNEC also provides the nutrition programs for the Center for Weight Management patients. In fiscal year 2013, 5,763 community members were provided outpatient diabetes and nutrition education through consultations or community programs.

The DNEC inpatient services support the glycemic management of hospitalized patients through diabetes assessment and education for patients, and serve as a resource to physicians and nursing staff. In fiscal year 2013, there were two full-time staff assigned to cover inpatients at GMC-Lawrenceville and one full-time staff assigned to cover the inpatient side at GMC-Duluth. Staff assessed and provided diabetes education to 3,538 hospitalized patients. The Diabetes Best Practice Team is an ongoing collaboration of physicians and clinicians that drives initiatives for optimal inpatient glycemic control, optimal patient outcomes and reduced hospital readmissions.
As a resource to the community, the DNEC strives to provide adequate access to and excellence in diabetes and nutrition education that positively impacts lives. The DNEC maintains partnerships with physicians, community groups (e.g., churches, businesses, senior centers, indigent care clinics) and other hospital departments in this pursuit.

Programs:

- **Diabetes Self-Management education**: Diabetes education provided by Certified Diabetes Educators in class settings or individual consultations. Program is a recognized American Diabetes Association Diabetes Self-Management Education Program.

- **Gestational Diabetes Self-Management education**: Education provided by Certified Diabetes Educators in class settings or individual consultations. Program is a recognized American Diabetes Association Diabetes Self-Management Education Program.

- **Healthy Diabetes Series**: Community talks offered six times a year addressing pre-diabetes and current, relevant diabetes management topics.

- **Insulin pump training**: Provided by staff who are Certified Insulin Pump Trainers.

- **Diet by Design**: A personalized, flexible approach to weight management that is facilitated through individual consultations with a Registered Dietitian.

- **Medical Nutrition Therapy**: Consultations for chronic disease management, and nutrition-related disorders. A registered dietitian tailors a nutrition plan to meet the needs of individuals with high blood pressure, high cholesterol, pregnancy nutrition, eating disorders, obesity, healthy eating and metabolic syndrome.

- **Bariatric Initial Nutrition consultations**: Nutrition assessments provided to those pursuing surgical weight management.

- **Weight Management**: Individual counseling, classes and programs with registered dietitians including nutrition counseling and support for hospital’s bariatric program’s patients.

- **Metabolism Testing**: Registered Dietitian uses a device to measure how many calories the body burns and includes a personalized meal plan based on an individual’s metabolism.

- **Weight! Have you had the Talk with your kids?**: Program offered to the community in various formats (e.g., classes, workshops, and health forums) to address childhood obesity.

Community Collaborations:

- **Gwinnett Takes on Diabetes**: Annual community education event featuring experts in the field of diabetes and its management.
• **Diabetes Education Grant Program**: Program that provides access to diabetes education for uninsured patients. To date, 430 patients have utilized this program for education.

• **Faces of Diabetes Forum**: American Diabetes Association provides an annual outreach initiative partnering with Gwinnett Medical Center to bring diabetes information, education and screenings to our culturally-diverse community.

### Cardiac and Pulmonary Rehabilitation Programs

The Cardiac and Pulmonary Rehabilitation programs are located at GMC-Lawrenceville. The philosophy of the programs is to deliver services that enable the participant to achieve a personal level of optimal physical, psychological, vocational and social health and to equip the participant and family to make wise decisions concerning the participant’s future health. The programs focus on the participant’s cardiovascular fitness without exceeding the safe limits of exercise, as well as educating the participant about their disease and its management. Other benefits include: aid in risk factor modification, assistance in returning to work (as applicable) and a healthy psychological readjustment for both the participant and family.

Both Cardiac and Pulmonary Rehabilitation is divided into three phases. Phase I includes an education program for hospitalized patients while Phase II is much more involved with intense education and several exercise visits as an outpatient. Phase III is a maintenance exercise program available to graduates of Phase II. For fiscal year 2013, this rehabilitation department admitted 204 with cardiac associated diagnoses for a total of 6,670 patient sessions. For the same time period, 94 patients with chronic pulmonary conditions participated in 3,937 sessions.

### Gwinnett SportsRehab

Gwinnett SportsRehab provides cost-effective care that will restore strength, mobility and function in order to facilitate a safe return to daily activities. The highly-qualified staff of physical and occupational therapists offers comprehensive assessment and treatment of all types of physical injuries and diagnoses. Specialty programs include orthopedic/sports medicine, running rehab, lymphedema therapy, vestibular rehabilitation, amputee rehabilitation, hand therapy, aquatic therapy, arthritis management, oncology rehabilitation, and fitness/conditioning programs. Patients receive an evaluation and customized treatment plan that are designed to address the specific needs of the individual.

Outpatient services at GMC-Lawrenceville are located at 500 Medical Center Boulevard, Suite 130 and are staffed by an occupational therapist (OT), physical therapists (PT), a physical therapy assistant (PTA), a rehabilitation case manager (CM), administrative assistants, a rehabilitation aide and an exercise physiologist.

Lymphedema Therapy is available in both locations of Gwinnett SportsRehab. Services are provided by occupational therapists with a specialty certification in lymphedema therapy. The highly qualified therapists offer comprehensive assessment and treatment for patients with abnormal swelling in the arms, legs, face, neck or torso. This abnormality is typically due to congenital malformation of the lymphatic system or damage to lymph nodes or vessels from surgery, radiation, trauma, or infection.
The comprehensive assessment and customized treatment plans are designed to address the specific needs of the individual in order to facilitate independent return to daily activities.

Speech Language Pathology Services is available at Gwinnett SportsRehab-Lawrenceville. The program provides specialty speech language pathology services for adults. The speech language pathologist provides cost-effective care that includes assessment and treatment for voice disorders, swallowing deficits, and cognitive and speech/language disorders. The comprehensive assessment and customized treatment plans are designed to address the specific needs of the individual in order to facilitate independent return to daily activities.

Programs:

- **Lymphedema Therapy**, provided by an occupational therapist, treatment for excessive edema as a result of cancer treatment or impairment to the lymphatic system.
- **Voice and Swallowing Rehabilitation** provided by a Speech Language Pathologist, treatment for voice and swallowing deficits as a result of head and neck cancer.
- **Cancer Rehabilitation** for strengthening, range of motion and return to activities of daily living.
- **Amputee Rehabilitation** for those who have lost a limb as a result of diabetes, vascular disease, trauma, tumors, or congenital conditions.
- **Physical and Occupational Therapy** for functional deficits resulting from an injury, post surgical or chronic disease.
- **Fitness services** provided by an exercise physiologist at Gwinnett SportsRehab for personal training or open gym membership.
- **Running Clinic** offered by Gwinnett SportsRehab for new or seasoned runners to improve performance, reach a personal record and prevent injury.

Community Collaborations:

- **Lymphedema Lighthouse** is a non-profit education and awareness organization about lymphedema and related disorders. It provides assistance and support to those affected by the disorder and their friends and family. One of our lymphedema therapist is a board member.
- **Fleet Feet** is a shoe store that does fittings for orthotics and tennis shoes. Once we do the “running evaluation” we refer to Fleet Feet for orthotics and shoes, we also give talks in their stores on injury prevention.
- **Amputee Support Group** meets monthly at Gwinnett SportsRehab-Lawrenceville. It is conducted collaboratively by a physical therapist and a local prosthetic/orthotic company.
Chaplaincy

Departmental Values:

- All persons are of ultimate worth
- Being human has many expressions, and each expression deserves attention
- Health changes and choices impact the whole fabric of life

Growing out of its values, the GMC Chaplaincy department’s mission is to provide and coordinate quality spiritual care to promote patient care excellence, to foster sensitivity to the diverse needs of GMC customers and to integrate spiritual values and health decisions. The Chaplaincy department staffs 24 hours a day, seven days a week with four staff chaplains, four clinical pastoral education residents (with a one-year commitment) and shorter term clinical pastoral education interns.

Chaplaincy is a well-integrated part of the life of the hospital, serving on the Community Health and Wellness Council, Ethics Committee, Associate Benevolence Committee, Cancer Committee, Donation Committee and Palliative Care Committee. In addition, the Chaplaincy department acts as consultant and assists in the development of policies and procedures in many aspects of the care of GMC’s patients and families. A large part of the Chaplaincy department’s role is also staff support in the stressful healthcare environment, providing a listening ear, counsel and referral, bereavement support and memorial services for associates and families of associates.

In addition to in-house services, the Chaplaincy department has also tried to take to heart the organizational value of service to the community. Chaplains often speak at churches and community organizations on topics including grief, men and grief, end of life issues and crisis management/counseling. Chaplaincy is also sometimes called on by Gwinnett County Fire and Police to assist in Critical Incident Stress debriefings.

