

Medical Staff Orientation



UNC
HEALTH®
Johnston



Johnston County's health care system, providing expert care close to home.



About Us

Our Mission

To improve the health of the people in our communities.

Our Vision

UNC Health Johnston will be the provider and employer of choice for Johnston County residents and health professionals as an integrated health care delivery system.

Facts

- Licensed for 199 beds, 20 of those for behavioral health patients
- 2,132 employees, including part-time, contract, PRN; \$132 million payroll, including contract labor, benefits
- 356 active physicians on medical staff
- FY23 net revenue: \$338 million

Campuses & Clinics



1951

UNC Health Johnston in Smithfield opened on December 15, 1951, as Johnston Memorial Hospital.



2003

Johnston Medical Mall for outpatient, support services



2009, 2015

UNC Health Johnston in Clayton, outpatient center 2009, inpatient expansion into full hospital 2015



2010

SECU Hospice House



2015

UNCPN partnership



Senior Leadership & Hospital Board



Tom Williams
President & CEO



Ruth Marler
COO/CNO



Dr. Rodney McCaskill
CMO



April Culver
VP, External Affairs



Kevin Cielinski
VP, Finance



Kyle McDermott
VP, Support Services



Tracey Carson
VP, Clinical Operations



Amy Hamby
VP, Clinical Operations



Robert Cupp
HR Executive

Board of Directors

UNC Health Johnston is governed by the Johnston Health Services Corp., a 15-member board made up of eight UNC Health Johnston Board of Commissioners and the seven new representatives appointed by UNC Health Care.

[View Board of Directors](#)

Affiliation & Partnership



2014

Entered a joint venture with UNC Health

2021

Expanded our partnership with UNC Health Rex

Why we did it

- To set a strategic direction
- Gain access to capital
- Reduce cost
- Expand clinical capabilities
- To grow services, keep care local
- Improve access to care

Our Services

Our continuum of care stretches from the beginning of life to the end.

Smithfield

[Behavioral Health](#)

[Birthing center](#)

[Cardiac rehab](#)

[Cardiology](#)

[Critical Care](#)

[Da Vinci robotic surgery](#)

[Diabetes Center](#)

[Endoscopy](#)

[Fitness and Wellness Center](#)

[Gastroenterology](#)

[Home Health](#)

[Hospitalists](#)

[Hematology](#)

[Lab Services](#)

[Medical Oncology](#)

[Neurology](#)

[Orthopedics](#)

[Outpatient Pharmacy](#)

[Podiatry](#)

[Primary/ Family care](#)

[Psychiatry](#)

[Pulmonology](#)

[Radiology and Imaging](#)

[Radiation Oncology](#)

[Rehabilitation Services](#)

[Rheumatology](#)

[Sleep Center](#)

[Surgical Services](#)

[Urgent Care](#)

[Urology](#)

[Wound Care](#)

[24-hour ED](#)

Clayton

[Birthing Center](#)

[Cardiology](#)

[Critical Care](#)

[Endoscopy](#)

[ENT](#)

[Gastroenterology](#)

[Hematology](#)

[Hospitalists](#)

[Lab services](#)

[Medical Oncology](#)

[Neurology](#)

[Orthopedics](#)

[Primary/family care](#)

[Pulmonology](#)

[Radiology and Imaging](#)

[Radiation Oncology](#)

[Rehabilitation Services](#)

[Rheumatology](#)

[Surgical Services](#)

[Urgent Care](#)

[Urology](#)

[Wound Care \(inpatient\)](#)

[24-hour ED](#)

Home Care & Hospice

[Home Care](#)

[Hospice](#)

[SECU Hospice House](#)

Palliative Care – provided M-F

Quality Accolades

- Leapfrog A Rating
- Healthgrades: Treatment of Heart Attack & Interventional Procedures, Five-Star Recipient 2021-2024
- Healthgrades: Patient Safety Excellence Award 2021-2023
- CMS four-star rating
- Newsweek's "World's Best" rankings for 2023
- Healthgrades: Ranked 5th in North Carolina for Cardiology (2023)
- American Heart Association's GoldPlus Get With The Guidelines – Stroke quality achievement awards (2021-2023)
- Designated as a Surgical Quality Partner from the American College of Surgeons (2023)



Accreditations

- Advanced Certification as a Primary Stroke Center
- Designated lung cancer screening center
- Accredited cancer treatment center
- Accredited chest pain center with primary PCI
- Vascular testing

Medical Staff

Medical Staff Services

Dr. Rodney McCaskill

Chief Medical Officer

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Mitch King

Manager, Medical Staff Services

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Renee Lett

Graduate Medical Education Specialist

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Liz Thurston

Physician Liaison and Recruitment Specialist

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Medical Staff Leaders

Medical Staff Officers

John R. Adams, M.D., Chief
Hasan Baloch, M.D., Vice Chief
Praneet Korrapati, M.D., Member at Large
Krystal Keys, M.D., Credentials & MEC at Large
James B. Collins, III, M.D., Immediate Past President
Kevin Johnson, M.D., Chief of Medicine
Manohar R. Chintu, M.D., Vice Chief of Medicine
Gregory A. Tayrose, M.D., Chief of Surgery
Chase L. Campbell, M.D., Vice Chief of Surgery
Richard Zhang, M.D., Chief of Hospital Services
Megan Kirk, M.D., Vice Chief of Hospital Services

Medical Directors

Hospitalists: John Adams, M.D.
Laboratory: Drennan Smith, M.D.
Cardiology: Ben Atkeson, M.D.
Oncology: Russell Anderson, M.D.
Vascular Lab: Thomas Powell, M.D.
Emergency Services: Megan Kirk, M.D.
Anesthesia Director: Frank Sutton, M.D.
Women's Services: Jodi Bailey, M.D.
Radiology Services: Michael Kwong, M.D.
Respiratory Services: Mir Mustafa Ali, M.D.
Cardiac Rehab: Thomas Powell, M.D.
Cath Lab: Matthew Hook, M.D.
Wound Center: Rodney Lutz, M.D.
Hospice: Dennis Koffer, M.D.



