CAMC recognized as only WV hospital ranked among top 5% in nation

Charleston Area Medical Center has been ranked among the nation’s top 5 percent of hospitals, according to an independent study of mortality and complication rates for nearly 4,500 hospitals nationwide as released by Healthgrades, the nation’s leading health care ratings company.

CAMC is the only hospital in West Virginia and one of only 260 hospitals nationwide to achieve the Distinguished Hospital Award for Clinical Excellence™ based on its outstanding clinical quality performance.

“This award acknowledges the achievements CAMC has made to provide our patients with consistently high levels of clinical care,” said Dave Ramsey, CAMC’s president and CEO. “Our physicians and staff have demonstrated the commitment and collaborative spirit necessary to implement the best possible programs and processes that produce exceptional clinical outcomes, which this recognition validates.”

The Healthgrades Distinguished Hospital Award for Clinical Excellence is presented only to those hospitals that stand out above the rest for overall clinical care across a broad spectrum of services. While many hospitals have specific areas of expertise and high-quality outcomes in certain areas, the select hospitals recognized with this award exhibit comprehensive high-quality care across multiple clinical specialties.

Despite numerous challenges, employees showed their dedication to patients during this month’s water emergency. Whether it was standing in the rain to fill water jugs, providing meals on disposable cookware and utensils, coming up with creative ways to process scopes or running hoses from tankers into patient care areas, employees did an excellent job in providing care and maintaining support services. Teays Valley Hospital processed more than 460 surgical trays so CAMC’s ORs would be ready. Several vendors also helped out by getting much needed supplies delivered as quickly as possible. Thanks to everyone for pitching in during this crisis.

Employees overcome challenges

PatientLink
More ways to manage your health and wellness

Finding useful, updated health and wellness information and managing your own health care is now easier than ever with new online tools. CAMC’s PatientLink portal and its Health Information Center are convenient ways to keep track of your test results, check symptoms and read up on the latest news to keep you healthy.

PatientLink is a secure portal available for view within 36 hours of the test or hospital discharge. To sign up, visit camc.org/patientlink and fill out the online request form. Your information will then be matched to your medical record and you will receive an email to complete the process. Lab and pathology results are available from July 2012 forward and all other tests from December 2013 forward.

CAMC’s online Health Information Center (healthinfo.camc.org) is also available as a link within PatientLink so users can look up tests and procedure information. It features...
thousands of articles on health topics, a symptom checker for adults and children, a drug interaction checker, healthy recipes, interactive quizzes, podcasts and videos.

Health topics in the site are linked to the services and physician directory on camc.org. For example, if you are viewing information about cardiac catheterizations, you will find links to CAMC’s cardiac services website and a directory of physicians who perform those procedures.

The content within the site is peer-reviewed and updated to ensure that you receive the latest health information. It is very patient-friendly, and articles are easy to share on social media sites, email to others or print as needed.

CAMC has also increased the quality and ease of delivery of educational materials to inpatients with the integration of CareNotes. CAMC’s inpatient education resource; into the Soarian clinical information system CareNotes gives health care providers immediate access to patient education resources. Health care providers benefit from the specific “Hot Lists” developed for their patient populations, and the right click functionality allows providers the ability to access patient resources directly into their workflow process. The information given to the patient is automatically added into the patient’s electronic medical record. Viewing the actual resources that have been given to the patient promotes an opportunity to reinforce effective teaching and learning as well as provide a consistent standard of care.

Important links to remember: PatientLink – camc.org/patientlink Health Information Center – healthinfo.camc.org

### “Green coats” gain health care experience

Some college students majoring in health sciences and interested in medical school are getting a closer look at their possible profession before finishing school.

The “Green Coat” program is an opportunity introduced to CAMC and the CAMC Institute by the West Virginia School of Osteopathic Medicine’s (WVSOM) Rural Health Initiative. It allows college students to be immersed in the hospital/clinic setting.

Lucas Hamrick and Basem Dahshan are the first two students to participate at CAMC. They recently began a 4-week program with a variety of areas including:

1. Health care provider and/or clinical interactions
2. Professional (clinical) education and training
3. Health system organizational and leadership development
4. Community health programs and awareness

To be considered for the program, students must be sophomores, juniors or seniors with grade point averages greater than 3.0 with letters of recommendation from their advisors and submit a one-page essay describing the student’s career goal and how it relates to primary care practice in West Virginia.

