CAMC honored veterans with appreciation luncheons at each hospital, Friday Nov. 10. Several employees, retirees and volunteers attended.

The CAMC General Hospital Auxiliary sponsored a flag retirement ceremony in the front circle of the hospital.

A photo display, along with cake and punch, was set up in the lobby of the Innovation Center.

Special cards were placed on meal trays for patients who have served in the military.

Thank you to all of the men and women who have served our country.
**Daisy Awards**

**Marta Shirer**, mother/baby, was recognized after a patient wrote a letter thanking her for helping her and her newborn through some very rough first days together.

The patient said Shirer listened to her fears and questions and went above and beyond to make her feel like she was doing a good job. The patient said Shirer didn’t give up and offered different suggestions on what they could try next. When the patient broke down and sobbed, Shirer sat with her and talked until she felt better. The patient also noted how Shirer talked to and calmed the newborn father, as well.

**Connie Waskey**, labor/delivery, cared for a patient delivering her baby who would not be compatible with life. Waskey went above and beyond what the patient had in store for her birth plan. She stayed with the patient throughout her C-section and throughout her hospital stay, during the day. She continued to provide excellent care of the patient and her family during this difficult time. She took care of the baby and completed all things the mother wished for in regard to his care. She made molds for the mother to remember the baby; she also took footprints, worked with the patient’s pastoral care wishes and completed the patient’s birth plan completely. Waskey even came in on her day off to help the patient through the final goodbye as the baby was discharged from the hospital.

**Medical staff recognizes employees**

**Left to right: Heather Douglass, Carolyn Handschumacher, Kim Blake, Scott Ayers, Pam McCauley, Cindy Curtiss, Morgan Maloney, Meghan Salmon**

Cindy Curtiss and Carolyn Handschumacher were recognized for the significant amount of time/effort spent explaining a patient’s care to family members and dedication to make sure the patients’ needs were met.

Heather Douglass, Kim Blake, Scott Ayers and Barbara Sepcic were recognized for arranging a surgical team for an emergent case.

Morgan Maloney was recognized for taking on several additional patients, in addition to her clinical management coordinator duties, while the ED and clinical decision unit at Memorial Hospital were exceptionally busy.

Pam McCauley goes above and beyond in supporting providers.

Amy Schultz and Meghan Salmon do a very good job in following through and understanding the needs of providers.

**Outstanding service award**

Left to right: Sharon Hall and John Linton, PhD

Sharon Hall, president of the CAMC Health Education and Research Institute, was recognized Nov. 5 at the Association of American Medical Colleges annual meeting in Boston and awarded the inaugural Outstanding Service Award of all the Designated Institutional Officials (DIO) in the U.S. and some institutions in Canada.

“The award has been established to recognize an individual who exemplifies excellence and collegiality, and has made innovative contributions over a significant time period to colleagues in the DIO institutional GME community within the Group on Resident Affairs. The impact of your efforts to advance and improve the quality of graduate medical education has had a deep impact on the GRA community and has indeed enhanced the profession as a whole. This award recognizes your profound influence,” said the Group on Resident Affairs Steering Committee.

As the DIO, Hall is responsible for the oversight and administration of the CAMC Institute’s graduate medical education programs.

**CAMC HeartFit finds a new home**

This December, HeartFit will move from its current facility on Chesterfield Avenue to a new location at 130 57th St. in Kanawha City.

For more than 21 years, Charleston Area Medical Center has served cardiac and pulmonary rehab patients at its facility next to Nautilus on Chesterfield Avenue. However, due to financial challenges, the space is no longer sustainable.

“For months, we searched for a comparable location that serves the needs of our patients and is situated with other CAMC locations,” said Derek Ellison, director of cardiac rehabilitation services. The new facility is just down the road from the old location, across the street from the Shops at Kanawha, near the CAMC Document Center.

The newly-renovated space is handicap accessible and will have free and reserved parking for patients. It will open Dec. 4. Hours of operation will be Monday, Wednesday and Friday from 6:30 a.m. to 6 p.m.

**New Zealand tour**

Eight people representing three different organizations in New Zealand visited CAMC, Oct. 23, to learn about CAMC and its performance excellence journey leading to Baldrige recognition.
Each quarter we recognize an individual with the humanitarian award. The humanitarian category of Heart and Soul recognizes employees for acts of kindness and charity who contribute to enhancing and promoting the welfare of humanity in the community, nation or world.

