

DECEMBER 2020

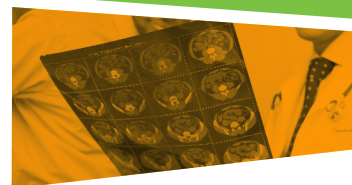
# VITAL SIGNS



CAMC Health System



Striving to provide the best health care to every patient, every day.



## COVID-19 Vaccine Arrives

CAMC began administering COVID-19 vaccine Dec. 15. People working in and supporting direct COVID patient care departments were the first to be vaccinated.

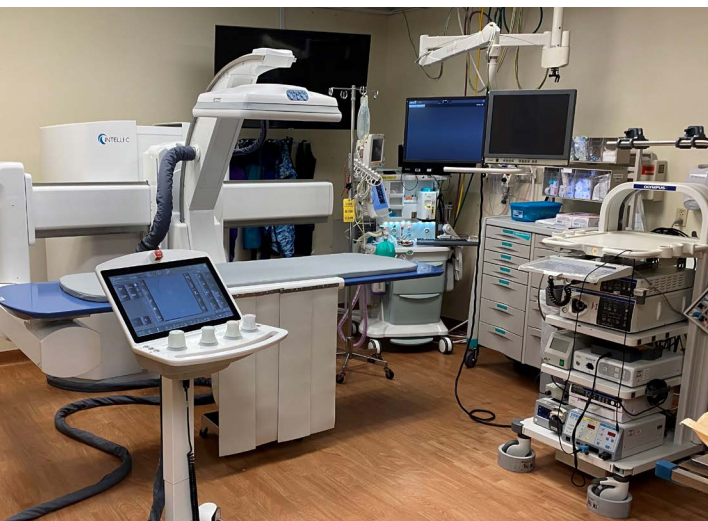


Above: Vaccination clinics are being held at each hospital.

At right: Adam Crawford, MD, receives the first vaccine at CAMC.

Below, left to right: Kelly Harrison, 3 South, Memorial Hospital and Fred Kerns, MD, are vaccinated Dec. 15; Pharmacists prepare vaccine to be administered.





## Endoscopy uses new equipment to peek inside the body

Endoscopic Retrograde Cholangiopancreatography (ERCP) is used by physicians to look inside certain areas of the body in an effort to diagnose or treat various conditions, especially those involving the gallbladder, liver, bile ducts, stones and cancer (where CT and/or MR can't give a diagnosis).

Staff in the endoscopy unit at CAMC Memorial Hospital started using new ERCP technology in October.

Intelli-C is a multipurpose tilting C fluoroscopic imaging system that offers versatile imaging.

Fluoroscopy makes images of any organ or body part. It shows a continuous X-ray image on a monitor. During a fluoroscopy procedure, an X-ray beam is passed through the body. The image is transmitted to a monitor so the movement of a body part, instrument or contrast agent ("X-ray dye") through the body can be seen in detail.

The tilt C-arm can perform a wide range of procedures from radiographic and fluoroscopic to interventional and image-guided GI studies by offering optimized image quality, advanced software and ergonomic design.

This new equipment helps to optimize image quality, reduce dose and improve efficiency in radiology and GI departments.

Additionally, the table width and weight limit allows for use with bariatric patients. Table length also allows for head-to-toe coverage without need to move patients.



## CAMC lab receives reaccreditation

In a different year, it was a different accreditation process. CAMC's labs were due for a College of American Pathologists (CAP) reaccreditation inspection in 2020.

First, a CAP-accredited university conducted a virtual inspection of all policies, procedures and documents for two weeks in October, followed by a team of four CAP inspection specialists who performed an on-site inspection.

### **The result: reaccreditation.**

"I am very pleased with all the staff," said **Connie Crede**, corporate director of lab administration. "COVID has presented us with many challenges, we've replaced all major equipment at each hospital, stood up COVID testing on four different platforms, and completed

all the training, competencies and testing validations required. This staff is simply amazing."

Additionally, CAP inspectors were very impressed with the lab's role in the quality management structure at every hospital and corporate leadership.

In 2019, CAMC's lab was the only West Virginia lab listed by CAP to have continuously met the highest standards of laboratory quality and proficiency testing since the CAP began its Laboratory Accreditation Program in 1964, ensuring that patients are receiving the best medical care and most accurate diagnosis and treatment possible.



