Time to celebrate

We have a lot of successes to celebrate this summer! Congratulations to everyone for making our first survey with DNV a success and for our recent platinum recognition by Baldrige/The Partnership for Excellence (TPE).

Mark your calendars now to stop by for good food and fun giveaways Aug. 20 at one of the locations below:

- **Memorial Hospital (atrium by Outtakes) and General Hospital (rooms B01-B02)**
  - 11 a.m. to 2 p.m.
  - 4:30 to 6 p.m.
  - 9 p.m. to midnight

- **Teays Valley Hospital (education room)**
  - 11 a.m. to 1 p.m.
  - 4:30 to 6 p.m.
  - 10:30 p.m. to midnight

- **Women and Children’s Hospital (smile / cafeteria)**
  - 11 a.m. to 1 p.m. (smile)
  - 4:30 to 6 p.m. (smile)
  - 10:30 p.m. to midnight (cafeteria)

- **CAMC Innovation Center (lobby)**
  - 11:30 a.m. to 1 p.m.

- **Document Center**
  - 11:30 a.m. to 2:30 p.m.

Off-site locations not listed will have food and giveaways delivered to them.

**CAMC Family Picnic**

Whether it was the food, games or just relaxing with old friends, more than 2,000 people enjoyed the annual picnic Aug. 2 at Cedar Lakes in Ripley.

More picnic photos on page 3.

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**Memorial Hospital parking changes**

Preliminary work is underway for the three-floor addition to Memorial Hospital. This is a major project that will take several months to complete.

Parking will be affected as construction moves through different phases. It will be necessary to close parking spaces in the visitor parking garage. This may affect as few as two dozen spaces up to more than 270.

Plans for temporary visitor and employee parking are being made and will be communicated as needed. Employees should park only in the designated employee parking areas. New employees will continue to park on the lots across MacCorkle Avenue from the hospital. Once these lots are full, all employees will be granted access to the employee garage. All other employees and residents including those who currently park on “B” lot will park in the employee garage. Employees who will be granted permission to park in the visitors’ garage include employees granted permits through employee health, emergency on-call staff, and the night shift that park only between 7 p.m. and 8:30 a.m.

As construction enters different phases, updates will be posted on CAMnet alerting employees to parking changes, and we’ll communicate directly with certain shifts as needed.

Please be aware of these changes and help visitors find appropriate parking. Parking areas for the public and employees will be strictly enforced.

Periodic interruptions in parking are expected through 2015.
Quality ratings come by many names, including Leapfrog, Healthgrades and CareChex. Even the federal government shows quality and patient satisfaction scores.

These measurements are usually divided by a variety of categories. The results are sometimes close, but rarely match up perfectly. Some databases are more credible than others.

While transparency is good for patients and families, to the average person, the numbers can be confusing, making it difficult to determine if one medical provider is better than another. In fact, it is confusing to our own employees and physicians. Lately, we’ve had several staff members questioning the use of these rankings by other hospitals.

Take, for instance, recent newspaper advertisements by Thomas Health System for Thomas Hospital and St. Francis Hospital. The ads use very specific factual data to create an impression regarding their overall quality. By picking subsets of quality, they are claiming to be ranked number one in the market. It could be correct for those subsets for the time period they picked. But CAMC also is ranked number one in dozens of subcategories.

In one ad, Thomas Memorial Hospital claims it is ranked number one in stroke care. In the fine print it reads it’s in the “patient safety category,” and says “2014.” It should be noted that the most recently available data is October 2012.

That same data shows CAMC is number one in stroke care:
• Overall quality rating
• Mortality rating
• Inpatient quality rating

CAMC also is the only hospital in this market place to hold primary stroke certification.

While there are many ratings companies and media organizations offering rankings, honor rolls and lists, their methods differ, making it hard to draw direct comparisons.

When comparing hospitals, it is best to start with the quality of overall hospital care, which includes the hospital industry standards for mortality, complications, inpatient quality, patient safety, evidence-based care and patient satisfaction.

CAMC’s percentile ranking is in the 96th percentile in the nation, higher than any hospital in West Virginia. That is why CAMC is the only hospital in West Virginia to receive the 2014 Distinguished Hospital Award for Clinical Excellence which is based on CAMC being among the top 5 percent of hospitals in the U.S. for mortality and complications.

Some hospitals may choose to promote their rankings in certain positive quality areas that have the most potential to help improve their bottom line or improve their quality image. However, following hospital industry standards are the ones that count when it comes to overall hospital care: mortality, complications, inpatient quality, patient safety, evidence-based care and patient satisfaction.

We are proud of the care our staff and physicians strive to provide every day. Thank you for your commitment to our patients, family and community.

CAMC is rolling out a new way to change your network password called myPassword. Your network password is the one that you use to log into the computer, Saroian and email. Once you create a myPassword profile, you can change your password anytime on your own.

To set up your profile and begin using myPassword, look under the “My CAMC” menu on CAMnet for the myPassword link. Create a profile by filling out three security questions/answers - the third question is a “create your own” question/answer. All three questions are mandatory.

When it is time to change your password, you will receive email reminders and notifications upon logging into the computer.

If you experience any issues setting up your profile, call the Help Desk at (304) 388-4357.

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Each quarter we recognize a manager during the management information meeting. 

Lottie Lipscomb is the nurse manager in renal transplant. She was nominated because of her leadership and patient-centered focus.

Since taking the position as nurse manager three years ago, Lipscomb has led the department through accreditations and site visits by CMS, DNV, Baldrige and two by United Network of Organ Sharing.

In fact, UNOS requested she take part in a teleconference on “best practices” in transplant.

