

Preston Memorial Hospital open for business

A new era in healthcare for Preston County began on Thursday, April 30, with the dedication of the \$38.5-million Preston Memorial Hospital.

West Virginia Governor Earl Ray Tomblin was there to cut the ribbon, along with representatives of the state congressional delegation, local dignitaries, hospital officials and Mon Health System executives.

“With the next closest hospital nearly an hour away, this new facility will not only expand access to quality care, but will help local residents and have a significant impact on the entire Preston County community,” said Governor Tomblin. “Hospitals are more than just places to go to celebrate a new life or find comfort for our loved ones when they are sick. They are the centers of our communities. The new Preston Memorial Hospital will serve residents here for many years to come.”

The new 80,500 square foot, state-of-the-art facility replaces the old hospital built in 1955. The new hospital includes surgical suites and two intensive care rooms; specialized cardiac, trauma and psychiatric rooms in the expanded Emergency Department, and expanded outpatient services including an integrated Physician Center and Physical Therapy Center. A stone fireplace is the focal point of the spacious and comfortable lobby with an adjoining cafeteria.

The Preston Memorial Hospital Foundation began fundraising

for the new building in 2013 with its “Building for A Healthy Future” campaign.

“Like any great accomplishment, it takes a large group of committed people to succeed,” said Preston Memorial Hospital CEO Melissa Lockwood who has been the driving force in bringing this project to fruition. “Just like those who worked so hard before us to build the hospital that opened in 1955, our community came together time and again to make this beautiful new building a reality.”

Preston Memorial Hospital officially joined Mon Health System in February 2014. The health system, which includes Mon General Hospital, secured loans from the USDA and WesBanco for the construction of the new hospital. Ground was broken in October 2013.

“Over two years ago, when the boards of our two hospitals made the strategic decision to join together in partnership, we envisioned the most critical strategic step that needed to be taken in ensuring the future of this outstanding community hospital was to construct a new state-of-the-art critical care access hospital here in Kingwood,” said Glenn Adrian, Mon Health System Board of Directors Chairman. “Today we are celebrating its opening. Without a doubt, dreams do come true.”

“The Mon Health System partnership with Preston Memorial Hospital is based on our vision



With the snip of the scissors, Preston Memorial Hospital (PMH) in Kingwood was officially dedicated during a grand opening ceremony on Thursday, April 30. Pictured, left to right, are Glenn Adrian, Chairman of the Mon Health System Board of Directors; Ron Crites, Chairman of the PMH Board of Directors; West Virginia Governor Earl Ray Tomblin; Melissa Lockwood, President and CEO of PMH; Darryl Duncan, President and CEO of Mon Health System; and Fred Conley, MD, PMH Chief of Staff.

that high quality care should be affordable and close to home,” said Mon Health System President and CEO Darryl Duncan. “We believe the investment we are making in this community will pay tremendous dividends in the form of better access to care and economic development for generations to come. It is because of this understanding and commitment to these ideals that we are here today.”

About 150 local dignitaries and Preston Memorial employees attended the hospital dedication ceremony. Also speaking at the event were Ron Crites, Chairman of the Preston Memorial Hospital Board of Directors; Jessica Sell on

behalf of U.S. Senator Joe Manchin and Mary Elisabeth Eckerson on behalf of U.S. Senator Shelley Moore Capito.

A public “grand opening” event is being planned to coincide with the Preston County Buckwheat Festival in September.

Patients moved from the old facility to the new hospital on Sunday morning, May 17. The new Emergency Department began seeing its first patients that morning as well.

Preston Memorial Hospital is an acute care facility, state licensed for 25 beds. All patient rooms in the new hospital are private, maximizing comfort for patients and their families. ✨

The new Preston Memorial Hospital



The new Preston Memorial Hospital features a stone fireplace as the focal point of a spacious and inviting lobby, 25 private patient rooms, centralized nurse’s stations and state-of-the-art surgical suites. The hospital opened to patients on Sunday, May 17.



President's message



It's been said that "word of mouth" is the best form of advertising. When people go out of their way to say something nice

about us, it creates goodwill that money can't buy.

I thought about this last month when I read a letter to the editor of the Dominion Post. The headline was "Thanks to hospital's staff, he's doing well."

Bill Britton of Morgantown wrote about the outstanding care he received as a cardiac patient at Mon General Hospital. He described in detail the compassionate attention he received from our team of cardiologists

and heart surgeons, as well as the nurses and staff.