Medical Staff Governance

- Three Medical Staff Departments
- 761 total medical staff members
- MD's, DO's, PA's, NP's, CRNA's
- Medical Executive Committee
- Credentials Committee
- Peer Review Committee

Department of Hospital Services

- Radiology
- Emergency Medicine
- Psychiatry
- Pathology
- Radiation Oncology

Department of Medicine

- Internal Medicine
- Family Practice
- Gastroenterology
- Nephrology
- Cardiology
- Pulmonology
- Hematology/ Oncology
- Infectious Disease
- Neurology
- Pediatrics
- Rheumatology
- Physical Medicine and Rehabilitation

Department of Surgery

- General Surgery
- Urology
- Anesthesiology
- Vascular and Thoracic Surgery
- OB/ GYN
- Neurosurgery
- Ophthalmology
- Otolaryngology
- Plastic Surgery
- Podiatry

Medical Staff Meeting Calendar

2023-2024

General Medical Staff Meetings: October 2024, TBD

Department of Medicine: October 2024, TBD

Department of Surgery: October 2024, TBD

Department of Hospital Services: October 2024, TBD

Credential Committee:

Monthly Meetings the First Wednesday of each month, 5:30 p.m. by WebEx

Medical Executive Committee:

Monthly Meetings the Third Wednesday of each month, 7:00 a.m. by WebEx

Staff Information

Organizational Goals

July 1, 2023- June 30, 2024

Please click to review the following:

**UNC Health
Johnston
Organizational
Goals**

**FY 2023
Goals
Dashboard**

**UNC Health
FY23
Organizational
Goals**

**Download
Johnston's FY23
Goals
Communication
Packet**

Education Department

- Online training
- Shadow students
- Clinical rotation students
- Outreach programs
- Health Fairs/ Screenings
- Safe Sitter Classes®
- Childbirth classes
- Breastfeeding classes
- Career Fairs/ Recruitment Fairs

Diabetes Education

- Certified Diabetes Educators
- Inpatient and Outpatient
- Provider Order Required

Medical Student Education Program

- Clinical Rotation Site for Campbell University School of Osteopathic Medicine
- Weekly Didactic Sessions
- 23 Medical Specialties Available
- 66 Physician Preceptors
- 11 Third Year Students
- 11 Fourth Year Students
- Onsite Coordinator
- Onsite Director of Student Medical Education
- #1 Requested Rotation Site for the Class of 2026

Medical Student Education

Campbell University School of
Osteopathic Medicine 3rd and 4th
Year D.O. Students

Emergency Information

Overview of Codes

Code RED

Security Alert

Code SECURE

Code PINK

Code STRONG

Code WEATHER

Code D

Fire (R.A.C.E)

Active shooter (Run-Hide-Fight)

Facility Lock Down (Level 1- Partial, Level 2-Total)

Infant/child abduction (Age/Unit/Campus)

Violent Behavior (Provide Location)

Tornado Watch or Warning, ice, snow, etc.

Disaster, review role and call-back list

Level I = Administrative staff and staff at work handles

Level II = All staff are called to return

Code BLUE

Code CONTRAST (Medical Mall Only)

Code RAPID RESPONSE

Code RAPID RESPONSE PEDIATRIC

Code STROKE (Suspected Stroke)

Code STEMI (Suspected Heart Attack)

Cardiopulmonary Arrest

Reaction to radiology contrast medium

Adult medical emergency

Infant/Child medical emergency

Staff Calls Rapid Response, Provider determines Code STEMI or Code STROKE

To Report an Emergency Dial: Smithfield- 7777, Clayton- 8888



Emergency Information

Emergency Numbers

EMERGENCY NUMBERS	
UNCHJ- Smithfield	Dial 7777
UNCHJ- Clayton	Dial 8888
Medical Mall/ Medical Office Buildings	Call 911
For all codes- specify Smithfield or Clayton	

PATIENT WRISTBANDS	
Wristband Color	Communicates
Red	Allergy (food and drug)
Yellow	Fall risk
Purple	DNR (Do Not Resuscitate)
Pink	Limb Alert / Restricted Extremity

BROSELOW Pediatric Wristbands								
3kg 4kg 5kg	Pink 6-7kg	Red 8-9kg	Purple 10-11kg	Yellow 12-14kg	White 15-18kg	Blue 19-23kg	Orange 24-29kg	Green 30-36kg

PATIENT SOCKS	
Sock Color	Communicates
Red	Involuntary Commitment (IVC)
Yellow	Fall risk

CODE BLUE Policy

Current Roles

First Responder- establish arrest has occurred and call for help 7777 or 8888. Begin CPR.	ED Physician- respond to adult codes and assist as needed. Code Team Leader for all pediatric codes.
Second Responder- bring crash cart, ensure patient on hard surface. Attach patient to defib monitor or AED, setup suction. Establish IV if competent. Follow directions of ACLS or PALS certified staff.	Cardiology Tech and/or Respiratory Therapist- respond to all codes. Connect patient to EKG as directed. Respiratory will provide airway support, not limited to, intubation, ABGs, and ventilation.
Critical Care RN/ ED RN- coordinates resuscitative efforts, directs team Provides cardiac rhythm interpretation, med admin, defibrillation. Assigns team roles. Follows ACLS/PALS guidelines until physician arrives.	Anesthesiology- called if needed for patient management
Medication RN- ED nurse, Critical Care nurse, or experienced ACLS/PALS certified provider will administer medications during code. Inform Recording Nurse name, dose, route, and time of meds administered. Assist with IV access prn. Transport monitor/defibrillator to codes in Lithotripsy, public access areas, or ground floor.	Nurse Manager/ NAC- respond to all codes, assist as needed. Manage extra staff members present.
Recording RN- Charge RN responsible for documentation of code events, including code documentation in patient record, Code Evaluation Sheet, debriefing form, and occurrence report. <ul style="list-style-type: none">• If no charge nurse at JH-S, Critical Care RN/ designee will record.• If no charge nurse at JH-C, ED RN/ designee will record.	Unit Secretary- monitors telephone, makes notifications, relays messages.
Pharmacist- assist with medication preparation or obtaining medications	Spiritual Care Staff- may respond weekdays 8:30am- 5:00pm
Physician- first physician responder is Code Team Leader until patient attending physician arrives. Staff physicians/ hospitalists encouraged to respond. Only physician may terminate resuscitation efforts.	Volunteer Chaplains- page after hours/ weekends as needed.
	Laboratory- respond and obtain labs as ordered.
	Radiology- respond and obtain any x-rays as ordered.

