



*healthy*partnerships

Partners In Health Network Inc.

November 2008

Welcome

The administration of Partners in Health Network welcomes you to the November issue of our newsletter. After you read this month's issue, please visit our website (www.pihn.org). If, in the future, you have something you wish to share in our newsletter, send it to Tom Kuhn at: tom.kuhn@camc.org. We hope you enjoy this month's edition.

What's Inside

Where We Are – 2

Message From The Executive Director – 3

Network News – 4

From the last PIHN Board Meeting – 4

Credentialing – 8

Miscellaneous – 8

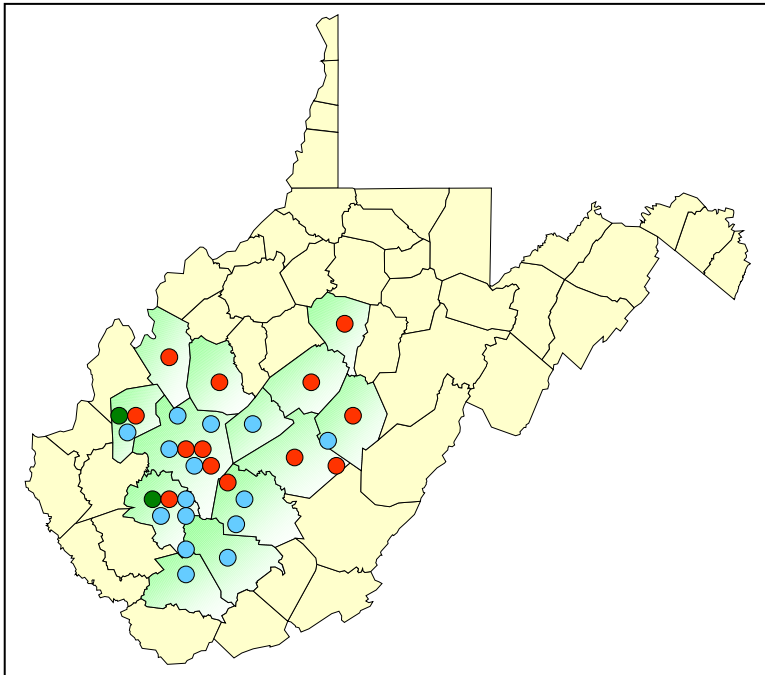
Closing Notes - 10

Employee Contacts – 10

Network News Mention

- See message from our Executive Director on page 3.
- See the Network News, Page 4.
- See the “From the last PIHN Board Meeting, Page 4.
- See the PIHN highlighted facility, Page 6.
- See Closing notes on Page 10.

Where we Are



Hospitals, red
Primary Care Centers, blue
Health Departments, green

Members

Boone County Health Department
Boone Memorial Hospital
Braxton County Memorial Hospital
Cabin Creek Health System
CAMC Teays Valley Hospital
Camden-on-Gauley Medical Center
Charleston Area Medical Center
Clay Primary Care Systems
Hygeia Facilities Foundation
Jackson General Hospital
Madison Healthcare, Inc.
Montgomery General Hospital
New River Health Association
Putnam County Health Department
Roane General Hospital
Stonewall Jackson Memorial Hospital
Summersville Memorial Hospital
Charleston Surgical Hospital (Formerly
HThe Eye and Ear Clinic of Charleston,
Inc.H
Webster Memorial Hospital
WomenCare / FamilyCare
Women's Health Center of WV

Associate Members

WV Primary Care Association

Newest Member:

Highland Hospital



“Creating an integrated
healthcare delivery network
for the communities we serve.”

From the desk of the Executive Director

Recently, Mary Huntley, Director of Grants and Research, CAMC Health Education Research Institute (CHERI) and I had the privilege of attending the grand opening of Living Well Elder Care Center, which is housed within the Raleigh County Commission on Aging located in Beckley, WV. The Living Well Center is a Clinical and Day Care facility for seniors in Raleigh County. Living Well is a collaborative effort between New River Health Association, Raleigh County Commission on Aging and the Charleston Area Medical Center (CAMC). CAMC will be supporting the training and educational programs specifically through telehealth. Congressman Nick Joe Rahall and WV-DHHR Secretary Martha Walker, Dave Sotak, Executive Director of New River and Jack Tanner, Executive Director of Raleigh County Commission on Aging, all spoke at the opening ceremony.