No one asked Mr. Britton to write to the newspaper. Rather, it was an unbidden and outward expression of his gratitude for an excellent patient experience. (You can see the full letter to the editor on Mon Net under Mon General In The News.)

How can we "bottle" this secret sauce so that it extends to every patient we see? How can we provide service and care the right way every time? How can we put "customer service" at the center of every patient interaction? There are countless answers to these questions, but one thing is clear: It's not just **what we do** but also **how we do it** that matters.

The How Matters is the subject of a weekly email to Manag-

ers. Each email contains a single customer service tip to share with all employees. These are behavior-based actions that each of us can use right away to create positive patient experiences. Most of them are incredibly simple and easy. For instance, one recent tip talked about the importance of body language, such as making eye contact with patients and their families, and maintaining an interested and engaged facial expression.

My predecessor, Dave Robertson, was fond of saying that the ingredients for a positive hospital experience are "clean floors, smiling faces and tasty food." When we drill down a little deeper, it's clear that these three simple pillars of customer service are supported by countless small behaviors in every

patient interaction. It takes constant vigilance. And I'm not talking about the vigilance of our supervisors. I'm talking about **personal** vigilance and commitment.

It's an old saying that "character is who you are when no one is looking." Mr. Britton paid us the highest compliment when he wrote to the newspaper to tell the community what he experienced here at Mon General. His kind words reflect the character of every caregiver with whom he interacted. I'm happy to report that positive feedback like this is quite common in the surveys patients fill out and in the letters I receive. With every positive patient experience, your personal character shines through. Thank you.

— *Lamy*

New screening can signal presences of disease

Are you at risk for a heart attack?

Mon General Hospital is offering a new screening that may help determine whether a heart attack is in your future. Called a "CT Cardiac Calcium Scoring Screening Exam," this test can signal the presence of coronary artery disease (CAD).

"A cardiac CT (computed

tomography) scan for coronary calcium is a non-invasive way of looking for calcified plaque in the coronary arteries," said Brenda DeBastiani, Director of Imaging at Mon General Hospital. "Calcified plaque results when there is a build-up of fat and other substances in the arteries. This

material can calcify, signaling the presence of atherosclerosis, also known as CAD."

People with coronary artery disease have an increased risk for heart attacks. Over time, plaque build-up can narrow the arteries or even close off blood flow to the heart. The result may be chest


pain or a heart attack.

Mon General's Imaging Department is offering the CT Cardiac Scoring Screening Exam for \$99. A doctor's order is required for the test. The cost includes both the CT exam and the interpretation of the exam by a radiologist.

"The goal of the test is to determine if CAD is present and to what extent," DeBastiani said. The screening study is for patients with risk factors for CAD, but no symptoms. Risk factors include high blood cholesterol, family history of heart attacks, diabetes, high blood pressure, cigarette smoking, obesity or lack of physical activity.

"Because calcium is a marker of CAD, the amount of calcium detected on a cardiac CT scan is a helpful tool," she said. The results of the screening are expressed as a calcium score. The score can range from zero, no evidence of CAD, to over 400, extensive evidence of CAD. The score may help predict the likelihood of a heart attack and help physicians determine if preventative medicine or other measures are necessary to lower risk.

A CT scan is a diagnostic medical test, similar to a traditional x-ray, which produces multiple images of the inside of the body. The scan can generate three-dimensional images of internal organs providing greater detail than a traditional x-ray.

Those with risk factors for CAD are encouraged to ask their doctors if the exam might be beneficial. Those with a doctor's order for the test may call (304) 598-1642 to schedule. 



Activities through June 30

June 1 – Wellness Bulletin Board & Quiz. The Bulletin Board Quiz is available on the MonNet Wellness page. Points resume in July.

June 12, 13, 14 – United Way Corporate Cup Challenge. 5 Points towards the Benefit Discount Program for FY 2016.

June 14 – Trek Across WV ends. Participants with a minimum of 84 miles will get a program t-shirt.

June 30 – LifeStride Check-in/Blood Pressure Check. Check MonNet Announcements for locations and times. Points resume in July.

Contact Employee Wellness with any questions – (304) 285-2122.

