The Breast Center at PCH Receives Full Accreditation by NAPBC

Receiving care at a NAPBC-accredited center ensures that a patient will have access to:

- Comprehensive care, including a full range of state-of-the-art services
- A multidisciplinary team approach to coordinate the best treatment options
- Information about ongoing clinical trials and new treatment options

And, most importantly,

- Quality breast care close to home.

For more information about the National Accreditation Program for Breast Centers, visit their website at www.accreditedbreastcenters.org.
The Pavilion Promotes National Mental Health Awareness Month in May

To commemorate National Mental Health Awareness Month, The Behavioral Health Pavilion of the Virginias participated in several community outreach programs during the month of May designed to bring public awareness to the issue.

Dr. Jeffry Gee, Medical Director and Chairman of Psychiatry and Connie Cochran, Director of Business Development at The Pavilion took part in a symposium at Bluefield College, Bluefield, Virginia, on May 16. Titled “A Path to Hope: Human Services Conference,” the program was the first to be offered by Bluefield College that addressed mental health services in the area. All presenters were area mental health professionals. The college plans to make this an annual event.

On May 21, Dr. Gee delivered a presentation to a packed house at The Pavilion. Titled “Improving Mental Health Awareness: An Overview of Common Psychiatric Illnesses, Treatments, and Barriers to Recovery,” the program looked at psychiatric illnesses including major depression, bipolar disorder, dementia, psychotic disorders, and substance use disorders. Dr. Gee discussed diagnostic criteria, common symptoms and presentations, and some of the barriers encountered when seeking and receiving psychiatric services in the community.

Dr. Gee was also a guest on Craig Hammond’s talk show “Radio Active,” where he promoted mental health awareness, and Connie Cochran discussed services available at The Pavilion with senior citizens attending the 13th Annual Senior Celebration at Mercer Mall on May 15.

Dr. Gee making his presentation at The Pavilion on May 21.

Dr. Gee with nursing students from Mercer County Technical Schools who attended his lecture. Left to right: Aphrodite Merriweather, Dr. Gee, Kaitlyn Wood, and Rebecca Thompson.
Princeton Community Welcomes Dr. Wallace Horne

Wallace J. Horne, M.D., joined PCH on June 2 as Vice President of Medical Affairs (VPMA). Since 2009, he served as VPMA/Chief Medical Officer with Harnett Health System, a group of two acute care hospitals and seven community clinics in Harnett County, North Carolina. Prior to coming to Harnett Health System, he spent 12 years as VPMA with Community Memorial Health Center in Southhill, Virginia. Board certified in both emergency medicine and family medicine, Dr. Horne saw patients from 1982 through 2012. During the past five years, his time was allocated 20/80 between emergency medicine and administrative duties, respectively.

At Harnett Health, Dr. Horne helped develop a network of primary care physicians. Seven primary care offices were opened under his leadership. They went from zero to 150,000 patient visits over the course of a five-year period. He also worked with physicians to secure and maintain the specialists necessary for the effective operation of a community hospital, and to promote leadership skills, recruitment, and retention. When Dr. Horne joined Harnett Health, all of the quality core measures were below the fiftieth percentile. After four years, all core measures were above the fiftieth, and 50 percent of them were in the top quartile. Harnett Health System is affiliated with WakeMed in Raleigh, North Carolina.

Born in Petersburg, Virginia, Dr. Horne was the youngest child of a Baptist minister. The family moved frequently for various pulpit assignments that included stints in Radford and Richmond.

Dr. Horne attended the University of Richmond and the Medical College of Virginia. His residency was in the Family Medicine Program at the Medical College of Virginia Hospital. He received additional training in emergency medicine and a Master of Medical Management degree at Tulane University, New Orleans, Louisiana. He received a Fellowship in Leadership at the Kellogg School of Business at Northwestern University, Evanston, Illinois. Dr. Horne worked with Campbell University, located in Buies Creek, North Carolina, to develop and open a medical school.