The adult day care center will provide much needed respite to care givers while providing the elderly with an opportunity to continue to socialize in a very patient friendly atmosphere. A key component of the day care center is an attached clinic that will provide access to primary care as needed. A director, part time nurse practitioner and a nurse will staff the center. An important feature of the clinic is telehealth. Patients will have access to New River geriatricians and specialists and nutritionists at CAMC through state of the art two-way television. Sherry Lucero, MSW, is the new Director of the Living Well Center. Carlos Plumley, has been named the Information Coordinator at the Center. As Secretary Walker stated, this is a model for other senior centers around West Virginia.

Kudos to all those dedicated professionals who worked so hard to make this very innovative program come to fruition: Dave Sotak, Jennifer Boyd, P.A. and Megan Lasure from New River; Jack Tanner, Mary Huntley and our own Tom Kuhn.

Bob Whitley



“Creating an integrated
healthcare delivery network
for the communities we serve”

Network News

From the Partners in Health Network’s last Board meeting held on October 29:

Hospital Re-Admissions

Barb McKee, RN, MS, gave an overview of a pilot program that CAMC administered Using Telemedicine to manage congestive heart failure (CHF) patients. The program’s primary objective was to determine if daily vital signs (VS) telemonitoring and early medical intervention reduces cost of emergent care needs, reduces incidence of emergent care needs, reduces hospitalizations and the secondary objective was to determine if home telemonitoring improves patients’ perceived quality of life. The conclusions were that using telemedicine to manage CHF patients demonstrated that ER visits and hospitalizations were down and that clinic visits with the patient’s Primary Care Provider were up which represented a potential shift care of chronic HF patients out of emergency rooms and into a continuity clinics. Also realized was improved quality of life, cost savings, decreased hospitalizations and more efficient use of healthcare resources with telemonitoring pilot project.

Dr. Glenn Crotty discussed the Institute of Health Improvement (IHI) and the Commonwealth Fund’s interest in a state-wide initiative to reduce hospital readmissions for the same diagnosis. He indicated that 5 or 6 states will be selected. CMS does not reimburse acute care hospitals for re-admissions within 30 days. Staff agreed to review the CMS policy for Critical Access Hospitals. Also staff agreed to check with WVMH in regard to any readmission initiatives.

Overview of Medicaid and Enhancing Health Care

Renate Pore, Ph.D., gave a presentation on Medicaid and the advantages of expanding the Medicaid program in West Virginia. She indicated that there are approximately 392,000 West Virginians enrolled in Medicaid. As a percent of the general revenue budget, Medicaid has not increased over the past 10 years. With a 3:1 Federal Medical Assistance Percentages (FMAP), Medicaid could be viewed as economic development. Sixty-Six percent of the state match comes from the general revenue fund.

Community Access Program (CAP)

Bob Whitler reported that he had given a presentation on the Community Access Program (CAP) for the Health System Redesign Subcommittee (The Legislatures Health Care Reform Select Committee) . CAMC is still honoring the CAP card for people who meet the financial requirements. Dr. Emmett and Mike Broce explained that they can run profiles on how many people use the CAP card and at what sites they are using the card. Bob Whitler and Tom Kuhn will get a committee together consisting of Dr. Emmett, Mike Broce, Craig Robinson, Martha Carter and Dave Sotak or their representatives along with CAMC finance representatives as well as asking Louise Reese to help work on the revitalization of the program including a new policy statement.

Sepsis

Melda Brown reported that she and Cindy Coleman went to Jackson General Hospital to give a presentation on Sepsis to the nursing staff. She explained that Ms. Coleman will go to any of the Partner sites to do outreach and she can be reached at 304-388-6932. Dr. Horsman reported that Dr. Criselli is going to Roane General Hospital on November 11 to do a presentation on Sepsis. Dr. Horsman also reported that Dr. Criselli is willing to go to any of the Partner sites to do a Sepsis presentation and if the facility will contact Dr. Horsman he will be able to get CME hours for the presentation. Barb McKee reported that two hospitals have received Sepsis training at the Simulation Center and any other hospital that would like to do training can call her.

Carelink Care Management

Melda Brown reported that she has an “Agreement to Participate” that she has made for any Partner member who would like to participate in the Carelink Care Management Grant.

UTI

Sandra Elza reported that Jackson General Hospital is collecting data and identifying issues related to UTI's. As soon as Jackson General Hospital develops criteria and put things in place, staffs will work with the Partner hospitals to help with this initiative.

