“No work is insignificant. All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.”

- Dr. Martin Luther King, Jr.

Hospitals are unique institutions. In many ways, they are their own, all-encompassing organizations, much like a village. Each area within is dependent on the others in some way or another, and all are united in service to patients and visitors. In fact, the word hospital comes from the Latin root hospes, which means a place that hosts a guest or a pilgrim. Hospitality comes from the same word.

The more than 3,000 employees working at East Alabama Medical Center and EAMC-Lanier keep our hospitals running seamlessly around the clock so that meals are served, rooms are clean, computers are functional, patients are transported, surgeries and tests are performed, and, hopefully, people are healed and then leave to go on with their lives. That takes a lot of dedication, long hours, and sacrifice. Those who work when the rest of us are asleep may feel forgotten, or that the rest of us are unaware of all that gets done when we’re not around to see it. This report will feature some of those individuals and the work they do. Without everyone’s effort, EAMC and EAMC-Lanier could not fulfill their mission of providing high-quality, compassionate health care. We are here to provide healing and hope, and each person is an important part of the whole.

Dr. Martin Luther King, Jr., had some thoughts about the nature of work: “No work is insignificant. All labor that uplifts humanity has dignity and importance and should be undertaken with painstaking excellence.” In 2014, EAMC/EAMC-Lanier was recognized by several organizations for providing excellent care: in Orthopedic Surgery, Outstanding Patient Experience, and Overall Patient Satisfaction, among others. Our employees have proven their dedication to constantly improving the quality and safety of care, and to making sure that their conduct and efforts align with our mission.

If you have been a patient in our hospitals, I hope you can say that you were treated hospitably. After all, you are our guests, and it is our mission – whatever the department or job title – to serve you.

Sincerely,

Terry Andrus, President and CEO

The photos in this annual report were taken over a period of several days in September 2014 by Rob Smith of Flip Flop Foto in Opelika and Richard Patterson of Village Photographers in Auburn. We’d like to thank Rob and Richard for their professionalism and flexibility in working literally day and night in order to capture the images of EAMC employees, physicians, and volunteers at work. In depicting the daily work of running a hospital, these photographers have shown their talents as artists and storytellers.
2014 Highlights

EAMC and Lanier merge – On September 26, 2013, the board of directors for both EAMC and George H. Lanier Memorial Hospital each signed a letter of intent to become fully affiliated. The affiliation became official on February 1, 2014, technically making EAMC a hospital system, and added approximately 490 employees and 30 physicians to the “EAMC family.” Carey M. Owen, EAMC vice president and chief planning officer, became administrator of EAMC-Lanier.

Training the next generation of physicians - While the Edward Via College of Osteopathic Medicine (VCOM) on the campus of Auburn University won’t officially open until next year, VCOM medical students have been in town since July 2013. They have been making clinical rotations with nearly 50 different EAMC and EAMC-Lanier physicians in the areas of internal medicine, surgery, pediatrics, psychiatry, geriatrics, family medicine, women’s health, and rural/underserved care. (see page 9)

Unity Wellness Center marks 25 years – In December 2013, Unity Wellness Center (formerly Lee County AIDS Outreach) marked 25 years of service to persons with HIV/AIDS in east Alabama. Through programs including education, counseling, testing, outreach, case management, and clinical services, UWC provided more than 38,000 encounters in fiscal year 2014.

Electronic Health Record progress – Early in FY14 (October 2013), a major effort at educating and preparing EAMC staff and physicians for new components of the electronic health record took place. In January, two milestones were achieved: the My EAMC patient portal was added to the website, allowing patients to view portions of their medical record from their home computer, and bedside bar-coding began, which means that nurses began using barcode scanners when administering medications, thereby improving safety and efficiency. In February, computerized provider order entry (CPOE) went live as physicians began entering all orders for inpatients electronically. Other components added in 2014 include enhanced medication reconciliation (electronically maintains a listing of patients’ medications in order to reduce the likelihood of errors) and quality measures, which tracks patient safety and quality metrics. In July, EAMC and EAMC-Lanier attested for Meaningful Use Stage 2 (a federal incentive program for hospitals to implement the electronic health record) and was one of only 78 hospitals in the nation to do so. (see page 14)

