



# Operations, Information Technology, and Facilities

Miriam Ferguson, COO  
Quarterly Report  
February 2025

# IT department

- Tim Anderson is the Chief Information Officer
- Five people report to Tim.
- Added one more PC Tech
- Projects
  - Implementing a system to help manage faxes and scanned documents.
  - Tablets for new patient questionnaires and check in will be tested soon.

# Facilities

- Joe Eiland is the Facility Manager.
- Two direct reports
- Projects
  - Generators going in at Lakelands, Saluda, and Ridge Spring.
  - Ridge Spring renovations are complete.
  - Calhoun Fall updates are out for bid.

# Operations

- Family Medicine – 10 sites – 7 counties
  - Derek Bannister – Family Medicine Practice Manager – over 30 employees
  - Nikki Richard – Director of Clinical Support Services – around 60 employees
- Pediatrics – 3 sites – 2 counties
  - Jessica Brock – Pediatric Practice Manager – around 22 employees
  - Bonnie Lee – Director of Clinical Support Services for Pediatrics – more than 25
- Early Childhood Services - around 15 people
  - Shelly Nicholson 4 programs that relate to pediatrics – around 20 people

# Operations

- Monthly meetings have been setup with Dr. Braye and operations.
- Working on several policies related to patient care.
- Working with Brooke and others on setting up a new platform to host our Policies and Procedures. This should be live soon.
- Monthly meetings have been setup with Operations, QI, and Medical leadership.

# ECS

- Shelly is on maternity leave and will be back in a couple of weeks.
- Worked with Ashley to hire a part person to float between HomeTown and Lakelands.
- Attended other meetings