

# *healthy*partnerships

## Partners In Health Network Inc.

September 2009

### Welcome

The administration of Partners in Health Network welcomes you to the September 2009 edition of our newsletter. After you read this month's issue, we invite you to visit our website ([www.pihn.org](http://www.pihn.org)). In the future, if you have something you wish to share in our newsletter, send it to Tom Kuhn at: [tom.kuhn@camc.org](mailto:tom.kuhn@camc.org). We hope you enjoy this month's edition.

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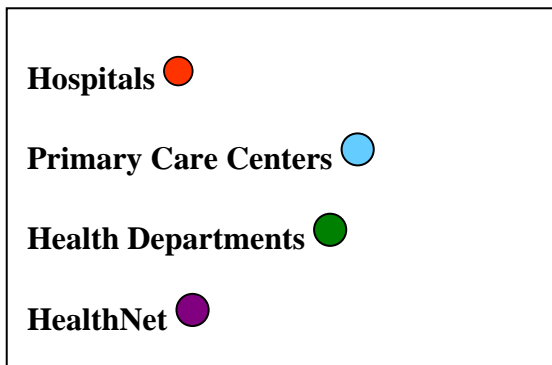
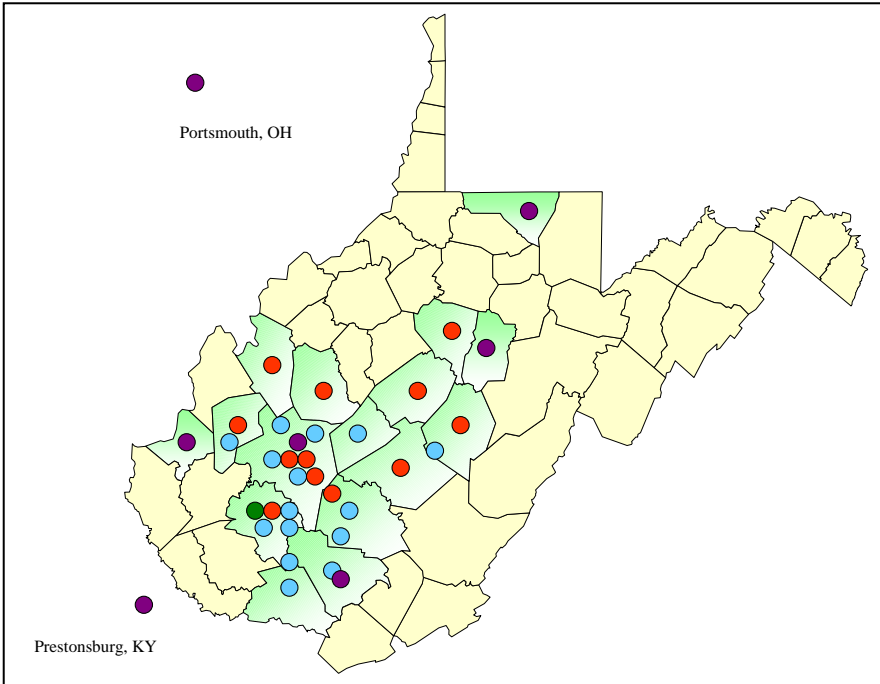
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### Network News Mention

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## PIHN Member Locations



### 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
- FamilyCare
- Highland Hospital
- Hygeia Facilities Foundation
- Jackson General Hospital
- Montgomery General Hospital
- New River Health Association
- Roane General Hospital
- Stonewall Jackson Memorial Hospital
- Summersville Memorial Hospital
- Charleston Surgical Hospital (*Formerly The Eye and Ear Clinic of Charleston, Inc.*)
- Webster County Memorial Hospital
- Women's Health Center of WV

### Associate Members

- WV Primary Care Association

### Newest Member:

**HealthNet, Inc.**



## Highlighted Member

### *Roane General Hospital*



About a year and a half ago, Roane General began discussing workflow and how to better serve their customers. The result is a completed \$347,000 renovation project of their clinic and emergency room lobby. The lobby underwent many superficial changes including new flooring to redesigned reception areas featuring curved windows framed in wood. Construction started in July 2008 and was completed in February 2009, and was

completed in three phases in order to reduce the impact it had on hospital customers, visitors and employees. Although the changes made to the lobby certainly enhanced the appearance, the purpose of the renovation was something much more important.

This redesign has permitted Roane General to streamline procedures in order for those individuals that need hospital services to have a more pleasant experience. Prior to the renovation, a patient with an appointment in the clinic would have to register there, and if referred for tests such as blood work or x-rays, would have to register for a second time. Since the renovation, the hospital uses an express desk system which eliminates the need for the second registration.

The hospital is also utilizing a central scheduling system. Rather than managing their own, scheduling for departments such as the operating room, radiology, physical therapy and the clinics is accomplished from one central location.

Another benefit for Roane General's customers is the ability to pre-register for hospital visits several days prior to their scheduled appointment. The redesign also resulted in some changes for hospital personnel. The number of employees involved in the admitting process has doubled from around 7 to around 15. The additional employees were transferred from other hospital departments. The hospital has received many positive responses about the changes from both their customers and employees.