New initiatives in the critical care units - Major changes came to the ICU (intensive care) and CVICU (cardiovascular ICU), which included the expansion of visiting hours to be more family-friendly, and the introduction of protocols that improve the outcomes for critically ill patients by reducing or eliminating sedation, implementing early mobility (walking), and maintaining a normal sleep cycle. Patients have done remarkably well with these new protocols. (see page 9)

Changes in the Childbirth and Mother/Baby Units – Revised visiting hours in these units took effect in March 2014. The new visiting hours include a two-hour break from 2-4 p.m. for “quiet time.” This change is part of the Baby-Friendly Hospital Initiative. “Quiet time” allows the mother, baby and spouse/support person to rest and have uninterrupted bonding time. EAMC is seeking to attain Baby-Friendly designation, an indicator of high quality maternal/child care. (see page 11)

Awards and achievements

RehabWorks-Opelika was recognized with an Excellence Through Insight award for “Overall Patient Satisfaction” in Outpatient Rehabilitation by HealthStream, Inc.

Healthgrades recognized EAMC with several awards, most notably the Orthopedic Surgery Excellence Award (EAMC was the only hospital in Alabama to receive this award 7 years in a row), and the Outstanding Patient Experience Award for the third consecutive year.

EAMC was designated by Becker’s Hospital Review as one of the nation’s “100 Great Community Hospitals” in 2014. EAMC was the only Alabama hospital to make the list.

EAMC was one of only four hospitals (out of 475 participants) to be recognized with an ASCEND Peak Performance Award from Premier, Inc. The award recognizes efforts to achieve cost savings through supply chain management.

The 7th floor nursing unit was recognized by Healthstream, Inc. with an Excellence Through Insight award for patient satisfaction. Of the 1,000 medical units in the Healthstream database in 2013, EAMC’s 7th floor nursing unit had the highest Overall Rating feedback.

EAMC’s inpatient diabetes program received recertification by The Joint Commission (TJC) in August, joining approximately 70 other U.S. hospitals that have been so designated for meeting standards of excellence in the care of hospitalized patients with diabetes.
11:07 p.m.
Respiratory therapists like Mike Payne can be found working on almost every floor of the hospital. On this particular night, he is in the Intensive Care Unit (ICU), preparing to place a patient with severe respiratory distress on a ventilator.

11:25 p.m.
Prior to sending a prescription to a nursing unit for a patient, Brandi Smith, PharmD, verifies the IV medication while Nathan Baumann, CPHT, looks on. No fewer than two pharmacists and two pharmacy technicians are staffed each night in the hospital’s pharmacy.

11:38 p.m.
While fewer staff work at night, the Laboratory at EAMC is a 24/7 operation. Sue Hardwick is a medical technician who has worked at EAMC for 25-plus years and enjoys a 7 days-on/7 days-off shift.
12:02 a.m.

In addition to the lab inside the hospital, EAMC operates Aperian Lab Solutions in Opelika, which is Alabama’s only independent, accredited forensic drug testing laboratory. Beverly Warren, a toxicology analyst, is shown here reviewing the chromatographic results of a drug screen.

12:28 a.m.

EMTs Hudson Toothaker (left) and Gene Manning lift an elderly patient in the ambulance bay of the Emergency Department. In addition to being an EMT, Manning serves as chief deputy coroner for Lee County.

1:36 a.m.

Security representatives Matt Mersino and J.B. Johnson (in the back) keep an eye on the lobby area and the monitors within/around the hospital as well as adjacent parking lots.

2:25 a.m.

Switchboard operator Dorothy Townsend takes a call. Townsend has worked at EAMC on this shift since 2005, which she says is perfect since she takes care of her 96-year-old mother during the day.
3:12 a.m.
Katrina Shaw, who works from 8 p.m. until 6:30 a.m., is a computer operator in the MIS department. She is available when there are issues with computers on the nursing units or the tablets used by doctors. She loves spending time with her 5-month-old daughter when she gets home.

5:15 a.m.
Auxiliary volunteer Fay Burns checks in a patient for a morning outpatient procedure at The Surgery Center.

4:38 a.m.
Alex Dowdell, a CT technician in the Radiology department, reviews a scan as he nears the end of a 12-hour shift.

