Reducing readmissions benefits patients and hospitals

Many chronic conditions, such as congestive heart failure (CHF), can cause patients to be admitted to the hospital more than once. As part of a national focus on hospital readmissions, CAMC has implemented programs to help patients establish follow-up care before they are discharged from the hospital. Getting proper treatment by a primary care physician can reduce the incidence of readmissions, benefiting both patients and hospitals.

“We may be able to reduce readmission rates if we can arrange for patients to receive follow up care outside of the hospital setting,” said Dale Wood, CAMC chief quality officer. “For example, if a patient has CHF and is discharged from the hospital, we know that if they see a primary care physician in 7 to 10 days, the physician will be able to identify some changes to medications and diet that will help the patient. If this is done in a timely manner, it can reduce the likelihood of being readmitted to the hospital for fluid buildup. If patients don’t see a primary care physician after discharge, they are more likely to be readmitted.”

The federal government has identified certain conditions – CHF, heart attack, pneumonia, COPD and others – that, if treated with follow-up care, can reduce the incidence of readmissions.

CAMC’s process to identify and track at-risk patients is a team effort that involves many departments and individuals.

“We start with a risk assessment to determine which patients are most likely to be readmitted, so we can plan interventions for them. Our call center then works with the unit staff to arrange follow-up appointments for patients within 7 to 10 days of discharge,” Wood said.

CAMC has also implemented a call-back system to track high-risk patients. Patients are phoned after discharge to ask about their condition, give important care reminders and identify any problems that exist.

The process to prevent readmissions also involves patient education, patient teach-back and coordination with home health care agencies to ensure that patients have the information and equipment they need upon discharge.

CAMC is working together with others around the region to strategize about improving readmission rates. “We have established a continuum of care committee that includes physicians, administrators and staff from nursing homes, home health agencies and other health care facilities in the region,” Wood said.

Many individuals and departments are working together to make these programs successful – CAMC’s case management department, Six Sigma, hospitalist physicians and staff, WVU Charleston’s internal medicine department, marketing and public affairs community liaisons (call center), clinical directors, emergency department staff and nursing units.
Orthopedics. He graduated from Scott M. Ciaccia of Texas MD Anderson Cancer Center. On oncology fellowship at the University of New Jersey. She also completed a neurosurgery residency and neuro-Medicine. Christiano completed her specialization in neurological surgery.

Eihab Al Khasawneh, MD, joins the department of pediatrics specializing in pediatrics. Khasawneh graduated from the Jordan University of Science and Technology. He completed a pediatrics residency at New Jersey Medical School and a pediatric nephrology fellowship at the University of Florida. Al Khasawneh is certified by the American Board of Pediatrics. (304) 388-1552

Lana D. Christiano, MD, joins the department of neurosciences specializing in neurosurgery. Christiano graduated from the University of Missouri-Kansas City School of Medicine. Christiano completed her neurosurgery residency and neuro-endo surgery fellowship at University of Medicine and Dentistry of New Jersey. She also completed a neuro- oncology fellowship at the University of Texas MD Anderson Cancer Center. (304) 344-3551

Scott M. Ciaccia, DO, joins the department of orthopedics and rehabilitation specializing in orthopedics. He graduated from the Ohio University College of Osteopathic Medicine. He completed an internal medicine/residency at St. Vincent Medical Center and a microsurgery fellowship at Christine M. Kleinert Institute for Hand and Microsurgery. (304) 388-7700

Seth M. Crislip, MD, joins the department of anesthesiology. He received his medical degree from the West Virginia University School of Medicine and completed an anesthesiology residency at West Virginia University Hospital. (304) 344-3551

Jennifer Divita, DO, joins the department of obstetrics and gynecology. Divita graduated from the West Virginia University School of Medicine and completed an anesthesiology residency at West Virginia University Hospital. (304) 343-1863

Rayan E. Ihle, MD, joins the department of neurosciences specializing in critical care and pulmonary disease. Ihle graduated from Ohio State University. She completed a combined internal medicine/neurology residency at Indiana University School of Medicine and a pulmonary and critical care fellowship at University of Kentucky College of Medicine Program. Ihle is certified by the American Board of Internal Medicine with a subspecialty in pulmonary disease and certified by the American Board of Pediatrics. (304) 720-7305

Leila E. Sakhai, MD, joins the department of obstetrics and gynecology. Sakhai graduated from the Marshall University School of Medicine and completed an OB/GYN residency at CAMC. (304) 757-4151

Michael Sateah Shahla, MD, joins the department of medicine as a hospitalist. Shahla received his medical degree from Damacus University. He completed an internal medicine residency at St. Joseph’s Hospital & Health Care Center. Shahla is certified by the American Board of Internal Medicine.