Regarding his responsibilities as Vice President of Medical Affairs at PCH, Dr. Horne said, “As hospitals evolve and respond to changes in the healthcare environment, hospital administrations and physicians must work together to effectively adapt. There is payment reform pressure, there is documentation pressure, there is quality pressure – and I will work with the medical staff and administration to find a path to walk to meet those changes. That is one aspect of my responsibilities. I will also be involved in recruitment, network development, by-laws, government compliance, and other rules and regulations.”

Dr. Horne added, “There are issues here, as everywhere, that need to be addressed. Issues such as electronic health records and Computerized Physician Order Entry (CPOE). These are changes that all organizations are currently evaluating. I will also be working on quality measures and on developing physician leadership skills. Physicians are often accustomed to working from an order-driven relationship. Effective leadership is more about team building, vision, and setting clear expectations.

“I enjoyed meeting the administrative leadership, physicians, and nurses at PCH and look forward to working with them. I’ve spent my life working in similar community hospital environments – and I am familiar with the area, having grown up in southwest Virginia,” Dr. Horne explained. “I think PCH has positioned itself well for what is coming down with healthcare. They have a good building; they have an excellent, well trained medical staff, nursing

(continued)
staff, and ancillary support; they have righted their financial boat; and the leadership sees that there is a strong need for community hospitals as well as a need to form relationships with larger tertiary centers."

Dr. Horne believes the future of healthcare is going to require hospitals to be more outcome-oriented. They will be reimbursed based on how effectively they manage the health of the population they serve. More and more, there will be a shift from numbers such as admissions and discharges to “how well is the population that you are caring for – how are your diabetics doing, how are your patients with high blood pressure doing, how are you managing your chronic heart failure and lung patients?” Hospitals will be required to manage patients in settings that do not just include acute hospitalization, but also outpatient care options.

He said, “There is intense financial pressure on the entire healthcare system. Whether we like it or not, the Affordable Care Act is the law of the Nation and we need to make adjustments and accommodations to reflect that.

“The members of the medical staff whom I have met here at PCH are highly skilled and devoted to this hospital and to this community. I look forward to working with this group of people who have already been successful. It is my hope that through some of my energy and my talents, I can help them and the hospital achieve even greater success. As a physician executive, I hope to provide some balance of perspective between administration and the medical staff. It is a critical path and no one really knows what the endgame is – particularly from the reimbursement side. It takes money to run a hospital and everyone is struggling and working hard to provide the best quality of care most efficiently and in the right setting. That requires change.

“I went into physician leadership because I realized how important it was for physicians to have a seat at the table from a business perspective. You must speak the business language and understand the concepts. Being a physician in and of itself does not necessarily give you the required skill set and vocabulary. I jokingly say, ‘If you’re not at the table, you’re on the menu.’”

Dr. Horne’s wife Mary Jane is academic dean at Southside Virginia Community College in Alberta, Virginia. She plans to retire upon moving to Princeton. The Hornes have five children and five grandchildren.

Dr. Horne enjoys travel, playing golf, snow skiing, and hiking. He has section-hiked the entire 2,180-mile length of the Appalachian Trail from Georgia to Maine.

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**Nurses Honored during National Nurses Week**

May 6 to 12 was National Nurses Week and to celebrate those who truly are the backbone of this organization, Administration sent beautiful floral arrangements to various departments throughout the hospital, as well as to The Pavilion, Mercer Medical Group, and Athens Family Practice.

The physicians treated nurses on all shifts to a delicious meal catered by Kathy’s Custom Catering. They also contributed money for cash...
As an expression of gratitude for the excellent care they and baby daughter Alaoni S. Foust received from the nurses and housekeepers in the Women’s Center, Olando Garrett and Celita Foust delivered an enormous cake to the department during National Nurses Week. Everyone greatly enjoyed the cake and the opportunity to visit with Olando, Celita, and baby Alaoni!
National Hospital Week Celebrated in Style

The Human Resources and Nutrition Services Departments excelled this year in designing and implementing activities for National Hospital Week (May 11 – 17) that CEO Wayne Griffith declared the best he had seen since joining PCH.

