

AdventHealth Hendersonville Fast Facts 2025

Caring for Our Community

AdventHealth Hendersonville is a comprehensive, 103-bed community hospital and network of care located in Western North Carolina serving Henderson, Buncombe and surrounding counties. It is part of AdventHealth, a connected system of care for every stage of life and health with a sacred mission of Extending the Healing Ministry of Christ.

AdventHealth Hendersonville is fully accredited by The Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and by the Healthcare Facilities Accreditation Program (HFAP).

Our expert team of providers and caregivers serve across Western North Carolina to offer whole-person, award-winning care focused on the body, mind and spirit and delivered with the latest in medical advances and technology.

History

Opening its doors as Mountain Sanitarium in 1910, AdventHealth Hendersonville is the oldest health care system in Henderson County, offering more than a century of compassionate care to people across Western North Carolina. From employing the very first registered nurses in North Carolina in 1916, to offering the first 64-slice CT scanner in the state in 2006, AdventHealth Hendersonville has participated in a number of firsts that reflect our unwavering dedication to our neighbors across the communities we serve. AdventHealth Hendersonville is the first hospital in Western North Carolina to earn The Joint Commission's Gold Seal of Approval® for five orthopedic specialties including Spine Surgery, Total Ankle Replacement, Total Hip Replacement, Total Knee Replacement and Total Shoulder Replacement. It is also the first to use the Mazor X™ and Navio™ Robotic Guidance Platforms.

Network of Care

- Audiology
- Cancer Care
- Cardiology
- Dermatology
- Diabetes Education
- Ear, Nose & Throat
- Emergency Care
- Endocrinology
- Infectious Diseases
- Imaging
- Laboratory
- Neurology
- Weight Management
- Obstetrics & Gynecology
 - The Baby Place
- Orthopedics
- Outpatient Services
- Pediatrics
- Physiatry
- Podiatry
- Primary Care
- Primary Care Behavioral Health
- Psychiatry
- Pulmonology
- Rehabilitation
- Rheumatology
- Sleep Medicine
- Stroke Care
- Surgery
 - General
 - Breast
 - Thoracic
- Urgent Care
- Urogynecology
- Urology
- Wound Care & Hyperbaric Medicine

Meeting the Needs of Our Community: 2025 Breakdown of Uncompensated Care

| | |
|---|----------------------|
| Benefit to the Underprivileged: | \$9.9M |
| Benefit to the Elderly: | \$44.4M |
| Benefit to the Community's Overall Health, Safety and Wellness: | \$471K |
| TOTAL: | \$ 54,347,000 |

Information Guide

AdventHealth Hendersonville



Hospital

- Licensed to operate 104 beds
- 1,177 employees and physicians
- 75 Volunteers, 10,000 hours of volunteer time each year
- Original hospital built in 1910
- Became part of AHS in 1984, Changed name from Mountain Sanitarium to Fletcher Hospital
- Current hospital built in 1986

AdventHealth National System

- 50 hospitals
- 9 states - FL, GA, NC, KY, WI, IL, KS, CO, TX
- 80,000 Team Members
- 5 million patient interactions annually

Registration

- ED and Outpatient admitting more than 48,000 patients a year
- 21 employees
- Register patients & assist with billing questions
- Offer financial assistance and charity care to those in our community
- Additionally, register more than 50,000 outreach labs each year. This allows physician offices to send lab samples for us to process. We send the results back to them to support their patient care services.

The Baby Place

- 570 to 645 Babies each year
- 15 rooms: 8 Labor/delivery/recovery/postpartum, 7 Postpartum
- Highest breastfeeding rates in NC
- C-section dedicated operating room and recovery room

Surgery

- 6 ORs, 1 procedure room
- Approximately 6,000 surgeries/year
- 75 team members across surgical services
- OR and Surgical Technology
 - Mazor X™ and Navio™ Robotic Guidance
- Platforms
 - nanoLOCK® Nanotechnology in OR
 - proAxis® Spine Surgical Table
 - Medtronic O-Arm/Stealth
- All specialties except open heart, vascular and neurosurgery

Lab

- Ran about 460,978 tests in 2020
- Draw at the main campus Lab and accept walk-ins Monday through Friday, 7 am to 6 pm
- Four off-site lab drawing sites: AHMG Family Medicine at Black Mountain, AHMG Multispecialty at Laurel Park, AHMG Family Medicine at Parkway, AHMG Multispecialty at South Asheville
 - *Appointments are preferred for the office site drawing stations, but walk-ins are acceptable*
- We accept patients from AdventHealth, AHMG and other non-AHMG providers
- 40 team members

