In late June, 47 new residents took part in a day of simulations designed to imitate actual procedures and emergencies that they will face during their careers. Throughout the day, the residents rotated through 14 different stations such as sepsis identification and treatment, putting in a central line, running a proper code and practicing sutures.

Amy Tomblin, Charleston area native and resident in Family Medicine, chose CAMC because she is steadfast in serving her community and is happy with her decision.

All ticket orders must be received online by 4 p.m., July 30. Tickets are FREE for all employees of CAMC Health System companies and immediate family, retirees, medical staff and their employees, and WVU employees. There is a maximum of six tickets per person. Additional tickets can be purchased for $10 each.

As new residents arrive at CAMC, they hit the ground running. While they must complete the same orientation that all other employees go through, their integration into the health system goes even deeper.

During a period of seven days, the new residents receive training in many areas of hospital functionality, but perhaps the most important is the training they receive in the CAMC Patient Simulation Center.

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"I'm impressed by how much they've dedicated to having a simulation center," she said.

Most of the residents agreed that the simulation center program was extremely beneficial and provided training on a much higher level than centers they had worked in before.

The residency programs at CAMC range from one to five years, depending on the specialty.

"Once nurses complete the residency, they should feel confident and be qualified to work as a full-time professional nurse."

Orientation of nurse residents will be done in stages to provide a smooth transition to the unit.

The cost for orienting a critical care new graduate nurse is approximately $64,000. Therefore the higher the turnover rate, the higher the training costs. Organizations that retain nurses also do better on quality measures.

One major challenge facing West Virginia is educating, recruiting and retaining qualified, competent registered nurses.

The initial group of graduate nurses started the program June 28.
Easing the pain of blood work

Phlebotomists getting ready to take your blood, or nurses about to start an IV, sometimes feel your arm to find a “good” vein. That search just went high tech with the purchase of 25 vein finders. The AccuVein device will help reduce excessive needle sticks related to blood work and IV starts.

“CAMC is the first hospital in West Virginia to acquire these,” said Dr. Kathleen Mimnagh. “The devices will help users find veins easier and reduce multiple sticks for some patients. It’s simple to use. Just point the device at an area of skin and click to locate the veins beneath.”

Venipuncture can be particularly challenging in some patients. Difficult blood draws include those from the elderly, patients with kidney failure, vascular disease, dark skin and obese patients.

"Finding a suitable vein can pose a challenge on any patient," Mimnagh said. "Once phlebotomists try the AV300 and see how much easier it can make a venipuncture, they’ll want it for every draw."

The device doesn’t even touch the skin. The AV300 can be used in light or dark environments. It runs on a rechargeable battery, so there’s no need to be near an electrical outlet.

Here’s how it works: Hemoglobin in the blood absorbs infrared light. When the AccuVein AV300 is held about seven inches above the skin and activated, it can detect the difference in the hemoglobin concentration between the veins and surrounding tissue, and projects a map of the veins on the skin above them. Locating the point of needle placement is suddenly simplified for phlebotomy techniques.

EKG system upgraded

On June 29, the Tracemaster EKG system was upgraded. As noted in the Soarian communication e-mail, you will now find two icons in Soarian Transcribed Reports: one for the EKG image (left) and one for the EKG report (right). The EKG image is in PDF format and the quality is greatly improved in this release. Old EKGs (dating back to March 3, 2007) were successfully migrated to the new system and will be available in the Patient Links under “Images – EKG” and the “Images – EKG (OLD)” link will be removed.

Patient Education resources now available for language barriers

Recently, the CAMC multidisciplinary patient education council researched and approved an online resource for multilingual translations of patient education materials.

Check it out under the “Approved Resources” link on the right side of the Patient Education site on CAMnet. Click “Multilingual Translations” for Patient Education.

Look up the language you need, select the materials needed and print out both the English and foreign language versions.