Palliative Care Program

Palliative Care is patient- and family-centered care that optimizes quality of life by anticipating, preventing and treating suffering of all kinds. From diagnosis to death, Palliative Care addresses the complex/holistic needs of patients and their families while facilitating patient autonomy, access to information and choice. These services are provided for GMC-Lawrenceville and GMC-Duluth by one registered nurse. The main elements of palliative care are:

- Effective pain and symptom management
- Prognostication and disease education
- Establishing realistic goals based on the patient’s condition, values and choices
- Psycho-Social/Spiritual/Cultural support for patients, their families and hospital staff
- Appropriate resource utilization for patient care both in and out of the hospital
**Nutrition Services**

GMC's Nutrition Services provides basic food service to all hospitalized patients, according to their dietary and medical needs. The department provides services to GMC-Lawrenceville as well as GECC. Medical nutrition therapy is provided to certain individuals as deemed appropriate by a registered dietitian. The dietitian monitors patients’ intake, analyzes the intake and other conditions and then adds appropriate supplements or therapy to maximize nutrition. Nutrition education is provided for disease management on an individualized, personalized basis for hospitalized patients. Education is also provided for drug/nutrient interactions. There are seven FTE Registered Dietitians’s for GMC-Lawrenceville including GECC.

**Infection Prevention and Control**

The goal of the Infection Prevention and Control department is to minimize the morbidity, mortality, and economic burden associated with healthcare associated infection (HAI) through prevention and control endeavors in patients, healthcare workers and visitors. Using epidemiological principles, pertinent data is collected and analyzed in order to determine risk factors associated with infection and to define mechanisms of transmission and prevention. The most current Centers for Disease Control/National Health and Safety Network (CDC/NHSN) surveillance definitions and a comparative database are utilized to evaluate our prevention efforts. The Infection Preventionist uses this information to identify opportunities for improvement. Then they partner with other members of the healthcare team to plan, implement, and evaluate control strategies as part of a continuous performance improvement model. As a resource within GMC and the community, the Infection Preventionist educates other professionals as well as the public about infection risks and measures to minimize and/or eliminate risks and to enhance patient safety and quality.

**Community Collaborations:**

- Public Health Reporting and Case Management of communicable diseases works to identify inpatients and outpatients with communicable diseases and to assess adequacy of treatment and provide referrals to the public health department for further treatment as required. The predominant diseases requiring include sexually transmitted diseases, HIV, rabies, hepatitis and tuberculosis.

- The emerging pathogens program is a voluntary State program which seeks to compile information about emerging pathogens through the collection and testing of clinical samples. The results provide current information about emerging pathogens in our local community and additional support for requested funds for education, prevention and treatment of the community.

- State Bioterrorism Task Force develops tools for use by the regional Emergency Preparedness Coalition. The State bioterrorism task force consists of three main groups: Laboratory, Epidemiology and Quality. The coalition has representation from public health, hospitals, first responders and the community.
Coordinated Care Department

The mission and vision of the Coordinated Care department is to provide services to improve the effectiveness and efficiency of healthcare delivery in order to facilitate optimal patient outcomes. Associates facilitate the coordination of patient services in order to provide quality healthcare within a reasonable time frame and with efficient and appropriate utilization of resources. Services include case management/utilization management and social work services. In fiscal year 2013, the Coordinated Care department had 52 associates including: registered nurse case managers (CM) and social workers (SW) who hold either a BSW, MSW or licensed masters (LMSW) and some maintain certification as a certified case manager (CCM) or an Accredited Case Manager (ACM). The associates interacted with 81,306 cases at GMC-Lawrenceville and 13,732 cases at Gwinnett Women's Pavilion.

Case managers and social workers assess patients based on a high-risk screening tool and complete clinical review on all patients. This is a new assessment process for better continuity of patient care.

Case managers provide education for physicians and guidance to the multi-disciplinary team caring for patients. Case managers review for medical necessity, certify admissions, evaluate patient progress and length of stay issues as well as facilitate transition planning.

Social workers assess for psychological and financial patient needs and implement transition planning, including nursing home placement, hospice, homeless shelters and personal care homes. They are also involved with complicated patient transitions whereby they provide counseling; resources for transportation (domestic and international); and referrals for rent, housing, food, clothing, medication assistance programs and vocational rehabilitation. Social workers provide conflict resolution, grief and bereavement support, domestic violence support and assist patients in locating appropriate resources through referrals and community contacts. Social workers and case managers also provide community support through referrals to resources and information to those that are not patients.

The department provides patients access to a case manager and social worker. Monday through Friday, from 8 a.m.-11 p.m. Saturday and Sunday, we have discharge coverage for GMC-Lawrenceville 7 a.m.-10 p.m.; after 10 p.m. all coverage is remotely addressed by an on-call associate.

Coordinated Care and the Emergency Department offer a collaborative outreach resource to those customers who frequently utilize the emergency room. ED/POC – “plan of care” offers monitoring by social workers to assist patients with connecting to a PCP, community clinics and/or neighboring resources.

Upon request, our department provides information sessions regarding hospital admissions to independent, assisted living and other senior organizations. The information sessions provide an overview on how our department interfaces with patient and families to plan for their discharge. It also provides information on Medicare inpatient versus observation status and nursing home information.
Goals for fiscal year 2014:

- Continue to provide in-home IV infusion services through various providers in the community
- Continue to provide home health services via provider rotation
- Maintain Davita Pathway Educator for difficult end stage renal disease (ESRD) placements
- Continue providing utilization management and discharge planning to inpatient customers
- Continue outreach into the community via ED/POCs and information sessions
- Continue partnership with ARC (Atlanta Regional Commission) for Atlanta Community Based Care Transition Program
- Provide specialized supportive CM/SW service for the Open Heart Center
- Collaborative support to Gwinnett Medical Center’s Physician-driven Palliative Program
- Partner with local nursing homes, hospice companies and personal care home providers to assist in addressing readmissions
- Institute quarterly Round Table discussions with community partners to enhance the continuum of care
- Re-institute the “Risk Assessment Tool” at GMC-Lawrenceville for assessment of Medicare readmissions.

Programs:

- **Davita Pathway Education**: provide education and outpatient placement for patients with End Stage Renal Disease
- **Prescription Assistance program**: provides assistance to indigent patients in need of medications at discharge
- **Transportation program**: arranges transportation for patients at discharge for patients via taxi or bus vouchers
- **Supportive Community Care**: provide arrangements for indigent or underinsured patients, no longer requiring hospitalization, but has a need for continued medical monitoring (i.e. Personal Care Home Placement or Extended Hotel Accommodations)

Community Collaborations:

- **Medication Management**: via agreements with IV Infusions Companies
- **Partnership for Domestic Violence**: collect and provide phone donations for victims of domestic violence
- **Community Clinic referrals**: contact information is provided for community clinics for uninsured and underinsured patients
**Patient Representatives**

The Patient Representatives department plays an important role as a liaison between the patient, family members and our healthcare team. The services provided include assistance with foreign and sign language interpretation, adaptive equipment and system-wide grievance complaint process, allowing the clinical staff to devote their time to patient care. The Patient Representatives staff also provides information and education to patients who wish to complete an Advance Directive or update an existing one.

Patient Representatives have a dual role as a healthcare interpreter which is an important part of the services we provide to our non-English-speaking patients and their families to ensure accurate and effective communication between our patients and staff. The Patient Representatives department has many representatives who are bilingual (Spanish and Korean). Below are some additional duties provided by the Patient Representatives department:

- Ensure compliance with regulatory standards and hospital services
-Perform a variety of interpretation and minor translations to ensure non-English-speaking patients receive appropriate care within the hospital system
- Maintain accurate daily records on all requests for service
- Promote patient's satisfaction related to GMC services; notify department manager of problematic issues
- Provide patient and families with Advance Directive information
- Document patient concern information into the Risk Pro database
- Encourage communication between the patient and the healthcare team
- Inform patients of their rights and responsibilities
- Promote patient privacy and confidentiality
- Address and resolve patient/visitor concerns in a timely manner
- Document information and forward to the appropriate department head
- Visit all admitted patients
- Communicate with the Medical Examiner Office and Organ procurement agency as required
- Provide and assist patients in using Adaptive equipment
- Notify family of trauma or critical patients when appropriate

**Learning Resources**

The Learning Resources (LR) department coordinates the majority of health professional educational training for both the Lawrenceville and Duluth hospitals and its facilities, while physician education is managed by the Graduate Medical Education Office.
LR’s mission is to grow excellence in our associates and future healthcare workforce, which we refer to as our healthcare pipeline. This year over 1,600 students participated in professional training for many specialties including physician assistants, nurse practitioners, certified nurse anesthetists, nursing (undergraduate and graduate programs), biomedical technologists, cardiology technicians, chaplaincy, dietitians, diabetes educators, health information management, emergency medical technicians, exercise and health science, health informatics, laboratory technologists and phlebotomists, medical interpreters, nuclear medicine technologists, parish nurses, pharmacists, radiology technicians, rehabilitation physical therapists (including occupational and speech), respiratory therapists, social workers, surgical technicians, ultrasound technologists, and high school students in sports medicine, certified nursing assistant programs as well as in programs exploring future healthcare careers.

