

Dedicated to providing patient-centered care and improving the health and well-being of people in the communities we serve

A November to remember

Western Maryland Regional Medical Center celebrates 10 years



Special events scheduled for staff

Employees of Western Maryland Health System will enjoy a month-long celebration a decade in the making this month, as they mark the 10th anniversary of the opening of the Western Maryland Regional Medical Center.

Nearly a half-dozen special days will be spread throughout November that will allow employees to gather to celebrate, remember and reminisce.

The festivities kicked off November 1 with an art contest judged by staff and volunteers. All summer long, young art-

ists were invited to submit their best work depicting a WMHS employee, facility, medical staff member or volunteer. The show was displayed in the auditorium and winners in three age groups received prizes.

A pretzel bar will be offered on November 8 for staff to come and enjoy a sweet and savory snack. A quiz will be emailed to all staff on Monday, November 11, which will give everyone a chance to show off their knowledge of the WMRMC, with a great prize awarded to the winner.

Museum day will be held on November 13 and will offer staff a chance to walk down memory lane, while at the same time enjoying a popcorn bar, and, lastly, what would a party be without cake? Staff can enjoy a WMRMC birthday cake on November 21 with coffee and hot chocolate.

For more information and details on locations and times, staff should check the WMHS Daily Huddle each morning.

WESTERN MARYLAND
REGIONAL MEDICAL CENTER



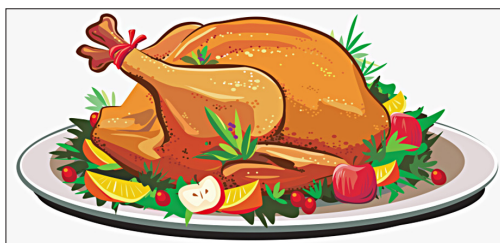
WMHS to receive MAAPE award

The Mid-Atlantic Alliance for Performance Excellence is pleased to announce that Western Maryland Health System will receive recognition at its 14th annual awards banquet and conference held November 13 at the Desmond Hotel in Malvern, Pa.

WMHS earned the MAAPE Mastery Award for its well-deployed, systematic approaches toward performance excellence. Of the seven MAAPE award recipients, WMHS is one of five healthcare organizations to be honored.

MAAPE serves Pennsylvania, New Jersey and Delaware, and is one of 31 state and regional Baldrige-based award programs across the country. Applicants are evaluated in seven areas defined by the Baldrige Criteria, including leadership, strategy, customers, measurement, analysis and knowledge management, workforce and operations and results. All applicants receive written feedback reports summarizing organizational strengths and opportunities for improvement.

Western Maryland Health System began this journey in 2017, which culminated with a visit by the MAAPE team in July 2019. "We are extremely proud to be recognized by the Mid-Atlantic Alliance for Performance Excellence with this Mastery Award," said Barry Ronan, WMHS President and CEO. "When WMHS is recognized for performance excellence, it is yet another confirmation of our commitment to serve our area with the highest quality healthcare services."



Volunteers still needed for WMHS Thanksgiving outreach dinner

Once again, WMHS and its partners are coming together to sponsor an early Thanksgiving Community Outreach dinner on Saturday, November 23. This heartwarming event still needs volunteers! As of press time, workers are still needed to pack meals early in the morning for delivery to the identified individuals in our community.

Volunteers are also needed to pack meals for our first responders and to help serve the many individuals who will come to the Western Maryland Regional Medical Center for the meal. RNs and LPNs can consider volunteering to join WMHS Employee Health staff to provide flu vaccines for those who have not yet obtained one.

Children and family members and friends 14 years of age or older are eligible to participate. For a volunteer sign-up sheet, contact jowilson@wmhs.com.



Lab receives accreditation

The Accreditation Committee of the College of American Pathologists has awarded accreditation to the Western Maryland Regional Medical Center laboratory based on results of a recent on-site inspection as part of the CAP's Accreditation Programs.

"The WMRMC laboratory demonstrates leadership, innovation, and a passionate commitment to standards of excellence while providing the highest quality services, ultimately for patients," said Bharati Jhaveri, MD, FCAP, chair of the CAP's Council on Accreditation. "The CAP congratulates the WMRMC laboratory on its recent CAP inspection."

The U.S. federal government recognized the CAP Laboratory Accreditation Program, which began in the early 1960s, as being equal to or more stringent than the government's own inspection program. During the CAP accreditation process, which is designed to ensure the highest standard of care for all laboratory patients, inspectors examine the laboratory's records and quality control procedures for the preceding two years. CAP inspectors also examine laboratory staff qualifications, equipment, facilities, safety program and record, and overall management.



Dr. Roy Chisholm and his daughter-in-law, Ashley Chisholm, share a moment together before undergoing kidney transplant surgery.

A father-in-law's love

Earlier this summer, Dr. Roy Chisholm, a general surgeon who practices out of the Medical Arts Center at Western Maryland Health System, underwent a life-saving kidney donation procedure to benefit his daughter-in-law, Ashley.

“At the beginning of the year, she was feeling tired and had some other symptoms,” Dr. Chisholm said. “She got a checkup and found out she only had 8 percent kidney function and was essentially in kidney failure. It was a genetic disorder that just struck out of the blue. She didn’t need to go on immediate dialysis, but there was no recovering from the damage that was done. After talking to her doctor, it was clear she was going to need a kidney transplant.”

