We help people live better lives through better health.
THIS IS OUR MISSION.

We will be our region’s first choice for health and wellness.
THIS IS OUR VISION.

Better health begins here.
THIS IS OUR PURPOSE.

PEOPLE
Ours is a team of people helping people.

SERVICE
In all we do, we serve our patients and community.

QUALITY
Our commitment to excellence is unrelenting.

SAFETY
We strive to prevent harm, keeping our patients and each other safe.

FINANCE
We operate efficiently and intelligently as stewards of our region’s health.

GROWTH
Where there is a need, we grow to meet it.

THESE ARE THE PILLARS UPON WHICH OUR ORGANIZATION IS BUILT.
IN FISCAL 2016, there were nearly 12,000 admissions to Tidelands Health hospitals. Residents and visitors facing a health crisis turned to our emergency departments 65,000 times. And across the region, more than 419,000 outpatient visits took place within our network of nearly 50 physician offices and ambulatory care centers that stretch from Andrews to North Myrtle Beach.

Now more than ever before, our not-for-profit health system is improving lives and, in doing so, transforming the health of our region.

It is an awesome responsibility — and one we wholeheartedly embrace. We are proud to be our region’s largest health care system and Georgetown County’s largest private employer. We understand we are a major economic driver, generating more than $504 million of economic impact in Georgetown and Horry counties in 2016, according to an analysis conducted by Coastal Carolina University.

Yet the greatest measure of our impact is not recorded in dollars and cents. It is felt every day in homes where health has been restored and lives improved by our incredible team of more than 2,000 employee and physician partners who come to work each day with a single, shared mission: We help people live better lives through better health.

We don’t just say those words. We believe them. We live them.

As a not-for-profit health system, we do not have stockholders, and we have no legal obligation to publish an annual report. However, you — the people of our region — are our stakeholders. And it is for your information and benefit that we have produced this document. We invite you, in the pages of this, our annual report to our community, to learn more about Tidelands Health and our guiding purpose: Better health begins here.

On behalf of our board of trustees and our physician, employee and volunteer partners, thank you for your trust and confidence in our organization. We are striving each day to be your first choice for health and wellness.

Respectfully,

H. McRoy Skipper Jr., CPA
Chairman of the Board

Bruce Bailey
President and CEO

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TO OUR COMMUNITY
A journey of continuous improvement

Our organization has embraced the principles of Lean transformation, and we believe these tools will enable us to reshape ourselves to meet the region’s health care needs well into the future. Within our health system, our process improvement work is focused on the key areas of surgical services, critical care and endoscopy, as well as revenue cycle and Tidelands Health Group. To date, more than 20 percent of Tidelands Health employee partners have participated in a Lean rapid improvement event – a five-day session in which a group of employee and physician partners come together to improve an identified process. Since we began our Lean transformation, our process improvement efforts have generated a financial benefit of more than $4 million to the organization.

Since May 11, 1950, when the first patient was admitted to what is now Tidelands Georgetown Memorial Hospital, our organization has been singularly committed to the delivery of high-quality patient care. Over the years, the practice of medicine has become increasingly complex. Our region and our health system have grown exponentially. Even our organization’s name has changed. Our dedication to the delivery of exceptional care, however, has not wavered.

Where we deliver care has certainly changed. Tidelands Georgetown as it stands today, still sparkling from a $42 million, multi-year renovation and expansion, hardly looks like a hospital that has been in continuous service to the community for almost seven decades.

Tidelands Waccamaw Community Hospital, which we opened in 2002, will celebrate 15 years of caring for the people of Georgetown and Horry counties in 2017. And Tidelands Waccamaw Rehabilitation Hospital remains our region’s only dedicated inpatient rehabilitation hospital, serving a critically important need for patients across the Carolinas.

But we are not merely a “hospital system.” We are a health system. And the work we do extends far beyond our three hospitals. Our Tidelands Health network of facilities includes physician offices, rehabilitation clinics, cancer centers, wound healing centers, pain management clinics, a medical fitness facility — nearly 50 locations across two counties in total.

We also collaborate with other health care providers to form partnerships that bring needed services to our region and improve the seamless delivery of care. And we reach out into the communities we serve — through relationships with employers, churches, schools and neighborhoods — to deliver care where people live, learn and work.