Imaging

- Average 160 exams per day at the hospital (Monday through Friday).
- **House the standard modalities most hospitals have:**
 - CT, MRI, Ultrasound, mammography - 2D and 3D mammography, stereotactic biopsy, general radiology, fluoroscopy, DXA (bone density), PET/CT, NUC Medicine, C-Arms
 - We have a new digital portable X-ray unit and an O-Arm (used mostly for spine cases)
- **New GE Healthcare Revolution* Apex CT Scanner**
 - First in the region
 - Provides 4D Imaging - physicians can see an entire organ, such as the heart, including its blood flow and motion
 - The enhanced imaging and speed of this scanner (0.28 sec rotation) enables doctors to diagnose patients with even the most challenging health issues
- 50 team members
- Our advanced imaging modalities here at the hospital are ACR (American College of Radiology) accredit.
- Breast Imaging Center of Excellence (ACR designation)

Emergency Department

- 12 regular ER rooms, 5 fast track rooms
- Fast track is open 24/7 (usually) to help triage lower level issues faster to allow the whole ER to function more effectively
- 28,000 patients a year
 - Increasing about 1,200 patients each year
- 41 nursing team members, 16 physicians
- During the day we always have 1 doctor and 2 PA's
 - Physicians are board-certified in emergency medicine and provided by Wake Forest Baptist Health
- More than half of our ED nursing team members have their BSN
- We do not actively take trauma cases. If they show up, we stabilize the patient and send them onto Mission, Greenville or Wake Forest by ambulance or helicopter.

2nd Floor - Behavioral Health

2 units: Geriatric Behavioral Health and Women's Behavioral Health

- 36 beds total
 - Geriatric is primarily depression, mild dementia, etc. type patients, both male and female 55 and older
 - Women's Unit treats an array of behavioral health issues like dual diagnosis (behavioral health issue coupled with substance abuse issues) severe depression/anxiety, eating disorders, suicidal ideations and much more
- Average 12 to 25 inpatients per day plus 2 to 4 outpatients in the partial program 4 days/week
- We specialize in a women's Partial Hospitalization Program for outpatients which allows patients to continue treatment and group therapies after discharge
- 70 team members

3rd floor - Med/Surg

- 40 rooms
- Average of 25 patients per day
- Handles medical issues as well as post-surgical care
- Patient care boards - update patients and family
 - Care plan, pain level, medications given
- Updated patient beds prevent falls by using alarms when patient tries to get up

ICU and PCU (Step Down)

- 6 ICU rooms, 8 PCU rooms
- Our ICU rooms are AICU (Advanced Intensive Care Units) because they have monitors in each room that have camera access and monitoring from an offsite intensive physician group
 - *All rooms on the unit equipped with ICU level monitoring capability*

AdventHealth Medical Group (Physician Enterprise)

- Physicians and providers - 140+
- More than 1,100 patients a day
- We offer more than 30 different services/specialties, some examples:
 - Behavioral Health, cardiology, dermatology, ENT, endocrinology, orthopedic surgery, surgery specialists, breast surgery, pulmonology, rheumatology, urology, urogynecology, wound care
- What differentiates us from our competitors is commitment to provide whole-person care - body, mind and spirit. AdventHealth focuses on the outpatient side of that care to help our patients feel whole. Our providers share the goal of keeping patients out of the hospital.
- We are the first and only health system in Western North Carolina to hold the Age-Friendly Health System Designations as Participant and Commitment to Care Excellence across all of our care facilities. For patients age 65+ we offer outpatient case management which includes RNs contacting patients monthly to help facilitate their care and additional health screening to access mobility, mentation, movement and other aspects of health as we age.

AdventHealth Cancer Services

- 4 locations - AdventHealth Hematology Oncology Infusion Services Asheville, Hendersonville, Weaverville and Haywood

AdventHealth Hendersonville Foundation

- In its last Capital Campaign, raised \$1.7 million for the renovations and addition of The Baby Place, Lobby Surgical Center, as well as renovations to the Laboratory and Administrative office areas
- Two annual events that raise funds are
 - AdventHealth Hendersonville Foundation Experience Gala, raising \$150K for Behavioral Health and Cancer Services (2019)
 - The Partners in Health Golf Classic, raising \$180K for Behavioral Health (2019)
- Works closely with People in the Flat Rock Community who created "Kenmure Fights Cancer". KFC continuously raises money to fight cancer right here in Hendersonville. Since 2008, AdventHealth Hendersonville Foundation has received \$311K which have funded mastectomy items for patients such as a Stereotactic Breast Biopsy unit in AdventHealth Imaging, among many other things.