Active Shooter

Run, Hide, Fight

HOW TO RESPOND WHEN AN **ACTIVE SHOOTER** IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Co-workers, visitors and patients are likely to follow the lead during an active shooter situation.

RUN

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.
- Help others escape if possible.

HIDE

- Hide in an area out of the active shooter's view.
- Block entry to your hiding and lock the doors.
- Silence your cell phone.
- Turn lights OFF.

FIGHT

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the active shooter.
- Act with physical aggression and throw items at the active shooter.

CALL 911 WHEN IT IS SAFE TO DO SO

[Click here](#) to learn more on how you should respond in an active shooter situation.

Violence in the Workplace

UNC Health Johnston and UNC Health have a strict zero-tolerance policy against workplace violence in any form and from any person(s).

Workplace violence includes, but is not limited to:

- Intimidation
- Physical attacks
- Threats
- Property damage

Call **CODE STRONG** for disruptive behavior.

Call Operator to reach Protective Services for all others.

All threats or acts of violence must be reported immediately to your supervisor and Protective Services (Security).

De-Escalation Tips

- Be empathic and nonjudgmental. Pay attention to the person's feelings.
- Respect personal space.
- Remain calm, rational, and professional.
- Focus on feelings, listening for the person's real message.
- Ignore challenging questions to avoid a power struggle. Bring the focus back to the person and the immediate concern.
- Set limits on behavior, giving clear and simple instructions, with a positive choice first.
- Be thoughtful about what is negotiable and what is not. Offer options and flexibility when possible.
- Allow silence for reflection, even if uncomfortable. This allows time for decisions without rushing.

Fire Safety

In the event of a FIRE remember RACE:

R (Rescue)

Move others from danger of fire and/or smoke

A (Alert Others)

Pull nearest fire alarm pull station and call operator to report emergency (7777 in Smithfield, 8888 in Clayton)

C (Confine)

Close all doors and windows to contain fire.

E (Extinguish)

Select the appropriate extinguisher.

Deploying a Fire Extinguisher (PASS)

P- Pull pin

A- Aim at the base of the fire

S- Squeeze handle

S- Sweep side to side.

Safety Data Sheets (SDS)

- Intranet “Booklet Icon” on right
- Emergency Department (Paper Copy)

Environment of Care Safety

The Environment of Care Committee manages a broad-scoped Safety Management Program that will obtain the participation of employees, physicians, and other associated entities in improving and maintaining safe conditions and practices within all buildings and grounds of the hospital system.

Scope: <https://unhealthcare-johnston.policystat.com/policy/6417204/latest/>

Cultural Awareness

Please review the following information on valuing and respecting our cultural differences.

[View Here](#)



Ethics Committee

Any hospital employee who believes there is a moral question involving a patient's care can make a referral to the ethics committee for recommendations.

Please contact Dr. Rodney McCaskill, Chief Medical Officer

Rodney.Mccaskill@unchealth.unc.edu



Employee Health

The following Employee Health Services are available for physician nonemployees:

Blood Borne Pathogen exposure work-up:

- Contact and follow up with your practice/employer (two-hour window to start PEP)
- Contact Employee Health at 938-7532
 - Source Patient Labs in Epic – Patient Needlestick Package
 - Report exposure immediately
- Don't order tests yourself -- law requires use of a confidential process

TB Skin Test for credentialing (you keep the hard copy results)

CAPR Training / N95 Fit Testing

Flu vaccination



Mandatory Seasonal Influenza Vaccination Program

All hospital personnel, including the medical staff, must be vaccinated annually against the seasonal flu.

- Verification of receiving the seasonal influenza vaccine is required.
- Exemptions due to medical contra-indications or religious reasons will need to be applied for each year.
- Medical staff who cannot produce proof of vaccination or exemption within four weeks from the availability of the vaccine at UNC Health Johnston will be subject to restrictions as determined by the Medical Executive Committee.

ID Badge

Medical Staff Services will provide you with your badge during onsite orientation.

The physician lounge, physician parking lot, and many clinical areas are accessible only by swiping your identification badge.

Your identification badge should be worn on campus at all times for both security and safety reasons.

Your identification badge should be worn above the waist on a lanyard or clipped to your shirt.

Infection Prevention & Control

Infection Control Department provides continuous surveillance of the following:

NHSN (CDC Surveillance & Mandatory Reporting)

- Central Line Associated Blood Stream Infections (CLABSI)
- Blood Stream Infections (BSI)
- Catheter Associated Urinary Tract Infections (CAUTI)
- Urinary Tract Infections (UTI)
- Ventilator Associated Events (VAE)
- Surgical Site Infections (SSIs)
- Clostridium Difficile
- All Multi-Drug Resistant Organisms (MDRO's)

Communicable Disease reporting to Health Department

Hand Hygiene Compliance

Isolation Compliance

Infection Control Practitioners are available Monday- Friday, 7:30 a.m.- 4:30 p.m.

For all other times, please contact us through the operator.

Surveillance monitored at Smithfield and Clayton locations.

Infection Prevention & Control

Prevention Strategies

MDROs

Options for treating patients with these infections are often extremely limited and are associated with increased lengths of stay, cost, and mortality.

- Hand Hygiene, Hand Hygiene, Hand Hygiene!
- Environmental Measures
- Judicious use of Antimicrobial agents
- Isolation Precautions
 - Standard precautions for all patients
 - Isolation precautions per hospital policies.