In short, the employee, physician and volunteer partners of Tidelands Health — well more than 2,000 of us in total — work every day to fulfill our organization’s mission. We’re not here merely to heal the sick, to treat disease, to comfort the afflicted. Yes, we do all those things, and we do them well. But our calling is broader. We prevent disease. We promote wellness. We help people live better lives through better health.
EXCELLENCE WITHIN OUR HOSPITALS

The hospitals of Tidelands Health have been repeatedly recognized for excellence in clinical care, patient safety and patient experience. In 2016, our facilities earned dozens of national awards and recognitions. Awards, in and of themselves, mean very little. But the level of quality and excellence they signify is of tremendous importance to the patients and community we serve.

Here are just a few of our recognitions. For a complete listing, visit our website at tidelandshealth.org.

- Tidelands Waccamaw was named one of the nation’s Top 98 hospitals by The Leapfrog Group, the only hospital in South Carolina to earn this recognition.
- Tidelands Waccamaw and Tidelands Georgetown were ranked No. 1 and No. 2 in the state for women’s health by CareChex.
- Tidelands Georgetown was rated in the Top 10 percent nationally for patient safety in spinal fusion and spinal surgery by CareChex.
- Tidelands Waccamaw has earned the Healthgrades Outstanding Patient Experience Award for six consecutive years, meaning the hospital is rated in the Top 10 percent nationally for outstanding patient experience.
- Tidelands Waccamaw was ranked in the Top 10 percent in the nation for overall medical excellence by CareChex.
- Tidelands Georgetown earned Healthgrades’ five-star rating for the treatment of heart attack, stroke, diabetic emergencies and defibrillator procedures.
- Tidelands Health received eight Zero Harm awards from the South Carolina Hospital Association. These awards recognize hospitals that have had zero patients develop infections after procedures such as hip and knee replacements, colon surgery and hysterectomies for a minimum of 12 months.
While awards and rankings are a nice validation of the excellent work being done within our hospitals, of more significance to the delivery of patient care is our pursuit of voluntary clinical accreditations. Like most hospitals, our facilities are fully accredited by The Joint Commission. But within our clinical programs and service lines, teams of physicians, nurses and other professionals are taking their commitment to excellence a step further by pursuing specialized program certifications.

Through these clinicians’ efforts, both Tidelands Waccamaw and Tidelands Georgetown are certified as Joint Commission centers of excellence for hip and knee replacement, for spine surgery and as advanced primary stroke centers. In addition, Tidelands Waccamaw was the first hospital in South Carolina and one of the first eight in the nation to earn certification as a Joint Commission childbirth center of excellence.

At Tidelands Georgetown, physicians and clinicians worked side by side to secure national chest pain center accreditation from the Society of Cardiovascular Patient Care. And both Tidelands Georgetown and Tidelands Waccamaw have been designated Baby-Friendly and as Blue Distinction Centers for maternity care by BlueCross BlueShield.

Weathering the storm

When Hurricane Matthew bore down on our region in fall 2016, Tidelands Health employee, physician and volunteer partners rose to the occasion. Even as hurricane-force winds raged and floodwaters swirled on that Saturday in October, our hospitals served the region without interruption. Employee and physician partners sheltered in place, sleeping on cots to ensure staffing levels were maintained. Our outstanding dietary team served three hot meals a day to our patients, caregivers and even members of the community. And when the storm passed, staff members at our outpatient locations grabbed chainsaws, wheelbarrows and trash bags to clear debris so we’d be ready to open for business as usual Monday morning. In the words of Patrick Devlin, director of safety, security and emergency preparedness, “It’s all about teamwork. We have a great team at Tidelands Health.”
Our health system recorded more than 419,000 outpatient visits in fiscal 2016 – that’s nearly a half-million patient encounters. And many of those visits did not occur within our three hospitals. Every day, thousands of patients interact with Tidelands Health physician and employee partners through our network of outpatient care centers.

A deadly bite

Steve Connair and his wife were visiting Georgetown from Annandale, Virginia, as part of a tour group learning about Francis “Swamp Fox” Marion. But their vacation took a deadly turn when an insect bite threatened Connair’s life. The bite caused Connair to develop cellulitis, a deep skin infection that spread through his body. After being rushed to the emergency department at Tidelands Georgetown and treated in the critical care unit, he was hospitalized for several days but made a full recovery. “Everyone, from the doctors, nurses, cafeteria workers, people around town and even the guards at the front desk, was kind and friendly to me,” says Karen Connair, his wife. “By the grace of God and the excellent care that Steve received at Tidelands Health, he is now fully recovered.”