**Denise Burgess** volunteers with CAMC’s Crisis Intervention Team.

The Summersville Regional Medical Center ER lost a member of their team while on duty and reached out to CAMC. Burgess, willingly and on her own time, went to Summersville on the evening of the funeral of the team member to counsel and provide a debriefing for the hospital staff. The manager at the Summersville ER said Denise’s selfless and generous actions to provide the debriefing allowed them an opportunity to grieve, heal and grow during such a great tragedy.

Burgess has also provided similar support for our own departments.

**Craig Hansel** and **Kristi Childress**, occupational therapist, both work in medical rehabilitation therapy. They were recognized for helping an employee who fell at home requiring surgery. Hansel and Childress took the lead in making sure the co-worker had everything he needed at discharge, including a ride home, groceries, medicine, food, medical equipment, and they even tidied up his home.

Childress helped clean his home so he could be as safe as possible maneuvering with his injuries and weight bearing limitations. She also did his laundry regularly and ensured he had a shower every few days.

This employee did not have a phone, so Childress purchased a pre-paid phone for him. She took him to the grocery store and helped him pay his bills. Hansel and Childress took turns making sure this employee got to and from his orthopedic trauma appointments safely because he had no one he could rely on for help.

They also worked with other staff to provide him with the assistance and care he needed while recovering from his devastating injury.

**Teresa Vandal**, patient access director, also was recognized at the management information meeting in October. She’s been with CAMC for nearly 43 years.

Vandal 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 Vandal 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.

Vandal sees complaints, issues or concerns as an opportunity to improve and immediately begins researching and implementing process improvement strategies and action plans.

Vandal also has been an integral part of the Cerner transition for the patient registration areas at each hospital.

**Congratulations to our other October nominees:**
- Trinette Brady, Marsha Cooper, Christen Hartwell, Jennifer Keeney, Madison Kidd, Labor/Delivery, Janet Lauerman, Marty Henley, Dr. Rayan Ihle, Jessica Johnson, Radiology - Memorial Hospital, Aimee Roscoe, SICU
Charleston Cystic Fibrosis Center receives national recognition

The West Virginia University - Charleston Division CF Center was recognized by the CF Foundation at its National conference in Indianapolis last week for its partnership with the local Kentucky/West Virginia CF Chapter to support the shared mission, as well as for its exemplary model of collaboration between multiple entities to provide comprehensive care services for patients with cystic fibrosis.

Cystic fibrosis is a genetic disorder affecting multi-organ systems, mainly involving respiratory, digestive, reproductive and endocrine systems. Due to thick respiratory secretions and compromised lung clearance mechanisms, these patients get colonized with multiple bacteria in their lungs, resulting in chronic inflammation and progressive decline in lung capacities. Despite all the effort, a cure for CF has not been found yet. However, with modern medicines and a multidisciplinary approach to manage these patients, life expectancy for CF patients has consistently increased from less-than five years in the1970s to 47 years in 2017.

The West Virginia University - Charleston Division CF Center is one of the only two accredited CF centers in West Virginia and is a model for providing comprehensive CF care in a resource-poor area where all the required multidisciplinary expertise is not available within a single organization. This center is a result of collaboration between West Virginia University-Charleston Division, Charleston Area Medical Center and West Virginia Department of Health and Human Resources, where all three entities contribute expertise in various disciplines. Disciplines included in this CF care team include: pediatric pulmonologist, pediatric infectious diseases, registered nurses, case coordinator, respiratory therapist, physiotherapist, medical geneticist, clinical dietician, medical assistants and social worker.

In addition, pediatric endocrinologists and gastroenterologists are available on-site to see CF patients on as-needed basis. Efforts are being made to add a pharmacist and a clinical psychologist to the team in 2018.

The Charleston center also has a dynamic and interactive parent/family advisory board, which is made up of parents, grandparents, guardians, family and friends who volunteer their time and partner with the center to advocate the needs of CF patients on the local and national levels.

The multi-disciplinary CF clinic is held every Friday at 830 Pennsylvania Ave., Suite 104, Charleston, WV 25302. Referrals or questions can be made by calling (304) 388-1552.