Doctor becomes citizen



Ferdinand C. Martinez, MD, FACS of Hesikell King Burns & Tallman of Mon General Hospital recently became a United States citizen. Dr. Martinez took the oath of allegiance during a ceremony at the U.S. Citizenship and Immigration Services office in Pittsburgh. He was asked to give a naturalization ceremony speech during the ceremony, in which he said "As new citizens, we have an opportunity to give back to this great country. Be pillars of your community. Make your presence here count." Dr. Martinez came to the United States in 2001 on an exchange visa to pursue training in surgery. He had planned to return to the Philippines after five years, but after he and his wife had a son and advanced in their careers, they found themselves rooted here. Pictured are Dr. Martinez with his wife, Jennifer, and son, JJ. Dr. Martinez resides and practices in Waynesburg, PA.

Critical Care Nurses prepared for worst-case scenerio



At any moment, a critical care nurse must be ready to face a patient's worst-case scenario.

Director of Critical Care Jamie McLaughlin said her nurses take care of the sickest patients in the hospital.

They are required to have an advanced skill set, extensive orientation, and a high level of knowledge in order to be successful as a critical care nurse, she said. As director, McLaughlin oversees both the Intensive Care and Cardiac Care Units.

It takes a special type of personality to work in critical care.

"The nurses have to be ready for anything at any given

moment. They must be able to respond calmly, quickly and efficiently," she said.

McLaughlin, who spent 17 years providing bedside care to critically-ill patients, said the nurses who choose critical care

do it because every single day they get to make a difference, and they are saving lives. "Our nurses resuscitate and save lives under the radar, and most people don't even know it's happening," she said.

Our Intensive Care and Cardiac Care nurses both attend all hospital Code Blues and Rapid Response situations, providing the initial assessment and first line of treatment.

Critical Care is one of the most intense nursing positions, McLaughlin said, as they care for extremely sick patients. She believes that for some nurses, it is what they were meant to do.

Intensive Care Nurse Heather Hickman calls her profession a calling. "I saw my dad cry for the first time after his knee surgery," Hickman said. "I wanted to make a difference. My hero was at his weakest moment."

Now Hickman sees her patients at their weakest moments.

"When you're in that moment, you're using critical thinking," she said. "I trust my good instincts, and I treat my patients like they're my own."

But sometimes it's difficult to leave it all behind when she returns to her home in Bridgeport.

"I take it home with me. I pray. I read devotionals," she said. "It's a hard job."

Hickman has been a nurse for 13 years, nine of which have been at Mon General.

"I want to work at a hospital people like, and I love it here," she said. "This is where I want

my family to receive their care."

The cardiac care nurses provide care for patients post cardiac surgery.

For 11 years, Meta Kirksey has been providing critical care. She transitioned to the Cardiac Care Unit five years ago when she began working at Mon General.

"My grandmother had a mitral valve replacement, and I wasn't impressed with the treatment she received at another hospital," Kirksey said. "That's when I decided that I wanted to go into nursing."

As a cardiac care nurse, Kirksey knows that what she does is going to keep the patient alive.



Pictured left to right, Jamie McLaughlin, BSN, Director of Critical Care; Jason Beringo, BSN, Critical Care Coordinator and Ashley Blair, BSN, Clinical Manager are among the Critical Care supervisors.

"I do everything that I can to keep the patient's heart beating," she said. "If the heart stops, the patient dies."

But for Kirksey, it's about more than just administering care. It's about compassion and empathy.

"I treat the patient the way I wish my grandmother would have been treated and how I would want to be treated," she said.

Kirksey said a nurse knows going into critical care whether they're that kind of nurse or not. A cardiac/critical care nurse has to be at their best in high-stress situations.

Kirksey, who lives in West Milford, drives 55 miles in one direction to be a part of the Mon General Cardiac Care Unit team.

"We're all a pretty close group of nurses," she said. "Without that, we couldn't make it through the day." ✨



Intensive Care Nurse Heather Hickman saw her calling as an ICU nurse when she saw her father at his weakest after his knee surgery.



Cardiac Care Nurse Meta Kirksey treats her patients the way she would want her grandmother treated. For her it's about compassion and empathy.

Mon EMS receives American Heart Association Award

Monongalia Emergency Medical Services (Mon EMS) has received the American Heart Association's Mission: Lifeline® EMS Silver Award for implementing quality improvement measures for the treatment of patients who experience severe heart attacks.

