Studies have shown that noise has an undesirable effect on a patient's ability to heal. Noisy hospitals can cause patients to sleep less, have higher blood pressure, become exhausted or have longer hospital stays. Recent HCAHPS survey results suggest that the noise levels at CAMC hospitals are too high to promote proper healing. To help with these scores, a quietness initiative will be piloted on four units at Memorial. A combination of patient and staff education, signage that will be used during quiet hours, dimming hallway lights and other things will be used to help promote a quiet environment.

“I have been charged with leading the effort for this new quietness initiative,” said Joe Tucker, CAMC Health System director of housekeeping and waste management. “Quietness should be part of our culture, so educating our employees about how to do it is the first step.”

The second step is educating the patients and their families about what to expect while they are in the hospital.

“On my unit, we give a letter to patients that explains to them that even though we do our best to keep quiet, they can expect to be given treatments, medications or have blood drawn during typical sleeping hours,” said Christina Shaffer, nurse manager on 4 West at Memorial. “Our quietness initiative group feels that we need to educate patients on what to expect.”

The pilot units – 3 North, 3 Heart and Vascular Center, 3 East and 3 West - will begin implementing steps for quietness as soon as possible.

“It will be interesting to see what happens on these four units,” Tucker said. “Two of them have all private rooms, so we are interested to see if that affects the outcomes of the new initiative at all.”

The quietness initiative will be implemented system-wide once the results from the pilot project are compiled and successes determined.
Community Benefit

Each year, CAMC has more than 600,000 outpatient visits, more than 100,000 visits to the emergency room and has about 40,000 inpatient discharges.

Aside from caring for people in southern West Virginia, CAMC benefits the community in many more ways.

In 2011, CAMC’s community benefit was $120,971,264. A community benefit report describes the programs and services going on every day to improve the health of our community. CAMC’s programs and services go well beyond the traditional health care people often think of when considering hospital care and are delivered both inside and outside the walls of our hospitals.

In 2011, CAMC’s community benefit included:

- $39,030,011 in charity care at cost
- $45,768,834 in unreimbursed Medicaid
- $2,292,433 in other public unreimbursed costs
- $820,674 in subsidized health services
- $33,059,312 in community programs and services

Each year CAMC provides its community with many services, at a loss, that no one else offers. CAMC does this while caring for the sickest patients in our area, regardless of insurance coverage or their ability to pay.

CAMC’s full community benefit report can be found online at http://www.camc.org/documents/Community/2011_Community_Benefit_Report.pdf.

HCAHPS celebrations

Congratulations to 3 South/7 South, General Hospital for achieving most improved patient satisfaction for the first quarter 2012.

Medical Staff Dinner

The annual medical staff dinner was held Nov. 8 at Berry Hills Country Club. Bryan Richmond, MD, was elected to serve as secretary/treasurer for 2013. He will join Jay Lohan, MD, Chief of Staff, Greg Rosencrence, MD, Chief of Staff-elect, and Gina Busch, MD, Immediate Past Chief of Staff on the medical staff leadership team.

WELCOME NEW PHYSICIANS

Joseph B. Africa, MD, joins the urology department specializing in renal transplantation. Africa graduated from University of Santo Tomas. He completed an internal medicine residency at Jacobi Medical Center and a general surgery residency at University of Santo Tomas. Africa completed a renal transplantation fellowship at Medstar Washington Hospital Center. He is certified by the American Board of Internal Medicine. (304) 388-6370

Tamra F. Aman, DO, joins the department of family practice. She graduated from the West Virginia School of Osteopathic Medicine and completed a family practice residency at United Hospital Center. Aman is certified by the American Osteopathic Board of Family Physicians. (304) 720-2345

Shannon L. Carpenter, MD, joins the department of family practice as a hospitalist. Carpenter received her medical degree from the West Virginia University School of Medicine and completed a family practice residency at CAMC.

David C. Carrington, MD, joins the department of surgery specializing in interventional neuroradiology. Carrington received his medical degree from Boston University School of Medicine. He completed a diagnostic radiology residency at University of Connecticut School of Medicine and a diagnostic and interventional neuroradiology fellowship at New York and Presbyterian Hospital (Columbia and Cornell Campuses). Carrington is certified by the American Board of Radiology with a subspecialty in neuroradiology. (304) 388-8199

Thank you to those who submitted concepts for hand washing education posters. Twenty-four judges, from a variety of disciplines, reviewed the 63 submissions. Congratulations to the winners: Matt Smith, radiology Memorial Hospital; Dr. Cordell Davis, resident, and Stephanie Adkins, CAMC Institute research and grants.

Gina Busch, MD, outgoing chief of staff, Elizabeth Spangler, MD, CAMC chief medical officer, and Dave Ramsey, CAMC president and CEO
Heart & Soul

Revising the nursing career ladder

For the first time in more than 20 years, CAMC is revising its nursing career ladder. As one of very few health care organizations with a nursing career ladder, CAMC has taken great pride to ensure the integrity of the ladder and that it supports our organizational goals as well as the goals of our individual nurses.

Specifically, the nursing career ladder provides a system that improves patient outcomes, promotes peer review, increases knowledge and skills, enhances professional relationships/leadership, promotes professional accountability, encourages evidence-based nursing research, promotes professional ethics and provides an in-depth measurement of clinical performance.