Tidelands Health Group is our regionwide association of employed physician offices. More than 50 providers at nearly 20 different practices provide a broad range of services to the people of our communities. Tidelands Health Group physicians include both experienced family physicians and expert specialists, representing medical specialties ranging from orthopedics and cardiology to oncology and gastroenterology. All told, approximately 160,000 patient visits took place in our Tidelands Health Group physician practices in 2016.

In addition to our physician offices, Tidelands Health operates one of the state’s largest networks of outpatient rehabilitation clinics. Tidelands Next-Step Services, with more than a dozen locations stretching from Andrews to North Myrtle Beach, offers physical therapy, speech therapy and occupational therapy, as well as specialized services such as hand therapy, neurological rehabilitation, wound healing and pain management.

At Tidelands HealthPoint Center for Health and Fitness, our region’s only medical fitness center, thousands of area residents are improving their health and wellness through group classes, personal training and access to 40,000 square feet of exercise equipment and facilities. For those individuals who may be inactive or living with chronic illness, we offer our Stronger Through Movement program. This physician-prescribed medical fitness program is specially designed to help inactive people safely and effectively incorporate exercise into their lives.
PARTNERSHIPS FOR CARE

We also deliver outstanding cancer care to the people of our region at three locations across our service area. The Tidelands Francis B. Ford Cancer Treatment Center in Georgetown has been serving the community for more than a decade, while cancer treatment services are provided at a cancer center on the campus of Tidelands Waccamaw in Murrells Inlet, as well. A third location for cancer treatment services, home to both infusion services and an office of Tidelands Waccamaw Oncology, opened in Myrtle Beach in 2016.

Our cancer treatment services are provided in partnership with MUSC Health, just one example of the tangible benefits of our affiliation with South Carolina’s only comprehensive academic medical center. We also leverage technology to bring the expertise of MUSC’s specialists and sub-specialists to our region, utilizing telemedicine to connect physicians and patients in our facilities with specialists in Charleston for consultations on stroke care, behavioral medicine, pediatric care and even neonatology care for premature infants.

MUSC Health is one of several organizations with whom we’ve aligned to create value and improve the delivery of health care in our region. Because we know many patients need assistance with their care once discharged from the hospital, we’ve partnered with Amedisys Home Health to seamlessly transition our patients from hospital to home. We’ve also joined with Tidelands Community Hospice, our community’s not-for-profit hospice, to provide this important service to

A life saved

Michael Coward was in great company to have a heart attack. The 76-year-old was at Tidelands HealthPoint Center for Health and Fitness for his regular exercise routine when he began to feel ill. His exercise physiologist, Richard Morris, noticed Coward’s blood pressure was below normal and went to grab him a glass of water. To Morris’ dismay, Coward took one sip, dropped the cup and slumped back in his chair. The Pawleys Island resident wasn’t breathing and had no pulse. Testing would later show Coward had suffered a heart attack caused by a blood clot. The condition likely would have proven fatal in any other environment. But fate instead dealt Coward a more compassionate hand. Morris, a certified CPR instructor, immediately began chest compressions. Coward not only survived the ordeal but also avoided damage to his heart. He credits Morris, emergency personnel from Midway Fire Rescue, medical professionals at Tidelands Georgetown and luck for the extraordinary outcome. “A great team effort was made, and it saved my life,” says Coward, a married father of two daughters and four grandchildren. “My family and I are exceptionally grateful to Richard and all the caregivers who played a role in this story.”
and we recently announced a new partnership with HealthSouth Corp. to jointly operate Tidelands Waccamaw Rehabilitation Hospital and build a new inpatient rehabilitation hospital in Little River.

Beyond our formal affiliation and partnership agreements, we are proud to work side by side with community schools, churches, businesses and organizations to improve the health status of our region.

Through Tidelands Community Care Network, a regional collaborative of more than 30 community service organizations, churches, associations and state agencies, we are connecting individuals in need to medical care and critical services such as food, housing and transportation that will help them maintain their health. Tidelands Community Care Network, created in partnership with Access Health SC and The Duke Endowment, in fiscal 2016 assisted 1,326 uninsured individuals in our community, providing access to 1,002 primary care visits and 240 behavioral health visits and filling 6,764 medication prescriptions. In recognition of this work, the community care network has been named a national Program of Promise by the Hospital Charitable Service Awards.

In Georgetown County, we have partnered with the school system to fund athletic trainers in each of the county’s high schools. These trainers provide year-round support for student athletes in a variety of sports. In addition, our orthopedic specialists man the sidelines during football season, and we offer a free sports injury screening clinic for student athletes on Saturday mornings in the fall. Experts from the Tidelands Health Sports Medicine Institute screen these young athletes for everything from broken bones to concussions — all at no charge.