Also, don’t forget about the CyraCom Interpretation Phones that are available for patients. Phones are housed in all three emergency department and central services at each hospital, as well as some clinic areas. The phones provide access to trained medical interpreters. It is not recommended to utilize a family member for translation as they do not always understand the medical terms or may not share all the information with the patient. An interpretation phone is a dual BLUE phone that can be plugged into a single line in the patient’s room. It will provide access to translators for 150 languages; 24 hours a day, 7 days a week. Instructions are attached to the phones. For more information on the CyraCom phone, go to the Professional Nursing Education site and scroll down to “Forms.”

Doctor receives two service awards

Greg Clarke, MD, who has volunteered at West Virginia Health Right since 1996 and is the principal investigator for the clinic’s three-year project showing use of the free clinic reduces health risks, received the Jefferson Award in May.

The Jefferson Awards are a national recognition system honoring community and public service in America. The Jefferson Awards are presented on two levels: national and local. They began in 1972 to create a Nobel Prize for public service.

The mission of the Jefferson Awards is to encourage and honor individuals for their achievements and contributions through public and community service.

Doctor receives two service awards

Clarke also is scheduled to receive a Governor’s Service Award on July 21 at a banquet held as part of the Faces of Leadership annual state volunteerism conference.

Presented since 1995, the Governor’s Service Awards honor youth, young adults, adults, seniors, families and organizations who exemplify outstanding dedication to volunteerism and community service in West Virginia.

Clarke served for many years as the Internal Medicine and Pediatrics Program Director at the WVU School of Medicine. He recently left that position with WVU to begin work as an emergency physician with Premier Health Care Services at Teays Valley Hospital.
The patient’s care started when he suffered a heart attack on a softball field. A passerby spotted the game. He collapsed, and Poston ran to his side and immediately started CPR.

Poston continued CPR until paramedics arrived on the scene. He had an emergency cath and, eventually, open heart surgery.

The sister wrote that Poston stayed with her brother throughout his cath and went to visit him while he was recovering.

Congratulations to other nominees from June Tom Blincow, Dr. Edward Grey, Laura Halstead, Dr. Steven McCormick, Tiffany Peterson, Stephanie Quickle, John Snyder.

In order to retain our employees and attract new ones, we must be an organization that employees are proud to work for; an organization that meets both the personal and practical needs of our employees, an organization that promotes a healthy work environment; and one that makes important decisions with our employees’ best interests in mind. But there’s more to it than that. To be “The Best Place to Work,” every employee must be willing to actively participate in the process to see that vision realized, as well as exhibit the CAMC Core Values in their work every day, just like the patient-focused vision. With that logic in mind, the slogan “CAMC + Me = The Best Place to Work” was created as a reminder of this important concept.

Employees will be seeing that slogan again very soon as the 2019 Employee Survey campaign begins on Aug. 20. While CAMC gains informal feedback at various times throughout the year, the 2019 survey will be the biggest opportunities to make improvements and address issues to focus at the department level. This concept was demonstrated in 2009 by looking at the open comments made by employees. Every comment was reviewed and categorized. Interestingly, the categories pertaining to the individual department feedback were the most prevalent, representing anywhere from 55 to 80 percent of all comments, depending on the facility location. Therefore, there has been a lot of focus at the department level to review specific results with employees, discuss issues referred there and to address concerns. Those types of discussions require that employees participate in getting to the outcome.

As employees start to complete their surveys this year, it is important to look back over the last year and think about their total experience. Respectfully respond from an overall view of the organization, department, manager, administration and work environment. Employees should think about why they have chosen CAMC as their employer and what keeps them there as an employee.

Honest feedback and willingness to participate will help us be “The Best Place to Work.”

For anyone working in health care or following the national media, it is no secret that things are changing. As the region’s largest providers, CAMC will be significantly impacted by health care reform. It is important that we take the necessary steps now to position ourselves for the future. We must continue to focus on quality care, patient satisfaction and managing our resources for maximum effect. CAMC is, and must continue to be, the quality health care institution for our region. Our community depends on us for cutting edge clinical services, state of the art equipment and compassionate care. And the only way for us to provide that well in to the future is to manage our resources in the most efficient way possible.