The goal of the ladder is to provide a system for acknowledging and rewarding individual achievements in the area of clinical practice.

“The career ladder has been good to those nurses who have taken advantage of it,” said Ron Moore, chief nursing officer. “CAMC is a premier health care organization and needs to have a structure in place to make sure our nurses not only have the knowledge and skills they need to do their job, but are also given opportunities to increase those skills and ultimately build an advanced career in nursing.”

Due to changes in the industry since the ladder was developed in the 1980s, the career ladder committee and compensation department have been working to make necessary changes. The first change is to the required minimum level for nurses with at least 12 months of experience.

Second, there has been an extra opportunity during the year when nurses may challenge the ladder from a level I to a level II. Additionally, a change in the compensation structure of the ladder was necessary in order to be more competitive in recruiting more nurses and retaining the nurses already working at CAMC.

The changes take effect in December.

Each quarter a manager is recognized at the management information meeting.

Chris Shafer, manager of 4 West Memorial, recently led her staff through renovations on 4 West that caused a great deal of disruption.

The unit was closed for a few days, which required a tremendous amount of coordination among several departments at Memorial, including the transfer of 19 remaining patients on 4 West.

Shafer coordinated this entire initiative and spent a great amount of time and energy making sure our patients were safe and well cared for.

She also helped coordinate the relocation of lactation rooms due to construction and consistently receives high employee satisfaction scores.

Mary Gargarella, one of the volunteers at Women and Children’s Hospital, was recently recognized as the West Virginia Hospital Association’s Southwestern District Volunteer of the Year.

Gargarella has been a volunteer at CAMC for about four years and is currently volunteering in the mother/baby unit and NICU. She’s also the president-elect for the CAMC Women and Children’s Hospital Auxiliary.

But one of the best examples of her compassion for our smallest patients happened recently.

There was a baby that had to stay in the hospital more than two months. Every single day (including weekends), Gargarella came to the hospital so she could make sure that someone was nurturing that baby.

Gargarella saw him every day during the entire 10 weeks he was there.

Those nominating Gargarella say she continually finds ways to improve the work process in the nursery and is always cognizant of the needs of the patients and their families. Plus, she provides as much support to nurses as she does the babies.

Dr. Sarah Nease was in the right place at the right time, not once, but twice, and was able to help save two patients’ lives.

In one case, Nease was at the nurses’ station when a patient’s lab results came back showing that the patient was not responding to treatment and was getting worse.

The person nominating Nease in this case said her mom’s life was saved because Nease went to the room and immediately took action.

On another occasion, Dr. Nease was in CICU rounding on patients when a patient she was not seeing went into cardiac arrest.

Nease stepped in and ran the code. The patient survived and went emergently to the cath lab. Nease stayed with the patient in the cath lab and followed up with the patient’s care throughout the whole weekend.

Congratulations to the others September nominees: Teresa Atik, Susan Ballard, Dr. James Campbell, Myra Conrad, Medical Imaging – General, Sue Midkiff, Lindsay Schoolcraft and Nicholas Smith.

Lela Harbert, respiratory care, is the CAMC Teays Valley Hospital employee of excellence for the fourth quarter.

The person nominating Harbert wanted to thank her for the kindness and care she gives each day.

“Lela is so wonderful with the patients and is very good at her job. My mother was a patient here recently, and Lela gave her so much good care. And I feel like she should be recognized for a job well done. She gives 110 percent always. When I used to work the floor, I would always hear patients complimenting her and the good treatment she always gives.”

The humanitarian category recognizes employees for acts of kindness and charity who contribute to enhancing and promoting the welfare of humanity in the community, nation or world.

Melissa Taylor and Candice Slate from pharmacy were recognized for helping their community following the wind storm in June.

On top of working their normal shift, Taylor and Slate worked several hours daily at Aldersgate United Methodist Church helping the storm victims.

They spent countless hours preparing meals, helping people find shelter, providing a cool place to sleep and comforting those who were without electricity for several days.

Those nominating Taylor and Slate say during this difficult time, they responded with empathy and served others with compassion.

Melissa and Candice, thank you for being the Heart and Soul of CAMC and your community.
Holiday Specials
At the CAMC Physicians Group Facial Surgery Center at Women and Children’s Hospital

Are you looking for a unique gift for the person on your list who has everything? Treat someone you love (or yourself!) to a special holiday gift with great a-peel!

- Two microdermabrasion treatments for $60 ($100 value)
- Three chemical peels for $85 ($125 value)
- NEW Obagi Blue Peel for $55 ($70 value)
- Free consultation with purchase!


Call the CAMC Physicians Group Facial Surgery Center at Women and Children’s Hospital for more information at (304) 388-2950.

Veterans celebrations
First row: Bruce Holsclaw, Resource Center for Case Management (Army); Dale Lucas, Mailroom courier; Richard Connett, Mailroom courier, served in Vietnam
Second row: Phyllis Campbell, RN, nurse manager, 4 South General (Air Force); Bob Pryor, retired from Maintenance (Marines); Byron Young, Occupational Lung Center (Air Force)