The week-long activities including a money machine, dynaband demonstrations, Zumba classes, self-defense class, workshops on protecting yourself from identity theft and the importance of laughter, free beverages, ice cream social, employee picnic, a luncheon sponsored by Amerinet, and free pizza!

A special thank you to everyone in Human Resources and Nutrition Services. As always, you bore the weight of an employee celebration with grace and enthusiasm.

Below is a photomontage highlighting some of the week’s activities.
PCH Patient Portal Now Fully Operational

Princeton Community Hospital now offers secure access to patient medical information through our Patient Portal as a service to patients who wish to view parts of their medical records. West Virginia Code for releasing patient information and Health Insurance Portability and Accountability Act (HIPAA) regulations will be maintained throughout the Portal Access procedures. Patients or their legal guardians can enroll in the Patient Portal if they agree to follow the terms and conditions spelled out on the enrollment form and if they have a valid e-mail address.

Patients and/or legal guardians accessing their records through the Patient Portal may view, print, and/or forward their medical record information. The Patient Portal will be available 24/7 after the patient has registered to use the site. Patients may view their own records, and they may also view the medical records of a family member if the family member has given them permission to do so. This is called “Proxy Rights.”

The Patient Portal is not intended to help diagnose a medical condition, provide any sort of treatment advice, or emergency help. If you are experiencing a medical emergency, you should be seen by the Emergency Department or you should call 911. Diagnosis can only be made and treatment provided after the patient has seen a doctor.

Sensitive subject matters such as pregnancy, sexually transmitted diseases, and certain other conditions are not appropriate for the Patient Portal. Parents will be able to view their minor children’s records up to their child’s 12th birthday, provided they are legally authorized. Parents will still be allowed to request copies of their child’s records after this age by coming to the Health Information Management Department (HIM) and completing a Request of Information Form.

You as the patient may want to authorize a “Proxy.” That is a person given permission by you to act on your behalf to view your medical records. A proxy access is granted for three patient types:

1. Parents or legal guardians of minors up to the age of 12
2. Parents or legal guardians for patients with mental or physical impairments
3. Adult to adult patients

The person authorized to have proxy access to your records is not subject to federal health information privacy laws. If that person intentionally or unintentionally discloses health information about you, that information might no longer be protected by privacy regulations.

Patients requesting enrollment to access their records or to name or be named as a proxy, must follow these guidelines:

- Patients must provide an e-mail address when they are being registered.
- Patients must complete a Portal Registration Form.
- Patients may grant Proxy access to another individual by completing a Portal Registration Form—Proxy section.
- Patients will receive a one-time login access by e-mail. They must then change their login and password for security.
- Patients may receive assistance with accessing the Patient Portal by either calling the HIM department, 304.487.7257, Monday-
Friday, 8:00 a.m. – 4:30 p.m. or by e-mailing poffice@pchonline.org.

- Parents requesting access to their minor children’s records by proxy, must be reviewed and approved by HIM. HIM will review the minor child’s records to ensure there are no restrictions ordered by the court system. Parents will receive login information by e-mail after the review has been completed.
- Patient Portal accounts may be closed for the following reasons:
  - Patient’s request for deactivation
  - Patient ends care
  - Patient violates the terms of use
  - Patient dies

The links below will not work if you are attempting to access them from within Princeton Community Hospital using the hospital’s WiFi network. You must be off the hospital premises or off their WiFi network in order to access the Patient Portal.

If you have already been enrolled in the Patient Portal while a patient at PCH, please use the following web address to login to the Patient Portal:
https://patientportal.pchonline.org/

If you were not previously enrolled in the Patient Portal while a patient at PCH and would like to self-enroll, please use the following web address to login to the Patient Portal:
https://patientportal.pchonline.org/templates/selfsignup-PCHWEB.LIVEF-Phm.html

Please note that lab results will not be available until 24 hours after the test is performed. Other reports that require the physician’s dictation and signature may take longer.

For assistance Monday-Friday, 8:00 a.m. – 4:30 p.m., please call the Health Information Management Department at 304.487.7257, or e-mail poffice@pchonline.org.