CAUTI

The most common HAI. Risk for a CAUTI increases by 5% for every day the catheter remains.

- Hand Hygiene
- Use external catheters, Purewick (females) condom caths (males) as first option
- Only place Foley catheters when necessary
- Remove Foleys as soon as possible
- Daily review of CDC Catheter Needs Assessment

SSI's

Associated with a mortality rate of 3%, and 75% of SSI-associated deaths are directly attributed to the SSI.

- Hand Hygiene
- Mitigate risk factors
- Glycemic control
- Maintain normothermia
- Antibiotic prophylaxis
- Patient education

CLABSI

Mortality rates as high as 25%. 1/3 of all HAI deaths are due to a CLABSI infection. CDC estimates the annual cost is more than \$1 billion, and the cost per patient is more than \$16,000

- Hand Hygiene
- Alternative to central line, i.e. midline catheters
- CHG skin preparations
- Full-barrier precautions during insertion
- Avoid Femoral lines
- Remove unnecessary catheters

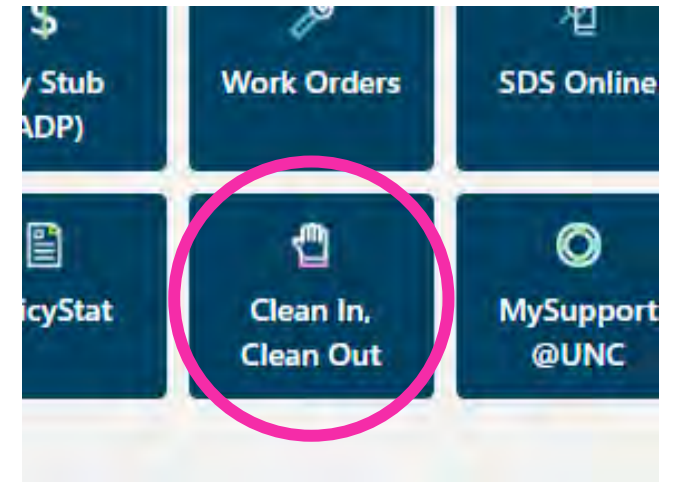
Infection Prevention & Control

Clean In, Clean Out

Clean In, Clean Out is UNC Health's system-wide hand hygiene program.

Clean In, Clean Out asks all health care personnel to perform hand hygiene (by soap/water or alcohol-based hand rubs) every time they enter (Clean In) and exit (Clean Out) a patient room/space.

- The goal of Clean In, Clean Out is to improve patient safety while hard-wiring a culture of hand hygiene into our daily work. This goal applies to both clinical and nonclinical staff because we all can help keep our patients safe by practicing proper hand hygiene.
- All staff are asked to submit 5 hand hygiene observations monthly. To enter your observations, please go to UNC Health Johnston's employee intranet and click the box labeled Clean In, Clean Out.



Quality Department

Accreditation and Regulatory Services

Our hospital responds to and prepares for unannounced surveys (state, CMS, and TJC) and also responds to complaints from regulatory services.

The Joint Commission can come at any time.

Surveyors love to speak to physicians.

Questions typically asked include:

- Tell me about your Focused Physician practice Evaluation (FPPE) and Ongoing Physician Practice Evaluation (OPPE).
- What is your role in a disaster?
- How does the organization involve the Medical Staff in establishing Performance Improvement goals?
- How is safety addressed by the organization and the medical staff?

The Joint Commission

The Joint Commission helps ensure quality health care through the development of standards for patient safety.

UNC Health Johnston undergoes review by the Joint Commission to ensure that our facilities comply with the standards and regulations set forth by the Joint Commission and Centers for Medicare and Medicaid Services (CMS).

Our last triannual Joint Commission survey was in February 2023.

Providers may report concerns without fear of retaliatory disciplinary actions by contacting Risk Management at 919-938-7121, entering an occurrence report, or by contacting The Joint Commission directly.

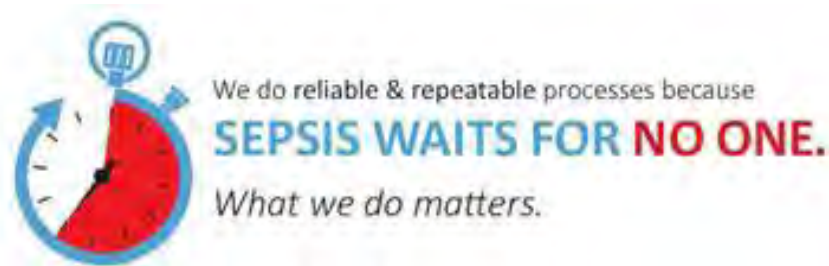
Clinical Quality Initiatives

- Hospital quality measures
- Reducing all-cause readmissions/mortalities within 30 days
- Reducing hospital-acquired infections
- Reducing patient safety events

For additional information or suggestions for quality improvement call 919-938-7381.

Sepsis Core Measure

- Focuses on adults 18 years and older
- **CMS Rationale:** “The evidence cited for all components of this measure is directly related to decreases in organ failure, overall reductions in-hospital mortality, length of stay, and costs of care.”
- SEP-1 is a bundled measure – must complete all components of the bundle in order to pass the measure.
- The Sepsis True North statement for UNC Health Johnston is as follows:



Sepsis Provider Education

You should receive the following:

- **Sepsis Badge card** (from Quality Assurance/Infection Control)
 - 1 side contains the UNC/Johnston definition and a list of organ dysfunctions
 - Other side has guidance for the sepsis order set, sepsis lactate, fluid requirements and diagnosis documentation.
- **Sepsis Monitoring Tool** (see below to access)
 - Tool used to identify severe sepsis and septic shock
 - Shows criteria at top, definitions in middle and sepsis bundle at bottom (specifics of the monitoring tool are reviewed in the PowerPoint)
- **Instructions to access Sepsis Education** (see below to access)
 - Sepsis Provider Update gives suggestions for best practice, sepsis order set utilization and fluid documentation
 - Sepsis Definition (UNC Johnston) explains the definition used by UNC Johnston health as well as examples of specific cases

Please review the Sepsis Education: [Click Here](#), then enter your U# and password provided by Medical Staff Services.