As most of you know, our population’s health care needs and payer mix make it especially difficult. We care for a large number of patients who either cannot pay for services, or whose government insurance pays below cost. Since these items are not in our control, it is very important that we control what we can – in this case, our expenses. Revenue enhancement and cost containment are two major priorities in our overall goal of financial stability.

As part of the CAMC team, you will be hearing about many initiatives to help us reach our financial goals. Some of the operational improvement initiatives include billing and collections improvements, increasing productivity, supplies, processes, strategic planning for services and how we manage filling vacancies. Others involve our ability to flex staffing and schedules in order to meet our patients’ needs in accordance to volume. Regardless of the goal, we will only be truly successful with all employees working together to make it happen.

In the coming weeks, your managers will be sharing more information with you. CAMC will be communicating throughout these initiatives in many forms. Be sure to watch future issues of Vital Signs for more details.

- Dave Ramsey

Nurse receives new degree and U.S. citizenship

Natalia Kelley has worked at CAMC as an LPN since 2005 on 3 West and in the endoscopy department at Memorial Hospital. She only arrived in the United States eight years ago with her two sons. This year, she had two huge accomplishments to celebrate: her second year of being a United States citizen and a new degree. Kelley, who graduated from Mountain State University in May, recently passed her boards and is now a certified RN.

Kelley said she has always been interested in health care. As a child, she enjoyed scouring drug reference books and medical textbooks so that her mother kept in their home. Her original plan was to go to medical school, but she ended up getting a degree in foreign languages. She worked as a teacher and an interpreter in Russia.

After her move to the United States, Kelley got the opportunity to fulfill her dream of working in health care and went to nursing school. She received her LPN and chose CAMC to begin her nursing career.

“When I was looking around for a job, I always would stop at CAMC. modern technologies, ongoing research, young age of employees and probably the best doctors in West Virginia,” she said.

Soon after, she began working on obtaining an RN degree, which proved to be a challenge, but Kelley said the immense support from her co-workers helped her make it through.

“It was a long and rough way: working full-time and being a full-time student. But I made it everything,” Kelley said. “I was lucky to work with wonderful people here—they helped me a lot while I was in school. I am very grateful to have them, they are like my family.”

Sarah Spencer, an RN at Memorial who has worked with Kelley for the past three years, is proud of what Kelley has accomplished in her time at CAMC. “It has been so impressive to see and to share all that she continually accomplishes,” Spencer said. “Her hard work and dedication in being a full-time single mom, employee and student is quite an accomplishment.”

 Kelley said she believes that making the move to the United States was the best decision she could make for her and her family, so receiving her citizenship two years ago was an important milestone for her.

“America gave me—as a woman—a sense of independence, self-esteem, freedom and the possibility to raise my children on my own, to obtain an education and build a career.”
E-MAIL TIPS

In an effort to conserve storage (and save costs) and to be an organization that is efficient in keeping only documents and communications which really need to be retained, e-mail messages in the “Deleted Items” folder that are older than one month are now being purged out of each user’s mailbox on a monthly basis. Here are more tips and tricks to reduce e-mail overload:

If you need Yes/No or Approve/Reject replies from recipients, use Voting Buttons. On the “Options” tab, click “Use Voting buttons.” You can choose from options already set up or customize your own options. The recipient only has to click on “Vote,” click their choice, and choose OK to send the response. All responses are tallied and can be viewed on the original e-mail that was sent.

Keep the content brief. Use simple language and make the e-mail brief and clear.

Manage your e-mails and archive them effectively. Set up folders to organize your saved e-mail and, just as importantly, to know where to find them.