# CAMC adopts rapid diagnostic system enabling faster care

CAMC has adopted a state-of-the-art rapid diagnostic technology focused on helping medical professionals deliver optimal antibiotic therapies more quickly for patients suffering from serious infections.

Getting patients on optimal therapy is critical in the treatment of infectious diseases. The Accelerate Pheno® system is designed to help clinicians do just that for patients with bloodstream infections. Faster diagnostic results enable providers to improve outcomes, reduce the use of broad-spectrum antibiotics, and shorten patients' length of stay, which also can help reduce the risk of patients developing sepsis.

Sepsis is the body's overwhelming response to infection, which can lead to tissue damage, organ failure, amputations and death. In the U.S. alone, more than 1.5 million people develop sepsis and 250,000 die from it annually. Early diagnosis and targeted antibiotic therapy is crucial to reducing mortality among septic patients.

The Accelerate Pheno® system identifies organisms direct from positive blood cultures and performs antimicrobial susceptibility testing (AST) to determine which drugs, at which concentrations, may be most effective in treating the organism. Traditional AST can take 48 hours or more, whereas the Accelerate Pheno® system delivers results in about 7 hours.



## #MaskIt



## VITAL SIGNS

A publication of the CAMC Health System

**Editor**  
Elizabeth Pellegrin

**Writers**  
Jessica Duffield  
Julia Noland  
Lindsey Lilly  
Scott Jarrell  
Desmond Groves

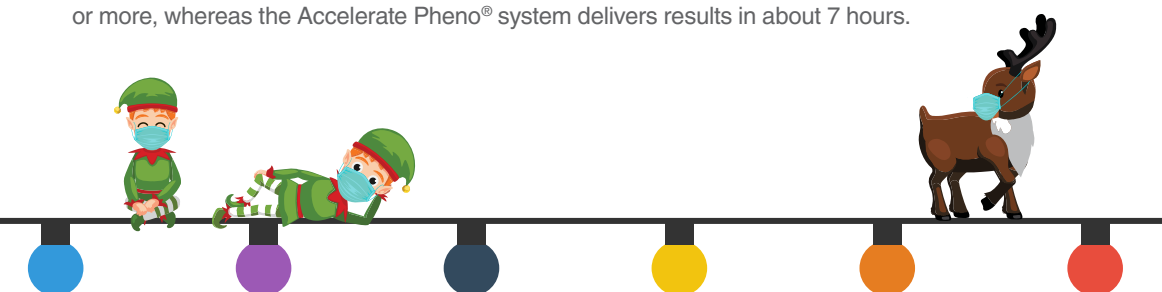
**Writer, Editor**  
Dale Witte

**Graphic Designer**  
Mark Payne

**Published by:**  
Marketing & Public Affairs  
PO Box 1547  
Charleston, WV 25326

**Story ideas always welcome.**

**To suggest a story,**  
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**COVID, flu or something else?**

Get the care you need with one quick call.

**24/7 Care**

Charleston Area Medical Center

With Coronavirus rapidly spreading and flu season in full swing, stay home when you aren't feeling well and call 24/7 Care. You can talk to a provider from the safety and comfort of your home, and if you need to get tested for COVID or some other illness, you'll be given instructions on what to do. Best of all? As a CAMC employee, 24/7 Care is **FREE** for you and your immediate family members (\$49 per visit for the public), so anytime you call for any reason there is no charge to talk to a provider. And if you need medication, the provider will send your prescription to the pharmacy of your choice.

24/7 Care providers are always there when you need them – 24 hours a day, seven days a week, 365 days a year. So if you aren't sure if your cough or fever needs medical attention, don't take any chances – call 24/7 Care. For more information, visit [camc.org/24-7Care](http://camc.org/24-7Care).



## Welcome new physician

**Eric D. Fredell, MD**, joins the CAMC medical staff specializing in hospital medicine. He completed a family medicine residency at Hennepin County Medical Center. Dr. Fredell is certified by the American Board of Family Medicine.



# Heart & Soul/♥



**Amber Dorsey** is a sonographer in the perinatal diagnostic center at CAMC Women and Children's Hospital.

While performing an OB ultrasound and making small talk, a patient mentioned that she was in a relationship that wasn't good. They continued getting to know each other, and the patient really connected with Dorsey.