Service Lines

The background features a series of overlapping, curved shapes in various shades of blue and white. A light blue shape is at the top, a white shape is in the middle, and a dark blue shape is on the right. A large, solid blue shape occupies the bottom and left portions of the frame.

Behavioral Health Inpatient Care

UNC Health Johnston provides a 20-bed inpatient [behavioral health department](#) staffed by licensed psychiatrists and advanced practice providers.

Documents to Review:

- [Summary of IVC Process and Latest Revisions](#)
- [Involuntary Commitment Module 1: Introduction; Understanding the New Involuntary Commitment Forms](#)
- [Involuntary Commitment Module 2, Part 1: The Criteria for Commitment](#)
- [Involuntary Commitment Module 2, Part 2: The Commitment Procedure](#)

Home Care

Home care provides medically necessary services to treat, rehabilitate, sustain or restore a patient to their optimal health.

Patients qualify for home care if they are **homebound and/or have a medical need that requires skilled care**. Referrals are made by the physician.

Conditions that may qualify for home health:

- Disease management, medication management, wound care, IV therapy, tube feedings, catheter care, teaching
- Occupational and physical therapy
- Psychosocial care, need for community services, and financial resource assistance

UNC Health Johnston Home Care does not provide personal care services but can help with bathing and personal hygiene.

Criteria for Home Care

- **Homebound**- normal inability to leave home, requires considerable and taxing effort to do so
- **Under care of a physician**- must sign and oversee plan of care and sign face to face documentation
- **Skilled Need**- medically reasonable and necessary

Home Care Provides

- Intermittent skilled care at home
- Wound care/ wound vacs
- Education: diabetes, ostomy, etc.
- Blood work in conjunction with other skilled care
- IV antibiotics
- Medication management
- Physical/ Occupational therapy
- PT/ INR checks managed in home

Home Hospice

Available **wherever** patients reside.

Team Members:

- Physician/Medical director
- Registered nurses
- Certified nursing assistants
- Medical social workers
- Chaplain
- Trained volunteers
- Administrative support staff

Who pays?

When the appropriate criteria are met, Medicare, Medicaid, or private insurance covers Hospice services.



Hospice & Palliative Care

Hospice Care

Hospice is a special way of caring for patients with a life-limiting illness who no longer seek curative treatments.

Quality of life is enhanced through symptom management and comfort care.

Qualifications for Hospice Care

- Doctor and hospice house medical director certify the patient has a life-limiting illness and if the disease runs its normal course, death may be expected in six months or less
- Patient elects Hospice benefit choosing palliative, comfort care

Hospice Services

- Core services consists of physician, nursing, medical equipment and supplies, nursing assistant, social work services, medications.
- Medications related to terminal diagnosis- drugs for symptom control and pain relief.
- Respite or inpatient care for pain and symptom management.
- Grief support for patient and family- includes 13 months of bereavement care for family

Palliative Care

- Palliative Care Nurse and Palliative Care Social Worker are available for consults within the hospital and in the oncology clinic to develop goals of care and discuss advance care planning.
- Palliative Care consults are ordered by Physicians, NPs and PAs.

SECU Hospice House of UNC Health Johnston

Open since June 2010, the [SECU Hospice House](#) is in a peaceful setting, a short distance from UNC Health Johnston. The house is designed to look and feel like home.

All 18 patient rooms have separate heating and cooling units and en-suite bathrooms. Sleeper sofas make overnight stays more comfortable for loved ones. An interfaith chapel and meditation garden offer spaces for quiet reflection.

All patients admitted to the hospice house must meet hospice eligibility criteria or already be enrolled in a hospice program.

Hospice Levels of Care

Hospice levels of care offered at the SECU Hospice House include:

General Inpatient Care

Appropriate for patients requiring skilled frequent intervention for management of symptoms (i.e., pain, respiratory distress, agitation, or uncontrolled nausea and vomiting)

Residential Care

Appropriate for more medically stable patients who have a prognosis of weeks or less and require more assistance than is available in their home setting or have a home environment not conducive to their care needs.

Respite Care

Appropriate as short-term (up to 5 days) care to the patient when currently enrolled in hospice and when necessary to relieve family members or the person caring for the patient at home



Oncology

Hematology Oncology

- Chemotherapy
- Iron Infusions/Anemia Workup
- Hydration Therapy
- Blood/Blood Product Transfusions
- Injections for blood disorders and vitamin deficiencies
- Inpatient consults
- Bare Essentials Boutique– Wigs, Scarves, etc.

Radiation Oncology

- Varian Linear Accelerator 21 IX
- Radiation Therapy
- Inpatient consults
- Certified Radiation Experts



Pharmacy

With five pharmacies across both campuses, pharmacy services consist of an inclusive team of purpose-driven people who are united by our passion to improve the health of the people in our communities. We strive for the five rights of medication administration: right patient, right medication, right dose, right route, and right time.

Our true north statement is “we are committed to caring for our community through proper drug management.”

Inpatient Pharmacy

Online formulary
Antibiotic Stewardship
Renal Antimicrobial Dosing
Pharmacy Dosing
IV to PO Substitutions
Daily Anticoagulation
Reviews
Parenteral Nutrition
Medication Reconciliation

Oncology

Biosimilars
Immunotherapy
Iron
IVIG
Zometa

Outpatient Pharmacy

Meds to Beds Program
(Smithfield only)
Employee Prescriptions
(Smithfield only, Delivery to Clayton)

Inpatient Pharmacy

Smithfield: 919-938-7380
Clayton: 919-585-8760
Hours 24/7

Oncology

Smithfield: 919-938-7824
Clayton: 919-585-8828
Hours: 8 a.m.- 4:30 p.m. (M-F)

Outpatient Pharmacy (JHOP)

Phone: 919-938-7386
Hours: 9 a.m.- 5:30 p.m. (M-F)
Smithfield only

Laboratory

UNC Health Johnston laboratories are accredited by the College of American Pathologists. They offer a wide range of laboratory services, including:

- **Core Laboratory:** Chemistry, Immunochemistry, Hematology, Coagulation, Urinalysis, Serology
- **Microbiology:** complete services such as bacterial ID/Sens and PCR testing
- **Blood Bank:** complete transfusion services of red cells, platelets, plasma, cryo, and Rhogham
- **Referral Testing Labs:** UNC, UNC Rex, Mayo Clinic
- **Outpatient Phlebotomy:**
 - Monday- Thursday, 7 a.m.- 7 p.m.
 - Friday, 7 a.m.- 6 p.m.
 - Saturday, 7- 11 a.m.
- **Anatomic Pathology and Histology:**
 - 8 a.m.- 4 p.m.



