Each quarter we recognize a manager. Kelly Cottrell is the Stroke Program Manager for CAMC. She has been busy lately. Kelly’s leadership has been crucial to the success of the stroke program. She fully understands and supports the team concept through her leadership of the interdisciplinary Stroke Team. In August 2016, Kelly led a door to drug workout to develop an action plan to improve care. This, along with multiple other improvement strategies, has led to a record door to drug time of 19 minutes. During the 2017 DNV Stroke Survey, the improvement in door to drug times was considered a “Noteworthy Effort.” Kelly has also helped with the implementation of internal tele-stroke. With internal tele-stroke, our neurologists can call into the ED and provide a neurologic assessment within 15 minutes of the patient’s arrival. In 2016, a stroke scorecard was developed for neurology. Working with our physicians, significant improvements have been noted. Kelly has supported participation in research studies through her department. She’s currently working to develop a tele-stroke program with our Partner Hospitals. Once completed, CAMC neurologists will have the ability to provide services to our Partner Hospitals via telemedicine. She recently began a green belt project around stroke mortality. Kelly, thank you for providing positive and progressive leadership.
Each quarter we recognize a manager. Teresa Vandal is the Patient Access Director. She’s been with CAMC for nearly 43 years. Teresa displays actions that exemplify CAMC Mission, Vision and Core Values every day. She truly cares for the customer, whether it's a patient, provider, employee or another department. She goes above and beyond the call of duty to meet their needs. Recently Teresa followed up with a patient who lost some personal items. In fact, once the issue was resolved the patient praised Teresa for turning a bad situation into a pleasant experience. She sees complaints, issues or concerns as an opportunity to improve and immediately begins researching and implementing process improvement strategies and action plans. Teresa has also been an integral part of the Cerner transition for the patient registration areas at each hospital. Teresa, thank you for being an excellent mentor and for putting your Heart and Soul into your various customers and patients.
October 2017

Each quarter we recognize a manager. Carol Bridge is the lab operations manager. Carol always has the best interest of the patient in mind. She maintains a productivity level of at least 99%. She excels at getting new hires in the door, trained and scheduled. She has assisted staff in Cerner Positive Patient ID and been instrumental in ensuring the lab meets turnover times for all STAT and ED specimens. The Troponin Cardiac Panel – from ordered to collected – has remained below 15 minutes during the Cerner transition. Carol still teaches the phlebotomy program ensuring we get qualified applicants to become CAMC phlebotomists. The person who nominated Carol says every single day she takes times to thank each of her staff for coming to work. Carol, thank you for putting your Heart and Soul into your department and our patients.