“The program takes college students interested in the medical field and provides them hospital experiences and supplemental opportunities to broaden their exposure to working with an interprofessional healthcare team,” said Art Rubin, DO, WVSOM regional assistant dean - south central region. “They are in direct patient contact on selected units at CAMC General and Memorial hospitals.”

CAMC is a leader in medical education at all levels from undergraduate to post-doctoral programs. One of CAMC’s pillars is “Best Place to Learn.” This program in partnership with WVSOM is strongly aligned with this pillar.

“CAMC has been successful in training and retaining many of the physicians we have on our medical staff,” Rubin said. “This program reaches farther down to the college level to encourage students to consider WVSOM as their medical school and to stay in West Virginia to serve the rural populations around us.

“We have many partnerships with other medical schools, dental schools, schools of pharmacy, schools of anesthesia among others to provide learning opportunities in the hospital setting. This program is unique and the first of its kind at WVSOM and in West Virginia."

The next group of “green coats” is expected to start at CAMC this month.

### Information Services updates

#### Upcoming live events
- Jan. 14 – 21: EDIS at General Hospital; Charge on Chart at General, Memorial and Women and Children’s hospitals
- Feb. 4 – 11: EDIS events at Women and Children’s and Teays Valley hospitals
- Feb. 11 – 17: Plan of Care

Watch for more information on CAMnet and on screensavers.

#### Phase 2 of email retention process
In November 2013, Information Services started to manage the “Deleted Items” mailbox, by limiting the retention of items to six months or newer. Starting Feb. 3, U/S will start phase 2 of the email retention project by deleting items in the “Sent Items” mailbox older than six months.

Questions about the email retention policy can be sent to freda.painter@camc.org. General questions about email, Outlook, or Exchange can be sent to eric.smith@camc.org.

#### Community Highlights (FY 2013)
- CAMC served more than 35,000 people seeking health information or community benefit services such as screenings
- 386 participants in outreach professional education programs at 20 outreach sites

#### Teaching Hospital
- CAMC serves as a clinical training site for about 700 additional learners/year through educational affiliations with WV/regional colleges and universities.
- 172 residents, interns and fellows
- 40% of graduates establish practice/continue training in WV
- Nearly 49% of CAMC’s medical staff received training here
- 80 residents enrolled in CAMC’s nurse anesthesia program
- In 2012, 2,488 continuing education programs were offered with 56,632 hours of CE credit issued

### Did You Know?
- 11,047 newly diagnosed patients with cancer
- CAMC treated 14.3% of the total 2010 adult cancer discharges in WV
- 2,962 babies delivered
- 580 neonatal intensive care unit admissions
- 40 kidney transplants

#### Research
- 419 active research protocols
- 34 various industry sponsored trials (not including cancer studies)

#### Financial Facts (FY 2012)
- Payroll and benefits = $350 million
- Community benefit = $115,447,000
- $3,923,000 in charity care at cost
- $35,701,000 to provide health professions education/graduate education
- $912,000 in subsidized health services to meet identified community needs
- $2,423,000 for community benefit programs and services
- $18.5 million for Medicaid provider tax
- $88,863,000 unreimbursed cost for treating patients with Medicare coverage
- $31,987,000 unreimbursed cost for treating patients with Medicaid coverage
- $20,523,000 unreimbursed costs for treating patients with PEIA coverage
- $40,084,000 written off as bad debt at cost

For more information, visit camc.org

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**Welcome NEW PHYSICIANS**

Cheryl R. Arvanitis, DO, joins the department of emergency medicine, specializing in urgent care and family medicine. Dr. Arvanitis graduated from the Des Moines University College of Osteopathic Medicine. She completed a family practice residency at the Medical College of Wisconsin. Dr. Arvanitis is certified by the American Board of Family Medicine.

Jon P. Kardos, DDS, joins the department of surgery specializing in dentistry. Dr. Kardos graduated from the West Virginia University School of Dentistry and completed a dental residency at the CAMC Dental Center.

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**PatientCare**

- 605,647 outpatient visits
- 38,448 inpatient discharges
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For more information, visit camc.org
**14 United Way Campaign**

This year’s United Way campaign is scheduled to run from Monday, Jan. 27 through Friday, Feb. 7. The theme of the 2014 campaign is: “IMAGINE What We Can Do TOGETHER.” As in previous years, employees will have the opportunity to contribute either online or by completing a paper pledge form. Employees contributing at least $2 per pay period (or $52 per year) will have a chance at winning one of the various prize drawings scheduled to take place during this year’s campaign.