“A big part of my decision to join the CAMC transplant program a year and-a-half ago was when I realized during my interview and visit to Charleston that the program was so well set up, not just physically and administratively, but especially so with a complete and competent set of personnel,” said Dr. Africa, the transplant surgeon.

Her staff says Lipscomb is the “go-to” person for administrative, managerial or clinical issues.

She not only knows and takes care of regulatory, procedural and policy issues, but manages patients in her capacity as a nurse practitioner as well.

Her personality and disposition makes the working environment in the transplant clinic so pleasant and stress-free. She leads by example, treats everyone appropriately and her presence creates a calming atmosphere in the workplace.

Each quarter we recognize an employee with a 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.

Regina Morris is a community liaison in the marketing department.

Morris met a young lady who had no food or money and was about to be evicted from her home due to unsanitary living conditions.

So Morris spent her weekend off cleaning and sanitizing the house from top to bottom, even hauling off four truckloads of trash.

She then helped the woman get medical help that she greatly needed and accompanied her to the appointment. She also took her to the grocery store and bought her groceries.

During the past few months, Morris has taken care of this woman and become a friend to her. Morris also brought the woman to her family Christmas dinner and even made sure she had a present to open because she had no family of her own.

Thousand enjoyed swimming, playing miniature golf and the fun zone inflatables among other activities at this year’s picnic. Prizes were handed out in the fishing tournament and cupcake wars.

Cupcakes
Kids
1st place: Megan Yeager, banana cream
2nd place: Brooke Layton, mint chocolate chip

Adults
1st place Taste: Belva Taylor, Rolo
1st place Appearance: Belva Taylor, chocolate cream puff

Fishing
0-9 age group
1st place biggest: Landon Helmbright
1st place most: Landon Helmbright

10-15 age group
1st place biggest: Noah Sergent
1st place most: Josh Richie
Devil Dogs donation

This year the Military Order of the Devil Dogs (Marine Corp) held its annual national convention in Charleston. Every year, it raises money for the host city’s local children’s hospital. On Aug. 6, the organization presented a generous donation of $23,000 to the CAMC Foundation and CAMC Women and Children’s Hospital.

The term “Devil Dog” was given to the Marines during World War I when they engaged the enemy in hand-to-hand combat. The Military Order of the Devil Dog (MODD) was organized in Boston in 1939.

CALENDAR

AARP driving class
Aug. 28 and Oct. 23, 1 to 5 p.m. 3211 MacCorkle Ave. SE (next to Kanawha City McDonald’s) Must attend both days to earn certificate Call (304) 388-9960 to register.

Mall Walkers
Third Tuesday monthly September through May at 8:30 a.m. Center Court, Charleston Town Center Various health topics, breakfast provided

Walk for Hope
To honor pediatric patients currently battling cancer, pediatric cancer survivors, those children who lost their battle to cancer and support the CAMC Children’s Cancer Center
Saturday, Sept. 13 Coonskin Park 9 a.m. registration, 10 a.m. walk begins $20 adults, $10 kids ($25 and $15 day of walk) Our childhood cancer warriors and survivors walk for FREE Visit camc.org/walkforhope for more information and to register.

Teddy Bear Fair
Oct. 4, 10 a.m. to 1 p.m. CAMC Women and Children’s Hospital Games, prizes and activities for children and adults to learn about health and safety.

NICU grad party
Sept. 7, 2 to 5 p.m. University of Charleston For more information email nicu@camc.org

Nursing News and Notes

4 North, Memorial Hospital, welcomes Amber Shin, RN, as the new clinical management coordinator.

4 South, Memorial Hospital, welcomes Colleen Burletic, LPN, Amanda Taylor, LPN and Anna Adessa, HUC.

3 West, Memorial Hospital, welcomes Stephanie McLemore, RN, Lynn Doss, HUC, and Rebecca Nelson, NA.

2 West, Memorial Hospital, congratulates Carly Bowles on advancing to HUC II.

General Hospital OR welcomes Paul Carter, STI.

General Hospital PACU welcomes Jessica Fields, RN and Kevin Mullins, RN.

PAC, Memorial Hospital, congratulates Tammy Melton on advancing to CN III.

David Lee Cancer Center congratulates Emily Hill, RN for becoming an oncology certified nurse (OCN).

The ED at Women and Children’s Hospital congratulates Vickie Ball, RN, Amanda Scragg, RN, and Johana McKiritch, RN, for successfully challenging to CN III.

Pediatric ICU congratulates Kassie Cosgrove, RN, for advancing to CNIII.

4 South Memorial welcomes John Caldwell on obtaining his BSN.

Supply chain management’s employee of the 2nd quarter 2014 is Heather Price, material handling center.

Accounting congratulates Ann Miller on her promotion to junior accountant.

Renal transplant congratulates Susan Hanna, RN, for passing her Certified Clinical Transplant Coordinator exam and Stephanie Brumfield, RD, for passing her board certification as a Specialist in Renal Nutrition.

Memorial Hospital central service welcomes Justin Miller, technician I, and Alice Sutphin, housekeeping service technician.

Central service congratulates Michael Gordon, tech II, and Bryan Pate, tech I, co-employees of the month for the 2nd quarter 2014.

Memorial Hospital central phlebotomy congratulates David Bonneti for passing his National Phlebotomy ASCP Certification.


Congratulations to Kendra White, CAMC Physicians Group orthopedic trauma coder, for passing the certified professional coder examination with the American Academy of Professional Coders.

Memorial Hospital imaging welcomes Sarah Sayre in X-ray, Alexandria Lucas as technical assistant, Marisa Blaszek in MRI and Matt Smith in CT.

MILESTONES