Our organization is presently affiliated with many academic institutions for both undergraduate and graduate level students. The following lists many of the affiliations in place: Philadelphia College of Osteopathic Medicine, Gwinnett Technical College, Georgia Gwinnett College, Emory University, Mercer University, Brenau University, Georgia State University, Georgia Regents University, University of Georgia, Kennesaw State University, University of North Georgia, Valdosta State University, University of West Georgia, University of South Alabama, University of Alabama – Birmingham and Tuscaloosa, Piedmont College, Athens Technical College, Lanier Technical College, Bauder College, Chattahoochee State, Georgia Southern University, DeVry University, University of Indiana, South University, Georgia Northwestern Technical College, Gwinnett County Fire Academy, Georgia Perimeter College, Cambridge Institute of Allied Health Professions, Le Cordon Bleu College, Walden University, Gwinnett County Public Schools – Quest Intern program, Medical Explorers and Maxwell High School of Technology, and Grayson High School Sports Medicine, and in Fulton County, the Fulton County Public Schools’ gifted program.

On the Lawrenceville campus over 1,200 students were trained and over 400 students trained on the Duluth campus in fiscal year 2013. The instructors who supervise their students receive training as well and must meet GMC orientation requirements of which there were 52 instructors trained for the Lawrenceville campus and 17 instructors trained for the Duluth campus. The ratio of students between Lawrenceville and Duluth is 3:1, however such programs as the EMS programs the student ratio is 3:2, and for radiology and surgical tech program both campuses trained similar numbers of students.

Lawrenceville supports three high school programs on site including Maxwell High School of Technology which places approximately 100 students for their Certified Nursing Assistant program with our Patient Care Technicians for their training; a gifted student program for high schoolers interested in observing healthcare workers in action; and the Medical Explorers Program which introduces students to healthcare experts who speak to them on their specific healthcare career and provide a tour of the careers healthcare area within the hospital. In Duluth another high school partnership was forged with the Fulton County High School Program for students to observe healthcare workers on the Duluth campus; and a new training partnership with Grayson High School Sports Medicine Program supported by our Sports Medicine area and the Concussion Institute.
Our system also provides numerous observation experiences for students and lay people to observe in their area of healthcare interest. The Duluth campus supported over 50 such observations while the Lawrenceville campus supported over 80. These observations embrace both pre-nursing and nursing students; students who must observe as a requirement to apply to a particular healthcare program such as radiology, physical therapy, or anesthesiology assistant school; pre-med students; persons pondering a healthcare career; and students participating in our high school programs.

The Learning Resources department is the gatekeeper for all students, with the exception of medical students, supporting quality patient care and safety while affording the student excellence in learning experiences. Within this endeavor, LR assures all the academic institutions’ students interacting with our patients and customers have a current affiliation agreement in place between their academic institution and GMC, a clear background check and drug screen and complete a comprehensive online orientation to Gwinnett Medical Center. Students who observe/shadow complete a thorough online orientation to confidentiality and privacy requirements and provide validation they are free of a communicable disease (for the aforementioned students this is covered in the affiliation agreement) and sign an agreement to do no hands-on care. LR manages the required paperwork, tracking and data entry of all of the students’ paperwork, nursing instructors who will supervise students on-site and any instructors who will visit their students on-site. An annual affiliation meeting is held in spring for our affiliates to review and update them on our processes and requirements. A portion of that meeting is devoted to nursing school placement for the upcoming academic year.

Additional contributions to our student affiliations are ongoing. LR is a member of the Gwinnett Technical College Advisory Board (for both Nursing and EMS), Gwinnett County Fire Advisory Committee, Georgia Gwinnett College Advisory Board, University of North Georgia Advisory Board, and Maxwell High School Healthcare Science Advisory Committee. LR also offers a summer Nurse Extern program which supports the nursing student’s future transition into nursing. Typically 30 or more nursing schools participate in the Nurse Extern Program from a variety of states. This day-to-day ongoing interaction with the affiliates’ representatives and students supports a quality and dynamic nurturing of our healthcare pipeline.

In alignment with our mission of excellence in education, our goal is to continue the oversight, facilitation, implementation and evaluation of student experiences. We exist to be the resource and support of quality student experiences, diligently protecting our patients and customers through our processes.

**Continuing Medical Education/Medical Library**

The Continuing Medical Education/Medical Library department provides accredited continuing medical education (CME) conferences and library services and resources for our physicians, clinicians, hospital associates and community.

Gwinnett Medical Center is accredited to provide Category 1 CME credit through the Medical Association of Georgia. We have been an accredited provider since 1994 and most recently were awarded CME Accreditation “with Commendation” as a provider of continuing
medical education. This recognition confirms GMC’s commitment to excellence in its CME programming.

Our mission is to provide relevance in CME program development – “Education that matters to patients.” We are dedicated to delivering quality, balanced and evidence-based educational opportunities that stimulate and empower physicians and clinicians to improve patient care.

The Gwinnett Medical Center Continuing Medical Education Program provides lifelong learning opportunities for physicians to enhance their competence, practice performance and improve the health status and outcomes of patients in the Gwinnett community.

Emphasis is placed on:

- Assisting physicians to identify their professional practice gaps and designing appropriate and effective educational interventions to meet these gaps, promote changes and improvement in clinical practices.
- Collaborating with Quality Improvement and other departments in designing, planning and implementing learning opportunities to address quality or safety issues within the hospital system.
- Providing up-to-date, evidence-based, clinically-relevant and scientifically-rigorous educational opportunities for physicians.

CME conferences at Gwinnett Medical Center address a wide range of topics related to clinical practice, current research and professional development. Each medical department provides conferences in its respective field/therapeutic area. Content is also influenced by best practice recommendations, key strategic plan initiatives, new clinical services and our hospital mission. Conferences are planned based on the identified needs of the target audience and may occur in multiple formats to address the practice gap.

The primary target audience is practicing Gwinnett Medical Center physicians. Other physicians in the Gwinnett community as well as mid-level providers and healthcare professionals at Gwinnett Medical Center are also invited to attend the CME conferences. Some of our conferences may target local or regional physicians and healthcare professionals with whom we wish to share our expertise or clinical information.

The CME Program offers both traditional and innovative conferences including live CME conferences based on current, relevant topics and annual seminars. Types of conferences include departmental conferences, grand rounds, interactive, hands-on workshops, multidisciplinary case conferences, journal clubs and computer-based learning. Live teleconferences may also be transmitted to our second facility, allowing additional physicians and healthcare professionals to participate in the conference. Joint providership of conferences with local healthcare organizations are occasionally undertaken to provide quality continuing medical education for other local entities. In 2013, 196 CME conferences were provided which included 472.5 hours of instruction. We had a total attendance of 4,231 participants.
Medical Library

The Gwinnett Medical Center-Lawrenceville Medical Library is located on the Ground Floor. Our second Medical Library is located on the Terrace Level of Gwinnett Medical Center-Duluth.

The mission of the Gwinnett Medical Center Medical Libraries is to provide the highest quality medical information services and resources to support excellence in patient care, clinical and management decision-making, research, community wellness and the educational needs of our customers. Our libraries provide a diverse collection of medical resources and a wide range of library services available to physicians, clinicians and the community. In 2013, the Medical Libraries were utilized by 24,992 physicians, associates, students and community members.

While offering onsite collections of current and relevant materials, the library staff is able to provide reference services that stretch beyond the walls of the physical library.