Watch CAMnet for additional details during the upcoming weeks.

**Experienced specialists, expert care**

For the past 30 years, CAMC has provided expert care to the region. It has grown to incorporate a wide variety of specialized services to meet the needs of the people in our community, and to ensure our patients have access to the highest level of care, close to home.

CAMC Physicians Group brings together nearly 100 doctors and other clinicians at physician practices, CAMC hospitals, Teays Valley Hospital and multi-specialty clinics in Charleston, Teays Valley and surrounding counties.

CAMC Physicians Group is a division of Integrated Health Care Providers, Inc., which serves as the physician practice group within the CAMC Health System. The group provides an array of health care services, including specialty care, acute care and ambulatory care, all available in easily-accessible locations. For the patient, this means better coordination of care, more convenient scheduling and efficiency through sharing patient information.

Thomas Bowden, DO, medical director of CAMC Physicians Group, said bringing the practices together under one umbrella has provided the opportunity to streamline processes and make overall care more convenient for the patient.

“As a group, our goal is to make everything more efficient so we can take better care of our patients.”

Through information sharing and maintaining similar structures at each office, we can make it easier for patients to move between practices for various health care needs, Bowden said.

CAMC Physicians Group has a large number of experienced doctors, surgeons, nurses and support staff that offer a wide range of medical specialties:

- Cardiology
- Dentistry
- Fertility
- General & Vascular Surgery
- Maxillofacial Surgery
- Neurology - Teays Valley
- Oncology
- Orthopedic Surgery
- Orthopedic Trauma
- Pathology
- Pediatric Neurology
- Pediatric Surgery
- Plastic Surgery
- Urgent Care
- Urology
- Weight Loss/Bariatric Surgery

CAMC Physicians Group also provides hospitalists and intensivists at CAMC’s General, Memorial and Women and Children’s hospitals, as well as at Teays Valley Hospital.

To learn more about these specialties or find a physician, visit camc.org/ptg.

**Revised employee handbook**

A new employee handbook, in electronic format, was posted on CAMnet Jan. 6. This replaces all previous printed and electronic versions of the handbook.

Employees will be asked to sign a handbook acknowledgment form indicating awareness of the change.

Employees should thoroughly read the handbook to ensure compliance with company policies. If there are questions about the content, employees should contact their manager or human resources associate.

**Working while going to school**

It has long been a fact that CAMC is a leader in providing facilities and programs to expand medical knowledge and training to those in our community and surrounding areas. Medical education is an intricate part of what CAMC provides in partnership with numerous colleges, universities and career centers, as well as internal programs offered and taught by dedicated CAMC staff.

It is especially noteworthy that all of these educational activities are occurring while delivering high-quality patient care.

While we recognize CAMC’s impact on education, we also realize that a significant number of our employees are pursuing various educational endeavors while working.

On Nov. 18, in an effort to recognize these individuals, the human resources workforce development department forward and email to all CAMC employees requesting information from those currently enrolled in an educational program. The response was far greater than expected. More than 141 employees have provided information spanning a multitude of specialties and professions.

We spoke with several student/staff members and asked how returning to school has impacted their home and work lives as well as what motivated them to take on this commitment.

Cheryl Thaxton, charge nurse in CAMC General Hospital’s PACU, returned to school to pursue a BSN from Ohio University because she felt this is where nursing is going in the years ahead.

"On the rare occasions I have free time, I reward myself by painting," Thaxton said.

Amber Porterfield, research assistant, health services and outcomes research department, says she had originally entered medical school, but later felt she wanted to switch to a different medical discipline. She is currently pursuing a master’s degree in health care administration from Marshall University.

"It’s a huge commitment," Porterfield said. “I’m very fortunate to have family support to help with my young daughter while I’m working, as well as studying.”

Continued on page 4
Central lab, Memorial Hospital congratulates Kim Thompson for becoming a certified phlebotomist.

Central phlebotomy lab, Memorial Hospital welcomes new employees: Brian Floyd, RN; Kelsey Price, RN; and Kelsey Conley and Angelica Samples.