"In partnership with the Marion County Rescue Squad and Harrison County Emergency Squad, Mon EMS is helping to lead the way in the care of patients suf-



fering from chest pain or heart attacks in the region," said Scott Crouch, Executive Director of EMS.

"The rigorous criteria of the American Heart Association for these awards ensures that our patients receive 12 lead EKGs (devices that measures the electrical activity of the heartbeat and can help

medical personnel determine if a heart attack has occurred) in the field, which are transmitted to the receiving hospital via cell phone signal.

"The quick diagnosis in the field, with appropriate medical command, alerts the Cath Lab teams in the hospital of a potential candidate for advanced cardiac care," he said. "Mon EMS provides this advanced service well within the AHA benchmarks for the award criteria."

Every year, more than 250,000 people experience a heart attack caused by a complete blockage of blood flow to the heart. Known as STEMI, or ST Elevation Myocardial Infarction, the situation requires timely treatment to prevent death. It's critical to restore

blood flow as quickly as possible, either by surgically opening the blocked vessel or by giving clot-busting medication.

Unfortunately, many people don't receive this prompt treatment.

Mission: Lifeline seeks to save lives by closing the gaps that separate STEMI patients from timely access to appropriate treatments. Mission: Lifeline's EMS recognition program recognizes emergency responders for their efforts in improving STEMI systems of care and improving the quality of life for these patients. ✨

Nurses Week launches Cardinal Nursing Award

Mon General Hospital celebrated National Nurses Week, May 6-12, with the launch of the Mon General Hospital Cardinal Nursing Award.

On Thursday, May 7, nurses were invited to stop by the Hazel Ruby McQuain Conference Center for food, games and a chance to win a variety of prizes, including gift cards and iPads. The event was held from 5-9 a.m. and 5-9 p.m. to give nurses on all shifts a chance to attend. An exhibit at the event had information about the new Mon General Hospital Cardinal Nursing Award, along with nomination forms.

"The Cardinal Nursing Award was created to give recognition to great nurses at Mon General Hospital who exemplify the hospital's service standards and nursing

excellence," said Susan Konya, Director of Clinical Resources. "It was developed as a commitment to honor nurses who provide quality care for our patients."

The award was named the Cardinal Nursing Award because the cardinal color red is symbolic of vitality, importance, faith, integrity, courtesy, presentation and efficiency.

Any staff member, patient or visitor may nominate a nurse for a Cardinal Nursing Award. Nomination forms are available from Nurse Directors, the House Supervisor and on MonNet.

To be eligible, the nurse must have been employed at Mon General Hospital a minimum of one year, carry an active WV Nursing License and have either full-time or part-time status. Nomination forms are reviewed by the



Glenna Blankenship, center, an RN in the Mon General Intensive Care Unit, was the first recipient of the Mon General Hospital Cardinal Nursing Award. Blankenship has worked at Mon General for almost 30 years and was described as "caring, compassionate and professional in all her encounters with patients and staff." She serves as Clinical Manager in the ICU. The Cardinal Award is presented monthly as a means to honor nurses who provide quality care and promote excellence in nursing. Blankenship was presented with a prime hospital parking space for a month and a Blenko Glass vase. She is now eligible for the Nurse of the Year Recognition which will be announced during National Nurses Week in May 2016. Presenting the Cardinal Nursing Award to Blankenship were Director of Clinical Resources Susan Konya, left, and Vice President of Patient Care Services Daphne Scordato, right. The award was presented on Monday, May 18, during a celebration in the ICU.

MHS June birthdays

June 1

Tammy Dalton
Ruth Graham
James Kristin
Debra Smith

June 2

Cynthia Henline
Francis Kay
Patricia Reese
Maria Torres

June 3

Helen Bolen
James Murray
Richard Ricco, Jr.
Erica Sullivan

June 4

Jana Bridges
Samuel Costante, Jr.
Ervin Czinege, MD
Paula Wilderotter

June 5

Deborah Danko
Lisa McBride, MD
Vicki Perry
Jessica Webber

June 6

Melissa Matheny
Neta Maust
Deborah Price
Linda Smith
Brenda Starn

June 7

Steven Carpenter
Lisa Hart
Lindy Proutt

June 8

Lorraine Johnson

June 9

Hannah Cannon
Georgette Chmura
R. Don Cunanan, MD
Jesse Scarfe
Michael Snyder
Stephen Tuckwiller
David Yocum