6:17 a.m.
Pre-op nurse and US Navy veteran Shaconda Thomas drops off her sons Isaiah (7) and Isaac (3) at Dandyland on her way to work. Dandyland will shuttle Isaiah to his elementary school later.
6:37 a.m.
The tray line assembles three times a day – at 6 a.m., 10 a.m. and 4 p.m. – to prepare meal trays for patients. Linda Chivers (above left), who has been with EAMC for 22 years, supervises the crew this morning. Juniel Whitfield-Jones (front) and Chiquita Fielder prepare breakfast trays for patients.

6:54 a.m.
The main surgery area at EAMC houses 10 operating rooms, and on any given morning, at least eight are being prepped or are in use. Operating Room Tech Vickie Wilson and nurse J.W. Danzey prepare an operating room for use.

7:00 a.m.
Dr. Clay Harper (left) enjoys a cup of coffee while catching up with Dr. Phil Tranqui before the day’s scheduled surgeries at EAMC-Lanier.
7 a.m. - 11 a.m.

8:05 a.m.
Gladys Gullatte, MCT on 2SW, demonstrates a procedure for HOSA student Chazden Blackmon, a senior at Opelika High School. Blackmon is the son of two EAMC employees and plans to be a physician one day.

8:23 a.m.
Maintenance technician Jerry Lynch does a daily check of the hospital's boilers and chillers to ensure optimal temperature control.

8:40 a.m.
Linda Parker, RN, (right) clinical navigator at the Cancer Center, visits with one of her patients, Patricia Lammons, and Patricia’s brother, Jim Gilboy. Mrs. Lammons recently celebrated her 60th birthday.
9:06 a.m.

Psychiatrist David Estep, M.D., (left) discusses patient cases with medical students Lucas Wilmore and Clay Hoerig. Both Wilmore and Hoerig are third-year medical students at the Via College of Osteopathic Medicine (VCOM), located on the Auburn University campus. Approximately 50 EAMC and EAMC-Lanier physicians devote time to serving as preceptors for VCOM students.

10:35 a.m.

Intensive Care Unit (ICU) patient Susan White (above), who has a chronic, severe lung condition, walks the ICU ‘hiking trail’ twice a day with the assistance of nurse Gwen Simmons, her husband, Ronnie, and respiratory therapist Josh Jones. Mrs. White’s nurses say her positive attitude and walking in the ICU have helped her make incredible strides, and they expect her to continue to improve.

11 a.m.

Clinical educator Mike Smith, RN, trains multi-care techs on phlebotomy and venipuncture at EAMC’s Health Resource Center, home to the hospital’s Education Department.
Noon
Dr. Kimberly Fields addresses a group of more than 70 area women attending a Women's Forum at the Chambers County Library in September. The topic of the Forum was gynecological cancer awareness and it was part of EAMC-Lanier's Paint the Town Teal campaign.

1:32 p.m.
Clinical dietitian Noelle Stewart counsels Betty Prescott at the Diabetes and Nutrition Center.

1:45 p.m.
Anne Marie Nix's husband is a patient on 7T, and his nurse, Christie Battle, RN, answers Mrs. Nix's questions about an upcoming procedure. Using the white board in patient rooms is a way to keep information easily available and helps patients and family members stay informed during their hospital visit.

2:08 p.m.
Activities Coordinator Qwanza Collier (bottom right) enjoys some creative time with patients (clockwise L-R) Belinda Collins, Tim Gholston, and Marty Moore on the Skilled Nursing Facility. Gholston, an EAMC employee, says this time is “good for helping you keep your mind off your illness and makes you feel like you’re accomplishing something.”
2:27 p.m.

New parents D.J. and Kathryn McElvy enjoy quiet time with baby Allison. New protocols in the Mother/Baby Unit allow for ‘rooming in,’ in which the baby stays in the room with mom, and quiet time, special blocks of time during the day when no visitors besides the spouse/primary caregiver(s) may be present.

2:40 p.m.

Paula Gaddis, a claims analyst in the Business Office, discusses several options for covering the costs of health care with a patient. While medical bills can cause stress, Gaddis and other individuals in the Business Office are available to provide resources that can help.

3:00 p.m.