Strokes toward recovery

In 2016, we were proud to partner with the American Heart Association for “Strokes for Stroke.” The event, the first of its kind in our region, brought together stroke survivors to create original works of art as part of the recovery process. Each participant painted an image called “The Giving Tree,” inspired by the Shel Silverstein poem. Canvases for the event were donated by Wine & Design of North Myrtle Beach. The finished paintings will be displayed at a special showing at the Myrtle Beach Art Museum later this year.
For the broader community, our community health department holds classes, screenings and events, such as health fairs and grocery store tours, throughout the year. And through our Healthy Conversations series, we partner with local neighborhood associations to bring Tidelands Health experts into the places where people live, sharing health information and answering questions – again, at no cost.

We also work with local business and industry through our Tidelands Works program. This free offering connects area employees with resources such as blood pressure screenings, health information, lunch and learn sessions and more. Nearly 100 companies representing more than 16,000 employees participate in this initiative. For those employers who choose to offer an additional level of support to their employees, we offer Stronger At Work. In this custom program, employees work one on one with a Tidelands Health nurse, dietitian and exercise physiologist to identify and improve health risk factors through diet and exercise. Both Tidelands Works and Stronger At Work are among the offerings available to area employers through our Business Health Solutions portfolio of services.

From schools and churches to neighborhood associations and businesses, our health system is reaching out into our communities to spread our message of health and wellness. It’s all part of our organization’s vision – to be our region’s first choice for health and wellness. It is a vision we believe we will achieve through a commitment to excellence, a willingness to partner and an understanding that the delivery of health care extends far beyond our hospital walls.

Saluting a lifetime of service

Dr. Carol Rahter, a Tidelands Health emergency medicine physician and longtime volunteer advocate for child victims of abuse, was named the first recipient of The James Waldrip Forrester, MD, Memorial Award. The award recognizes a member of the Tidelands Health medical staff who demonstrates a commitment to community and volunteerism, including involvement in a local non-profit charity. It is named in honor of Dr. James W. Forrester, a longtime member of the Tidelands Georgetown medical staff who dedicated his life to the service of others. Dr. Rahter is the volunteer medical director at the Horry and Georgetown locations of the Children’s Recovery Center, which brings possible victims of child maltreatment and their families together with community professionals. For more than 20 years, she has worked at the state level on behalf of child victims of abuse and assisted local law enforcement, testifying in cases and serving as an expert witness for the FBI.
Celebrating DAISYs and Caring Hearts

Throughout the year, our Tidelands Health team recognizes caregivers who go above and beyond. Exemplary nurses are honored with the DAISY Award, which celebrates nurses who provide extraordinary care, show empathy in all situations, make a difference in the life of a patient and are role models for their profession. The Caring Hearts Award, meanwhile, honors employee partners such as aides, clinical secretaries, nurse technicians and scrub technicians who demonstrate a strong work ethic, positive attitude and a heart of gold.
We believe one of the most important things we can do for our employee and physician partners is invest in their leadership development. That’s why we’ve established the Tidelands Health Physician Leadership Academy and, in partnership with Coastal Carolina University, the Tidelands Health Leadership Academy.

The physician leadership academy, the first such offering of its kind in the state, is designed to provide physicians the resources they need to partner with our health system to lead change initiatives and quality improvement efforts. Covering such topics as strategic planning, process improvement, financial management and information technology, the three-tiered program builds on the years of education and training physicians have already completed. To date, nearly three dozen physicians have participated in the leadership academy.

Similarly, the Tidelands Health Leadership Academy is designed to prepare health system leaders for the future. This initiative specifically targets promising mid-level managers who are nominated by their senior leaders to participate. The curriculum was developed in partnership with the Wall College of Business at Coastal Carolina and is taught by representatives from the university.

Participants attend daylong sessions once or twice a month for a period of several months, covering topics such as strategic thinking, project management, creativity and innovation, financial acumen and leading high-performing teams. In addition, leaders learn about Tidelands Health programs such as Just Culture, an initiative that encourages employee partners to report errors and mistakes, and our robust Lean process improvement efforts, which are integrated into the fabric of the organization. More than 40 Tidelands Health leaders are participating in the leadership academy.