Radiology & Imaging

Wake Radiology UNC REX provides all reads for Radiology and Imaging Services in Smithfield and Clayton. Services Include:

- X-ray/ Diagnostic imaging 24/7
- Fluoroscopy & Remote Fluoroscopy
- CT- Scan 24/7
- Nuclear Medicine
- Ultrasound 24/7
- 3D Mammography (including biopsies, screening, and diagnostic)
- MRI
- Interventional Radiology
- Bone Densitometry / DEXA scan
- C-arm for OR use
- PET/CT scan

Nuclear Medicine, MRI, and Interventional Radiology on-call for emergencies after hours. C-arm provided for OR as needed. STAT interpretations 24/7. PET/CT is available for outpatient appointments on Saturdays in Smithfield.



Rehabilitation Services

[UNC Health Johnston Rehabilitation Services](#) provides evaluations and treatments devoted to maximizing recovery and optimizing functional abilities.

Our Team

- Physical Therapists
- Occupational Therapists
- Speech-Language Pathologists
- Physical Therapist Assistants
- Physical Therapist Technicians

Lymphedema Therapy

Rehabilitation Services offers outpatient lymphedema therapy completed by a certified lymphedema therapist who will complete a personal evaluation and develop a treatment plan.

Cardiovascular & Pulmonary Services

Cardiac and Vascular

- Cardiac Stress testing
- EKG
- Holter/Event Monitoring
- Echocardiography/TEE
- Pediatric Echocardiography
- Carotid US
- Venous Doppler
- Arterial Duplex/PVR
- Venous Reflux
- Renal Artery Duplex
- Mesenteric Arterial Doppler
- Aorta Duplex with Iliacs
- EEG

Respiratory Care

- Ventilator Care/Protocol Management
 - **Early Mobility Team**
- Nebulizer/MDI
- Blood Gas Lab
- Hi Flow Oxygen
- CPAP/BiPAP
- Intubation
- Overnight Recording Pulse Oximetry
- Pulmonary Function Testing
- Bronchoscopy/EBUS
- COPD Education for Readmission reduction
- Rapid Response/CODE team

Cardiopulmonary Rehabilitation

Cardiopulmonary Rehab is an AACVPR-certified program that provides services for those patients with conditions that affect the heart and/or lungs.

Patients attend classes on Monday, Wednesday, and Friday for one hour, up to 36 sessions. The goal is for the patient to return to normal activities.

Some of the conditions we treat include:

- Alpha-1 antitrypsin deficiency
- Angina
- Angioplasty
- Asthma
- Chronic Bronchitis
- COPD
- CABG
- Emphysema
- Heart attack
- Heart or lung transplant
- Heart valve surgery
- Interstitial lung disease
- Pneumonia due to COVID
- Pulmonary fibrosis
- Restrictive lung disease
- Sarcoidosis
- Shortness of breath due to COVID
- Stent placement and more

Services we provide in Cardiopulmonary Rehab include exercise, stress management, dietary intervention and lifestyle modification.

Our Care Team includes:

A Clinical Dietician, Exercise Physiologist, Exercise Specialist, Medical Director, Registered Nurse and Respiratory Therapist.

To Place a Referral

If your patient has a diagnosis that meets the criteria to attend the program, place an ambulatory referral in EPIC to Cardiopulmonary Rehab and we will call the patient to schedule an appointment.

Chest Pain Certification

Both Clayton and Smithfield are Chest Pain Accreditation from ACC Accreditation Services.

Goals for the patient presenting with symptoms of acute coronary syndrome (ACS) include:

- 12 lead ECG performed and interpretation within **10 minutes** of arrival or onset of symptoms
- Door to troponin result < **60 minutes**
- Door to departure of identified STEMI patient < **30 minutes**
- Door to first device activation Smithfield < **90 minutes**
- Door to first device activation Clayton <**120 minutes**

UNC Health Johnston Cath Lab is available for PCI/STEMI coverage Mon-Fri 0700-1700 except major holidays. For hours outside of available Cath Lab hours, transfer to Rex for PCI as treatment of choice. We use Johnston County EMS to transfer our patients to a tertiary facility. Immediate notification by calling 911 is an important step in this process.

Contact

For questions about the chest pain department, call Carolyn Ellis at 938-7845, Mark Dunn at 938-7419, or Michelle Bradley at 938-7621.

Stroke Care

Both Clayton and Smithfield are recognized by The Joint Commission as Primary Stroke Centers.

UNC Health Johnston has partnered with Telespecialists™ Virtual Neurologist to assist with our initial assessment of acute stroke patients with last known well within 24 hours. They are responsible for discussing indications and contraindications with the patient and family member(s) and obtaining verbal consent for thrombolytics. Our hospital choice for thrombolytic is Tenecteplase.

Telespecialists™ are also available for STAT calls and follow-ups as needed. Robots are kept in the Emergency Department and ICU units but can be utilized on all nursing units.

