

Chiefs' Chatter

News & Notes from Senior Leadership

JULY 2020

A Message from the CEO

When I consider where we are in the arc of the COVID-19 pandemic, the saying *“It’s a marathon, not a sprint!”* quickly comes to mind. I’ve heard from marathon runners that the toughest part of any race isn’t the first or last miles, it’s often those around or just after the half-way mark. In what some runners call the “middle miles,” even the most seasoned marathoner can find themselves forcing every step and grinding out every stride. But the key to getting through the most challenging stretch is to simply keep running, to maintain forward motion knowing it will bring you one step closer to the finish line.

Over the last four months, we have encountered many challenges, but with each day, we have moved forward. The incredible determination and resilience shown by every member of the CaroMont Health team has helped our health system adapt and adjust, while still providing exceptional care to our patients.

While it is difficult to know how many miles lie ahead, one thing is certain – we will get through this together.



Chris Peek, President and CEO



Employees Eligible to Make Mid-Year Health Benefit Changes

From now until Monday, August 31, employees will have the opportunity to add or drop coverage for medical, dental and vision plans without a qualifying life event, as well as make changes to contribution amounts to a medical and/or dependent care Flexible Spending Account (FSA). CaroMont is now allowed to provide you with this temporary flexibility based on recent IRS guidelines. Additionally, most over-the-counter drugs are now reimbursable with your medical FSA without a prescription required.

If you are interested in making changes, please be sure to check your email for more information or visit the [Human Resources CHIP page](#). For questions, please email Human-Resources@CaroMontHealth.org or you may call 704.834.2141.



NOW OPEN: CaroMont Urgent Care in Belmont

On Tuesday, July 14, CaroMont Health added another location to its growing clinical network with the opening of CaroMont Urgent Care in Belmont. Located at 1223 Spruce Street, the new office will offer expert care for urgent medical issues seven days a week from 8:00 a.m. to 7:30 p.m.

“In a family-oriented community like Belmont, urgent care is important to ensure patients have access to flexible care options,” said Costa Andreou, MD, Executive Vice President. “CaroMont Urgent Care is located a short distance from CaroMont Pediatric Partners, CaroMont Women’s Health and South Point Family Practice, to name a few, so the location should be very convenient for both existing and new patients to CaroMont Health.”

The 4,950 square-foot-facility includes onsite x-ray and laboratory testing, and healthcare providers will offer care and treatment for minor illnesses and injuries, such as colds, ear infections and sprained ankles. As in all CaroMont Health facilities, additional COVID-19 safety protocols, such as social distancing, enhanced cleaning measures and required face covers, are in place to ensure the safety and comfort of all patients.

Walk-ins are welcome, but patients may reserve their spot online by visiting www.caromonthhealth.org/checkin.

Voalte and Lightning Bolt Go-Live in August

On Tuesday, August 4, CaroMont Health will launch Voalte, a new clinical communication platform, at CaroMont Regional Medical Center. Voalte, an industry leader in healthcare communication, integrates the electronic medical record (EMR), nurse call and patient monitoring systems to provide streamlined, secure communication between caregivers both inside and outside hospital walls.

Also included in the launch is Lightning Bolt, which will integrate the on-call database and physician scheduling into Voalte, allowing physicians to access the information on desktop and mobile applications.

Training documents are now available under the Resources section of CHIP. For the provider training schedule, please [click here](#). For all other clinical staff, please visit [NetLearning](#) to sign up. For questions or concerns, please email askvoalte@caromonthhealth.org.



CaroMont Health Foundation Selects 2020 Wayne F. Shovelin Scholar

CaroMont Health Foundation is proud to announce that Tom “David” Efird, a senior at Gaston Day School, is the 2020 recipient of the Wayne F. Shovelin Scholarship.

The Shovelin scholarship is made possible by the Duke Kimbrell family in honor of long-time CaroMont Health CEO, Wayne Shovelin. It is the most significant educational contribution of any scholarship award in Gaston County, offering up to \$20,000 each academic year for undergraduate studies in a healthcare-related field.