We also offer support and assistance for Tidelands Health employee partners who wish to further their education. Tuition reimbursement is available to qualifying employee partners, and our organizational development department offers hundreds of hours of continuing education, both online and in person, ranging from basic life support classes to complex clinical symposiums.

And to ensure the availability of well-trained, prepared nurses as our organization and our region continue to grow, we are investing in the education of nursing students. In 2016, our health system donated $50,000 to Horry Georgetown Technical College in support of the school’s nursing program.
Fostering a Healthy Work Environment

As a provider of health care services, we believe we have an obligation to invest in the health and well-being of our employee partners. That ranges from small things — like placing signs outside employee elevators about the health benefits of taking the stairs — to big things — such as redesigning our health insurance program to reward employee partners and their dependents for engaging in activities that promote health and well-being.

Our commitment to the health of our employee and physician partners — and our patients and visitors, too — is why you’ll find healthy “mindful” choices on our cafeteria menus with nutritional information prominently displayed. It’s why we offer on-site exercise classes for our employee and physician partners and why you’ll find walking paths clearly marked on the campuses of Tidelands Waccamaw and Tidelands Georgetown.

In recognition of these efforts, Tidelands Health has been designated a Platinum-Level Fit-Friendly Worksite by the American Heart Association for seven consecutive years. In addition, we have earned Prevention Partners’ WorkHealthy America Excellence Recognition for five straight years. Both recognitions honor employers that excel in workplace wellness efforts.

Most significant, however, are the ratings we earn from our own employee partners. In our 2016 employee partner engagement survey, which was completed by an incredible 91 percent of our workforce, our scores exceeded the national average on key drivers of engagement such as, “I am proud to tell people I work for this organization,” “I would like to be working for this organization three years from now” and “I would stay with this organization if offered a similar position elsewhere.”

Research has consistently shown an engaged employee base leads to improved quality, improved financial performance and a better patient experience. We wholeheartedly believe investments in our employee and physician partners are investments in the future of Tidelands Health.

Cooking up a win

It was a win to be savored when our culinary team took top honors at the South Carolina Hospital Association’s Cooking Well Invitational in Charleston in 2016. Four Tidelands Health chefs faced off against seven South Carolina hospital teams. Led by Tidelands Waccamaw food operations manager Tom DelSolia, the team prepared a winning meal of goat cheese and herb pancake with roasted beet salad, squid ink pasta with roasted butternut squash and kale and kefir panna cotta with balsamic fennel. Crystal Cates, clinical nutrition manager at Tidelands Health, says the award shows hospital food doesn’t have to be bland to be healthy. “Our culinary team prepares some amazing dishes every day that are healthy, tasty and creative,” Cates says.
THE PEOPLE OF Tidelands Health don’t just work in this region. We live here. This is our home. And we are committed to giving back to our community — particularly to those causes and organizations that align with our mission of health and wellness.

In fiscal 2016, our health system provided $800,000 in cash and in-kind contributions to charities, not-for-profit organizations and schools in Georgetown and Horry counties. Here are just a few of the worthy causes we support:

- American Cancer Society
- American Heart Association
- Black River United Way
- Brookgreen Gardens
- Children’s Recovery Center
- Family Justice Center
- Father Pat’s Kitchen
- Georgetown County Chamber of Commerce
- Healthy Learners
- Helping Hands
- Long Bay Symphony
- March of Dimes
- Miss Ruby’s Kids
- Murrells Inlet 2020
- Myrtle Beach Area Chamber of Commerce
- National Alzheimer’s Association
- Neighbor to Neighbor
- Smith Medical Clinic
- YMCA of Coastal Carolina

Accessing kindness

Type I diabetes took the second of Scott Christman’s legs only weeks after Hurricane Matthew damaged his family’s fence and roof. After losing his first leg to the disease nearly five years ago, Christman had maintained his independence using a prosthetic. Now relying on a wheelchair, the Myrtle Beach resident was unable to readily navigate the steep steps leading down from his front porch. Three times per week, ambulance personnel carried him from his home so he could be transported for dialysis. The 45-year-old needed a ramp, but cost was a major hurdle. That’s when a team of volunteers from Tidelands NextStep Rehabilitation Services and Coastal Structures Corp. came together to build the ramp Christman so desperately needed. “It’s amazing,” Christman says. “I am very thankful.”
We also regularly make donations to important community projects. One such initiative of particular significance to our health system came to fruition last year. The dedication of the Georgetown County Veterans Memorial in late 2016 was a milestone not only for our region but also for our organization.