While the patient was waiting for her ride, she pulled Dorsey aside and told her that she was not going to go home due to physical abuse.

She wasn't sure where to go.

Dorsey introduced the patient to a nurse who could counsel her on different options and available help.

As the patient was leaving, she asked Dorsey to walk her outside to wait on her transportation.

On the way to the main entrance, Dorsey asked the patient if she was hungry. They went to the cafeteria where Dorsey bought the patient lunch and made sure she contacted the transportation service she was using and that the patient didn't need anything else.

The person who nominated Dorsey said this is just one example of the excellent patient care that she provides day in and day out.

**Brandy Owensby** works in environmental services at CAMC Teays Valley Hospital.

The people who nominated Owensby said they always are appreciative of her hard work and effort she places in job. Owensby "never acts like we are imposing on her if we have to ask for something and comes work daily with a positive attitude."



Recently an adult patient with cognitive issues was admitted for testing but was having a difficult stay due to her unfamiliar surroundings.

The patient began to rest comfortably after Owensby bought a stuffed animal at the gift shop and gave it to the patient. Her mother had tears in her eyes explaining that the patient had a favorite stuffed animal at home, but because of COVID restrictions she was unable to bring it with her.

The stuffed animal from Owensby was the perfect size for the patient to cuddle in her arms.

Aside from occasional gifts, the nominator wrote that Owensby also sometimes buys patients clothes and goes into their room to talk to them and show that she cares about them.

Owensby also was selected at the CAMC Teays Valley Hospital 4th Quarter Employee of Excellence.

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# Heart & Soul/♥



Photo: (L-R) Kate Laishley, Abby Persinger, Dawn Walker, Michelle Gordon

Late in the day a person struggling with a substance use disorder showed up at the Child Advocacy Center (CAC) door asking for help.

This person had a small child with them and was visibly impaired.

The CAC health unit coordinator **Dawn Walker**, social worker **Michelle Gordon**, family advocate **Abby Persinger** and Family Resource Center addiction counselor **Kate Laishley** jumped in to help.

After two hours of conversation, they were able to get the child into child protective services custody and help the patient to the emergency room for further evaluation and a treatment plan.

“This was above and beyond their plan for the end of the day, but they worked together as a team and created safety for both the impaired adult as well as the child,” according to the nomination.

## Heart & Soul/♥

### EVERYDAY EXCELLENCE

*The Everyday Excellence Heart and Soul award recognizes those who model professionalism, are constantly reliable and consistently provide high quality results and service to customers.*

**Linda Minnich** (not pictured) is the manager of the virology lab. During the COVID-19 pandemic, Minnich has been a wealth of knowledge and a critical team member with relation to the testing strategies CAMC has put in place for COVID.

“Not only has she provided exceptionally consistent and highly reliable results during significant disruptions and challenges, Linda also has spent time staying current with evolving literature on the multitude of modalities coming to market,” according to the nomination.

In addition, Minnich supports colleagues with information and knowledge relating to the complexity of the testing. Her knowledge, experience and pragmatic approach have assisted guidance of current testing guidelines.



**Joe White** has been the environmental services technician on 5 West for about a year. The people who nominated him say White is a quiet, friendly and professional (yet hilarious) young man who comes to work and does an amazing job every day.

“He goes above and beyond in making sure that our unit is clean and inviting for patients, visitors and staff,” according to the nomination.

Here are a few reasons the unit nominated him:

- He has a great rapport with all of the staff and he is part of our work family.
- HCAHPS cleanliness scores have improved since Joe has arrived.
- He makes sure that we have what we need at all times.
- He anticipates our EVS needs.
- He makes sure that waste is pulled and rooms are immaculate.
- It is not unusual to see Joe moving the fridge or other items and sweeping and mopping behind them.
- He alerts nursing staff to concerns in patient rooms.
- He helps find patient belongings and keeps his ears open for patient concerns.

The nomination concluded saying White is consistent in his dedication, humble and doesn't expect anything in return.

# Heart & Soul

EVERYDAY EXCELLENCE

*continued*



The pack room's work impacts not just CAMC, but the whole community. It sends out sterilized and non-sterilized linen to many hospitals in the region.

