The thing that surprises Williams the most is the newborn nursery,” Williams said. “I didn’t think I’d make it that long,” said Anna Thompson. While she just celebrated her 50th anniversary. Since the Charleston Area Medical Center opened its doors in 1962, about 1 million babies have been delivered at CAMC. Below are a few stories.

Bill Williams | 50 years

“'When I first came here, Memorial wasn’t as big as it is now,' he said before roiling off a number of expansion projects such as the medical staff office building, surgery suites and parking garage.” Williams later became the maintenance director for all CAMC hospitals when he retired in 1988. “I retired for a couple of days, before I decided to come back and work in the construction department.”

William now keeps tabs on current projects, working with architects and others maintaining project drawings.

Anna Thompson, RN, 45 years...Continued on page 4...
CAMC’s linen services processes more than seven million pounds of laundry each year. For the hospital’s entire patient census and staff, they sort and fold all linens, and manage the pickup of unused laundry from the hospital. The linen services department maintains the blood pressure cuffs on the units, supply chain management is a group that manages their needs.

Supply chain management is made up of 15 employees in six different departments: material handling, order fulfillment, print shop, data management and courier/mail room.

### Material Handling

The material handling department stocks all medical equipment and facilities and manages any excess equipment the hospital is no longer using.

Material handling also works with other departments, including central services, to help train them in inventory management.

### Print Shop

CAMC has an internal print shop to accommodate the large amount of forms, brochures and other informational materials that are used every day. The department prints more than 3,000 different routine medical record forms and produces a letterhead and envelopes for the various departments.

### Data Management

Companies need to manage the daily operations of an internal courier/mail room. It handles everything from tracking inventory management leaders continually standardize throughout the health system and look for ways to make the supply chain management process more efficient.

Supply chain management leader is always working to create more standardization throughout the health system and make the hospital more efficient, in procses and costs.

### Courier/Mail Room

The mail room sorts more than 2,000 pieces of mail each day. The department processes 300,000 transactions each year.

The department assists central services with inventory management and special billing for the health system.

### Behind the scenes: Supply chain management

Everywhere you turn at CAMC, you see the direct effect of the supply chain management department. From the printing of medical orders to the distribution of the linens to washing and distributing the linens and managing the receiving and distribution of the medical records, the department helps keep the entire hospital running smoothly.

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**Former WVU football player to share organ donation message**

The national organ transplant wasteland now exceeds 100,000 patients, with three-cut wait times in many parts of the country. Judy Wilson, 45, and her husband David, 49, of Charleston, narrowly avoided becoming part of the statistic. Instead, they became advocates for organ donation after Judy’s life-saving chain of events, including her heart attack, stroke, and other medical issues.

Judy was familiar with stroke before her own experience. “I worked in several units before coming to medical rehabilitation,” said Judy. “I was touched on the medical rehabilitation unit for 17 years.”

“CAMC paid for my education,” Thompson said. “I knew that the best service was on the University at Charleston in 2002,” Thompson said. “I grew up in West Virginia, and I knew that education and learning to deal with it.”

She has two sons who are also nurses at CAMC. Joey Kay works in the surgical transcription unit at Memorial Hospital and Kathy Simms is a nurse in employee health. “I met my wife here,” said Gardner with a smile.

“Bob Gardner has held a few different positions,” Camc spokesperson, Deb Rectenwald, RN, stroke program coordinator. “Bob’s role is to become a member of the American Transplantation Society and to let everyone know he’s free for another half a year before I’ve delivered the patient.”

The computer screen shows us who needs picked up and where to go. I enter a code in the computer and it tells me where and when the patient is to be taken.”

Once he’s back in the office he uses the phone to call everyone to whom he has brought a new patient.

“I spend a lot of time on the phone,” Gardner said with a smile.

Gardner’s wife, Gerry, also works at CAMC, in the transcription unit. “She is amazing. She has taken a process that was very difficult to begin with, and we’ve basically lived here ever since.”

The thing he likes best about his job is the people he works with. “I like working with patients. You see a lot of people, like helping them.”

And the people remember Gardner. “Some patients remember me. They say, ‘Are you still working there?’”

Kathy Simms, 40, years.

Transcriptionist at Memorial Hospital started working as a transcriptionist at Memorial Hospital right after getting married, so 2012 also marks her 40th wedding anniversary.

“It’s been frequently challenging, but never boring,” Gardner said. “I spend a lot of time on the phone,” Gardner said with a smile.

Bob Gardner has held a few different positions at CAMC; Joey Kay works in the transcription unit at Memorial Hospital, and David Kay works in surgery at General Hospital.

Gardner joked. “I think I could get lost if I tried.”

Gardner has spent all 45 years working at General Hospital. He left rural nurse in 1967 and picked up an application and was hired.

“I was an attendant for eight years, assigned to a different unit each day. I was even more specially with male patients. I then worked in X-ray for five years, picking up and where to go. I enter a code in the computer and it tells me where and when the patient is to be taken.”