The on-site collection includes:

- Medical online databases for physicians, nurses, allied health professionals, patients and the community
- Medical textbooks and DVDs
- Electronic medical journals and textbooks covering all specialties
- Ten-year collection of 50+ paper journals
- Extensive drug information
- Evidence-based practice guidelines, patient information and much more

The Electronic Medical Library

- Provides access to an extensive electronic library collection including:
  - 19,000+ full-text medical journals
  - 360+ full-text electronic medical textbooks
  - 14+ electronic medical databases
  - Seamless retrieval of information from these resources
- Electronic journals and e-books are organized by our A to Z list - A searchable tool which allows users to alphabetically search through our entire electronic journal and e-book collections
- Article Linker - A link resolver product that easily and directly links users to the full-text of requested journals when conducting a literature search

Online Database Resources Include:

- **Up-to-Date** - A “Point of Care” Clinical Information database. Provides concise,
practical answers to the physician/clinician’s clinical questions at the point of care

- **MD Consult** - A medical database providing access to medical journals, e-books, practice guidelines, drug information and patient education handouts - all in one resource

- **Ovid** - Another medical database that provides access to Medline and the latest peer-reviewed articles in medical journals and e-books

- **PubMed** - The National Library of Medicine’s Medline, the world’s premier index to medical literature

- **VisualDx** - A visually presenting diagnostic, decision support database providing access to over 17,000 clinical images to help the physician/clinician determine the definitive diagnosis

- **EbscoHost Database** - A comprehensive collection of multiple databases including the following: Medline Complete, Health Business Elite, Psychology and Behavioral Sciences Collection, Cochran Evidence-Based Databases, CINAHL Plus and Nursing and Allied Health Collections

- **Lexicomp** - A pharmacology database that provides comprehensive drug and clinical information including drug interactions, calculators, IV compatibility, toxicology information and patient education

- **Neofax** - A neonatal drug database providing drug monographs, enteral formulas and calculators for the neonate population

- **Natural Standard** - An evidence-based database that provides information on complementary and alternative therapies


- **STAT!Ref** - Another full-text e-book database which includes access to many medical, nursing and pharmacology textbooks

- **MedlinePlus** - The National Library of Medicine’s free index to consumer health information in over 40 languages with links to clinical trials and drug information. It also includes a medical dictionary and medical encyclopedia.

- **Krames On-Demand** - A comprehensive, customizable patient education database available in 11 different languages.

**Physician Services**

Physician Services department conducts a triennial physician community needs assessment to identified physician shortages in primary and specialty care areas. GMC recruits community physicians through income guarantees, employment, relocation assistance, signing bonuses and recruiter fee assistance.
Physician Liaison

Physician Liaisons are responsible for developing and executing strategies and tactics to achieve business objectives, as well as providing feedback on physician requests by establishing relationships with physicians and their office staff. They are also responsible for the overall hospital and maintenance of effective relationships between hospital services and physicians and physician office staff in the community. They gather and disseminate information and perform growth and retention activities such as site visits, presentations, exhibit staffing, networking, one-on-one meetings and attending special functions. Finally, they report back concerns, issues and compliments to the appropriate operational personnel for the purposes of recognition or service improvement to the physician and physician office.

Health Education & Wellness Services

Health Education & Wellness Services (HEWS) employs two health educators and is responsible for planning, coordinating and providing health education programs and services for our community. PrimeTime Health, Physician’s Speakers Bureau, fitness classes and health screenings are examples of HEWS services. PrimeTime Health is a senior program providing health information to meet the needs of community members over 50 years of age. HEWS also provides access to quality health information presented by a team of local physicians on a variety of health and wellness topics through the Physician’s Speakers Bureau. In fiscal year 2013, HEWS had 16,789 community contacts.

HEWS’s fitness classes are led by certified professional fitness instructors with the goal of decreasing the risk of heart disease and diabetes; bolstering participants’ immune system; and improving their moods and fitness levels through regular physical activity. These classes also work to improve both physical and psychological wellness by focusing on relaxation and stress reduction.

Goals for fiscal year 2014:

• Continue to offer health education and prevention programs to community and associates.
• Increase PrimeTime Health membership.
• Increase Fitness Class participation.
• Increase Physician’s Speakers Bureau participation.

Faith Community Nursing

Faith Community Nursing has contributed to the health of Gwinnett County communities for 20 years. Research has shown that people who are healthy in their spiritual and emotional life are better able to cope and become healthier in their physical bodies. Gwinnett Medical Center’s Faith Community Nursing encourages faith communities to provide health ministry to their congregations by training, supervising and supporting faith community nurses to promote
whole person health. GMC is the only site in Georgia that administers the Faith Community Nurse Foundations course, required for Registered Nurses to become Faith Community Nurses.

Faith community nurses function as case managers, personal health counselors, educators and volunteer coordinators for creative programs to improve the health of community members. Programming varies because each faith health site assesses their population health needs and develops programming to address the identified needs.

In the past year, the Faith Community Nursing sites made more than 122,026 contacts in the community. Examples of these services include education and awareness programs, support groups and hospital, home and nursing home visitation. Relationships with area faith communities are a key link in providing health outreach and last year the Faith Community Nurses collaborated with more than 500 service agencies.

The Faith Community Nursing department includes one manager, a half-time registered nurse education coordinator, a half-time administrative assistant and 15 registered nurses, whose positions are affiliated with GMC. The department is also home for the precedent setting Faith Community Network Nurse Navigator.

Goals for fiscal year 2014:

- To integrate the work of the faith community nurses with the Healthy People 2020 goals and the hospital strategic goals for improving the health of our community
- To assist nurses in planning ways to address the current health problems in our community
- To provide training to additional registered nurses to enable them to provide health ministry in their faith communities
- To encourage faith communities to provide health ministry in their congregations
- To support the implementation and growth of the GMC Faith Community Network Programs:

  - **CPR/AED Training** is provided
  - **Basic First Aid** courses are provided
  - **Cancer Support Groups**: are support groups for victims of cancer and their families
  - **Emotional and Mental Health Programs**: provide education and support for persons with conditions such as depression, and abuse
  - **Mental Health First Aid Course**: a course for Faith Communities to provide initial mental healthcare to congregations or community members who present with mental health concerns
  - **Grief and Bereavement Support Groups**: are groups for persons suffering grief from bereavement or other losses
• **Additional Support programs for individuals and families:** are groups for persons needing support from situations of substance abuse, family violence, divorce, etc.

• **Healthy Living:** are education and support programs which teach healthy eating, nutrition, and exercise such as Believercise and First Place Health

• **Parenting Skills & Issues:** is an educational program to assist parents in developing new or better skills in caring for their children

• **Healthy Aging:** programs designed to help aging adults and their caregivers maintain safe and healthy practices, such as protecting against falls and other safety tips

• **Health Screenings:** such as blood pressure screening, cholesterol, cancer, etc. are provided to persons in the faith community and during special events called “health fairs”

• **Cancer Awareness:** educational programs and exhibits designed to alert persons to the warning signs of cancer such as skin cancer, colon-rectal, etc.

• **Policies:** Faith Communities developed policies or position statements on health issues such as lactation support, tobacco-free campuses, healthy eating, and physical movement

**Community Collaboration:**

• **Blood Drives:** provides site and support via space, media, and nourishments for blood drives (American Red Cross and Life South)

• **Flu vaccine:** is offered at the faith community in collaboration with area pharmacists (Kroger, Walgreen, etc.)

**Programs under Development:**

The Faith Community Network is a partnership between Gwinnett Medical Center and clergy of faith communities in Gwinnett County. The Network provides a bridge of care for faith community members who are admitted to GMC by connecting a GMC Faith Community Nurse Trained Navigator with a faith community Liaison. The Navigator and the Liaison collaborate to support the member in both the acute and post-discharge phases of care.

**Sports Medicine Program**

GMC’s Sports Medicine Program was established with the goal of improving the level of care and access to care provided to athletes in Gwinnett County. The program has implemented a county-wide concussion testing program called ImPACT. This initiative provided neuro-cognitive baseline testing for 18 county schools, three private schools, local recreational hockey leagues and the local youth football association. This concussion program touched every high school football, basketball and soccer player as well as a large quantity of youth athletes in the county. More than 58,000 baseline tests were provided. Through the program, GMC collaborates with and provides full-time certified athletic trainers to 16 high schools in the county. In fiscal year 2013, our certified athletic trainers provided direct on-site care in approximately 24,619
encounters, resulting in more than 1.6 million contacts for the year. The program has made 6 million program contacts since 2005.

GMC’s Sports Medicine Support department includes approximately 57 certified athletic trainers (25 full-time and the remaining staff are provided as needed). Under the direction of the Sports Medicine Committee physicians, the athletic trainers are responsible for the care of local injured athletes, from adolescents to geriatrics, at community sporting events. The athletic trainers assess, educate, instruct and treat athletes with movement dysfunction, emergency injuries or physical disabilities, both acute and chronic. The athletic trainers administer immediate, on-site medical care and develop an on-going plan of care based on the nature of the injury.

Goals for fiscal year 2014:

- Continue providing coverage in 16 local high schools.
- Monitor/Improve use of the county-wide concussion program.
- Successfully maintain a county-wide heat illness prevention program/policy.
- Maintain and improve an injury tracking surveillance program to improve delivery of services.
- Provide a High School Symposium to educate local high school students.
- Provide Gwinnett Football League parent education events.
- Provide physician education and grow needed awareness through CME offerings.
- Provide 10 youth injuries symposiums to local coaches and parents.
- Provide community awareness about concussions through scholastic offerings.
- Provide community awareness about injury prevention through educational offerings.
- Increase access and levels of specialized medical care to local athletic populations.
- Extend services to surrounding counties and organizations that have a recognized need.