We were honored to support the efforts of American Legion Post 114 and Veterans of Foreign Wars Post 6444 to construct the memorial, which lists the names of all Georgetown County veterans who died in military service. After all, without Post 114, there would be no Tidelands Health. It was Legion members who first began an effort to build a community hospital in Georgetown in the 1940s. Thanks to their leadership and vision, the hospital that is today Tidelands Georgetown opened in 1950. We will always owe a debt of gratitude to the American Legion, and we are proud that our past, present and future are intertwined.

Our health system enjoys strong partnerships with numerous leading community organizations as we all work together to improve the quality of life in our region. We are proud to be the official health care provider of the Myrtle Beach Pelicans, as well as the official health system of the Coastal Carolina University Chanticleers. These relationships have allowed us to take our message of health and wellness to broad and diverse audiences. For example, we have partnered with CCU to promote breast cancer awareness by holding a “pink glove dance” during a Chants football game. And the Pelicans have collaborated with us on multiple community health initiatives — from a ColorBurst 5K family fun run to labeling healthy choices at the ballpark’s concession stands with a Tidelands Health logo.

**Partnering with champions**

As the official health care provider for the Myrtle Beach Pelicans and the official health system of the Coastal Carolina University Chanticleers, 2016 was a baseball season for the ages. We joined our teams — and the entire region — in celebrating not one but two championships. The Pelicans claimed back-to-back Carolina League championships, and the Chants took the sports world by storm when they won the College World Series and earned the title of 2016 NCAA baseball national champions.

We were honored to support and celebrate with both teams, backing the Pelicans through their playoff run and handing out thousands of banners to local residents who gathered to welcome home the national champion Chants.
It was our privilege to partner with Leadership Georgetown and the Georgetown County Chamber of Commerce to help fund self-directed exercise stations in Georgetown’s East Bay Park. And we’ve been prominent supporters of the Waccamaw Neck Bikeway, producing public service announcements promoting the paved bike path that connects Murrells Inlet and Pawleys Island.

In Horry County, we have aligned with the city of Myrtle Beach to bring health and wellness messaging to both Grand Park and the Myrtle Beach Sports Center. We are also launching a free community health education program called Walk With a Doc in Grand Park this spring. One Saturday morning per month, community residents will have the opportunity to come to the park, hear a brief health presentation by a Tidelands Health physician and then “walk with a doc” for a 30-minute walk.

Whether through financial gifts, partnerships or by donating our time, our health system gives generously to support our community. We take our responsibility as a corporate citizen seriously, and we will continue to invest in the people and in the future of this region.

Sharing Healthy Selfies

Area residents showed us they’re the picture of health during our “Healthy Selfie” promotion with WBTW during the summer of 2016. We encouraged people to send us photos of themselves and their loved ones engaging in healthy activities, and we then shared the submissions on social media, billboards and television. We loved the hundreds of photos we received showing people of all ages being active, eating healthy and enjoying life. One submission was randomly chosen to receive a $1,000 Lowes Foods gift card.
**AT TIDELANDS HEALTH**, we will never grow simply for growth’s sake. However, we will always seek to meet our region’s need for quality, trusted health and wellness services. That means reinvesting in existing facilities, as well as constructing additional locations to expand our services into new communities. It also means investing in technologies, people and programs that will advance the delivery of health care.

All across the region, it seems, Tidelands Health is under construction.

In 2016, we announced plans to partner with HealthSouth Corp. to build a 46-bed inpatient rehabilitation hospital in Little River. Construction will begin following approval of our certificate-of-need application.

Inpatient rehabilitation hospitals provide specialized care for patients who have experienced stroke, trauma, brain injury and complex orthopedic conditions, as well as other major illnesses or injuries. By aligning with HealthSouth, one of the nation’s largest providers of post-acute health care services, we will marry our strengths. Upon approval of the new hospital, we will also jointly operate Tidelands Waccamaw Rehabilitation Hospital.

Just down the road in Myrtle Beach, we expect to break ground this spring on a 65,000-square-foot medical facility in The Market Common community. The $44 million project will bring a wide variety of needed services to the fast-growing area, including primary care physicians and specialists, physical therapy, imaging, pain management, laboratory services and more. The three-story facility should open by late 2018.

In Georgetown, construction continues on the campus of Tidelands Georgetown. Now that work on the hospital’s new entrance and mall is complete, construction of a 43,500-square-foot surgery pavilion is underway. The new pavilion will house four operating rooms and two additional procedure rooms. The project represents a $42 million investment in the Tidelands Georgetown campus and will be completed later this year.