Goals for the patient presenting with symptoms of a stroke include:

- Door to Telespecialist notification ≤ **10 minutes**
- Door to CT/MRI ≤ **25 minutes** (MRI when CT is down)
- Door to CT/MRI read ≤ **45 minutes**
- Door to Tenecteplase ≤ **45 minutes**

Patients receiving thrombolytics are admitted to ICU at either Smithfield or Clayton for the first 24 hours of their care. If the patient is a candidate for surgical or interventional care due to a large vessel occlusion or post hemorrhagic stroke, they are typically transferred to either UNC Rex or UNCCMC for tertiary care. [Transfer Protocol-CODE IA 4.2024.pdf](#)

Stroke Care

Physician Responsibility during a CODE STROKE on Inpatient Units

- Respond to all Rapid Response Calls – determine whether a Code Stroke should be called after initial evaluation of the patient
- Ask for Code Stroke to be called overhead
- Place Stroke orders utilizing ED Adult Stroke Order set
- Discuss findings and assessment with Telespecialist Neurologist to determine the best plan of care for the patient
- Communicate CT report to Telespecialist Neurologist
- Write orders for patient to be transferred to a higher acuity bed and/or coordinates transport to Comprehensive Stroke Center for thrombectomy if LVO is suspected; or surgical evaluation for potential intervention if indicated. Please refer to Stroke/TIA Patient Care Guidelines for further direction when caring for this population. [Stroke and TIA Patient Care Guidelines.pdf](#)

The same goals apply to IP code stroke patients as those who arrive in the ED

Contact

For questions about the chest pain department, call Carolyn Ellis at 938-7845, Mark Dunn at 938-7419, or Michelle Bradley at 938-7621.

HEART & VASCULAR CARE

Cath Lab

UNC Health Johnston's Cath and EP labs are state-of-the-art full-service labs that provide both cardiac and vascular diagnostic and interventional services to patients.

Cardiac Tests and Procedures

- Diagnostic Cardiac Catheterization
- Coronary Intervention including STEMI patients (Acute MI)
- Cardioversion
- Transesophageal Echocardiograms
- Catheter Ablation
- Electrophysiology Study
- Event Monitoring Implants
- Pacemaker
- CardioMEMs
- ICD Implants
- Bi-Ventricular Implants
- Intra-Aortic Balloon Pump Placement
- Impella VAD placement

Vascular Tests and Procedures

- Endovascular Procedures:
 - Lower Extremity
 - Kidney
 - Carotid and Mesenteric
- Full array of diagnostic angiography and catheter-based interventions

NCHVA Cardiology APPs are onsite 24/7 for cardiology consults and/or questions. You can reach them at 919-810-9164.

Therapeutic Wound Care

UNC Health Johnston's Therapeutic Wound Center includes an experienced team of professionals who've been treating wounds longer than anyone else in the Johnston County area. If your patient has a wound that is not showing signs of healing, please contact the Wound Center. Wound care is done on outpatients only.

Types of Wounds Treated:

- Arterial and venous ulcers
- Burns
- Diabetic foot wound
- Injuries
- Pressure injury
- Spider bites
- Surgical Wounds
- Wounds with signs of infection

Treatments Include:

- Debridement
- Hyperbaric oxygen therapy
- IV antibiotic therapy
- Negative pressure wound therapy
- Revascularization
- Specialized dressings
- Skin grafts & biologicals
- Compression therapy

Project Access

Over 12,000 Johnston County residents and 9,000 Harnett County residents have **no** health insurance. The goal of Project Access is to provide the opportunity for every Johnston or Harnett County resident to receive access to health care.

What is Project Access?

Project Access exists to assist communities across the nation with establishing and sustaining coordinated systems of charity care. There are 17 active Project Access programs in North Carolina, each unique to its own community.

Project Access of Johnston County/Harnett County is a physician-led volunteer initiative that gives low-income, uninsured county residents access to comprehensive medical care. Through Project Access, physicians and community partners like UNC Health Johnston or Betsy Johnson Hospital, donate medical services without receiving reimbursement or compensation.

Project Access is not health insurance. It is, however, an innovative, voluntary program designed to help community residents stabilize their health in a time of need when health insurance is not available.

Who can participate?

Low-income, uninsured residents ages 19 up to 65 who are not eligible for Medicaid, Medicare, Worker's Compensation, VA benefits, or any other type of health insurance plan or coverage.

JOHNSTON COUNTY

514 N. Bright Leaf Blvd.

Smithfield, NC 27577

Office: 919-550-0011

Fax: 919-989-1206

jmhprojectaccess@unchealth.unc.edu

HARNETT COUNTY

700 Tilghman Drive, Suite 728

Dunn, NC 28334

Office: 910-766-7658

Fax: 910-694-0112

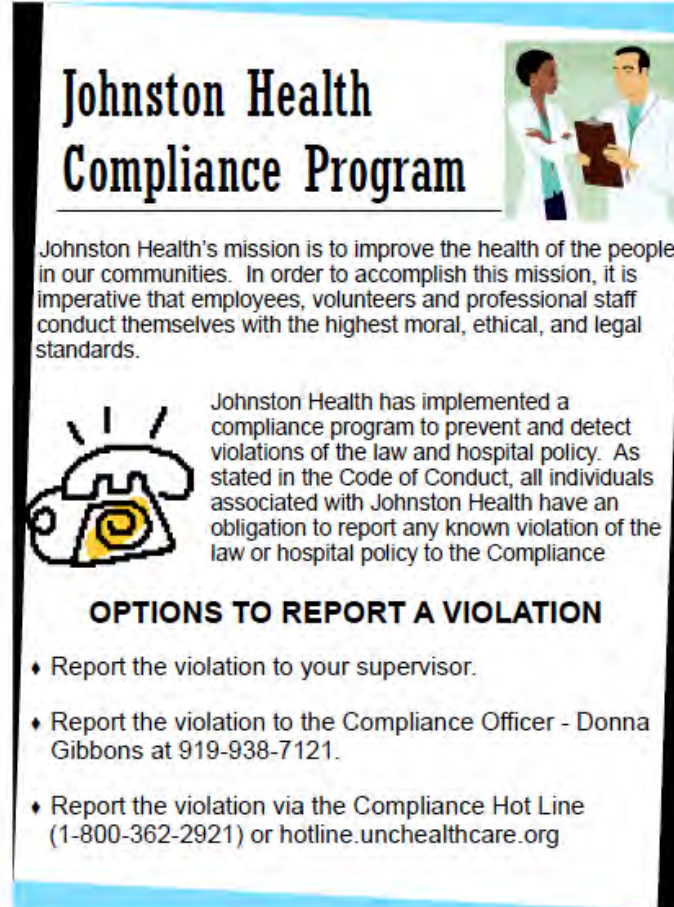
Terri.Farmer@capefearvalley.com

Compliance & Risk Management


Click links below to review.

