

# Changing Times

January/February 2009

## Employee Health Services Move To MMG



The next time the sniffles sneak up on you during the work day, you won't be making the usual stop in ER Minor for employee health services. Instead, you'll visit the office of Mercer Medical Group, located adjacent to HealthSouth in the building formerly occupied by Total Life Family Practice.

Beginning January 12, all minor illnesses that occur on weekdays between 9:00 a.m. and 4:30 p.m. will be treated by the practitioners at MMG. Employee

injuries and blood or body fluid exposures, in addition to minor illnesses that occur outside these hours or on weekends and holidays, will still be evaluated and treated in ER Minor.

If the purpose of the visit is beyond the scope of care provided by the employee health program, the employee can become an established patient of Mercer Medical Group, follow up with another primary care provider, or report to ER Minor and register as an ER patient. As always, employee health forms must be signed by the employee's manager or the nursing supervisor before the employee can be seen.

Drs. Ashley Fritzius and Marshall Long, along with the staff of MMG, are looking forward to working with PCH employees. "We welcome you to our office anytime," said Fritzius and Long. "We hope to help you stay healthy all year!"

### Survey says ...

## Employee Satisfaction Process Continues

The results are in, and employees are brainstorming solutions. As a follow-up to the employee satisfaction survey conducted by Press, Ganey Associates, workgroup meetings are now taking place throughout the hospital. In these meetings, trained facilitators are gathering input from employees that provide solutions for areas selected by them and identified as opportunities for improvement.

The facilitators will outline the employees' suggestions from the work group discussions. Once all the work groups have collected their findings, the results will be combined for a hospital-wide report. The report will be used by the executive team to determine the most feasible ideas for possible implementation.

"This is an excellent opportunity to voice your opinion," said Darlene Huffman, director of human resources. "If you haven't already participated in one of the meetings,

I encourage you to attend one and take part in the discussion. The meetings are for employees only, and the attendees are asked to keep everyone's comments confidential."

An action plan based on the work group meetings will be presented at the conclusion of the process.

### Inside the Times

Employee Health Services Move to MMG	1
Employee Satisfaction Process Continues	1
Pyxis 3500 Heightens Patient Safety at PCH	2
PCH to Rank And File Its Vendors	2
Letters	3
Welcome to PCH	3
Good Golly, Miss Mollie! Lilly Takes It All In Stride	4
Express Scripts Offers Convenience and Cost Savings	4
Celebrating the People of PCHA	5

## *Pyxis 3500 Heightens Patient Safety at PCH*

Patients may never see it, or even realize it's there, but an advanced medication distribution system is raising the bar on patient safety at PCH. Technology resembling something you'd see in a James Bond movie is securing drugs so they reach only the patient they're intended for.

PCH's pharmacy is working with nursing to convert its existing distribution system to the Pyxis 3500, exchanging old machines for newer technology equipped with larger viewing screens, enhanced biometric scanners and single dispensing pockets called "cubies."

Instead of entering a password, nurses will simply press a fingertip to the biometric scanner, which will convert the fingerprint to a numeric code. If the fingerprint matches the code previously stored in the unit, access is granted. If the fingerprint doesn't match, the medication remains safely locked in its cubie.



*Pyxis 3500*

According to Susan Drady, interim pharmacy director, the inpatient nursing units are also getting outfitted with profile driven equipment. "This equipment increases patient safety by allowing the user to view only the medications that have been ordered for the patient," Drady explained. "Once the pharmacy enters the medication order into the Meditech system, the information crosses over to the Pyxis MedStation. If the drug is stocked there, the nurse will be able to access it almost immediately," she said. "The new system will help us assure that each patient gets the right medication in the right dosage at the right time."

The Behavioral Medicine Center, 2-west, 3-west and 3-south have already converted to the new system. The remaining units will come online with it soon.

## *PCH to Rank And File Its Vendors*

To keep track of hundreds of vendors and monitor their access to the facility, PCH will soon require all its vendors to register in order to do business with the hospital. PCH is partnering with Vendormate to register and collect information on every vendor that deals with the hospital.

The new program is designed to protect PCH and its business partners, according to Colleen Clark, director of materials management. "The Vendormate system will help us assure compliance with changing regulations," said

Clark. "It will alert our registered partners of new or updated policies and give notice of approaching expiration of certifications. It also provides a tool for keeping track of products and representatives and managing paperwork. In short, it will help the hospital make sure that all its business partners are compliant with the regulations that govern the hospital."

The registration process began recently. Watch for more information on the program in the weeks to come.

# Thank You

To Employees of Princeton Community Hospital,

My name is Ann and I work in Fiscal Services. I have wanted to write this for some time. As most of you know, I lost my only son, Matthew, in July of last year. He was 23-years-old and had a heart condition that I was unaware of. He passed away unexpectedly in his sleep. This tragedy has left a void in my life that I am sure will never and can never be filled. During the time of the loss, I realized how blessed I am to be a part of Princeton Community Hospital. The support that my mother and I have received has been overwhelming. The prayers, the visits, the donations, cards, phone calls and yes, even the hugs. I know God has placed each of you in my life. I know Matt will never be back with me, but his memory lives on. Some of you had known him since birth. You suffered a loss as well.

