As a restaurant operator and caterer in Southport for 13 years, I know the food business.

It's with great pride that I get to comment on the outstanding performance of the Dietary staff at Dosher for earning the Platinum “A” rating for food safety by Brunswick County Health Department. This hard-working team of food service professionals has earned scores of 95 or higher every quarter for the past five years.

Preparing hundreds of meals per week for patients, visitors and staff is difficult, and this team does it with enthusiasm and a focus on quality that warrants this stellar recognition.

On top of this, now the Dietary staff has launched room service dining. That’s sure to be another hit with patients and others. Let the hits keep on coming! —Karen Taylor, Vice Chair, Dosher Memorial Hospital Board of Trustees

Karen Michalske lives at St. James Plantation with her husband, Glen. Like many people in southeast Brunswick County, they are at the stage in their lives where topics like “knee replacements” aren’t necessarily unusual. For Karen, she had her second total knee replacement last year.

Glen, a retired sales representative in the medical industry, understood the importance of getting Karen high-quality physical therapy post-surgery. They tried one facility, weren’t impressed, then conducted additional research and selected Dosher’s satellite Physical Therapy department at Dosher Wellness Center, a couple of miles from their home.

For Karen and Glen, there were two main reasons they fell in love with Dosher Physical Therapy services and kept coming back for more therapy. For Karen, the specialist who helped her was a game changer.

“Hugh Nobles worked closely with me throughout our time at Dosher,” Karen says. “He was thorough and gentle, but he challenged me to push myself to get stronger each visit. He expedited my recovery without compromising the rehabilitation process which was really special.”

For Glen, considering his experiences with medical sales over the years, the equipment and machines provided at the Dosher Wellness Center were unparalleled.

“Your facility itself is a beautiful building, but the structure is not outweighed by the equipment available for use,” Glen says. “Especially using the Biodex equipment, I felt a lot better about the progress Karen was making because it’s the best in the business. The tutorials on how to...
Physical therapy

(Continued from page 1)

operate the machinery were excellent.
Karen has successfully recovered from both knee surgeries and has been thrilled to see her return to activities of daily living.
With physical therapy services at the hospital and Dosher Wellness Center, the staff provides care whenever it’s more convenient to patients. For more information on Dosher Physical Therapy services, call us at 910-457-4781.

Physical therapy helps patient Karen Michalske improve her neck function.

Room service

(Continued from page 1)

Dietary Supervisor Donna Wardlaw delivers a room service dinner to patient Monica Failer.
In other dietary news, Dosher now offers a room service dinner menu available for any patient.

Patients can call any time during the day to place their orders for what they’d like to eat. We have a variety of breakfast, lunch and dinner meal combinations so everyone will be able to find something they’ll enjoy,” Dosher’s manager of Dietary Services, says. “We will even customize meals to an extent for our patients.”

Knight says the Dietary staff checks in with those who haven’t ordered all the meals to ensure they can be provided with a meal of their liking. “This is a big improvement for our staff and especially our patients,” Knight adds.

Dosher expands heart health services

Dosher Memorial Hospital’s “Steps to Wellness” program may be new, but the positive results already are evident. Housed at the Cardiac Rehabilitation department at Dosher Wellness Center off of Middleton Avenue, the program is aimed at reducing patients’ risks for heart disease and promoting healthy lifestyles.

Cardiac Rehab Manager Natalie Sweger says the goal of the program is to “Provide a unique, prevention-as-treatment approach for individuals who have heart disease, are at risk for developing heart disease, or have some other condition that would benefit from exercising in a medically supervised setting.”

Client Marilyn Scobit says the change to the wellness program has helped her greatly.

The staff at Cardiac Rehab achieves this by customizing the exercise program for each participant. Staff monitors blood pressure, heart rhythm, and heart rate to ensure participants are progressing safely. Also, the staff discusses topics such as nutrition, stress reduction and cholesterol to promote a healthy lifestyle outside of the exercise setting.

So far, the statistics gathered reflect the goal of the program. Participation satisfaction rating is a perfect 100 percent. Close to one-third improved one or more aspects of heart health, and nearly two-thirds increased knowledge and awareness of steps to do so.

“Those strong results also reflect that we provide a high staff-to-patient ratio, which is rare in the healthcare world. Because the program is an ongoing commitment, patients get to see real results and this motivates them to keep coming back,” Sweger adds.

The membership fee to join Dosher’s Steps for Wellness program is $10.00 for a total of 12 sessions on Tuesdays and Fridays. For more information, call 910-454-1234.

Volunteers award 3 college scholarships

Olivia Turnage (2nd from left) and Hayley Giordano (3rd from left) are two of the $3,000 scholarship recipients from Dosher Volunteers. The West Brunswick High School graduates are studying psychology at Campbell University and biology at N.C. State University, respectively. With them are Volunteers’ President Jon Roberson and Scholarship Committee Chair Yveta Darrell. Not pictured is Harrison Smith from South Brunswick High School who plans to study science at UNC-Chapel Hill.

That’s the latest quality ranking for Dosher by the U.S. Centers for Medicare and Medicaid Services (CMS), and a one-star improvement on the government’s five-star scale.

The Hospital Consumer Assessment of Healthcare Providers and Systems patient survey results show Dosher scored higher than both the North Carolina and national averages on all 10 hospital quality categories, such as “Patients who reported their nurses consistently communicated well,” and “Patients who gave their hospital a rating of 3 or 10 on a scale of 0 (worst) to 10 (highest).”

Of the 125 hospitals in The Tarheel State, only 10 earned five stars. Dosher and 22 others earned four, and the rest scored three stars or fewer.

“Big thanks to the entire hospital staff for providing consistent, high-quality care to patients every day,” CEO Jim Simmons says. Read more on the hospital rankings on the CMS website: medicare.gov/hospitalcompare.
Parade proud

Dosher renews sponsorship of the N.C. Fourth of July Festival Parade with enthusiastic employees and family members riding our float and golf cart.

ADA recognizes Dosher

The American Diabetes Association has recertified the Diabetes Self-management Education Program at Dosher for another four years. Posing with the certificate are Vicki Allen, RDN, LDN, CDE, director, Outpatient Diabetes Education/Weight Management and Sally Delmastro, ANP, diabetes nurse educator.

Survey update

Thanks to area residents who participated in Dosher’s triennial community health needs assessment survey. Close to 850 people did so online or on paper. A report on the results will follow later this year.

905 N. Howe Street, Southport
Dosher is an equal opportunity provider and employer.