Cardiac Rehab not only includes heart-healthy physical activities, it also includes other types of education, like nutrition. Maegan Calamas, RD, LD, a clinical dietitian, discusses carbohydrates with a patient. Cardiac Rehab is an outpatient service at EAMC, and patients come in for an hour, three days a week. Most patients attend for 12 – 18 weeks.
3:30 p.m.

Adrian Woodson, a fitness specialist/trainer at HealthPlus Fitness Center, works with Clay Samford to improve stamina, strength and speed. Samford is a student/athlete at Lee-Scott Academy, and his sport is baseball.

3:40 p.m.

Physical therapy plays a key role in the success a patient feels following knee replacement surgery. Jennifer McKee, a physical therapist, works with Lucille Thompson of Alexander City one day after her surgery.

4:05 p.m.

In July, Cornerstone (EAMC’s employee assistance program) started Coins4Care to raise funds for three children: two of the children need wheelchair-accessible vans and the other child, who has Down syndrome, was recently diagnosed with leukemia. Rita Harman, who works in Cardiology, gathers donations to put into a Coins4Care collection container.

4:33 p.m.

Since the age of one, Skylar Jones has been receiving pediatric therapy at RehabWorks in Opelika. Jones, who was born with cerebral palsy, is a 2nd grader at Richland Road Elementary in Auburn. Kelly Shaw, a physical therapist who specializes in pediatric therapy, used to work with Jones 2-3 days a week, but Jones has progressed following treatment and surgery and now attends therapy just one day a week.
4:20 p.m.
Unity Wellness Center education coordinator Tracy Wynne instructs a patient on how to use an OraQuick oral test for the Human Immunodeficiency Virus (HIV). The Center provides HIV prevention education and testing as well as medical and social work services for those living with HIV/AIDS.

5:15 p.m.
Registered Nurse Brenda Hughes assesses a patient at the Auburn University Medical Clinic. At this time, Hughes says, they are seeing 200-250 patients a day for a variety of illnesses as well as for physicals, allergy shots, lab tests, travel immunizations and other services.

6:20 p.m.
Mrs. Geraldine Warren, a resident of Oak Park Nursing Home, dances with Mr. Doug Floyd at the annual Senior Prom. Mr. Floyd’s mother is also an Oak Park resident.
7 p.m. - 11 p.m.

7:30 p.m.
Mrs. Elizabeth Rutland of Auburn views recent lab results from her home by using the My EAMC Patient Portal. The Patient Portal was made available to patients in January 2014 and enables people to take a more active role in their health care.

8:37 p.m.
Bryan Ainsworth, a sleep tech at the Sleep Disorders Center at EAMC-Lanier, preps Valley resident Jessie Varner, Jr. for a sleep study.

9:00 p.m.
At EAMC-Lanier in Valley, Registered Nurse Denise Kennedy scans a prescription drug barcode for a patient on the 3 East unit. Bedside barcoding is a patient safety measure that has been implemented at both EAMC campuses.

9:44 p.m.
Kaylee Daniel, a radiology technician, performs a mobile x-ray on a patient in the Emergency Department. After capturing the image, she will return to the Radiology Department nearby where she inserts the x-ray cartridge into a device that will display the image electronically so the physician can view it to make a diagnosis.
Most surgeries take place during the day, so Materials Management uses the overnight hours to re-stock the surgical care areas. Alan Green, a supply clerk, walks an empty hall as he heads toward The Surgery Center.

Transporter Codairious Finley speaks with a patient in a service elevator as he delivers the gentleman to a nursing floor after being admitted through the Emergency Department.

The entrance to The Surgery Center is a high-traffic area during the day, so Patsy Baker works extra hard at night to ensure it is clean when surgery patients begin arriving at 5 a.m. the next day. Baker, who currently works a 4 p.m. – 12:30 a.m. shift, has been employed at EAMC for 20 years.
### Fiscal Year 2014

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<th>EAMC*</th>
<th>EAMC-Lanier**</th>
<th>Total*</th>
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*All numbers in 000’s   **EAMC-Lanier’s financial results are 2/1/14-9/30/14

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East Alabama Medical Center has been accredited by The Joint Commission since 1959.
EAMC-Lanier has been accredited by The Joint Commission since 1955.
By the numbers:

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<th>Category</th>
<th>EAMC</th>
<th>EAMC-Lanier</th>
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