Charles E. Shuff, MD, joins the department of neurosciences specializing in neurosurgical surgery. He graduated from the Marshall University School of Medicine. Shuff completed an orthopedic surgery residency at Medical College of Virginia Hospitals and an ortho spine fellowship at Rush University Medical Center. Shuff is certified by the American Board of Orthopaedic Surgery. (304) 720-2345

Rebecca L. Taylor, DO, joins the department of pediatrics. She graduated from the West Virginia School of Osteopathic Medicine and completed a pediatrics residency at CAMC. Taylor is certified by the American Board of Osteopathic Pediatrics. (304) 767-7930

Peter G. Teichman, MD, MPA, joins the department of family practice. He received his medical degree from Michigan State University and completed a family practice residency at Memorial Hospital in Pawtucket Rhode Island. Teichman is certified by the American Board of Family Medicine. (304) 720-2345

The purpose is to help youth to develop and grow through activities that provide real life experiences in their field of interest. Exploring programs are based on five areas of emphasis: career opportunities, life skills, service learning, character and leadership experience.

Visit camc.org/MedicalExplorers or email debby.roquet@camc.org to learn more. This group meets one evening per month during the school year.
During a three-week period, Allison Wadley, nurse extern, developed a friendship with a patient she was caring for who was slated for a colectomy. The patient was very anxious about how this surgery would affect her life and shared her fears with Wadley.

After the surgery, the patient was moved to a different unit but Wadley still checked on her. Wadley told the patient about her friend, Jessica Paschal, also a nurse extern, who had the same surgery and arranged for the two to meet. Paschal visited the patient for more than an hour, sharing her experience. That talk helped relieve a lot of the patient’s fears and concerns. Later the patient’s husband told the unit’s manager how much he and his wife appreciated what Wadley and Paschal had done. He could not say enough good things about these two caring young ladies and how this act of kindness made such a difference in their lives.

“This is a perfect example of CAMC nurses who give daily of themselves without reservation and make the difference in the lives of our patients,” said Pamela Dawson, manager of 3 East.

Congratulations to the other August nominees: Amanda Doughty, Jackie Goyer, Mark Haynes, Charles Jones, Tracy Lough, Stephanie Quickle, Paul Rademacher, Elma Rogers, Sleetha Thomas and Mike Woodward.

CAMC receives prestigious wellness award

CAMC has been honored by the Wellness Council of West Virginia with a silver level National Excellence in Worksite Wellness award.

The National Excellence in Worksite Wellness Award recognizes excellence in worksite health promotion. In October 2011, CAMC launched a new employee health initiative called “My Health” designed to help employees improve their overall health, reduce their health risk factors, promote a healthy work environment, celebrate personal and group successes, and improve morale and job satisfaction.

My Health combines new classes and programs with an online Health Risk Assessment, incentive choices and online resources. Over the past year, My Health programs have included a Couch to 5k program, Drop 10 in 10 class, Biggest Loser wellness challenge, Zumba classes, yoga classes, Weight Watchers at Work, and discounted lab testing for employees and their families. Employees participating in the program earn points toward their choice of a deductible credit on their medical plan, medical premium discount, or gift card. Other bonus rewards are offered throughout the year, such as lunch totes, pedometers and gift cards. To date, 51 percent of CAMC’s population participates in My Health, which is 3,060 of the hospital’s 6,000 employees.

“CAMC has worked hard to integrate a comprehensive program that reaches all of our employees throughout the community, from our three hospital campuses in Charleston, to Teays Valley and our many off-site locations,” said Mary Caldwell, compensation and benefits manager. “Our programs are designed not only to improve health in the workplace, but also to establish lifelong health habits that will benefit our employees for years to come.”

To be eligible for a silver level award, an employer must submit an extensive application that meets strict criteria. It is presented at four levels: bronze, silver, gold and platinum. CAMC is eligible to apply for the award every three years.

“We are extremely proud to offer a comprehensive wellness program to our employees that does an outstanding job of taking care of our community,” said Dave Ramsey, president/CEO of CAMC Health System. “Our employees are incredible caregivers, but we want to make sure they have the resources they need to also take care of themselves.”

For more information about My Health, CAMC employees can visit the My Health website at myhealth.motivation.cc or click the My Health link on CAMNet.

Take time to get your mammogram

The Breast Center at Women’s and Children’s Hospital
7 a.m. to 4:30 p.m.
(304) 388-2861

Kanawha City Imaging Center
8 a.m. to 5:45 p.m.
(304) 388-1660

Southridge Imaging Center
8 a.m. to 2 p.m.
(304) 720-9729

Teays Valley Hospital
(appointments recommended)
Mon., Wed., Fri. – 7 a.m. to 3 p.m.
Tues., Thurs. – 7 a.m. to 7 p.m

OCTOBER ONLY: Saturdays 8 a.m. to noon
(with appointment only)
(304) 757-1790
(304) 757-5424

camc.org/imaging

Watching at Work, and discounted Zumba classes, yoga classes, Weight My Health programs have included online resources. Over the past year, Assessment, incentive choices and programs with an online Health Risk improve morale and job satisfaction. personal and group successes, and many others around us, but who will take care of them if you don’t take care of yourself?

October is National Breast Cancer Awareness Month, and CAMC makes it easy for you to stop by one of our many imaging locations to get a mammogram whenever it’s convenient for you – no appointment necessary. Walk in anytime during business hours, and we’ll get you in and out quickly. And if you’re 40 or older, you don’t even need a physician’s order.

