WMHS Physicians Honored

The Western Maryland Health System named Dr. Mark Nelson as Physician of the Year 2009 during its Physician Recognition Gala held at the Rocky Gap Lodge and Golf Resort in April. Dr. Nelson was chosen from among 65 different nominees submitted and 168 nominations from medical staff, health system employees, volunteers, and board members. A cardiovascular surgeon for the WMHS Heart Institute, Nelson has been here since its inception nine years ago and he has performed over 2000 cardiac surgeries in Cumberland. Under his tenure, our program has become nationally recognized for quality and has received the highest praise from patients and their families.

Two new awards were presented this year. Radiation oncologist Scott Watkins was the inaugural recipient of the Immediate Impact Award. This new recognition is for a physician who has been with WMHS for less than five years and has already made a significant difference in the community. In a remarkably short time, Dr. Watkins' knowledge and expertise have enabled us to expand our capabilities in radiation oncology so that patients can receive the highest caliber of care close to home.

Also new this year is the Lifetime Achievement Award, which honors an outstanding physician with more than 20 years of service to our community. There were so many deserving candidates for this recognition that it ended in a tie, and two awards were presented. Pediatricians Robert Dawson and Elmaslias Menchavez were both honored with Lifetime Achievement Awards. Dr. Dawson has been taking care of our youngest patients for 45 years at the Children’s Medical Group. Dr. Menchavez came to Cumberland in 1976 to establish his practice in pediatrics and neonatology. Both of them are dedicated physicians who are well respected by their colleagues and loved by their patients and the nurses and staff at WMHS.

New Hospital Update

Construction on the new hospital on Willowbrook Road is moving ahead on schedule with much of the work now taking place on the inside of the building. Recent photos show the Nurses’ station on 5 West (top right) and the arrival of equipment in the kitchen of the new hospital (bottom right).

Also pictured during a Life Safety Code tour of the new hospital in late March are (from left) Melinda Bussard, Performance Improvement Specialist; Eugene Bennett, Engineer, McKenna Consulting; and Rich Seguin, Interim Director, Facilities. Rena Litten (Performance Improvement) and John McGill (Facilities) also participated in the tour but are not pictured.

WMHS has been working with McKenna, our Joint Commission consultants, to perform Life Safety Code inspections of the Regional Medical Center. This is being done to assure compliance in accordance with the National Fire Protection Act, which is very rigorous inspection that is checked by numerous governing bodies, including The Joint Commission.

To see a photo of the daily progress of the new hospital project, log onto the WMHS web site at www.wmhs.com/new and click on the Construction Cam: View Our Progress area on the bottom of the front page. A new construction site photo is posted twice daily.
Values in Action Award Recipient for March

Missy McCloskey

An employee since 1991, Missy was selected as the Western Maryland Health System’s Values in Action recipient for the month of March. Missy is the coordinator for the health system’s Dialysis Unit, where she is responsible for the daily operation of the unit. She does daily rounds with physicians, coordinates the staff, deals with the patients and their families, and makes sure the unit is survey ready for both Joint Commission and state surveys. She serves on several hospital committees, including the Fall Committee, Dialysis QA Committee, planning committees for Dialysis at the new hospital, and Joint Commission Department Guides.

Missy is a registered nurse with a Bachelors in nursing from the University of Maryland. She began her career in 1991 on the 2 South nursing unit at Memorial and three years later, Missy joined the Dialysis unit. Last year, she was promoted to her current position.

Missy is an excellent caregiver and natural leader whose dedicated hard work has improved the organization and daily flow of the unit. Her documentation skills and attention to detail are legendary and her sense of humor keeps morale high on the busiest of days. Co-workers say she is a team player and is very supportive of her staff. She has been described as thoughtful, kind, pleasant and conscientious.

“I enjoy working with each patient,” says Missy. “We become very close to our patients. It is very rewarding to know that what you do on a daily basis helps to improve the quality of life for both the patients and families that are dealing with a chronic disease.” She says the staff of the Dialysis unit is like a big family and the patients are part of that family. “I am very fortunate to be a member of a group that gets along and works so well together. We have a great staff that does an excellent job every day.”

Missy and her husband, Brian, reside in LaVale and have been married for 15 years. They are the parents of three children – Brandon, a fourth grader at Parkside Elementary School, and twins Blake and Taylor, who are in kindergarten. Missy and Brian are very active in their children’s school and sporting activities. They volunteer with the Parkside PTA, where she served as the Executive Board Secretary, the LaVale Athletic Association and St. Patrick’s Church.

Away from work, the McCloskey family enjoys traveling, camping, going to the beach, and spending time with family and friends. Missy also spends her time walking and doing crafts.