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## **Network News**

### **From CAMC :**

#### ***Transfer Center and Physician Access Line at CAMC (PALS Line)***

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

**NEW UPDATE!** Beginning Monday, 9/28/09 @ 7:00 a.m. you may place all MEMORIAL ED calls through the Transfer Center (1-877-226-2273) just as they have been for the General ED. Calls for Women and Children's should still go to their ED until further notice.

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.

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#### ***H1N1 (Swine Flu) at CAMC:***

The CAMC H1N1 Influenza Steering Team approved the following infection control practices for staff while caring for patients with suspected or confirmed Novel H1N1 Influenza A:

Patients no longer need to be placed in Airborne Infection Isolation (negative airflow or portable filtration units) or on Contact Precautions. Staff may wear surgical masks while caring for these patients. N-95 respirators are no longer required for routine care.

Here is what we need to do:

- Standard Precautions
- **Droplet Precautions (surgical mask on healthcare workers entering room)**
- Surgical mask on patient during transport or when not isolated
- Private room (preferable) or cohort with other H1N1 infected patients
- Hand hygiene adherence
- Respiratory hygiene and cough etiquette
- Early recognition and separation of infected patients
- Restriction of visitors and healthcare personnel with febrile respiratory illnesses
- Particulate respirator (N95) during aerosol-generating procedures only (bronchoscopy, open suctioning of airway secretions, resuscitation involving emergency intubation or cardiac pulmonary resuscitation, and endotracheal intubation). This will be re-evaluated as more data become available.

These recommendations are based on current scientific evidence which indicates that novel influenza A (H1N1) is transmitted similar to season influenza. These recommendations are supported by The Society of Healthcare Epidemiology of America (SHEA), Association for Professionals in Infection Control and Epidemiology (APIC), Infection Disease Society of America (IDSA) and the American College of Occupational and Environmental Medicine. These groups have submitted these recommendations to the CDC for implementation.

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## Credentialing:

From Brenda Greene, Director PIHN CVO:

A question that I get asked a lot is “What can be done to expedite the credentialing process for this provider?”. Whether your facility is Joint Commission accredited or not, standards allow the governing body to conduct an expedited approval process for initial and reappointment applicants when criteria for the expedited process (criteria that has been developed by the medical staff) is met. Your policy should outline the criteria that applicants must meet in order for the governing body to grant expedited membership and /or privileges. Your criteria should also state that an applicant is ineligible for expedited processing if certain issues have occurred. Your bylaws should be specific on those issues. Some examples would be an incomplete application, an involuntary termination of medical staff membership at another hospital, or the applicant has received involuntary limitation, reduction, denial, or loss of clinical privileges at another facility.

While the committee approval process can be expedited, the process for credentialing remains the same. Just remember, clear, effective communication is the key to success.

*Partner’s In Health, Inc can handle your credentialing needs. Call for more information..304-373-1507 or [Brenda.greene@pihn.org](mailto:Brenda.greene@pihn.org)*

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**See next page for Upcoming CME Programs:**

# Continuing Medical Education Opportunities at CAMC Health Education and Research Institute

The CAMC Health Education and Research Institute is dedicated to improving health through research, education and community health development. The Institute's Education Division offers live conferences, seminars, workshops, teleconferences and on-site programs to health care professionals. The CAMC Institute's CME program is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians. The CAMC Institute designates this educational activity for a maximum of 1 AMA PRA Category 1 Credit(s)<sup>™</sup>. Physicians should only claim credit commensurate with the extent of their participation in the activity. For more information on these and future programs provided by the Institute, please call (304) 388-9960 or fax (304) 388-9966.

## SEMINARS

### 2009 Bereavement Conference:

#### **Dancing with Grief- Caregivers Grief and its Impact on the Bereaved**

Friday, Sept. 11, 2009

8 a.m. to 4 p.m.

Auditorium-Robert C Byrd Health Sciences Center of West Virginia University-Charleston Division Charleston, WV

### 2009 Patient Safety Conference **Avoiding "Never-Never" Land**

Friday, Sept. 18, 2009

8 a.m. to 3 p.m.

Auditorium-Robert C. Byrd Health Sciences Center of West Virginia University-Charleston Division Charleston, WV

### 2009 OB/Gyn Jr. Fellow Symposium

Saturday, Sept. 19, 2009

8 a.m. to 4 p.m.

Auditorium- Robert C. Byrd Health Sciences Center of West Virginia University- Charleston Division Charleston, WV

### **Anesthesia in the 21st Century**

Saturday and Sunday, Sept. 26-27, 2009

Charleston Marriott Town Center Charleston, WV

### **Forensic Death Investigation**

Monday through Thursday, Oct. 5-8, 2009

Days Hotel

Sutton, WV

### **Pediatric Acute and Critical Care Conference: Current Trends in Pediatric Respiratory Care**

Friday, Oct. 9, 2009

8 a.m. to 4 p.m.

