

ICD-10 Lunch and Learn a Huge Success

Sponsored by the Health Information Management Department of PMH, the October Lunch & Learn Session instructing medical office professionals on the new system of ICD-10 coding was well received. According to HIM Director Barbara Garner, "We had a packed house. The next session will need to be divided into a breakfast and

professionals are encouraged to select either a breakfast or a lunch attendance and notify Barbara at bgarner@prestonmemorial.org to attend the sessions.

In the upcoming months, plans for a support group and other resources are being designed to provide users with the needed tools for successfully implementing this newer coding sys-

ICD-10-CM Codes	
E11.311	Type 2 diabetes mellitus with unspecified diabetic retinopathy with macular edema
Z79.4	Long term use of insulin
Z23	Immunization
J06.9	Upper respiratory infection, unspecified
F17.210	Nicotine dependence, cigarettes, uncomplicated
E66.01	Morbid (severe) obesity due to excess calories
Z68.38	Body Mass Index (BMI) 38.0-38.9

lunch session to accommodate the overwhelming response." For the November 17 session, office pro-

tem. For more information about these sessions, please contact Barbara Garner at extension 320.

PMH Patient Satisfaction Scores on the Rise

We've always cared deeply about our patients and about their care. We knew that, for the most part, our patients are happy with the care they receive when here and our employees go above and beyond the call of duty. In the summer of 2011, PMH implemented the NRC picker survey tool for patients to rate their stay and their care while a patient at PMH. Patients are asked to rate their experiences with pain management and comfort, interactions between family members and clinical staff, emotional support while here, patient safety, and education, among other dimen-

sions. HCAHPS data indicate that PMH is better than the NRC Picker national average in some of the measured dimensions. Our outpatient surgery scores are consistently above the NRC averages for physical comfort, coordination of care, involvement of family and friends, access to care, respect of patient preferences, and emotional support. Within our outpatient department, areas in need of improvement are pain management for patients, and timeliness of procedures. PMH's measurements for inpatient care also have many above average dimensions, too. Explanation of

medicines and procedures by nursing staff was higher than the NRC average as was physicians' explanations of what they were doing. These measurable improvements matter deeply when it comes to patient care. Patients need to know and understand what healthcare providers are doing for and with them in order to help patients to recover more quickly. Over the next few months, close attention will continue to be paid to our NRC Picker Scores to mark improvements and challenges for our hospital.

Specialists Reminder

Remember that PMH offers these specialty services for your referrals:

- ◆ Cardiology
- ◆ Neurology
- ◆ ENT
- ◆ Physiatry
- ◆ Sleep Center
- ◆ Infusion Therapy
- ◆ Physical & Occupational Therapy
- ◆ Orthopedics
- ◆ Advanced Laparoscopic Procedures



Members of the Nursing Team pose with a patient on the 2nd floor.

PMH recently received a \$90,000 gift from a local donor to purchase a new DEXA Scan System and 5 new defibrillators.

“OUR STRATEGIC AGENDA CALLS FOR A HOSPITAL REPLACEMENT FACILITY. WE ARE READY TO PROCEED WITH OUR PLANS TO BUILD A MODERN HOSPITAL FOR PRESTON COUNTY RESIDENTS.”

MELISSA LOCKWOOD,
PRESIDENT AND CHIEF EXECUTIVE OFFICER.

PMH Board of Directors Approves Plan for New Facility

On Tuesday, October 25, the Preston Memorial Hospital BOD approved a motion to move ahead with a plan for a replacement facility. Melissa Lockwood and Bob Milvet shared the results of a financial feasibility study conducted by an independent financial firm with the BOD. Melissa Lockwood, President & CEO of PMH states, “Our strategic agenda calls for a hospital replacement facility. We are ready to proceed with our plans to build a modern hospital for Preston County residents. We will continue to provide high-quality, low-cost care to our neighbors.” Echoing this senti-

ment is Bob Milvet, who adds, “Our growth in services has positioned PMH to continue to grow in an economy that is struggling. Healthcare is one of the industries that is still hiring, growing, and contributing to the local economy.” PMH provides an impressive \$42 million in economic impact to West Virginia through salaries, services, taxes, capital investments, and charity care. A new facility for Preston Memorial Hospital will have economic impact on the hospital and the county through excavation, construction, and other ancillary services. This latest vote of approval by the hospital board propels PMH Administrators and

Board Members into the next phases of the plan. Next up is the transferring of a 30 acre tract of land from the Preston County Commission to Preston Memorial Hospital. Meanwhile, other activities will be ongoing, such as filing a certificate of need with the state healthcare authority, selecting an architectural firm, planning facilities design, and launching a Capital Campaign to begin the fundraising for the new facility.



PMH welcomed Thelma Kirkconnell to the hospital. Shown here with Melissa Lockwood, Kirkconnell’s visit was to provide PMH with a major gift for the PMH Capital Campaign. Kirkconnell is a previous giver to PMH through an annuity gift to the PMHF in 2007.

Corporate Compliance Update

Preston Memorial Hospital is a Critical Access Hospital (CAH) receiving a large part of its funding from Medicare and Medicaid patients. An important part of providing this care to our community includes complying with rules and regulations of the local, state, and federal governments. Legal compliance is the term used to describe our commitment to adhere to all local, state, and federal laws. In addition to these laws, we also commit to comply-

ing with the standards set by organizations such as the Center for Medicare and Medicaid Services. Not only is compliance required for employment and privileges at PMH, but civil and criminal penalties are applied when people do not obey these laws and regulations. Linda Flemmer, Director of Quality Improvement Services, is our Chief Compliance Officer. She reports to the Chief Executive Officer and the Board of Direc-

tors and has the authority to make changes and set guidelines as needed. Reports are confidential and shared only on a “need-to-know” basis. No adverse action will be taken against individuals for reporting. You may choose to remain anonymous and this anonymity will be protected. Reports can be made without fear of retribution or retaliation. To report deviations in compliance, please contact Linda Flemmer at (304) 329-4711.

UPCOMING EVENTS & PMH NEWS

THE NEXT SCHEDULED SESSION FOR ICD10 IS:
NOVEMBER 17
IN THE 1ST FLOOR CONFERENCE ROOM.

UPCOMING SESSIONS WILL BE:
JANUARY 19, 2012
MARCH 15, 2012
JULY 19, 2012
SEPTEMBER 20, 2012
NOVEMBER 22, 2012
DECEMBER 20, 2012

AUXILIARY BOOK FAIR
NOVEMBER 8, 2011
1ST FLOOR HALLWAY

HEALTH INFORMATION TECHNOLOGY WEEK
NOVEMBER 7-11

PHYSICAL THERAPY WEEK
NOVEMBER 13-18

AUXILIARY BLOOD DRIVE
DECEMBER 20
KVFD FIRE HALL

FACILITIES DIRECTOR NAMED
SCOTT FINCH BEGAN AT PMH ON OCTOBER 17.
ED TURNLEY RETIRED FROM THE FACILITY AFTER 17 YEARS OF DEDICATED SERVICE.

PMH would like to thank Dr. John Keefe for 27 1/2 years of dedicated medical service to the residents of Preston County. Effective Dec. 12, Dr. Keefe’s General Practice will be closing.