Continued to next page

Highlighted Partner Facility

Jackson General Hospital



Jackson General Hospital (JGH) is a 42-bed, not-for-profit hospital founded in 1964 by the Community Health Association. Sandra Elza is the President/CEO, serving in that capacity since April 2002. JGH meets the community's healthcare needs through a 41-member medical staff that represents specialties in the areas of Emergency Medicine, Radiology, Podiatry, Family Practice, Pathology, General Surgery, Orthopedics, Internal Medicine, Pediatrics, Urology, and Otolaryngology (Ear, Nose, and Throat).

In addition 303 highly qualified employees work tirelessly to ensure that we meet the needs of our community by doing the right thing right, every time, from the first time.

Our **mission** is to provide high quality healthcare in a safe and efficient manner and to improve the health status of those we serve by preparing for the future healthcare environment, by working collaboratively with community physicians, and by networking with local and regional healthcare partners.

Our **vision** is to be an outstanding rural healthcare provider in West Virginia through recruitment and retention of high quality medical staff and employees, reasonable investment of new technology, and networking with local and regional healthcare partners. One such partner is the Jackson County Health Department with whom JGH is building stronger ties in areas such as disaster preparedness.

Jackson General Hospital has key leadership roles both in providing high quality acute care services and in improving the health status of the community through outreach, networking, and implementation of community-based programs.

Jackson General Hospital is governed by 13 voting members and 1 advisory/non-voting member on the Board of Directors. The Directors serve voluntarily and represent broad and diverse interests of our community.

CAMC News

Physician Access Line at CAMC (PALS Line)

Call 1-877-226-2273 to refer a patient to be admitted through the hospitalist program or to check on your patients after admission.

Transfer Center

Starting November 3 all transfers to CAMC General Emergency Department should be made through the Transfer Center 1-877-226-2273 in place of calling the Emergency Department Direct.

Please inform your medical staff especially your Emergency Department Staff. Any problems you can contact Dr. Tom Horsman 304-388-7946 or Denise Sneed, RN, Transfer Department Supervisor at 304-388-7203.

eHealthWV

New Web Site Provides West Virginians with Information on Electronic Health Records

CHARLESTON – A wide range of new resources is available now to help West Virginians – including physicians, other health care providers and consumers – understand electronic health records, which are gradually replacing traditional paper records.

“This toolkit of resources includes pamphlets, brochures and posters that physicians can use to help their patients understand the many benefits of having electronic health records, as well as privacy and security precautions,” Patty Ruddick, project director of the West Virginia Health Information Security and Privacy Collaboration, said.

The eHealthWV effort, which is funded by a federal grant to educate consumers about electronic health records, is providing this toolkit of information at www.eHealthWV.org.

“The switchover to electronic health records among health care providers is still in its early stages in West Virginia, but we expect the pace to pick up in the next few years,” Ruddick said. “Our hope is to let West Virginians know how advantageous electronic health records and health information exchange systems are.”

The West Virginia effort is part of a national effort to educate consumers and providers about the importance of privacy and security in using electronic health records. The federal government has set a goal for most Americans to have electronic health records by 2014.

“Electronic health records provide us with an important means to improve the quality of health care and the safety of patients,” Dr. Mark Stephens, a physician with the West Virginia Medical Institute and a practicing physician in Charleston, said. “It is imperative for consumers and providers to understand their benefits.”

Boone Memorial Hospital Flu Shot Clinic a Success

Boone Memorial Hospital Flu Shot Clinic Held on Friday, October 31st was a great success! Nearly 150 Flu Vaccines were administered at the 2nd annual Boone Memorial Hospital Drive Thru Flu Shot Clinic! Employees and volunteers dressed in costume to celebrate Halloween. Healthy snacks, provided by the

Boone Memorial Hospital Dietary Department, were also given to guests. Special thanks to everyone who helped with the Drive Thru Flu Shot Clinic: BMH Employees: Kelli Canterbury, Joyce Hall, (Kelly and Joyce on their day off), Dee Canterbury, Denise Pritchard and Karlie Price.