Marketing and Communications

The Gwinnett Medical Center Marketing and Communications department’s tactical plans for community involvement are outlined below. This department’s goal is to accurately reflect GMC’s strategic system identity of transforming healthcare to the community. This plan is executed through community sponsorships, forums and speaking engagements.

The goals of speaking engagements and forums are to:

- Use representatives and experts that offer a personal educational link between the community and our System.
- Inform the community of available services and facility locations.
- Introduce physicians and professionals practicing at GMC facilities to the community.
Programs:

Community education programs and forums are presented by experts on various health education and prevention topics.

- **Wellness Seminar One**, June 2013
  - Participants were able to register for the wellness seminars to prepare to run the Button Down Dash that was hosted by the Gwinnett Chamber.
  - Topics included: strength and conditioning and hydration and nutrition for runners
  - Participants received a “Couch to 5K” running plan

- **Wellness Seminar Two**, July 2013
  - Participants were able to register for the wellness seminars to prepare to run the Button Down Dash that was hosted by the Gwinnett Chamber.
  - Topics included: General fitness and running injury free
    - Introduction to general fitness guidelines, techniques and body composition
    - Tips and techniques for running injury free

- **Mall of Georgia Play Area Sponsorship Celebration**, July 2013
  - Provided parents with information about our Children’s Emergency Center
  - Provided parents with a first aid chart that also included information about our Children’s Emergency Center

- **Mall of Georgia-Back to School Event**, July 2013
  - Provided parents with information about our Children’s Emergency Center and Concussion Institute
  - Provided parents a first aid chart, concussion guide

- **BB&T Atlanta Tennis Championship**, July 2013

- **Mall of Georgia-Quarterly Table**, August 2013
  - Diabetes & Nutrition Education Center
    - Child friendly, healthy recipes
    - Child focused Nutrition Education

- **Gwinnett Chamber Business EXPO**, August 2013
  - Strickland Heart Center
    - Brochure
  - Center for Weight Management
    - Brochure
• Robotics
  • Brochure
• Concussion Institute
  • Informational Flier
• Healthier Living EXPO, August 2013
• NCR Wellness Benefit Fair, August 2013
• Weight! Have you had The Talk with your kids?, September 2013
  • Our Diabetes & Nutrition Educators presented information to parents about:
    • Creating a healthy eating environment
    • Preparing healthy meals at home
    • Improving snack and beverage choices
    • All participants went home with packets of information that reinforced what was covered in the class
• Paint the Mall Pink, October 2013
  • Participants were able to have complementary stress reducing massages
• Imaging Services
  • Provided participants education about our imaging services, Care-a-Van, and vein procedures
  • Staff displayed breast education models-educating women what different size lumps in the breast feel like
  • Gave away shower cards that teach and remind women to give themselves monthly self-exams
• Health Navigators
  • Provided participants with genetic testing and cancer support information
  • Educated participants about women’s health and answered any questions
  • Provided participants information about our health navigators
• Sports Medicine
  • Provided Race Day warm-up and first aid tent
• Mall of Georgia Fall Celebration Event, October 2013
  • Provided crafts at GMC table for children
  • Provided GMC Tervis Tumblers for parents
• Chattapoochee Festival, October 2013
• Business After Hours Johns Creek Chamber, October 2013
• Women’s Imaging
• Lilburn Daze, October 2013
  • Stroke Education
• The State Health Benefit Fair, October 2013
• 14th Annual Bethesda Senior Health Fair, October 2013
• 10th Annual Stroke Conference, November 2013
• 2013 Partnership Gwinnett Summit, November 2013
• UGA Healthy Tips, January 2014
• Women and Heart Disease, February 2014
  • Physician speaker
    • Covered signs and symptoms of heart disease, risk factors, healthy behaviors, why heart disease is different between men and women
  • Participants received additional information on healthy recipes, exercise band workouts, know your family tree and knowing your numbers
• Gwinnett Technical College DeStress for Success, February 2014
• Mall of Georgia Tabling-Concussion Institute, March 2014
  • Representatives from the Concussion Institute
  • Provide information about concussions to community
  • Brochures
  • Fliers
  • Other handouts
• Women and Robotic Surgery, April 2014
  • Physician speaker
  • Learn about treatment options for many gynecologic conditions, including those that require advanced, complex procedures
• Greater Gwinnett Golf Tournament, April 2014
• Mall of Georgia Mom’s Night Out, May 2014
  • Provide information to moms about services at GMC
  • Children’s Emergency Center
  • Concussion Institute
  • Imaging Services
  • Cancer Institute
• Peachtree Corner’s Festival, June 2014
The GMC Speaker’s Bureau presents seminars on various health education and prevention topics. Speakers include physicians and other members of the clinical staff.

**Unmet Community Needs**

When gathering input from community members through focus groups, town hall meetings and key informant interviews, our community identified needs in areas affecting quality of life, community relations and engagement, economic and financial stability, education, safety, youth, as well as health and wellness. The leading concerns were transportation and road congestion, community communication and engagement, increasing homelessness and job losses, lack of diversity in community leadership and residents without adequate health insurance. These community needs are not being addressed directly by the hospital because these needs are outside of the hospital’s scope of practice and the hospital does not have resources to address them. However, as a member organization of the Gwinnett Coalition for Health and Human Services we participate in Coalition initiatives to strive to improve these issues in collaboration with others in our community.

From a health perspective, lack of adequate dental care for residents without insurance and lack of mental health services were identified needs by community representatives.

While hospital leadership agrees that adequate dental care for residents without insurance is an issue, addressing this issue is outside the hospital’s scope of practice. The Coalition’s Health and Wellness Committee is aware of this problem and would like to work with the community’s dental care providers to develop a plan of support for this issue. At this time, the American Dental Association’s Gwinnett chapter is the champion for this initiative.

There are identified community health needs in which our hospitals only provide minimal support because we do not have designated treatment units or outreach programs for these conditions.

Although we triage patients with behavioral and mental health conditions and substance abuse problems in our emergency departments, our organization does not have treatment units for these conditions. However, GMC covers up to five days of the cost for treatment at Riverwoods for medically-indigent Emergency Department or inpatient patients who meet the criteria and are in need of inpatient psychiatric treatment. Our Faith Community Nursing program interfaces with a number of community churches and other outreach agencies to provide education and support groups for many of these conditions. SummitRidge Hospital is a private, for-profit psychiatry and addiction medicine facility in Lawrenceville. Additionally, the state of Georgia provides mental health services through ViewPoint Health (formerly known as Gwinnett Rockdale Newton Community Service Board).

GMC-Lawrenceville has a Level III Neonatal Intensive Care Unit and a 12-bed pediatric emergency department; however, the hospital does not have a primary focus on inpatient pediatrics. Gwinnett County has a wide range of pediatric healthcare services available through Children’s Healthcare of Atlanta. The Sport’s Medicine program is a community outreach program that provides sports medicine trainers for youth in local high schools and community sports organizations.
Looking to the Future

GMC makes every effort to deliver innovative services of superior quality to our community at the best value. Through our CHNA and implementation strategies we are working to address community needs for all community residents including the uninsured, underinsured and vulnerable population. The Gwinnett Women’s Pavilion is a leading provider of obstetrical services in the state and continues to expand services to meet the need of our residents. In 2012, GMC opened the open heart surgery program in the Strickland Heart Center and we continue to advance our cardiac services through the opening of the Electrophysiology Laboratories in April 2014. We have created the Center for Cancer Care significantly increasing the staff and by building a formal relationship with Suburban Hematology and Oncology Inc. We are also developing two new programs to address our community’s needs: the Faith Community Network pilot and the Graduate Medical Education program for Family Practice and Internal Medicine.

Faith Community Network Pilot

Gwinnett Medical Center is developing a Faith Community Network, which consists of a covenant partnership between Gwinnett Medical Center and Faith Communities in the Gwinnett County area. The partnership covenant defines the role and responsibilities of Gwinnett Medical Center and senior clergy of the faith community. A health and wellness ministry is established in the faith community and requisite health liaison training is completed by the faith community’s liaison. A connection is established between the GMC Navigator and the Faith Community liaison and the congregation is informed of the Faith Community Network. Whenever a member of the congregation accesses Gwinnett Medical Center and self-identifies with their faith community, the appropriate navigator is notified. The GMC navigator notifies the Faith Community liaison of the member’s status and the two begin to coordinate their resources to facilitate the member’s return to optimum health.