Congratulations, Missy!

WMHS Employees Activities

March Retirements

The following Western Maryland Health System employees retired during the month of March after many years of distinguished service:

Anne DeVaughn, Behavioral Health at Braddock, retired after 18 years of exceptional service. Anne was hired in 1990 as a psychotherapist in the Pastoral Care Department at Memorial. Two years later, she moved into a position as a marriage and family therapist. In 2000, Anne was promoted to clinical social worker in Pastoral Care and five years later, she joined the Psychiatric Outpatient Department at Braddock with her title changing to Mental Health Professional in Counseling Services. Anne was a very seasoned professional with exceptional abilities in all areas of diagnosing patients and was adept at treating clients of all ages. She has cultivated many years of valuable resources and shares them with clients, families and co-workers. Anne is a very good role model for the program and the health system. Co-workers describe her as positive, supportive, well-respected and compassionate. She brings out the best in others and her services are actively sought out in the community. For many years, Anne has also worked as a volunteer chaplain in the Emergency Department.

Barbara Reed, Regional Cancer Center at Braddock, retired after dedicating 33 years of outstanding service to the health system. Barbara was a unit assistant in the Oncology Department at the Regional Cancer Center. She was hired in 1975 as a nursing assistant trainee in the Nursing Services at Memorial. Barbara became a nursing assistant and worked in the intensive care/critical care unit, step-down unit, and float pool until 1988. She then moved to the Admitting/Registration Department as a registration assistant/patient advocate. Two years ago, Barbara transferred to Medical Oncology at Braddock as a unit assistant and also worked for GYN/Oncology and Medical Oncology at the Regional Cancer Center. She was very important to the everyday operation of Dr. Rosensteins office at Memorial. Barbara got along well with her co-workers and physicians. She was always willing to work extra and worked tirelessly to promote a positive experience for the patients by making a great first impression. Co-workers say she was reliable, personable, considerate and very helpful.

Bill Shepherd, Laundry/Materials Management, retired from the health system after 44 years of devoted service to the health system. In 1965, Bill started out in the Dietary Department at the old Sacred Heart Hospital on Decatur Street and then went on military leave to serve his country in the Army Reserves. A year later, he returned in time to help move the equipment into the new Sacred Heart Hospital on Haystack Mountain. From there, he became a washman in the Laundry, a department where he has worked ever since. Based at Memorial since 1999, Bill has overseen the staff in the laundry and the warehouses and coordinates special moving projects. Co-workers say he was a great organizer and eager to meet new challenges. In 2006, he was named manager of Laundry/Materials Management. Bill always displayed a consistent effort to show respect to all and he communicated with customers in a courteous and timely manner. He led by example and promoted a positive working environment for his staff and others.
Welcome New WMHS Employees

FULL-TIME:

Brittney Babo
Nurse Clinician
Pediatrics
Braddock

Judy Blaha
Nurse Clinician
OB/Nursery/GYN
Memorial

Chelsea Broadwater
Certified Nursing Assistant
High Level Care
Memorial

Linda Fisher
Nurse Clinician
Intensive Care Unit
Braddock

Kirsten Jewell
Certified Nursing Assistant
4 North
Memorial

Pamela Mallow
Secretary/Biller
Pulmonary Physician
Memorial

Sheila Miller
Certified Nursing Assistant
4 South
Memorial

Shannon Roadman
Certified Nursing Assistant
3 South
Memorial

Jennifer Alexander
Nurse Clinician
Inpatient Oncology
Braddock

Albert Rosato
Supervisor Laboratory
Braddock

Donna Myers
Dietary Worker
Dietary
Frostburg Nursing and Rehabilitation Center

Sharon Wheeler
Nurse Clinician
3 South
Memorial

Christina Omani
Certified Nursing Assistant
Staff Pool Relief
Memorial

PART-TIME:

Sandra Behout
Nurse Clinician
OB/Nursery/GYN
Memorial

Tamara Imes
Certified Nursing Assistant
3 South
Memorial

Tammie Jones
Nurse Clinician
Intensive Care Unit
Braddock

Lisa Hafer
Certified Nursing Assistant
Staff Pool Relief
Memorial

RELIEF

Dina Coughenour
Housekeeping Aide
Housekeeping
Frostburg Nursing and Rehabilitation