And our investments extend beyond bricks and mortar. We recognize seamless access to information is of critical importance to health care providers — and patients. That’s why our health system is investing significant resources in the development of OneCare, an integrated electronic medical record that will allow providers to more easily share information and will better connect patients to their health records. When completed, OneCare will connect records across all Tidelands Health locations. It will also include a robust patient portal so that patients can access their own records easily and securely online.

**Building a better future**

When we build new facilities and expand existing ones, we know we are improving access to health care. But our growth also has far-reaching benefits for the region’s economy. According to an economic impact study conducted by Coastal Carolina University, Tidelands Health’s construction activity accounted for 471 jobs and $35.3 million in regional economic impact in 2016. That’s in addition to the direct economic impact of our organization on the region’s economy. We are proud to be fueling growth in Georgetown and Horry counties.
NEW MEDICAL FACILITIES have little value without talented professionals to serve within them. To that end, the Tidelands Health MUSC Family Medicine Residency Program, accredited by the Accreditation Council on Graduate Medical Education in 2016, will welcome its first class of family medicine residents in July.

This landmark program, the first of its kind for our organization, will provide post-graduate training for doctors who have completed their medical degrees. The residents will treat patients at a new, $11 million facility under construction on Holmestown Road in Horry County. The residency program has been developed with support from the Medical University of South Carolina, which will provide curriculum and some faculty. Tidelands Health physicians will also serve as faculty members.

The development of the residency program is especially significant given the explosive growth in Horry County – home to the second-fastest growing area in the nation. Research has consistently shown many physicians choose to establish their permanent medical practice in the community where they complete their residency. Our family medicine residency program will help ensure we have highly skilled, well-trained physicians here to care for the needs of our growing population.

From new buildings to new doctors, from the southern reaches of our service area to the North Carolina line, we’re investing in the future of health care in our region. We have been a trusted health care partner to our community for nearly seven decades now, and we are moving forward with a clear vision: We will be our region’s first choice for health and wellness. For generations to come.
FULFILLING OUR MISSION as the region’s largest health care provider takes time, talent and commitment from everyone on our team — and that includes the many organizations and individuals who give generously to support our efforts through the Tidelands Health Foundation.

Established in 1990, the Tidelands Health Foundation works in partnership with our health system to provide new technologies, modern, convenient facilities and increased access to health and wellness services across our region. Donors contribute in a number of ways, including individual contributions, participation in community events and planned giving.

The foundation embarked on a comprehensive fundraising campaign in 2012 with a bold goal to raise $5 million over five years. To date, more than $4.7 million has been contributed, and those monies have supported our health system’s mission by funding not only capital projects to better meet our growing region’s health care needs but also the important work of the Tidelands Community Care Network, which helps individuals in need access medical care and critical services such as food, housing and transportation.

With the foundation’s support, our health system was able to open the Tidelands Health Community Resource Center in 2016. This 8,850-square-foot facility, located in the former post office on Highmarket Street in Georgetown, serves as headquarters for the community care network. It brings together community health education nurses, community health workers, a transitional care team, a behavioral health specialist, intake coordinators, social workers and a second location of Smith Medical Clinic — all under one roof to serve the area’s at-risk residents.

Numerous community events are held by the foundation each year to raise money for Tidelands Health initiatives, as well. The In the Pink Breast Cancer Awareness Walk, a beloved event that attracts more than 1,000 participants annually, in 2016 raised $46,200 for the Tidelands Health Breast Care Fund. The fund helps uninsured and underinsured women access needed breast care, including transportation and medication support.

The 2016 Tidelands Health Foundation Gala was also a significant success. The black-tie affair, attended by hundreds, raised more than $33,000 for Tidelands Community Care Network. And the Tidelands Health Foundation Charity Golf Tournament had area residents hitting the links for a good cause, raising more than $25,000 to support transportation initiatives at Tidelands Community Care Network.

The Tidelands Health Foundation also spearheads fundraising initiatives among our health system’s employee partners. The Tidelands Health Employee Relief Fund, established in 2006, assists employee partners who experience a financial hardship due to a catastrophic event. The program is funded by Care 2 Share, the Tidelands Health Foundation employee partner giving club. In 2016, the Employee Relief Fund assisted 23 employee partners by providing financial assistance totaling more than $47,000.
**SOUND FINANCIAL PERFORMANCE** is essential to fund our health system’s mission. We are working not just to treat disease but also to improve the health of an entire region. We take our responsibility as stewards of the community’s health care resources seriously.