The Faith Community Network benefits the members of the faith community through access to health and wellness support such as educational and preventative medicine programs addressing nutrition, physical activity, tobacco use, and chronic disease prevention, health fairs, guest speakers, and assistance in choosing the right clinic or physician for health needs, advocacy and a network of aftercare support following an illness or treatment of a medical condition. The medical center and society in general benefit from the decreased utilization and costs associated with healthcare and hospital admissions. The Faith Community Network benefits the individual by facilitating the provision of efficient, effective and appropriate care towards a return to optimum health. Members of vulnerable populations and diverse cultures (languages) benefit by being connected to a system that will help them navigate the complexities of the healthcare system and increase their participation in healthy living.

Implementation Update: Since last year’s report, GMC has established covenant partnerships with six faith communities. These churches are Christ the Lord Lutheran Church, Lawrenceville First United Methodist Church, Lawrenceville First Baptist Church, Hamilton Mill United Methodist Church, Holy Cross Anglican Church and Presbyterian Church of the Redeemer. We have registered Network members in four of the faith communities with plans to have the final
two congregations registered by fall. There are presently 729 members of the Network from our community. Liaisons from each of the faith communities have been trained and are beginning to establish wellness ministries and implement wellness programming at their places of worship. Examples of programs that have been started are a class on Advanced Directives and on-going grief and cancer support groups. There have been 18 member encounters in 2014 and each has received follow-up care through the Network liaisons and appropriate care teams from their respective faith communities. With the exception of one patient, all have been over 65 and a part of a vulnerable population.

Graduate Medical Education (GME) Program

GMC has begun adding dually-accredited (MD and DO) residency training programs in Family Medicine and Internal Medicine. These programs will be accredited by both the Accreditation Council for Graduate Medical Education (ACGME) and the American Osteopathic Association (AOA). The Family Medicine program has accepted five residents from the 2014 match who will start their training in June 2014. Internal Medicine hopes to start its program in June of 2015.

GMC’s ultimate goal is to train primary care providers in our community setting; it is a well-known fact that many studies have shown success in keeping physicians who train in a community setting in or near the communities in which they have trained. Once established, there will likely be further opportunities to add more specialties and subspecialties as time progresses. Further, development of a formal physician educational section and teaching structure in the GMC system will greatly assist current teaching faculty, as well as those interested in participating with resident and student teaching, by providing oversight of curriculum and predictability of student and resident rotations.

The continued effort of building graduate residency programs will require all of us, at all levels of experience, and all areas of expertise to be actively involved. The newest requirements for teaching programs put forward by both the ACGME and the AOA include multidisciplinary educational teams, the introduction and use of research techniques, and the presentation and use of quality data and indicators. They also rely heavily on nursing, allied health and administration for participation in the process.

Since many issues and needs have already been given and continue to need to be given attention. GMC administration and the GME section have addressed and will continue to be focusing in the following major issues:

- Program Directors and Program Coordinators have already been hired for both of our programs including a DO Program Director and one other faculty member for Family Medicine. Efforts to add further faculty and personnel needs to address staffing the Family Medicine clinical space and future faculty needs in both specialties are ongoing. Work with facilities to ensure clinical space on campus as required for both programs but also for community offices and potential practice sites for both primary care and required specialty rotations.
- Work with the GMC Physicians Group to develop and secure inpatient rotations as required for both training specialties.
• Partner with local and regional medical schools and other educational institutions to develop these programs and layer in student rotations.

• Enlist the support and teaching expertise in our community in ALL other healthcare and allied healthcare professionals as most all of the new training curricula include a requirement of a multidisciplinary approach and the incorporation of research technique and quality indicator usage.

Implementation Strategy

A team of department leaders and healthcare specialists completed a series of meetings that discussed, developed and evaluated implementation strategies for our identified community health needs. The outcome of those meetings was the compilation of a table of implementation strategies. The table identifies programs, community collaborations and programs under development for the following areas:

Manage Health Conditions and Chronic Disease Treatments

• Provide Emergency and Trauma Services for acute conditions and injuries
• Provide Women’s Services associated with pregnancy and childbirth
• Provide services to treat and manage chronic diseases and acute conditions

Improve Access to Care

• Provide diagnostic services for the community
• Collaborate with community physicians to improve access to care
• Collaborate with community organizations for access to treatment of behavioral health and mental disorders
• Collaborate with community organizations for access to services for persons with disabilities

Prevent Chronic Diseases and Increase Wellness

• Collaborate with community organizations to increase physical activities and healthy eating
• Collaborate with community organizations to raise healthy kids
• Collaborate with community organizations to promote healthy aging
• Collaborate with community organizations to stop the spread of communicable diseases
• Collaborate with community organizations to prevent and detect chronic diseases
Need: 1. Manage Health Conditions and Chronic Disease Treatment
   1.1. Provide Emergency and Trauma services for acute conditions and injuries

Reporters: Becky Wielder, Gina Solomon, Phillip Shaffer and Debbie Huckaby

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<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tr>
<td>• Life Net program (Gwinnett and Barrow Counties)</td>
<td>• One Call program</td>
<td>• Regional Trauma Plan</td>
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<tr>
<td>• Trauma Nurse Core Course (community)</td>
<td>• Emergency Preparedness</td>
<td>• ATLS program (community)</td>
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<tr>
<td>• FCN: CRP/AED training (faith communities)</td>
<td>• FCN: Blood Drives (American Red Cross and Life South)</td>
<td>• Trauma Ortho Clinic</td>
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<td>• FCN: Basic First Aid course</td>
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<td>• FCN: Mental Health First Aid training course</td>
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### Need: 1. Manage Health Conditions and Chronic Disease Treatment

#### 1.2. Provide Women’s Services associated with pregnancy and childbirth

Reporters: Cathie Brazell, Sheila Warren, Jennifer Robinson and Debbie Huckaby

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<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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| • Parent Review weekly e-mail  
• Classes  
  • Healthy Beginnings  
  • Healthy Pregnancy  
  • Healthy Childbirth  
  • Newborn Care  
  • Big Brothers & Big Sisters To Be  
  • Breastfeeding Basic  
  • Car Seat Class  
  • Growing Girl  
  • Infant CPR & Safety  
  • Babysitter Training  
  • Car Seat Safety Checks  
  • Facility Tours and Information Sessions  
• Lactation support and Lactation Helpline  
• High Risk Pregnancy Support Group  
• NICU Parents Support Group  
• Perinatal Loss Support Group  
• Breastfeeding Support Group  
• Women’s Steering Council to develop strategic planning in which decision makers engage physicians, associates, and administrators in reaching and implementing decisions that further the primary mission of Women’s Services at GMC.  
• Women’s Health Navigator to develop and provide educational programs to extend to interests of all life stages of women.  
• FCN: Mom’s Group  
• FCN: Mom & me  
• Women’s Advisory Council to provide advice to the hospital regarding the special needs of women in our community.  
• Georgia Hospital Association and March of Dimes programs to reduce and ultimately eliminate elective deliveries prior to 39 weeks.  
• Plan and construct a state of the art facility to provide services for Obstetrical and Neonatal patients.  
• Provide education to community hospitals and staff for NRP and S.T.A.B.L.E.  
• Work towards earning the Baby-Friendly Hospital designation  
• Develop a comprehensive bereavement program for patients and community members who experience a Perinatal loss.  
• FCN: Lactation support policies for individual faith communities. |
**Need: 1. Manage Health Conditions and Chronic Disease Treatment**

1.3. Provide services to treat and manage chronic diseases and acute conditions

1.3.1. Heart Disease

Reporters: Jayne Kulp, Leslie Holcomb, Mary Hudgens, Lisa Williams, Sloan Stephens, Susan Troccia, Juneasa Jordan, Dolores Ware, Amy Motteram and Cris Hartley

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<th>Programs</th>
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<td>• Chest Pain Center Accreditation</td>
<td>• Care Transition Coach Program</td>
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<td>• Cardiac Catheterization Lab</td>
<td>• Heart Health Expo</td>
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<td>• Cardiac Cath</td>
<td>• ‘Mended Hearts’ support group</td>
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<td>• PCI</td>
<td>• Free and discounted medication program with medication providers</td>
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<td>• Cardiac Device implantation</td>
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<td>• Electrophysiology services</td>
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<td>• Cardiac Rehab Phase I</td>
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<td>• Weekly heart failure class</td>
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<td>• Scale Program</td>
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<td>• Cardiac Patient Education Library-GHS Web Site</td>
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<td>• Cardiac Rehabilitation Phase I, II and III</td>
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<td>• Medical Nutrition Therapy for lipid, high blood pressure, weight management</td>
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<tr>
<td>• Cardiac Rehab Nutrition Classes</td>
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Need: 1. Manage Health Conditions and Chronic Disease Treatment