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Surgeons give the green light in kidney cancer surgery

When a child needs their blood drawn, it can be a very scary and stressful experience for the patient and family. Experience is crucial when it comes to being treated in the emergency room.

That’s why a group of clinicians at CAMC Women and Children’s Hospital worked together to determine the best way to reduce the pain a child experiences during the blood draw during a routine or emergency blood draw.

Cristian Sirbu, PhD, research scientist at CAMC Institute, said that people who have advance or traumatizing experiences with needles as children are more likely to develop a phobia of needles, referred to as blood-injection-injury (BII) phobia.

“One of the in 10 patients seeking medical treatments reports an excessive fear of needles, mainly due to the anticipated pain,” Sirbu said. “This fear becomes a significant obstacle in delivering medical care when patients need blood tests or injections in our hospital.”

The study tested a lidocaine/epinephrine patch, lidocaine cream and a placebo (a patch without actual medication administration). The results showed that both the patch and cream were significantly effective in reducing the pain a child experienced during the blood draw, and made the entire experience more bearable for the child.

Patients who came to CAMC Women and Children’s were randomly placed into one of these three groups. To measure the pain produced by the needle stick, children were asked to estimate the pain level before and after the procedure using theFaces of Pain Scale. The parent/guardian and a research observer completed a brief 10-item questionnaire based on observations of the anticipation, actual needle stick and pain following/bandaging involved in the procedure.

When using a topical anesthetic like the lidocaine patch and cream, the patient must wait 20-30 minutes for the numbness to take place before a lab technician can complete the draw. While this would extend a patient’s time in the ER or lab, a majority of the patients and guardians mentioned in their evaluations that they would be willing to wait the extra time and spend additional funds to ensure their child had the most pleasant experience possible.

“One of the things you always struggle with is trying to make this an inviting environment for kids,” said Andrew Webel, vice president and administrator at Women and Children’s Hospital. “We’re trying to create an ‘euficles’ experience so patients don’t develop a fear of hospitals when they require invasive procedures like a blood draw or an injection.”

“It’s become a standard in children’s hospitals,” Webel said.

Women and Children’s also uses other tools to reduce the stress and anxiety of blood draws. In the waiting room in the outpatient lab, videos continuously play to help children focus on something other than the impending procedure. In inpatient settings, Christi Bissett, child life therapist, uses tools from bubbles to images projected on walls to distract pediatric patients from invasive procedures.

Dreem flips on the fluorescent light at times during the procedure to make sure he’s cutting in the right spot. Then after turning the tumor away from the kidney, he sees the light to confirm the cancer has been removed.

“We will see green on the edge of the tumor, indicating we haven’t cut into the tumor leaving any behind,” Dreem explained. “Green on both sides confirms we took only a small portion of the kidney and have removed the entire tumor.”

“The da Vinci robot, we have a 3-dimensional, high-definition, magnified image with incredible vision. The fluorescence guidance takes this vision to a new level allowing us to space nearly all healthy kidney tissue. So with one flip of the switch, we feel much better telling the patient, ‘we have removed the entire mass and you will have more than 90 percent of your kidney’.”

Patients can feel confident knowing this technology means less risk of having to undergo a second surgery and they still have a large functioning kidney. For some people, that can be critical if they have other medical issues such as diabetes or high blood pressure.

“With this new technology, nearly every kidney can be saved and only the tumor removed,” Dreem said.

Simulator educates drivers about distraction

A had choice often has bad consequences. That’s why CAMC has purchased a Virtual Driver Interactive Simulator for distracted driving.

The initial target group is teens who are driving.

“We plan to work initially within the local county high schools to offer a program that targets high school students. It’s an interactive program and we will have students drive and we’ll have a majority drive related to cell phones (specifically texting). We will have it increase awareness and impact behaviors,” said Kim Morgan, RN, MSN, trauma prevention/outreach liaison.

The simulator was purchased through a grant provided by State Farm Insurance and the Charleston City Police Department, division of EP services with a focus on pre-and-post procedure patient services,” Arthur said. “This is an important program to educate drivers about the dangers of distracted driving.”

The simulator is designed with efficiency in mind, as patients enter from the perimeter and supplies are located in central, allowing quick access for cardiology and heart surgeons to supplies needed on the go.

“Not only did we get seven new cardiology catheterization labs with better X-ray capabilities to reduce radiation exposure and four new state-of-the-art electrophysiology labs. These labs were designed with efficiency in mind, as patients enter from the perimeter and supplies are located in central, allowing quick access for cardiology and heart surgeons to supplies needed on the go. The minute a clinician needs a certain material, the material arrives. We’re now getting out of the way of the pros and cons of radiation exposure,” said John Lilly, chief financial officer for CAMC.

"If we continue to provide the newest and most advanced equipment, we will continue to improve the patient experience."