In fiscal 2016, Tidelands Health posted total revenue of $318 million. Our income on operations was $7.5 million, representing an operating margin of 2.4 percent. We also recorded $4.3 million in non-operating income, bringing our total revenue in excess of expenses for the year to $11.8 million. At fiscal year end, our days cash on hand totaled 242.7, and we posted a strong debt service coverage ratio of 3.4.

Our not-for-profit health system provided $9.3 million in uncompensated care during the fiscal year, and we wrote off more than $39.6 million in bad debt charges. Our Medicare shortfall — the amount Medicare reimburses us below our cost of providing care — was $15.6 million. For a complete accounting of our community benefit, please see page 26.

We are proud to have earned an A3 credit rating from Moody’s Investors Service, a testament to our operational stability and strength. In addition, both Tidelands Georgetown and Tidelands Waccamaw were recently ranked among the most financially resilient rural hospitals in the nation by the National Organization of State Offices of Rural Health and iVantage Health Analytics.

Our health system has also been recognized as a major driver of the region’s economy. An economic impact study conducted by Coastal Carolina University found that Tidelands Health generated $504.5 million of regional economic impact and supported 5,373 jobs across the region in 2016.

Because our health system is not-for-profit and we do not have stockholders, our excess income is reinvested into the organization in the form of new facilities, technologies and services to improve health care in the region. You can see this in the form of new construction — like that at Tidelands Georgetown, where patient care areas have been significantly renovated and expanded — and in new technologies, such as 3-D mammography for early detection of breast cancer and our region’s only 3T MRI for better image clarity.

There is a saying in health care: “No margin, no mission.” While the adage may be simplistic, the message it conveys rings true. We must optimize our performance to ensure we will remain our region’s preeminent partner in health and wellness for generations to come.

**Gain (loss) from operations** ........................................ $7,523,000

**Non-operating gains** .................................................. $4,325,000

**Total excess revenues over expenses** ...................... $11,848,000
Net patient services revenue
$310,003,000
less $39,670,307 provision for bad debts

TOTAL REVENUES
$318,088,000

Total expenses
$310,565,000

Fees, supplies and other
$150,002,000
Salaries, wages and employee benefits
$136,554,000
Depreciation and amortization
$21,184,000
Interest
$2,825,000

TOTAL EXPENSES
$310,565,000
## Community Benefit Report

### By the Numbers

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Licensed Beds</td>
<td>298</td>
</tr>
<tr>
<td>Outpatient Visits</td>
<td>419,543</td>
</tr>
<tr>
<td>Emergency Department Visits</td>
<td>64,947</td>
</tr>
<tr>
<td>Admissions</td>
<td>11,838</td>
</tr>
<tr>
<td>Surgeries</td>
<td>8,231</td>
</tr>
<tr>
<td>Full-Time Equivalent Employees</td>
<td>1,736</td>
</tr>
</tbody>
</table>

### Total Community Benefit

<table>
<thead>
<tr>
<th>Category</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Uncompensated care</strong>&lt;br&gt;Discounted and free care for those who fall within certain income guidelines</td>
<td>$9,300,000</td>
</tr>
<tr>
<td><strong>Community-based screenings and support services</strong>&lt;br&gt;Health screenings and programs to promote health and wellness</td>
<td>$1,700,000</td>
</tr>
<tr>
<td><strong>Donations</strong>&lt;br&gt;Partnerships and support for community and philanthropic organizations</td>
<td>$800,000</td>
</tr>
<tr>
<td><strong>Training and education for health care professionals</strong>&lt;br&gt;Continuing medical education, clinical education and other training</td>
<td>$400,000</td>
</tr>
<tr>
<td><strong>Community health education</strong>&lt;br&gt;Programs and events to help community residents live healthier lives</td>
<td>$300,000</td>
</tr>
<tr>
<td><strong>Volunteer hours</strong>&lt;br&gt;Donating time to improve lives in our communities</td>
<td>22,000</td>
</tr>
</tbody>
</table>

In addition to our reported community benefit, we also provided $700,000 in financial assistance to patients through our Tidelands Health Group physician practices. And we invested an additional $700,000 in workforce development and the recruitment of new physicians to better serve our fast-growing region.
Our mission: We help people live better lives through better health.
Our vision: We will be our region's first choice for health and wellness.
Our purpose: Better health begins here.

606 Black River Road • Georgetown, SC 29440 • tidelandshealth.org