Since COVID-19 began the pack room's workload has almost doubled. It has experienced linen shortages and other roadblocks but employees **Michael Champeon**, **Chong Ford**, **John Ford**, **Brenda Gillispie**, **Jeannie Kelley**, **Jason Means** and **Raxa Patel** have persevered throughout.

They have worked short-handed at times, but stuck together and finished the job of getting customers the products that they needed. They are a hard-working and dedicated team that always makes sure they get the job done to the best of their abilities.

# Heart & Soul

HUMANITARIAN

*The humanitarian category of Heart and Soul recognizes employees for acts of kindness and charity that promote the well-being or improves the life of someone in our community. It also includes actions of bravery, courage and selflessness.*

**Jane Maher** (not pictured) is a certified scrub tech in the operating room at CAMC Memorial Hospital.

Maher is known for her delicious baked goods. Recently the department made goodie bags for the cardiopulmonary ICU and emergency room to show appreciation for employees on the front lines with the majority of our COVID-19.

The OR sent baked goods, drinks, candy, personal protective equipment and other items to say thank you.

Maher has taken it upon herself to individually donate her time and efforts to bake for other departments with donations. She calls it "The Appreciation Project" and has delivered goodies to 10 departments.

Perhaps you're one of the people who have looked forward to reading the inspirational messages as part of the command center's updates.

**The chaplains** of the Spiritual Care Department were nominated for providing the CAMC workforce with inspirational/spiritual messages that some say motivates them throughout the workday.

"During this time of COVID-19, it is truly amazing how they go above and beyond to give us the feeling of hope and motivation," according to those who nominated the chaplains. "I believe this has brightened a lot of employees' days in times of loss and sadness."

Thank you to our chaplains for supporting employees and patients.

**Darrell Howell** is a courier. He was nominated for helping get a different kind of delivery where it needed to go.

The person who nominated Howell said her father-in-law was weak following an appointment, but "determined to try and walk to the car. While walking toward the garage he fell off the sidewalk onto the road. He started bleeding from a scraped up hand and head. My mother-in-law and I were unable to lift him up. A kind stranger and Darrell came to our rescue. Darrell not only helped my father-in-law to his feet, but also walked with us and stayed by my father-in-law's side until he was safely inside the vehicle."

Thank you for your selfless act of kindness to help this family.





# Heart & Soul

## MANAGER



*Each quarter we recognize a manager for actions that exemplify CAMC's mission, vision and core values; high employee satisfaction scores; achieving excellence in patient satisfaction, employee satisfaction, physician satisfaction, patient safety, quality or financial health; expense reduction, revenue growth, performance improvement activities; and strides in improving safety for patients and visitors.*

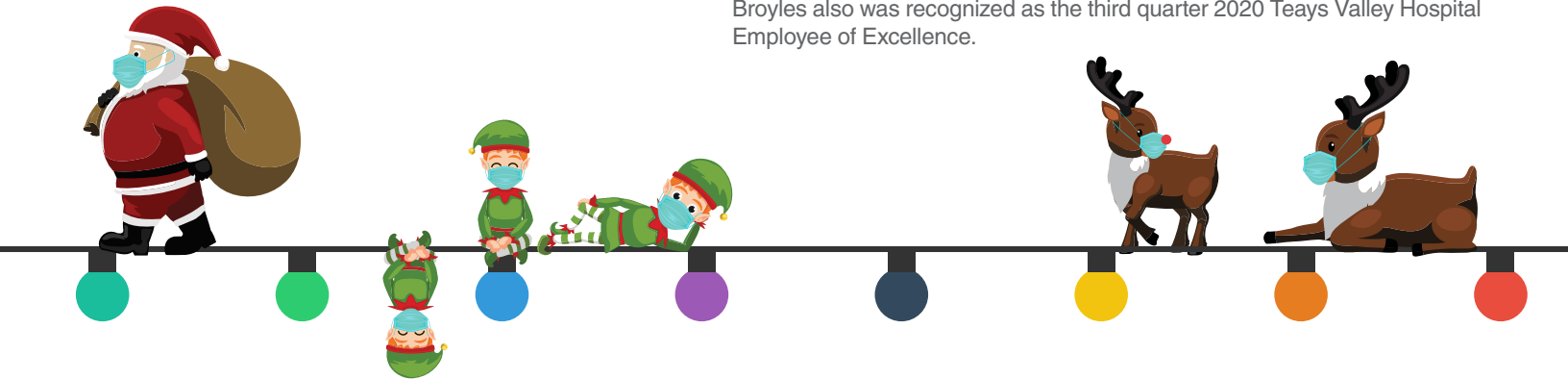
**Sherry Broyles** is the emergency department manager at Teays Valley Hospital.