Katelynne Crosten
Phlebotomist
Laboratory
Braddock

Bradley Hutson
Dietary Worker
Dietary
Braddock

Tamila Kinser
Dietary Worker
Dietary
Memorial

Timothy May
Housekeeping Aide
Housekeeping
Braddock

Dianne Shircliffe
Certified Nursing Assistant
OB/Nursery/GYN
Memorial

Jessie Spiker
Certified Nursing Assistant
4 North
Memorial

Jennifer Suter
Nurse Clinician
5 South
Memorial

WMHS Dietitian Addresses National Nutrition Conference

Theresa Stahl, clinical dietitian specialist for the WMHS Dialysis Unit at Memorial, recently made a successful presentation at the American Dietetic Association's (ADA) Food and Nutrition Conference and Exposition in Chicago, Illinois. A member of the ADA’s Behavior Health Nutrition Dietetic Practice Group, Theresa focused on the role of the dietitian in recovering from drug and alcohol addiction. In addition to her work at WMHS, she is active in the Western Maryland AHEC Dietetic Caucus and the community. Theresa has 20 years of nutrition experience as a registered dietitian and medical nutrition therapist in a wide variety of settings. She is also a featured speaker, writer, instructor and certified alternative yoga instructor.

WMHS Connection is published monthly by the Community Relations Department for the employees and friends of the Western Maryland Health System. Please send information for publication to Mike Dawson through inter campus mail, e-mail (mdawson@wmhs.com) or Meditech. You can also submit material by calling Mike at 301-723-6436.
BENEFIT OF THE MONTH
APRIL 2009

WHAT IS AN EXPLANATION OF BENEFIT (EOB)?

An EOB is the statement you receive from the medical, dental or vision carrier to explain the payment of benefits for services rendered to a patient. The EOB usually includes a statement

“THIS IS NOT A BILL”

Each insurance carrier’s EOBs are formatted differently but contain the same basic information. Employees should be sure this information matches any bills from the provider of service. Any discrepancies should be brought to the attention of the provider and/or the insurance carrier. If you are unable to resolve any issues with the medical, dental or vision provider and the insurance company, Human Resources is available to assist you.

WMHS Medical EOB (Meritain Health): In the past, the medical carrier sent out an EOB for each service rendered throughout the year. However, the new medical insurance carrier, Meritain Health, will provide a monthly summary of claims for the entire family. Due to HIPAA compliance, the summary will provide the patient name, charges and payments but WILL NOT disclose the provider of service for members of the family who are 18 years or older. Should a claim be pended or not paid, Meritain Health WILL send an EOB during the month indicating the reason.

Reasons a claim would not be paid or would be pended:
• Verification of student status on a dependent child at age 20 up to age 25
• Verification of “other coverage” for spouse and dependent children
• Pre-certification not obtained prior to service rendered
• Services rendered by a non-participating provider
• For Silver Plan members – referral not obtained prior to services rendered

WMHS Dental EOB (Delta Dental): The dental EOB will continue to be sent to the employee once a claim has been received by the insurance carrier and processed for payment.

WMHS Vision EOB (National Vision Administrators-NVA): The vision carrier does not provide EOBs unless the member uses a non-participating provider. Participating vision providers have access to the NVA benefits system and can verify benefits and coverage at the time of the patient’s visit. Therefore, the patient is provided with a statement of covered services and charged the balance at the time of service.

EOBs can also be viewed and printed from the insurance carrier websites. You will be required to set up a username and password prior to access.

Websites for the WMHS insurance carriers are:

www.mymeritain.com • www.deltadentalins.com • www.e-nva.com

Helpful hint: Keep all EOBS for at least one year and attach any corresponding provider bills to the EOB. This will help if any questions arise concerning the claim.

Service Excellence Spotlight - Cardiac PACS Collaboration Improves Service

Members of the Interventional Cardiology and Information Technology Departments recently work together to implement a new state-of-art Cardiac PACS system in the Cardiology Department at Braddock. Pictured are (from left) John Pacsuta, Asa Simmons Ken Hamilton, Keri DiNicola, Anne Miller, Chrissy Ruhl, Diane Wright, Tiffany Keller and Karen Stair. Linda Kelly, Charlotte Troutman and Greg Sites were not available for the photo.

The team was actively involved in improving a process that impacts both patient and physician satisfaction. With Cardiac PACS technology, cardiac images including EKG, ECHO and cardiac cath studies are stored electronically. This means that physicians will have web access to testing results, which will allow them to view stats without traveling to the hospital. Physicians will be able to provide immediate feedback for stat testing and it will help doctors maximize their time and resources.

Several additional phases will be implemented over the next several months. The end product will be a completely digital storage and reporting system that will make efficient use of physician’s time, improve access to critical testing, and decrease the cost of storage related to archiving studies.

Cardiac PACS also moves WMHS one step closer to the goal of fully electronic medical records. Hats off to this group for their creativity and teamwork! If you have a story to share of how we are impacting patient satisfaction or processes please call Joy Reckley, Director of Service Excellence, at 5189.