I also want to thank each of you who generously donated to the PCH Foundation for the Lights of Love. Because of your donations, a star was placed at the top of the tree. Matt was my shining star for 23 years. He was able to continue to shine at Christmas. I am hopeful that he was shining in Heaven for his first Christmas there.

Words can not express my gratitude to each of you. I am so thankful to be a part of this establishment.

I am now back to work, and each day is a struggle. I know my life will never be the same. Those of you who know me best know that Matt was not only my son, he truly was my best friend. Please continue to pray for me. May God bless each of you.

Sincerely,  
Ann Hazelwood, Finance

Dear PCH Family,

Words cannot express my gratitude for the support and loving care given my father and me during his illness and death. I want to thank the ER staff, Dr. Ghabra, Dr. Shahid Rana and Dr. Khalid Rana. All of the ICU Staff, especially Crissy, Thessa, Barbie, Becky, Cindy, Missy and anyone I may have forgotten, who took such good care of my father and his family. Thank you all for your kind words, gentle touches, and quiet moments given to us. You truly are a wonderful, compassionate, caring family, one I am proud to know. The peace you brought to my family during such a difficult time was greatly appreciated. I will never forget how wonderful you all are. Thank you all so very much. God Bless you all.

Sincerely,  
Patty Cook and the family of James Denver Cook



## Welcome to PCH ...

Amy Adams - Emergency Department  
William David Adkins - Emergency Department  
Jamie Blackwell - Lab and Pathology  
Jessica Lee Bryant - Case Management  
Suzanne B. Buchanan - Progressive Care Unit  
Galen Eugene Coleman - Lab and Pathology  
Timothy Coleman - Respiratory Therapy  
James Cornett - Respiratory Therapy

Jessica Anne Cozort - 4-East Oncology  
Shan Michelle Croy - Lab and Pathology  
Kimberly Daniels - Emergency Department  
Emma Gray - Communications  
Krista Hanshaw - Emergency Department  
Deborah Martin - Lab and Pathology  
Jan Rena Mathena - Emergency Department  
Pamela Mills - 2-West Medical/Surgical  
Tina Marie Morgan - Emergency Department  
Cari Elizabeth Payne - Emergency Department  
Michael R. Picklesimer - Emergency Department  
Verna Carol Raines - 3-West Medical/Surgical  
Melissa Richmond - Progressive Care Unit  
Michelle Lee Smith - 3-West Medical/Surgical  
Jeanette Ann Williams - Lab and Pathology

Good Golly, Miss Mollie!

## Lilly Takes It All In Stride

If you frequent the hospital's main lobby, chances are you've seen her – carrying out her duties quietly, efficiently, and always with a smile. From her office near the lobby's information desk, Volunteer Coordinator Mollie Lilly presides over the PCH Volunteers' activities with equal measures of good nature and firmness.

Asked what they admire most about Mollie, the word "dedication" is the one volunteers mention time after time. When health concerns caused the group's previous leader to leave her post unexpectedly, Mollie never missed a beat. She stepped in right away to keep shifts scheduled, tasks completed and the office organized. That was more than a year ago, and she's been doing it ever since. In fact, Mollie is often found working at her desk long after most day workers have gone home.

Born and raised in the coal fields of southern West Virginia, Mollie graduated from Spanishburg High School and married Darrell Lilly. Together, the two traveled throughout the southeastern United States and Germany during his 20-year Army career. Upon her husband's retirement, they returned to Princeton where Mollie served as a PCH volunteer and later became a unit clerk. Soon after, the couple moved to Pennsylvania, where Darrell worked for U.S. Steel Mining for 12 years. After his second retirement they came back to Princeton, and Mollie resumed her service for the volunteer organization, working at both the main lobby and Parkview desks before taking on the responsibility of assisting in the office.

Mollie seems to have found her niche. At the group's Christmas banquet, she was honored with a standing ovation from the volunteers. "I just love what I do," was her modest reply.

Mollie is a faithful member of Liberty Baptist Church. She has three children and five grandchildren, enjoys genealogy and quilting, and often helps her kind-hearted husband rescue homeless cats and kittens.



Volunteer Mollie Lilly

## The Times, They Are A Changin'...

... and because it's so important for the staff of Princeton Community Hospital to understand the constant change that characterizes health care today, **The Changing Times** has been developed.

This newsletter is designed to provide information we hope you find helpful in adjusting to the changes in health care as they affect our health system.

Please forward information to be included in **The Changing Times** to the Marketing & Public Relations Department.