"During the COVID-19 pandemic, she has been a role model for all throughout the department by exemplifying the CAMC core values of compassion, integrity, respect, quality, safety and stewardship," the person who nominated Broyles wrote. "She has ensured the staff is educated daily in person at both 7 p.m. and 7 a.m. shift changes with the COVID-19 huddles. She anticipated the needs for increased PPE and worked efficiently to make sure the staff had all protective equipment needed."

Her staff appreciates how professional, up-to-date and forthcoming information has been communicated to the staff.

"She treats every patient entering our ER as if it were her family or the family of someone who she respects greatly. She wants to make sure quality care is provided to all patients. She strives for care with integrity and respect. She leads by example and is an excellent role model for the staff."

Broyles also was recognized as the third quarter 2020 Teays Valley Hospital Employee of Excellence.



# Milestones

Dr. **Anthony Uy** has accepted the role of chief medical information officer. Most recently, Dr. Uy has served as the associate chief medical officer at Memorial Hospital and medical director of the transfer center.

Dr. **Kendall Wyatt** has accepted the role of associate chief medical officer for informatics. Dr. Wyatt recently served as chief resident, and is currently working as a hospitalist and medical informaticist.

Congratulations to **Brandon Dolly** for becoming an ASHP Board Certified Sterile Compounding Pharmacist (BCSCP). There are only two other pharmacists in WV that are BCSCP.



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## FOR EXTRAORDINARY NURSES

### HONORING NURSES INTERNATIONALLY IN MEMORY OF J. PATRICK BARNES

The DAISY Award is an international program that rewards and celebrates the extraordinary clinical skill and compassionate care given by nurses every day. CAMC is proud to be a DAISY Award partner, recognizing our exceptional RNs and LPNs with honor.

Nurses may be nominated by anyone in the organization - patients, family members, other nurses, physicians, other clinicians and staff - anyone who experiences or observes extraordinary compassionate care being provided by a nurse. Tell your story today and nominate a nurse at [camc.org/daisy](http://camc.org/daisy).

Congratulations to our 2nd Quarter DAISY TEAM National Awardees

**DAISY Team Award – Clinical Resource Department, CAMC Memorial Hospital**

- **Chantal Pugh**, RN
- **Lisa Cobb**, RN
- **Whitney Kennedy**, RN
- **Elizabeth Dawn Moss**, RN

**DAISY Team Award – 7 South, CAMC General Hospital**

- **Whitney Johnson-Curry**, LPN
- **Ashley N. Putman**, RN
- **Jay R. Arrington**, RN
- **Shawn R. Dildine**, RN



DAISY Team Award – Clinical Resource Department, CAMC Memorial Hospital



DAISY Team Award – 7 South, CAMC General Hospital

## NURSING NEWS & NOTES

2 West, Memorial Hospital, welcomes **Gail Booth**, RN, **Maryam Rose**, NE and **Hayley Clay**, NE.

Behavioral health welcomes **Lara Sitler**, RN.

MICU, General Hospital, welcomes nurse externs **Heather Morgan**, **Taylor Hicks** and **Hanna Skiles** and new graduate nurses **Alanna Gamber**, **Taylor Bragg** and **Sherri Gollihue**.

Surgical services, Women and Children's Hospital, congratulates **Paula Fay Holmes** on receiving her CNIII.

MICU, Teays Valley Hospital, welcomes **Heather Young**, RN.