Several people close to Ashley made themselves available for consideration to be a donor. She was placed on the wait list for deceased donors as well. Since she was young and had not started dialysis at that time, she was fairly high on the list.

Blood type, general health considerations and antigen and antibody tests for reaction of blood cells were among the deciding

factors for a qualifying donor. It turned out that Dr. Chisholm was selected. “I wasn’t a perfect match, but I was close enough that with the anti-rejection medication, I was a good one,” he said.

The procedure took place on August 27 in Jackson, Mississippi, where Ashley and Dr. Chisholm’s son make their home. On Dr. Chisholm’s end, the laparoscopic procedure left only a small incision, and after a night in the hospital he recovered in a local hotel before coming back to Maryland a week later.

Ashley was in the hospital for about three days to make sure everything went smoothly on her end. Thus far, the operation has been a success. Ashley now undergoes careful monitoring and takes special medication to prevent both infection and the kidney being rejected. On Dr. Chisholm’s end, his remaining kidney has enlarged and become more efficient, operating at about 70-80 percent of normal kidney function.

“Everything went well,” Dr. Chisholm said. “I feel a little tired, but I am about 90 percent recovered. I’m back to work, and I just feel grateful that I was able to give

her this gift.”

The motivation for the donation came from two perspectives: Dr. Chisholm’s love for his daughter-in-law and his strong Christian faith. “I love Ashley like a daughter,” he said. “Since she needed a kidney and I was able to give her one, it was a natural extension of my beliefs.”

The process has left a lasting impression on the Chisholm family. “It gives you a new lease on life,” Dr. Chisholm said. “I had never considered donating until Ashley needed a kidney. I honestly never thought much about it. Certainly, it was a safe, thorough process. The health of the donor is considered as much as the person on the receiving end.”

Now, two months after the surgery, Dr. Chisholm is glad to be fully recovered and once again working at his practice. “My wife and I moved to Cumberland in 1994. We love it here and are blessed to be here in the area. We see God’s goodness every day in my practice, and our family experienced it as well through the process of this donation.”

WMHS among top 10 percent for cardiac surgery in nation by Healthgrades for sixth straight year

Western Maryland Health System is among the top 10 percent in the nation for Cardiac Surgery and the only hospital in Maryland to achieve the Cardiac Surgery Specialty Excellence Award for six years in a row (2015-2020). This is according to a national report by Healthgrades, the leading online resource for comprehensive information about physicians and hospitals. Every year, Healthgrades evaluates hospital performance at nearly 4,500 hospitals nationwide for 32 of the most common inpatient procedures and conditions using Medicare data, and all-payer data from 15 states for bariatrics and appendectomy procedures.

The variation in hospital quality can have a significant impact on the quality of care a patient receives. From 2016 through 2018, patients treated at hospitals which have received the Cardiac Surgery Specialty Excellence Award have, on average, a 54.3 percent lower risk of dying than if they were treated in hospitals that did not receive the award. Similarly, patients treated at hospitals that did not receive the award are, on average, 2.19 times more likely to die than if they were treated at hospitals that did receive the award.

“The hospitals that stand out for exceptional performance in cardiac surgery should be commended for their

long-standing commitment to quality,” said Brad Bowman, MD, Chief Medical Officer, Healthgrades. “As consumers are increasingly savvy when it comes to finding and selecting a hospital, patients can be confident when they select a hospital that has achieved this Healthgrades recognition.”

“We are very proud to, once again, to have our cardiac surgery program recognized by Healthgrades,” said Barry Ronan, WMHS President and CEO. “When WMHS is recognized for its quality standards and excellence in care, it is yet another confirmation of our commitment to serve our area with the highest quality healthcare.”

WMHS participates with the Maryland Cardiac Surgery Quality Initiative as part of a quality collaboration with various cardiac surgery programs throughout the state, with improvement being a central focus. Some contributing factors to the success of the program are:

- A “one-stop” concept is used for post-operative care delivery. Consistent and dedicated staff has proven to improve patient satisfaction and lessen post-op complications by recognizing the need for early intervention when needed.
- Changes to extubation and blood utilization protocols have been implemented, leading to significant improve-

ments in early extubation for patients as well as avoidance of many post-op complications associated with prolonged intubation and blood transfusions.

- Medication compliance is monitored daily to ensure the National Quality Forum standard of care for pre-operative and discharge medications is met.
- Changes have been implemented to the discharge care process in an effort to prevent readmissions.

Various other patient-guided activities are in place as the program continues to strive to deliver excellent, high-quality cardiac surgery care.

“Whenever our cardiac surgery program receives an honor like this, the entire team shares in the achievement,” said Dr. Mark Nelson, cardiothoracic surgeon at WMHS.

Western Maryland Health System was also recognized for the following clinical achievements:

- Five-Star Recipient for Coronary Bypass Surgery for nine consecutive years (2012-2020)
- Five-Star Recipient for Valve Surgery for three consecutive years (2018-2020)
- Five-Star Recipient for Total Knee Replacement in 2020
- Five-Star Recipient for Hip Fracture Treatment for three consecutive years (2018-2020)
- Five-Star Recipient for Treatment of Pancreatitis in 2020

Thinking Pink at FNRC



Staff at the Frostburg Nursing and Rehabilitation Center went pink in a big way in honor and memory of family members, friends, colleagues and residents who have had or who are currently fighting cancer. Staff from all departments participated in decorating the main entrance and lobby of the facility, as well as donating to sponsor a team, led by FNRC employee Jacqui Richards, in a local breast cancer walk.