This information is on the PCH website. A brochure is also available and may be obtained from Patient Registration or HIM.

Dr. Mian W. Shah Retires After 41 Years

Congratulations to Mian W. Shah, M.D., F.R.C.S, F.I.C.S., who retired after practicing for 41 years in Princeton. Dr. Shah joined the hospital in 1973 and was the first urologist at PCH. Dr. Shah is shown here with fellow physicians at his retirement reception held May 28. Left to right: Generoso D. Duremdes, M.D.; Afzal U. Ahmed, M.D.; Mian W. Shah, M.D.; Dana O. Olson, M.D.; and Gopal M. Pardasani, M.D.
To All PCH and BMC Employees:

I have always been proud to be a PCH employee and a member of the PCH Family. However, the last few weeks have made me even more appreciative of my PCH Family.

Words cannot express how much your thoughtfulness, your kind words, the cards, your prayers and the beautiful flower arrangement meant during our time of mourning the loss of our beautiful, sweet Kimberly Gillespie.

A special thank you to the entire Human Resource Staff for all your hard work preparing for and presenting the wonderful Memorial Service.

Sondra, Kermit, Shelly, Curtis Gillespie, Tabitha Combs and Family
**Candice Harris Earns Pharmacy Degree from WVU**

Congratulations to Candice Harris who received a Doctor of Pharmacy degree on May 11 from West Virginia University School of Pharmacy.

Candice is the daughter of Tony Wright, PCH Finance Department. She was born and raised in Bluefield, West Virginia, and is a graduate of Bluefield High School. She earned her undergraduate degree from Marshall University and Bluefield State College where she majored in biology and minored in chemistry. She then enrolled in the WVU School of Pharmacy. After her first year at WVU, she began working in the PCH Pharmacy Department as a pharmacy intern (summer months and school holidays/breaks).

“This was such a great opportunity since it allowed me to see pharmacy from the hospital’s perspective. Most students spend their internships in a retail setting,” Candice said.

Candice will be moving to Orlando, Florida, where she has accepted a position with Walgreens Pharmacy. Susan Drady, Director of the Pharmacy Department, and other Pharmacy Department employees enjoyed working with Candice and are sorry to see her go.

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**Jessica Pennington Graduates with Two Degrees and Four Certifications**

Congratulations to PCH IT employee Jessica Pennington who just graduated from Southwest Virginia Community College with degrees in Information Technology and Help Desk Support and Software Development.

Jessica’s certifications are:

- Software & Programming Career Studies
- Network Administration Career Studies
- Cisco Routing and Networking
- Network Management

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**Birthday Bash with the CEO for June Birthdays**

**Wednesday, June 25** • The luncheon will be held in the boardroom at 12:00 p.m.

To reserve your place at the table, please RSVP to Crystal Mabe by email or by calling extension 7242 at least four days prior to the luncheon.
Mercer County Bureau of Public Health Hosts Emergency Preparedness Symposium

On May 8, the Mercer County Bureau of Public Health’s Threat Preparedness Division hosted a symposium/drill at Days Inn in Princeton.

The drill scenarios presented included an anthrax threat, MERS (Middle Eastern Respiratory Syndrome) threat, and a chemical tanker wreck.

Attendees were from Region One Health Departments, State Epidemiology, Princeton Community Hospital (represented by Mark Pickett, Emergency Preparedness Coordinator), County Emergency Managers, Hazmat Responders and WVREADY volunteers in Region One, and LPN students from Mercer County Technical Schools.

The drills focused on training and familiarization with roles, procedures, and responsibilities during an emergency situation.

Jan Stovall, Registered Respiratory Therapist and Connie Cochran, Director of Business Development, represented PCH and The Pavilion at the 13th Annual Senior Celebration at Mercer Mall on May 15. They provided blood pressure and oxygen level checks and distributed literature and gifts to area senior citizens.

Kimberly Keen, Director of Occupational Therapy participated in the Health Fair held at Princeton Health and Fitness Center on May 22. The annual event is designed to promote good nutrition, exercise, and an overall healthy lifestyle.