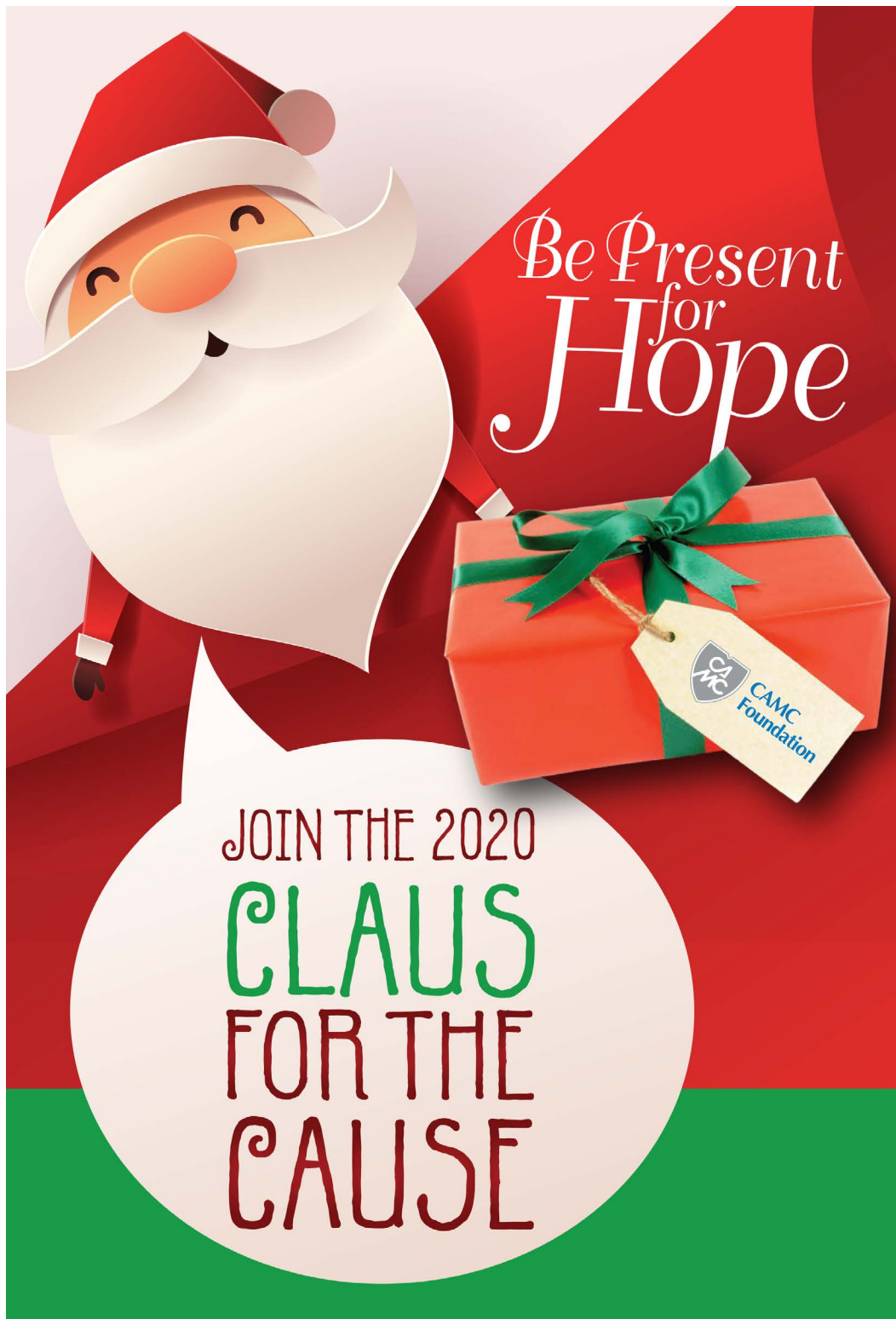
PAC, Memorial Hospital, welcomes **Cathy Volies**, LPN–PH and **Melinda Landers**, HUCII.

SICU, Memorial Hospital, welcomes **Kayla Mays**, RN and **Taylor Kiser**, RN.





# #ClausfortheCause



During this holiday season, the CAMC Foundation invites you to be present for hope, be present for care, and be present for love. When you support patients treated at the CAMC Cancer Center, your gift provides compassionate, sophisticated, wrap around care to cancer patients and survivors from our region and throughout West Virginia. **Each gift received of \$50 or more will provide a personal comforting blanket to a cancer patient being treated at CAMC Cancer Center to keep as their own.** Go to [camcfoundation.org](http://camcfoundation.org) for details.