1.3. Provide services to treat and manage chronic diseases and acute conditions

1.3.2. Cancer

Reporters: Katie Michaud, Cindy Snyder, Brad Humphrey, Susan Troccia, Juneasa Jordan, Dolores Ware, Amy Motteram and Debbie Huckaby

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<tr>
<td>• Colorectal Cancer Prevention programs</td>
<td>• Freshstart outpatient smoking cessation program (American Cancer Society)</td>
<td>• Care-a-Van mobile mammography screenings</td>
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<tr>
<td>• Colorectal Screening kits</td>
<td>• Relay for Life screenings (community physicians and Oral, Head and Neck Cancer Alliance)</td>
<td>• GMC Health Forum</td>
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<td>• Prostate Cancer Awareness</td>
<td>• FCN: “Chemobrain” education program</td>
<td>• Health Fairs</td>
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<td>• Health Risk Assessments</td>
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<td>• More Fruit and Veggies Matter</td>
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<td>• New Low Dose CT Lung Cancer Screening</td>
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<td>• FCN: Cancer Support Groups</td>
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<td>• Prostate</td>
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<td>• Breast</td>
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<td>• FCN: “Chemobrain” education program</td>
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**Need: 1. Manage Health Conditions and Chronic Disease Treatment**  
1.3. Provide services to treat and manage chronic diseases and acute conditions  
1.3.3. Stroke

Reporters: Susan Gaunt, Kim Smith and Debbie Huckaby

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<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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| Primary Stroke Center Certification | • Professional Education  
• Stroke Conference  
• CME offerings  
• Teleconference speaking |                                            |
| Stroke Response Teams         | • Genentech education programs                                                           |                                            |
| Stroke Awareness              | • Stroke Awareness education for non-clinical staff to help with community stroke awareness  
• Engineering  
• Environmental services  
• Transporters  
• Security |                                            |
| • FCN: Stroke Awareness FAST Program | • Interventional stroke care (Grady collaboration)  
• Door-to-needle time for Stroke care (Community EMS, Eastside and Johns Creek hospitals collaboration) |                                            |
| • FCN: Stroke Awareness presentations |                                                                                   |                                            |

**Need: 1. Manage Health Conditions and Chronic Disease Treatment**  
1.3. Provide services to treat and manage chronic diseases and acute conditions  
1.3.4. Diabetes

Reporter: Cris Hartley

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<th>Programs</th>
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<th>Programs Under Development</th>
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| Diabetes Self Management Education | • Gwinnett Takes on Diabetes  
• Diabetes Education Grant Program (Cisco)  
• Faces of Diabetes (American Diabetes Association) |                                            |
| Spanish Diabetes Self Management Education Class |                                                                                   |                                            |
| Gestational Diabetes Management Class and Individual Consultations |                                                                                   |                                            |
| Insulin Pump Training        |                                                                                       |                                            |
| Pre Diabetes Education       |                                                                                       |                                            |
**Need: 1. Manage Health Conditions and Chronic Disease Treatment**

1.3. Provide services to treat and manage chronic diseases and acute conditions

1.3.5. Respiratory Conditions

Reporters: Cheryl Odell, Paige Hull and Debbie Huckaby

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<tr>
<td>• Pulmonary Rehabilitation</td>
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<td>• FCN: Tobacco-Free campus policies (church-based)</td>
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<td>Phase II and III</td>
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<td>• Smoking Cessation Counseling</td>
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<td>• Obstructive Sleep Apnea Education</td>
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**Need: 2. Improve Access to Care**

Reporters: Linda Horst and Dr. Mark Darrow

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<td>• Professional Training</td>
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<td>• Biomedical Technology</td>
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<td>• Chaplaincy</td>
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<td>• Dietitian</td>
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<td>• Diabetes Nursing</td>
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<td>• Cardiology Technician</td>
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<tr>
<td>• Corporate Compliance</td>
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<td>• EMS</td>
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<tr>
<td>• Exercise/Health Science</td>
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<tr>
<td>• Faith Community Nursing</td>
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<tr>
<td>• Health Information Management</td>
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<tr>
<td>• Laboratory Technologist</td>
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<tr>
<td>• Lactation Nursing</td>
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<tr>
<td>• Nuclear Medicine Technician</td>
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<tr>
<td>• Oncology Nursing</td>
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<td>• Pharmacy</td>
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<tr>
<td>• Physical Therapy</td>
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<tr>
<td>• Occupational Health Therapy</td>
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<tr>
<td>• Speech Therapy</td>
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<tr>
<td>• Respiratory Therapy</td>
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<tr>
<td>• RN</td>
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<tr>
<td>• Social Worker</td>
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<td>• Sports Medicine</td>
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<tr>
<td>• Trauma Nursing</td>
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</tbody>
</table>
Need: 2. Improve Access to Care

2.2. Collaborate with community physicians to improve access to care

Reporters: Janet Schwalbe, Cathie Brazell, Jennifer Robinson and Katie Michaud

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Physician Liaisons</td>
<td>• Physician Community Needs Assessment</td>
<td>• Graduate Medical Education Program</td>
</tr>
<tr>
<td>• Women's Service Navigator</td>
<td>• Recruiting Community Physicians through income guarantees, employment, relocation assistance, signing bonuses and recruiter fee assistance</td>
<td>• Continue to recruit and assist OB/GYN physicians to recruit members to their groups in order to ensure that there are an adequate number of physicians to care for patients in Gwinnett County.</td>
</tr>
<tr>
<td>• Cancer Navigators</td>
<td>• Primary Care Summit</td>
<td>• Expand Neurosurgical services by recruitment of a new neurosurgeon.</td>
</tr>
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<td></td>
<td>• Complex Facial Trauma Seminar</td>
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<tr>
<td></td>
<td>• Neonatal Transport Services to outlying community hospitals promoting access to our advanced technology and neonatal specialists.</td>
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</tbody>
</table>
Need: 2. Improve Access to Care

2.3. Collaborate with community organizations for access to treatment of behavioral health and mental disorders

Reporters: Becky Wielder and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
</tr>
</thead>
</table>
| • Mental Health professionals assess medically-cleared patients in the ED for further treatment and disposition. | • Contract mental health services to Acadia  
• GMC covers up to five days of the cost for treatment at Riverwoods for medically indigent ED or inpatient patients who meet the criteria and are in need of inpatient psychiatric treatment.  
• FCN: Parish Nurse Navigator | • Dedicated mental health observation unit. |
| • Psychiatric CNS evaluation of mental health patients that are in the ED more than 24 hours |                                                                                         |                                        |
| • FCN: Emotional and Mental Health programs   |                                                                                         |                                        |
| • FCN: Grief and Bereavement support groups   |                                                                                         |                                        |
| • FCN: Addiction support programs for individuals and families |                                                                                         |                                        |
| • FCN: Mental Health First Aid course         |                                                                                         |                                        |
| • FCN: Stress Management                      |                                                                                         |                                        |
| • FCN: Dementia Care                          |                                                                                         |                                        |
| • FCN: Alzheimer’s Care                       |                                                                                         |                                        |
| • FCN: Domestic Violence                      |                                                                                         |                                        |
| • FCN: Violence in the Work Place             |                                                                                         |                                        |
**Need: 2. Improve Access to Care**

2.4. Collaborate with community organizations for access to services for persons with disabilities

Reporter: Brad Humphrey

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Occupational Therapy &amp; Physical Therapy</td>
<td>• Lymphedema Lighthouse</td>
<td>• STAR Certifications</td>
</tr>
<tr>
<td>• Lymphedema Therapy/ Oncology Rehab</td>
<td>• Orthotist/prosthetist</td>
<td>• Compression garment fitting</td>
</tr>
<tr>
<td>• Amputee Rehab</td>
<td>• Athletic Trainers at high schools for school athletes with concussion</td>
<td>• Comprehensive concussion management program</td>
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<tr>
<td>• Amputee Support Group</td>
<td>• A Voice for Hope and SPOHNC (Support for People with Oral Head and Neck Cancer)</td>
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<tr>
<td>• Vestibular/Concussion Rehab</td>
<td>• Fleet Feet</td>
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<tr>
<td>• Speech Pathology for head and neck CA</td>
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</tbody>
</table>
**Need: 3. Prevent Chronic Diseases and Increase Wellness**