Thanks to Randy Foxx, Carolyn Halstead, Bob Foster and Ronda Cowley for answering billing questions and to Dewey Clayton for counting the money. Also thanks to Pharmacy for providing coverage while Dee was at the booth! Three HSTA Students from Scott High School also volunteered: Destiny Lucas, Samantha Dolin and Ashley Townsley. Also special thanks to the BMH Maintenance Department for setting up the tent and heaters and the Dietary Department for the snacks, coffee and hot chocolate! Thanks for a Job Well Done!!!

Credentialing

From Brenda Greene, Director PIHN CVO:

In October I attended the NAMSS annual meeting in Milwaukee, WI. This was my first such meeting and it provided me with a load of information that I wish to share. I attended lectures on becoming NCQA accredited, Focus/Ongoing Peer Performance Review and Negligent Credentialing. While FPPE/OPPE is a new standard from The Joint Commission, it is relevant to all facilities as it mandates a review of data for quality performance of provider at your facility.

Recently several medical staff coordinators/administrative assistants from PIHN facilities met to discuss credentialing related topics. We are faced with the task of gathering data to establish, review and act on criteria for quality performance as it occurs. In a sense a change in focus from a "snapshot" of performance every two years, to a process of continuous performance monitoring. Information was shared from the conference that I hope will be helpful to all. This process is important for all facilities, not just hospitals, as we strive to maintain a competent medical staff.

I'd like to have these meetings on a regular basis, maybe quarterly, so watch for a notice for a February 2009 meeting. Brenda

Partner's In Health, Inc can handle your credentialing needs. Call for more information..304-373-1507 or Brenda.greene@pihn.org

Miscellaneous

Links

Partners in Health Network

<http://www.pihn.org>

CAMC Institute (for on-line Education)

<http://camcinstitute.org>

WVMI's eHealthWV for Electronic Medical Records

<http://www.eHealthWV.org>

Upcoming Educational Opportunities

Cardiovascular Conference at Snowshoe February 1, 2009

[Click here for more information and to register online](#)
or call the community liaisons at (304) 345-9051.

2009 Trauma Symposium February 11, 2009

[Click here for more information and to register online](#)
or call the community liaisons at (304) 345-9051.

To see more upcoming educational opportunities and to register online go to: www.camcinstitute.org

CHRISTMAS DOWNHOME - Madison

REV UP MADISON IS PLANNING A DOWNHOME CHRISTMAS CELEBRATION ON SATURDAY, DECEMBER 6TH ON MAIN STREET.

FESTIVITIES WILL START AT 9:00 AM WITH A BREAKFAST WITH SANTA AT PIG OUT RESTAURANT.

WE ARE PLANNING ALL DAY ACTIVITIES SUCH AS; CHRISTMAS CAROLLING, STORY TELLING, PICTURES WITH SANTA, BAKED GOODS, ARTS & CRAFTS, SLEIGH RIDES, ETC.

THE ANNUAL MADISON CHRISTMAS PARADE WILL TAKE PLACE AT 2:00 PM.

WE WOULD LIKE TO INVITE YOUR BUSINESS TO TAKE PART IN THE CELEBRATION. THIS WOULD BE A GREAT TIME TO SHOWCASE YOUR BUSINESS.

IF YOU WOULD LIKE TO TAKE PART AND BE INCLUDED ON OUR PRINTED PROGRAM, PLEASE CALL 369-1855 OR 855-3563.

REV UP MADISON, ALONG WITH OUR SPONSORS; THE WELLNESS COUNCIL OF WV & THE ROBERT WOOD JOHNSON FOUNDATION WISH YOU A HAPPY HOLIDAY SEASON.



Closing Notes

As we celebrate Thanksgiving this month, we stop to say thanks to all of you who have supported Partners in Health Network over the years. After 13 years, your participation and support have made the network what it is today. We may not always agree, but we do come together onto common ground when it comes to serving our communities, providing affordable health care. Have a great month and a Happy Thanksgiving! Tom

**Send us your news and photos to be incorporated
into the February newsletter: tom.kuhn@camc.org**

Employee Contact

Robert D. Whitley - Executive Director - bob.whitley@camc.org
(304) 388-7651

Tom Kuhn - Coordinator - tom.kuhn@pihn.org
(304) 388-7386

Ina Z. Angel - Administrative Secretary - ina.angel@pihn.org
(304) 388-7385

Brenda Greene - Credentialing Specialist - brenda.greene@pihn.org
(304) 373-1507

Melda Brown – Carelink Grant Project Coordinator melda.brown@camc.org
(304) 388-7373