Auditorium- Robert C Byrd Health Sciences Center of West Virginia University- Charleston Division Charleston, WV

### 2009 WV Vascular/Endovascular Surgery Symposium

Saturday and Sunday, Oct. 17-18, 2009

Greenbrier Resort

White Sulphur Springs, WV

### WV Rural Health Conference

#### **3 R's of WV Rural Health: Reinvesting, Recovery and Resilience**

Wednesday through Friday, Oct. 21-23, 2009

The Resort at Glade Springs Daniels, WV

### 20th Annual Respiratory Care Conference

Friday, Nov. 6, 2009

8 a.m. to 4:30 p.m.

Auditorium- Robert C Byrd Health Sciences Center of West Virginia University- Charleston Division Charleston, WV

### 2009 West Virginia Public Health Infectious Diseases Conference

Thursday and Friday, Nov. 19-20, 2009

8 a.m. to 4 p.m.

Charleston Marriott Town Center Charleston, WV

## LIFE SUPPORT TRAINING

Log on to our web site to register at [www.camcinstitute.org](http://www.camcinstitute.org).

### **Basic Life Support (BLS) – Instructor**

Sept. 21, 2009

### **Advanced Cardiac Life Support (ACLS) – Renewal**

Sept. 22 and 23; Oct. 8 and 27

### **Advanced Cardiovascular Life Support (ACLS) – Provider**

Sept. 16; Oct. 6 and 28

### **Advanced Cardiovascular Life Support (ACLS) – Instructor**

Oct. 12

### **Advanced Trauma Life Support (ATLS) – Provider**

Sept. 28

### **Advanced Trauma Life Support (ATLS) – Reverification**

Sept. 29

### **Pediatric Advanced Life Support (PALS) - Renewal**

Sept. 15 and Oct. 15

### **Pediatric Advanced Life Support (PALS) - Provider**

Sept. 24 and Oct. 13

### **PALS – Instructor Course**

Oct. 26

### **S.T.A.B.L.E. Neonatal Course**

Oct. 19

## CME ONLINE PROGRAMS/ ARCHIVED GUEST LECTURE PROGRAMS

Log on to our web site at [www.camcinstitute.org](http://www.camcinstitute.org)

### System requirements

Environment: Windows 98, SE, NT, 2000 or XP

Resolution: 800 x 600

Web Browser: Microsoft's Internet Explorer 5.0 or above or Netscape Navigator 4.7x. (Do not use Netscape 7.1)

Video Player: Windows Media Player 6.4 or better. Dial-up or broadband connection. Minimum speed, 56k (broadband is recommended)

### Other archived CME opportunities:

Geriatric series

Ethics series

Research series

NET Reach library



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## Health Fairs

- Roane General Hospital's Heart Walk is scheduled for Saturday, September 26<sup>th</sup> at the hospital and starts at 8:00 a.m.
- CAMC Teddy Bear Fair, Saturday, October 3 from 10:00 a.m. to 2:00 p.m. at CAMC Women and Children's Hospital in Charleston.
- The Braxton County Memorial Hospital Health Fair is scheduled for Saturday, October 3<sup>rd</sup> from 9:00 a.m. to 2:00 p.m.
- The Boone Memorial Hospital Health Fair is scheduled for Friday, October 9<sup>th</sup>, 2009 from 8:00am-2:00pm. The event will be held at the Madison Civic Center. Their theme this year is "*Bee Healthy*". Contact Karlie Belle Price at (304) 437-1572 for more information.

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## Miscellaneous:

### *Links*

#### **Partners in Health Network**

<http://www.pihn.org>

#### **FierceHealth : Daily news for Health Care Executives**

<http://www.fiercehealthcare.com>

#### **Hospitals and Health Networks (H&HN)**

<http://www.hhnmag.com>


#### **Institute for Healthcare Improvement**

<http://www.ihl.org/ihl>

#### **West Virginia Rx Program (Prescriptions for West Virginians)**

<http://www.wvrp.org>

(If you have a favorite health-related link you would like to share, please send to [tom.kuhn@camc.org](mailto:tom.kuhn@camc.org))



# Special Dinner Discussion: Swine Flu (H1N1)

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JACKSON GENERAL HOSPITAL



**Date:** Thursday,  
September 24, 2009

**Time:** 6:00 PM

**Where:**  
JGH LEARNING  
CENTER

**Cost:** Free

Patti Swann, Director of Infection Control and Quality at Jackson General Hospital, and Wendy Crawford, Threat Preparedness Coordinator for the Jackson County Health Department, will join forces to bring you up to date on the H1N1 flu. They will answer questions such as: What is the H1N1? What are the symptoms? When do you need to seek treatment? Don't miss an opportunity to have your questions answered. We will serve a light dinner at 6:00 p.m. and the speakers will start shortly thereafter. Space is limited. Please sign up to reserve your seat(s) today at the contact information listed below.

Nancy Games, RN  
304-373-1516  
[ngarnes@jacksongeneral.com](mailto:ngarnes@jacksongeneral.com)





## Closing Notes

As always, if you have a request, you do not have to wait for me to visit, feel free to call or e-mail your request anytime to Tom Kuhn.

**Send us your news and photos to be incorporated into the next newsletter: [tom.kuhn@camc.org](mailto:tom.kuhn@camc.org)**

## Employee Contact

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