[UNC Health Johnston Compliance Handbook](#)


[Code of Conduct](#)



Johnston Health Compliance Program



Johnston Health's mission is to improve the health of the people in our communities. In order to accomplish this mission, it is imperative that employees, volunteers and professional staff conduct themselves with the highest moral, ethical, and legal standards.



Johnston Health has implemented a compliance program to prevent and detect violations of the law and hospital policy. As stated in the Code of Conduct, all individuals associated with Johnston Health have an obligation to report any known violation of the law or hospital policy to the Compliance

OPTIONS TO REPORT A VIOLATION

- ◆ Report the violation to your supervisor.
- ◆ Report the violation to the Compliance Officer - Donna Gibbons at 919-938-7121.
- ◆ Report the violation via the Compliance Hot Line (1-800-362-2921) or hotline.unchealthcare.org

Donna Gibbons

Director of Compliance, Risk Management & Internal Audit
919-938-7121

Donna.Gibbons@unchealth.unc.edu

Amye Fitzgerald

Compliance/Risk/Audit Analyst
919-938-7551

Amye.Fitzgerald@unchealth.unc.edu

HIPAA

Health Insurance Portability and Accountability Act

HIPAA Privacy Officer: Donna Gibbons

919-938-7121 | Donna.Gibbons@unchealth.unc.edu

[View UNC System Confidentiality Agreement](#) 

You can access the UNC System HIPAA Policies by clicking the link below, choose the home tab and enter HIPAA in the search bar.

[Launch PolicyStat](#) 



HealthQuest Fitness & Wellness Center

[HealthQuest Fitness and Wellness Center](#) offers medically based programs to improve not only your fitness, but your overall health.

Services & Amenities

- Discounted membership
- Facility tours and guest passes are available
- Cardiovascular machines such as treadmills, ellipticals, bikes, rowers, etc.
- Cycling room
- Free weights
- Group fitness studio, which includes chair aerobics, Zumba, yoga, etc.
- Indoor lap pool, whirlpool, and warm-water therapy pool
- Outdoor basketball court
- Racquetball courts
- Sitter Service
- Spacious locker rooms with steam rooms
- Strength training equipment
- Teaching kitchen
- We participate in the SilverSneakers, Prime, Silver & Fit and Renew Active and PeerFit programs.
- Services Offered:
 - Personal Trainer
 - Massage
 - Swim Lessons
 - Nutrition Counseling
 - Land and Water Aerobics
 - And much more!

Johnston Medical Mall Smithfield

919-938-7581

www.healthquestnc.org

Hours of Operation:

Monday – Friday

5:00 a.m. – 9:00 p.m.

Saturday

8:00 a.m. – 5:00 p.m.

Sunday

1:00 p.m. – 5:00 p.m.



Johnston Health Foundation

Established in 1992

[The Johnston Health Foundation](#) seeks to improve the health and well-being of the people in our communities by supporting the patients, programs and services of UNC Health Johnston.

Areas of Focus

- **Access to Care:** Working to ensure healthcare accessibility regardless of one's ability to pay.
- **Holistic Care:** Providing patient support that addresses physical, mental, and spiritual needs to promote overall well-being and optimal health outcomes.
- **Innovative Care:** Supporting leading-edge programs, equipment, and initiatives
- **End-of-Life Care:** Funding hospice and bereavement support, ensuring quality end-of-life care with comfort, compassion, and dignity for all in need.

Signature Events

May	UNC Health Johnston Derby Day
Sept	UNC Health Johnston Golf Classic
Dec	UNC Health Johnston Festival of Trees Hospice Tree of Light Ceremony

Contact Us

919-938-7348

jhfoundation@unchealth.unc.edu

www.johnstonhealthfoundation.org



Early Learning Center

Help your child grow, flourish, and build the foundation for school success. Choose [UNC Health Johnston's Early Learning Center](#), one of the top-rated childcare facilities in the Smithfield area. Children ages 6 weeks to 5 years get a well-rounded education and one-on-one attention that helps them thrive.

As an employee, you receive a discounted rate at the Early Learning Center. Your rate will depend on the age of your child/ children.

Program Highlights

- 5 Star Center
- Year-Round Instruction
- Developmentally Appropriate Practices
- Enrichment Programs
- Computer Instruction
- Secure Facility
- Indoor Activity Area
- Lunch and Snacks Provided

ISD & Help Desk

Information Systems Department

Why would I call the helpdesk?

- Help with Epic@UNC
- Help with your computer or device
- Help with access
- Help with Login to Network, EPIC, etc.
- Citrix
- LMS

Need help?

Call 984-974-4357.



Required Policies and Attestation

Please review the required policies in PolicyStat. You can return to this link at any time to look up a policy.

1. [Click to launch PolicyStat](#)
2. Enter your U# and password to login if prompted
3. Filter policies to review Medical Staff required policies only.
 - Top left, Change Location = Johnston Health (if needed)
 - Top navigation bar, click on Policies/Policies by Policy Tag Groups
 - From the Search Filter on the right, click the plus sign next to Policy Areas/Select All/None then click the plus sign next to Policy Tag Groups/Medical Staff Orientation
4. After reviewing the above orientation information and the required Medical Staff policies, [click here](#) to submit your name and attestation that you have completed the review of the required materials.

Welcome to the UNC Health Johnston medical staff. Thank you for completing your orientation requirements.

Sincerely,

Dr. Rodney McCaskill, Chief Medical Officer

UNC Health Johnston



Thank you