Differentiate between urgent and non-urgent e-mails. Is your message critical, urgent or just nice-to-know? Assist the reader by “flagging” e-mails:

• In Outlook on the “Message” tab, click on the “Follow Up” drop down list.
• Click on “Flag for Recipients.”

Choose one of the following options and opt whether to include a date. The e-mail will be delivered with the flagged message at the top of the e-mail:

• Follow Up
• For Your Information
• Forward
• No Response Necessary
• Read
• Reply

Use the “Importance” and “Sensitivity” options to alert your recipients to important and/or confidential e-mail. Click on the “Message” tab and click on the arrow to the right of “More Options.” Select the appropriate importance and/or sensitivity option.

Nursing news and notes

STICU congratulates Rebecca Barido, Rebecca Bowe and Chris Perdue for passing CCRN, Lorrie Lewis for passing CCRN-pediatric. STICU announces Christine Wayne as the new day shift charge nurse. STICU welcomes Buffy Burkhammer, RN.

Clinical resource department welcomes Patricia Kidd, HUC; Stephanie McKinney, HUC; and Johana McKitrick, RN.

5 South/oncology welcomes Jeri Dabish, NA, Marquia Sayles, NA; Jessica Devaughn, RN; Tracy Oliver, RN; Jessica Slater, LPN; and Ava Smith, LPN. 5 South announces Elaine Strickland, RN, as the new day shift charge nurse.

Acute infusion services/IV therapy welcomes Cathy Lankford, RN and Rita Smoot, RN.

Ambulatory Infusion Center welcomes Stephanie Edwards, RN.

4 West welcomes Amanda Doughty, RN, CNIII, back to the unit and congratulates Mary Phipps on completion of her MSN from WVU.

3 South, Memorial announces Heather Collins, RN, CNIII, as the new clinical management coordinator.

Women’s Medicine Center congratulates Sonya Hill on achieving certification as a tobacco treatment specialist.

Surgical Services at General Hospital would like to welcome Chad Nicholas, RN, Karen Sammons, ST, Tyler Withrow, NE and Mark McDaniel, NA.

Women and Children’s ED welcomes new RNs: Grace Van Den Burgh and Anne Marie Germain.

PICU welcomes Renee Zain, RN.

Pediatrics welcomes Frank Latimer, NA.

CAMC Institute congratulates Anne Matics, RNC, MS, on achieving certification as a tobacco treatment specialist.

Students explore nursing

Four middle school students spent some of their summer break at Teays Valley Hospital as part of its Junior Nursing Leadership Academy.

“The focus of this project is to show middle school students the exciting opportunities and rewards that nursing has to offer, and to help establish an educational path that will lead to a professional career in nursing,” said Liz Withrow, RN, education coordinator. “Reaching out to students before high school gives them the knowledge required to select the correct preparatory high school classes. It also provides the incentive and psychological support young students need to stay focused and excel.”

Documents and communications with regard to programs, strategy and long-range planning.

Two volunteers celebrate special milestones in July: JoAnne Morphis, General Hospital flower desk, celebrates 25 years of volunteering; and Nancy Pippin, Women and Children’s Hospital flower desk, celebrates 20 years of volunteering.

Glenn Crotty Jr., MD, CAMC chief operating officer, has been selected to be the chairperson of the University of Charleston Graduate School of Business Advisory Committee. The committee, composed of Kanawha Valley business leaders and university officials, provides commitment and counsel to the dean of the business school with regard to programs, strategy and long-range planning.

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MILESTONES

Continued from p. 1

A recent report from the Joint Commission titled, “Health Care at the Crossroads: Strategies for Addressing the Evolving Nursing Crisis,” noted the need for more training, orientation and mentorship for newly graduated nurses.

“This residency program is geared toward maintaining an atmosphere that promotes bonding, leadership, creativity, professional role development and skill enhancement,” said Sandra Barill, director, nursing retention and professional development. “This should help assure increased job satisfaction, retain quality nursing staff and reinforce commitment to the nursing profession.”