June 10

Tammy Corley
Loretta Cutlip
Robert Phares, MD
William Post, MD
Linda Shoulders
Timothy Shuttlesworth
Karen Waddell

June 11

Randall Corbin
Melissa Demaske
Kayla Donahoe
Casey Gleason
Chelsey Nethken
Tracy Ozohonish
Dana Wonsettler, MD

June 12

Amy Hargis
Heather Megna
Sarah Messenger
Konni Miller
Christine Noce
Kristin Ord
Kathy Purkey

June 13

Kimberly Auten
Joan Feather
Stacey Levendorf
Connor Loudin
Jonathan Poff
Lavora Price
Rebecca Whetsell

June 14

Kelly Bowman
Karrie Comstock
Leonard Eddy
Gregory Fowler
Ruth Roberts

June 15

Brandon Byron, MD
Elizabeth Hamblet
Megan Haskiell
Katrina McClead

June 16

Jessica Banko
Linda Fischer
Carol Freme
Theresa Morris

Roger Phillips
Amy Simsa

June 17

Barbara Haas
Cody Hoffman
Melanie Hufnagel
Erica Lawson
David Reckart

June 18

Shaundra Bissett
Amanda Gaarenstroom
Delores Harmon
William Hennessey

June 19

Teri Ball
Melynda Blosser
David Broadwater
Jacqueline Fawley
Amber Morris
Adriana Prickett
Debra Thrasher
Dellmon Winston

June 20

Michael Bowyer
Margaret Burns
Lisa Marci
Brenda Turner
Robin Whitescarver
Jill Wirth

June 21

Rhonda Freeland
Kathy Gorski
Joan Moore
Paula Murray
Carolyn Preston
Myranda Speakman
Melissa Swaney
Deanie Van Camp

June 22

Brandy Blaker
Cole Crim
Drew Cubic, Jr.
Susan Dalton
Amy DeFazio
Wilda Marstiller

June 23

Richard Ashcraft
Scott Brode

Alyssa Degler

David Grose
Ryan Kelly
Meta Kirksey
Antoinette Skinner
Hope Taylor

June 24

Judi Kisner
April Lynch
Lucas Mariano
Sheri Wolfe

June 25

Kendra Ammons
Jennifer Bender
Paul Bennett, Jr.
Ashley Cox
Amanda Cutright
Barbara Jenkins
Lisa Miller
Patricia Schroeder
Brittany Umbel
Susan Watts
Tonya Wood

June 26

Autumn Colton
Donna Dwire
Tracy Hovatter
Christina Phalen
Heather Plum

June 27

Jennifer Knoble
Edgar Gamponia, MD
Mary Lytle
Joyce Mapel
Luisa Wolfe

June 28

Carol Law
Mary Jo Sabatelli
Jeannine Tennant

June 29

Alvaro Gutierrez, MD
Charlene Moody
Wendy Rosner
Paula Saurborn

June 30

Linda Connors
Kathy McIntire
Darlene Stauffer

Cardinal Nursing Award Committee and a winner is chosen each month. Any nurse at Mon General or affiliated physician practices may be nominated.

Monthly winners will receive a hand-crafted vase from Blenko Glass Company in Milton, WV; a prime Mon General Hospital parking spot; a unit treat and recognition in *System In Review*. Monthly winners are then eligible for the Mon General Nurse of the Year recognition which will be announced annually during the

Nurses Day Celebration beginning in May 2016. The Nurse of the Year will win a grand prize.

In addition to the Cardinal Nursing Award announcement, this year's nursing celebration also featured the Blessing of Hands by Mon General Chaplain Ed Horvat and an exhibit about organ donation by the Center for Organ Recovery & Education (CORE). Vice President of Patient Care Services Daphne Scordato also thanked the nurses for their service. ✨

System In Review

System In Review is produced by the Marketing Department. Its purpose is to promote communication among Mon Health System family members. Employees are invited to contribute suggestions by calling the Marketing Department at (304) 285-2730 or email commrelmonhealthsys.org.



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iPad winners



John Tyler Johnson and Pansy Garrett-Ashton, both Housekeeping Assistants in Environmental Services, were the winners of iPads given away during the Town Hall meetings held in early April. The iPads were presented by Vice President Peggy Pust and Jesse Broadwater, Director of Environmental Services. Employees who attended the Town Hall meetings were entered into a drawing for the iPads. Town Hall meetings are held quarterly to update staff on happenings at Mon Health System.