You are the best at taking care of our community ... please take a few minutes to take care of yourself. Get your mammogram.

Urology resident makes it three in a row

Cordell Davis, DO, a senior urology resident at CAMC, has been awarded the prestigious Urology Resident Achievement Award for 2012. This is a national award presented to residents by the American College of Osteopathic Surgeons.

Resident Achievement Awards are presented annually to up to five outstanding resident members in recognition of their clinical ability, patient/resident manner, resident/staff relationships, and resident/community involvement. These awards may be presented to residents in the general, general vascular, neurological, orthopedic, plastic and reconstructive, cardiothoracic and vascular, and urological surgical specialties.

CAMC’s urology residency started in 2006 and its residents have won this impressive award three years in a row. Previous recipients include Drs. Sam Deem (2010) and Faith Payne (2011).

“To be recognized on a national level with this award three years in a row speaks to the quality of our urology residents and CAMC’s support of this program,” said Dr. James Tierney, chairman and program director of urology.

All three residents receiving this award also graduated from the West Virginia School of Osteopathic Medicine.

readmissions

“...Continued from front”

“We are continuously working to improve processes,” Wood said. “One of our next steps is to create a transition document, which is something that patients take home with them that explains their care in detail. This keeps others in the care process, such as nursing homes, informed about that patient’s needs. Our goal is always to provide the highest quality care to our patients.”
Robert Joseph is the new value analysis coordinator. He was most recently a purchasing analyst.

Please join us for Teddy Bear Fair 2012

Saturday, Oct. 6
10 a.m. to 1 p.m.
CAMC Women and Children’s Hospital

Kids who visit the Teddy Bear Fair can enjoy visiting the hospital in a non-threatening way, complete with playing with medical equipment and trying on surgical masks. Stop by for games, food, prizes and much more. Everything’s FREE, and if you’re not careful, you just might learn something.

Milestones

Robert Joseph is the new value analysis coordinator. He was most recently a purchasing analyst.

The Reversal program is easier to do than it looks because there is tremendous support from staff and other program participants,” Linton said. “People think it’s like the Marines in that

Nursing News and Notes

Cindy Coleman is the new nurse manager for the Surgical Trauma Intensive Care Unit (STICU). She was previously the medicine service line clinical quality specialist and served as the sepsis coordinator.

ED at WCH welcomes Billie Holcomb, RN, Amy Roller, RN, Taza Profit, RN and Michelle Lucas, HUC II.

The Vascular Center of Excellence welcomes Tonya Holley, HUC II and Patricia Fisher, RN, CN III.

NICU congratulates Valerie Bowyer, transport nurse, for passing the neonatal certification exam from the National Certification Corporation.

Surgical services at General congratulates Karen Fox, RN, Jessica Hall, RN, Teresa McComas, RN and Tammy Spencer, RN for advancing to CN III.

MICU and 5 East Memorial congratulate Chastity Cook, new clinical management coordinator, and new charge nurses Rachel Menders (MICU), Roweley Province (5 East), Ritchie Roberts (5 East), Christina Kinder (MICU) and Carrie Raines (MICU).

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SICU/VICU welcomes RNs Samantha Murphy, Nikki Bogg, Randy Belcher, Crystal Freeman, Todd Barrie, Jennifer Duffield and Andrea Frantz.

2 East Memorial welcomes Marsha Rutherford, LPN, Jamie Rogers, NA and Tiffany Perdue, NA.

Endoscopy welcomes Mary Justice, RN, CN III.

5 West Memorial welcomes Gari Ann Boggs, NA; Nicole Childress, RN, Brittany Krause, NA and Sara Bass, LPN, and congratulates Beverly Bush for passing her nursing boards.

3 South Memorial welcomes Lisa Roberts, RN; Kari Hammond, HUC; Nashesia Gilliam, HUC; Jordan Casto, LPN; Randy McClanahan, LPN, Jessie Ramsey, NA and Charles Baptiste, mobility technician.

Congratulations to the following nurse managers for successfully passing the American Nurses Credentialing Center Board Certified Nurse Executive (BCNE) exam: Dianna Branhams, 4 South Memorial; Belinda Crookshanks, 4 North Memorial; Christina Shaffer, 4 West Memorial and Carmen White, 6 South General.

Congratulations to Lisa Songer, nurse manager, MICI, Mell Met Team, Admission Overflow and 5 East, Memorial Hospital for successfully passing the American Nurses Credentialing Center Certification Nurse Manager Leadership (CNML) exam, as well as, earning a Master’s of Science in Nursing, Executive track from Chamberlain College of Nursing.

Congratulations to Tom Gerencir, nurse manager of 2 West Memorial and Stephanie Morris, nurse manager of 3 South Memorial for earning a Bachelor of Science in Nursing from the Chamberlain School of Nursing.

Teays Valley Hospital med/surg welcomes Jason Wickline, nursing tech; Mary Pauley, RN and Kiersten Marino, nursing assistant; and congratulates Tiffani Owlsley and Andrea Jobe for advancing to CN II.