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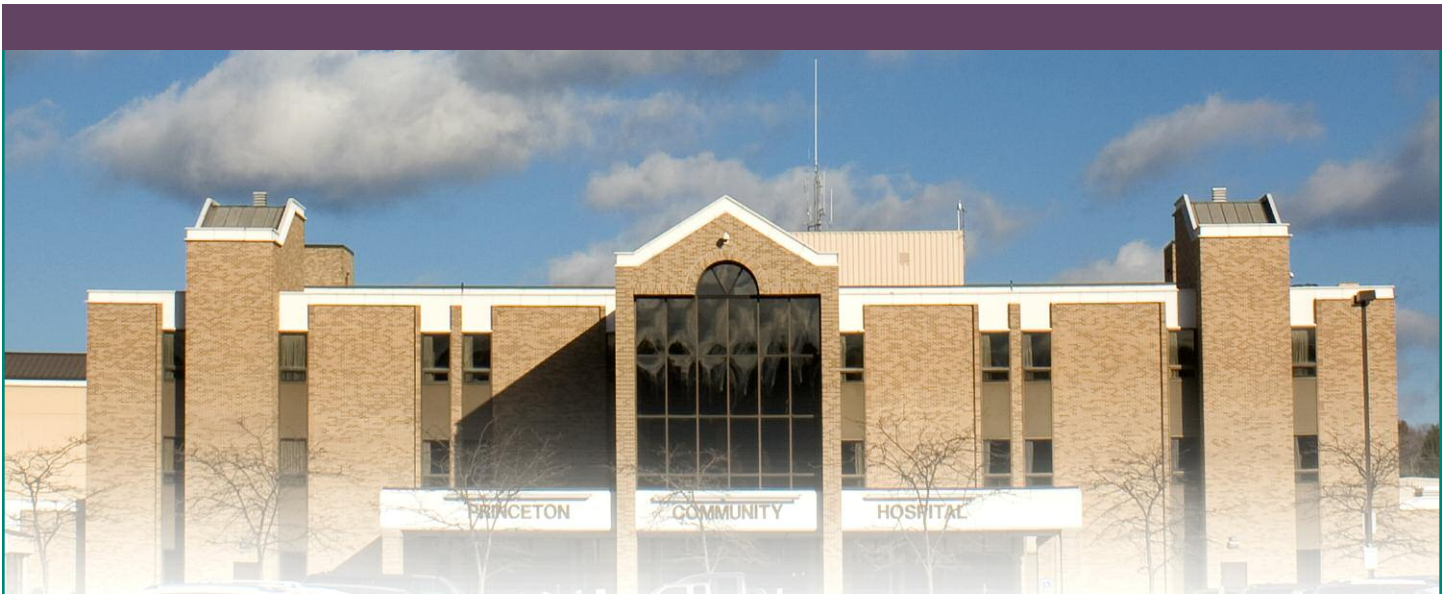
## Express Scripts Offers Convenience and Cost Savings

By now, most employees with ongoing prescription needs have made the switch from local pharmacies to Express Scripts. Many have found that mail order service for a 90-day supply of prescription drugs saves repeated trips to the pharmacy. And employees have around-the-clock online access to their accounts, so business hours are no longer a barrier to getting what you need.

But what you may not know is that you now have

access to 50,000 network pharmacies nationwide, so that you have resources available for your medication needs when you travel. And, the cost-savings from using Express Scripts could result in decreased medical plan costs.

For more information about Express Scripts, or for prescription envelopes, contact the human resources department at extension 7574.



# *Celebrating the people of PCHA*

## *Congratulations*

The PCH Foundation Board of Trustees has named **Ed Gilger** and **Anne Seaver** as its newest members.

Standard & Poors recently upgraded PCH's bond rating two grades to BB- "with stable outlook" from B. The upgrade was announced at the December board meeting.

The PCH Christmas Parade float depicting a Thomas Kincaid Christmas card won the first place prize for the business class for 2008. Congratulations to **Mac McClanahan, Maxie Hearld, Allen Pendleton, Joyce Shrader, Wilma Wade, Phyllis Mikels** and **Darlene Huffman**, who participated in the building and decoration of the float.

**Steve Curry** has been promoted to senior director of information technology and health information management.

**Vickie Lilly**, administrative director of the lab, has announced her retirement on March 1, 2009. Congratulations, Vickie, for more than 33 years of service to PCH!

**Sherri Snead** has been promoted to director of medical imaging services.

## *Interim Pharmacy Director Appointed*

**Susan Drady**, Cardinal Health, has been named interim pharmacy director at PCH.

Drady has been an interim manager with Cardinal for 13 years, most recently at Camden Clark Memorial Hospital in Parkersburg, West Virginia. She served as director of pharmacy at St. Luke's Hospital in Bluefield in 1999 – 2000. She is a graduate of the University of Rhode Island and is currently enrolled at the University of Phoenix working toward a master's degree in health administration.

Drady is originally from Dover, New Hampshire. "You will definitely notice my New England accent," she exclaimed. "I currently live in Virginia Beach, but I spend most of my free time back in New Hampshire helping my parents," she continued. "It is a pleasure to join the Princeton Community Hospital team!"