AdventHealth Hendersonville

Administrative Team

**CHIEF EXECUTIVE
OFFICER**
Brandon Nudd

CHIEF MEDICAL OFFICER
Byron Dixon, MD

**VICE PRESIDENT
PHYSICIAN SERVICES**
Christy Sneller

**CHIEF OPERATIONS
OFFICER**
Beverly Knapp

CHIEF NURSING OFFICER
Maureen Dzialo



Medical Staff Organizational Structure

2025-2026 Medical Staff Officers

CHIEF OF STAFF
Cort Sommerville, MD



**MEDICAL EXECUTIVE
COMMITTEE CHAIR**

VICE CHIEF OF STAFF
Heather Krueger, MD



**CREDENTIALS
COMMITTEE
CHAIR**

SECRETARY/TREASURER
Jacob Hansen, DO



**PERFORMANCE
IMPROVEMENT
COMMITTEE CHAIR**

2025-2026 Medical Staff Department Chairs

ANESTHESIOLOGY

Jacob Hansen, DO

EMERGENCY MEDICINE

Courteney MacKuen, MD

MEDICINE

Jennifer Love MD

OB/GYN

Jeffrey Garris, MD

PATHOLOGY

Heath Jones, MD

PEDIATRICS

Andrew Grein, MD

PSYCHIATRY

Gergana Dimitrova, MD

RADIOLOGY

Perry Myrick, MD

SURGERY

Tate Maddox, MD

Community Benefit Statement - Hendersonville

December 2024

The ways in which we measure the relevance of our mission and purpose, are based on costs, and include:

Caring for the UNDER-PRIVILEGED

\$9.9M

*The excess of cost over
reimbursement for charity
and Medicaid patients*

Caring for the ELDERLY

\$44.4M

*The excess of cost over
reimbursement for Medicare and
Managed Medicare patients*

Total Community Benefit

| | |
|----------|---------|
| 2024 YTD | \$55.2M |
| 2023 YTD | \$45.6M |
| 2022 YTD | \$37.1M |

Improving the Community's Overall HEALTH and WELLNESS

\$471K

*Donations and the excess of
cost over reimbursement for
the Child Advocacy program*

* Excludes Capital Improvements

Patient Rights – Grievance Resolution

Every patient receives a copy of the Patient's Bill of Rights during the admission process.

Patients who are not happy with their care can go through the Grievance Process by contacting our Consumer Experience Department at 828-681-2781.

IF a patient asks for a patient advocate, please contact the Consumer Experience Department or the House Supervisor.

Respect

- Wear your name tag – be sure it is visible.
- Knock on doors before entering patient rooms.
- Introduce yourself to patient/family.

Solve Problems

- It is everyone's responsibility to try to resolve complaints.
- Use the **ACT** model. If you are unable to resolve the issue yourself, notify the department leader.

A

APOLOGIZE / ACKNOWLEDGE

- Acknowledge the issue or concern promptly
- Ensure understanding of the issue
- Empathize: Put yourself in their shoes.
- Words matter "I'm sorry that happened." NOT "I'm sorry you feel that way."
- Don't blame others in your apology

C

CORRECT

- Tell what you will do.
- Act.
- Keep the person informed.
- Follow up with a resolution

T

THANK

- Thank the person for their feedback and the opportunity to make things better. Seek to regain trust.

Why ACT? When we are caring for those we serve, we should always treat them like loved ones, no matter the circumstances, and when we see or hear of an issue, it is our responsibility to act, right in the moment. Taking ownership is the first step, then you can utilize ACT, our service recovery model to fix the situation.



Performance Improvement

Terrie Smith, BSN, RN

Quality & Performance Improvement Manager

Performance Improvement

Medication Reconciliation

- **What?**
 - Per The Joint Commission: “Medication reconciliation is intended to identify and resolve discrepancies—it is a process of comparing the medications a patient is taking (or should be taking) with newly ordered medications. The comparison addresses duplications, omissions, and interactions, and the need to continue current medications. The types of information that physicians or other licensed practitioners use to reconcile medications include (among others) medication name, dose, frequency, route, and purpose”.
- **When?**
 - Per AH Policy: All medications are assessed, reviewed and reconciled in Advent Health Hendersonville clinics, and upon hospital admission, discharge, and with each change in the level of care.
- **Why?**
 - Ensures accurate med list
 - Prevents med errors and adverse events
 - Improves patient safety
 - Improves adherence
 - Lowers readmissions

PRN Opioid Discrepancies

- When PRN opioids are administered, patient pain level must match the prescribed indication and pain medication given with pain scale to avoid discrepancies in opioid administration.
- AH Pain Scale:

| | | |
|------|----------|--------|
| MILD | MODERATE | SEVERE |
| 1-3 | 4-6 | 7-10 |
- The nurse will administer prn pain medication based on the patient’s pain level and corresponding prn medication for that level of pain.
- How can providers help this process?
 - Avoid duplicate therapy – only one prn medication for the same indication.
 - When appropriate, order PRN pain medication for mild, moderate, and severe pain, so there is coverage for all pain levels.
 - Order “May Administer Prescribed Medication”:

May Administer Prescribed Medication

Routine, Until discontinued, Starting on Tue 1/21/25 at 1829, Until Specified
May administer medication prescribed for a lower pain level, if ordered, based on patient request.

https://www.jointcommission.org/-/media/tjc/documents/standards/national-patient-safety-goals/2024/npsg_chapter_ahc_jan2024.pdf