“David is an incredibly well-rounded individual and fully embodies the qualities the Scholarship Committee seeks in a Shovelin Scholar,” said Shelley F. Collins, CaroMont Health Foundation Board Member and Chair of the Scholarship Committee. “In addition to his exceptional academic performance, David’s exemplary leadership, community service and commitment to learning demonstrates great promise for his future plans in medicine.”

David joins previous Shovelin scholars Kyra Rhyne (2019), Victor Ilevbare (2018) and Maren East (2017) as current recipients of this award.



Tom “David” Efird, 2020 Shovelin Scholar

Gaston Hospice Awarded Honors Elite Status by Healthcare First

Healthcare First, an organization that administers patient satisfaction surveys for more than 1,700 hospice organizations nationwide, recognized Gaston Hospice with the prestigious Honors Elite status in their most recent survey cycle.

This annual review recognizes hospices that continuously provide the highest level of quality as measured from the caregiver’s point of view and acknowledges high performing agencies by analyzing performance of Hospice CAHPS quality measures. Gaston Hospice earned the top-level achievement by exceeding national, top-box benchmarks in all of the 24 categories surveyed. They are one of only 79 hospices nationwide to achieve Honors Elite status.

Congratulations to the entire Gaston Hospice team on this achievement!



Gaston Hospice

HOSPICE
HONORS elite

CaroMont Health Foundation and Auxiliary Announce Scholarship Recipients

This year, the CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary awarded nearly \$240,000 in scholarships. The CaroMont Health Foundation awarded \$159,000 to 53 scholarship recipients, including 45 CaroMont Health employees. The CaroMont Regional Medical Center Auxiliary awarded 30 scholarships totaling \$80,000.

Congratulations to our recipients:

Amanda George Self Emergency Medicine Scholarship

Megan Anderson

Dr. Marty D'Amore Scholarship

Cameron Miller

Wayne F. Shovelin Scholarship

Tom "David" Efird

Lee Bucci Professional Nursing Scholarship

Susan Haney

Mr. and Mrs. Joe R. Hudson Nursing Scholarships

Casey Almond

Hallie Hunt

Stacey Moore

Ashley Ames

Karen Ingle

Andrea Moore

Melissa Bowen

Dallas Johnson

Charlene N'Diaye

Chasiti Brewer

Milika Kasimi

Kate Routzong

Jordan Capps

Lori Kistler

Elizabeth Tench

Summer Glisson

Sarah Lail

Keisa West

Janice Hill

Rikki Love

Crissie Wilson

Karigan Marlow

Lonnie and Rachel Waggoner Nursing Education Scholarships

Karen Bolick

Tonya Lane

Kaley Mills

Cynthia Torres

Gertrude Clinton Health Career Scholarship

Casey Almond

Donald Howard

Alyssa Newton

Karen Bolick

Lori Kistler

Prius Patel

Melissa Bowen

Sarah Lail

Cesar Perez

Chasiti Brewer

Sanai Lipscomb

Jake Quinn

Drew Brightman

Rikki Love

Dillon Rhew

Jordan Capps

Kaley Mills

Malorie Rhew

Lauren Grace Carter

Bobby Mitchell

Natalie Sneed

Rebecca Clopp

Andrea Moore

Logan Thomas

Alicia Conard

Stacey Moore

Jonathan Williams

Abbey Horne

Charlene N'Diaye

Crissie Wilson

Team CaroMont Scholarships

Megan Anderson

Donald Howard

Kristin Bradley

Cameron Miller

Amy Bryant

Cesar Perez

Rebecca Clopp

Jake Quinn

Susan Haney

Rici Reid

Luke Hartman

Logan Thomas

Abbey Horne

Morgan Yandel

Your donations to the CaroMont Health Foundation and purchases in the CaroMont Regional Medical Center gifts shops help fund these scholarships. Thank you for helping make a difference in the lives of others and, ultimately, make a positive impact in our community.

To learn more about the programs and services offered through the CaroMont Health Foundation and the CaroMont Regional Medical Center Auxiliary and how you can help, please visit caromonthealth.org.