3.1. Collaborate with community organizations to increase physical activities and healthy eating

Reporters: Tim Gustavson, Jamila Brown, Cris Hartley, Amy Tella, Brad Humphrey, Dolores Ware, Amy Motteram and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tbody>
<tr>
<td>• Cardio Circuit Training</td>
<td>• Faces of Diabetes (American Diabetes Association</td>
<td>• Faces of Diabetes (American Diabetes Association</td>
</tr>
<tr>
<td>• Pilates/Yoga</td>
<td>• Diabetes Education Grant Program (Cisco)</td>
<td>• Play Smart: A game plan to keep you active</td>
</tr>
<tr>
<td>• Endurance Boot Camp</td>
<td>• A Healthier You Expo included fitness nutrition education programs</td>
<td>• A Well Balanced Life: Tools for healthier living</td>
</tr>
<tr>
<td>• Vim and Vigor Articles</td>
<td>• Metabolic Testing</td>
<td>• Whole Foods: food demonstrations and education</td>
</tr>
<tr>
<td>• Nutrition education programs</td>
<td>• Diet by Design</td>
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<tr>
<td>• Diet by Design</td>
<td>• Medical Nutrition Therapy for obesity management</td>
<td></td>
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<tr>
<td>• Metabolic Testing</td>
<td>• Nutrition education programs</td>
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<tr>
<td>• Fitness services</td>
<td>• Open gym</td>
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<tr>
<td>• Open gym</td>
<td>• Running Clinic</td>
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<tr>
<td>• Running Clinic</td>
<td>• FCN: Healthy living</td>
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<tr>
<td>• FCN: Healthy living</td>
<td>• FCN: Atonement Exercise classes</td>
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<tr>
<td>• FCN: Atonement Exercise classes</td>
<td>• FCN: Believercise &amp; Faithfully Fit</td>
<td></td>
</tr>
<tr>
<td>• FCN: Believercise &amp; Faithfully Fit</td>
<td>• FCN: First Place Health, Weight Watchers and Made to Crave</td>
<td></td>
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<tr>
<td>• FCN: First Place Health, Weight Watchers and Made to Crave</td>
<td>• FCN: Healthy Cooking/Living/Eating groups</td>
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<tr>
<td>• FCN: Healthy Cooking/Living/Eating groups</td>
<td>• FCN: Walking for Health groups</td>
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<td>• FCN: Walking for Health groups</td>
<td>• FCN: Exercise</td>
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<tr>
<td>• FCN: Exercise</td>
<td>• FCN: Step by Step with Jesus</td>
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<tr>
<td>• FCN: Step by Step with Jesus</td>
<td>• FCN: Eating for Healthy Aging</td>
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<tr>
<td>• FCN: Eating for Healthy Aging</td>
<td>• FCN: Lose Weight - Keep it Off</td>
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<tr>
<td>• FCN: Lose Weight - Keep it Off</td>
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</tbody>
</table>
Need: 3. Prevent Chronic Diseases and Increase Wellness

3.2. Collaborate with community organizations to raise healthy kids

Reporters: Tim Simmons, Dolores Ware, Amy Motteram, Cris Hartley and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
</tr>
</thead>
</table>
| • Sports Trainers in area schools and parks  
  • Pre-participation physicals  
  • Injury evaluations  
  • Injury treatment and rehabilitation  
  • Injury clinic  
• Educational seminars  
  • concussions  
  • heat illness  
  • nutrition  
• ImPACT (Concussion Testing program)  
• Weight! Have you had the Talk with your kids?  
• FCN: Driver safety training  
• FCN: Divorce Care for Kids | • CRP certification for coaches and student training (HS & college)  
• Play Smart: A game plan to keep you active | |

Need: 3. Prevent Chronic Diseases and Increase Wellness

3.3. Collaborate with community organizations to promote healthy aging

Reporters: Jamila Brown, Dolores Ware, Amy Motteram and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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</thead>
</table>
| • PrimeTime Health Membership  
• Colorectal Screening Kits  
• Senior Resource Directories Distribution  
• Vim and Vigor Articles  
• Senior Driver Safety Course  
• FCN: Personal Safety  
• FCN: Rest – Self care in Crisis  
• FCN: Caregiver Classes  
• FCN: Protecting yourself from Falls & other Safety Tips  
• FCN: Alzheimer’s Support Group/Respite Care | • Annual Senior Fall Health Fair at Bethesda Senior Center – providing Primetime Health materials, mammograms, neuroscience education, coordinated care education, orthopedics education and other hospital referrals.  
• Speakers Bureau:  
  • ‘A Healthier You’ Expo included fitness and nutrition education and free screenings | |

**FY 2014 Implementations Strategy**
Gwinnett Medical Center-Lawrenceville
### Need: 3. Prevent Chronic Diseases and Increase Wellness

#### 3.4. Collaborate with community organizations to stop the spread of communicable disease

Reporters: Eve Early and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Communicable Disease Control</td>
<td>• Public health reporting and case management collaboration</td>
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<td></td>
<td>• Emerging Pathogen Surveillance</td>
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<td></td>
<td>• State Bioterrorism Task Force participation</td>
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<td></td>
<td>• FCN: Flu vaccination</td>
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<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tbody>
<tr>
<td>• GMC Health Forum</td>
<td>• Heart Health Expo</td>
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<tr>
<td>• Health Risk Assessments</td>
<td>• Community Day with EMS (CPR training and B/P Screenings)</td>
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<tr>
<td>• Cardiac Rehab: Phase III</td>
<td>• Senior Benefit Fair – Bethesda Park, cardiac risk factors and healthy living</td>
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<tr>
<td>• FCN: AED/CPR</td>
<td>• Fire Department Healthy Cook-off</td>
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<td>• FCN: B/P Screening</td>
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<tr>
<td>• FCN: Health Fairs</td>
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</tbody>
</table>
Need: 3. Prevent Chronic Diseases and Increase Wellness

3.5. Collaborate with community organizations to prevent and detect chronic disease

3.5.2. Cancer

Reporters: Katie Michaud, Jamila Brown, Cheryl Odell, Amy Tella, Dolores Ware, Amy Motteram and Debbie Huckaby

<table>
<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tbody>
<tr>
<td>• Colorectal Cancer Prevention programs</td>
<td>• Freshstart outpatient smoking cessation program (American Cancer Society)</td>
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<tr>
<td>• Colorectal Screening Kits</td>
<td>• Relay for Life screenings (community physicians and Oral, Head and Neck Cancer Alliance)</td>
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<tr>
<td>• Prostate Cancer Awareness</td>
<td>• Care-a-Van mobile mammography screenings</td>
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<tr>
<td>• Health Risk Assessments</td>
<td>• GMC Health Forum</td>
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<tr>
<td>• Cancer Transitions</td>
<td>• Health Fairs</td>
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<tr>
<td>• Healthy Eating</td>
<td>• Whole Foods - food demonstrations and education</td>
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<td>• FCN: Colon Cancer &amp; Prevention</td>
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<tr>
<td>• FCN: Cancer Awareness</td>
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Need: 3. Prevent Chronic Diseases and Increase Wellness

3.5. Collaborate with community organizations to prevent and detect chronic disease

3.5.3. Stroke

Reporters: Susan Gaunt, Jamila Brown and Debbie Huckaby

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<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tbody>
<tr>
<td>• Stroke Awareness</td>
<td>• Senior Health Fair – Bethesda Park, stroke risk screening and healthy living</td>
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<tr>
<td>• Presentations</td>
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<tr>
<td>• Stroke Booths</td>
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<tr>
<td>• Stroke Screenings</td>
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<td>• FCN: Stroke Awareness</td>
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</table>
Need: 3. Prevent Chronic Diseases and Increase Wellness

3.5. Collaborate with community organizations to prevent and detect chronic disease

3.5.4. Diabetes

Reporters: Cris Hartley and Jamila Brown

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<thead>
<tr>
<th>Programs</th>
<th>Community Collaborations</th>
<th>Programs Under Development</th>
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<tr>
<td>Diet by Design</td>
<td>Faces of Diabetes (American Diabetes Association)</td>
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<tr>
<td>Medical Nutrition Therapy</td>
<td>Whole Foods: food demonstrations and education</td>
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<td>for obesity management</td>
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<tr>
<td>Metabolic Testing</td>
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<tr>
<td>Healthy Eating</td>
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<tr>
<td>Diabetes Education</td>
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Need: 3. Prevent Chronic Diseases and Increase Wellness

3.5. Collaborate with community organizations to prevent and detect chronic disease

3.5.5. Respiratory Conditions

Reporters: Cheryl Odell, Jamila Brown and Debbie Huckaby

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<th>Programs</th>
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<td>Smoking Cessation Counseling</td>
<td>Freshstart Smoking Cessation program (American Cancer Society, Georgia Department of Public Health)</td>
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<tr>
<td>Smoking Cessation Counseling Follow Up Phone Calls</td>
<td>Senior Health Fair – Bethesda Park</td>
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<td></td>
<td>FCN: Flu shots</td>
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