Get Moving!
The next session of the Genesis 5k Training Program starts Jan. 27. The program is intended for new runners and walkers with the purpose of creating healthy lifestyles, although no running experience is required. Group training sessions are every Monday night at 5:45 p.m. at the Potential Plus indoor facility in Teays Valley starting Jan. 27 until the event date. The rest of the weekly program is done on your own.

For more information visit wvruncoach.com. CAMC employees get $25 off the regular registration price.

Nurse Leaders Fellowship
In January 2014, Ron Moore, VP professional practice and chief nursing officer, implemented a Nurse Manager Fellowship Succession program to prepare individuals to fill future vacant nurse leader positions. Selected for the one-year leadership program: Candace Cowger, CMC, MICU, Memorial; Rebecca Ferrell, CMC, S South, General; Jennifer Imler, CMC, 4 South, General; Melissa R. Nicholas, CMC, 3 West, Memorial; BaBra O’Neal, RN, Behavioral Health, General, and Tina Powers, CMC, 5 West, Memorial.

Vital Signs
Congratulations to Monica Arnold, RN, BSN, 5 South General Hospital, for being selected to serve on the National Committee for the Nursing Review Board.

Coronary Intensive Care Unit congratulates Brian Floyd and Kelsey Price who recently passed the CCRN exam.

Surgical services, General Hospital welcomes Jessica Pritt, RN and Heather Sergent, RN.

Ambulatory Surgery Center, General Hospital, welcomes Sarah Dewees, RN, BSN, CN III, CNOR.

Working while going to school
Continued from page 3
“It is truly a juggling act,” said Rebecca Bowe, clinical nurse II, surgical trauma ICU. “I, too, am appreciative of family support, specifically my husband’s willingness to cook.”

Bowe is pursuing a family nurse practitioner master’s degree from Marshall University and said this has been a long-term goal.

All three students are in agreement that they want to utilize their new skills at CAMC upon graduation and feel the demands of school and work are well worth their efforts.

CAMC wants to continue recognizing employees who are taking on the challenge of education while also working. The following link will be available through Jan. 31 to recognize those that are just beginning their higher education in the spring semester of 2014: http://camnet/department/hr/WorkforceDevelopment/EE_SchoolWWhileWorking_form.asp.

2014 CAMC referral directory
Up-to-date physician information is now only a click away.

When camc.org was upgraded in January 2011, an online physician directory was added. The directory also is available on CAMnet under the “Directories” menu in the top blue bar. This directory includes the same information that is found in the printed directory, but is timelier.

When a physician leaves the CAMC medical staff, joins the medical staff or changes address, phone numbers or becomes certified, the online information is updated in real time.

In 2014, the directories will only be mailed to physicians offices. There will be no internal distribution of the referral directory.

Hospital ranked
Continued from front
“National honors like these are important because they represent years of commitment to excellence by our physicians, clinicians and staff,” said Dale Wood, CAMC’s chief quality officer. “For patients, this recognition represents objective confirmation that we are continuing to offer exceptional quality, and they can feel confident that they are receiving high quality care.”

From 2010 through 2012, if all other hospitals performed at the level of Distinguished Hospitals for Clinical Excellence, 156,036 lives could have potentially been saved.

“We’re fortunate to be part of a health system that places quality and patient safety at the forefront,” Wood said. “Our success comes from everyone working together and being committed to doing the right thing for every patient, every time.

The Future of Breast Care
Discussing current topics affecting the diagnosis and treatment of breast diseases
7 a.m. to noon
Saturday, March 1
WVU Auditorium

Junior Volunteer applications and department requests for summer 2014
Teens who are at least 15 years of age and completing the 9th through 12th grade may apply to volunteer in the summer Junior Volunteer program.

To apply go to camc.org/volunteer or call the CAMC Volunteer Office at (304) 388-7426 for an application. Applications due by April 1.

Departments interested in hosting Junior Volunteers should complete a request by emailing the director of volunteer services kristy.fuller@camc.org or calling ext. (304) 388-3779.

Reversal Program
Monday, Feb. 3
Time TBA
CAMC Memorial Hospital

For more information or to register for any of these classes, call (304) 388-9411, or email kelly.anderson@camc.org or denise.chiattas@camc.org.

CALANDER
Drop 10 in 10
Beginning Wednesday, Jan. 29
3:30 to 4:30 p.m.
CAMC General Hospital, nutrition services conference room

For more information, please call (304) 388-9411.