

Leona Hendricks Celebrates 50th Anniversary of Employment with PCH

Leona Hendricks was born and raised in Tip Top, Virginia, near Tazewell, where she shared a home with her parents, six brothers, and one sister. Her father spent 46 years as a hard-working coal miner at the tipple in Bishop, Virginia, and her mother was a loving homemaker.

Shortly after graduating from Graham High School, Bluefield, Virginia, Leona accepted a full-time position in the admissions department at Princeton Community Hospital on April 17, 1972. She worked admissions for nine months before transferring to a new position in the business office as collection manager. A few months later, the credit manager left, and the decision was made to combine the collection and credit manager responsibilities into one position, Patient Support Service Manager. Leona has served in that capacity for the past 49 years.

Of her 50 years at PCH, Leona said, "When I started in admissions, I worked on a typewriter. And when I moved into the business offices, patient invoices were all on paper and in folders. Computers were just coming into play. I've seen many changes and I've worked with several administrators over the years, but God has really blessed me here. Even though there have been frequent changes with staff, I've always worked with thoughtful people. When I came here 50 years ago, the hospital was much smaller. You pretty much knew everyone. Now with over 1,200 coworkers, I still know a lot of people, and it is like a big family. I've spent most of my life here, eight hours a day and longer, and it has been a wonderful place to work. It has truly been a blessing, and I thank God for placing me here."

Leona's strong Christian faith is the primary force that has shaped her worldview since her youth. She



Leona Hendricks.

credits her parents with instilling in her that guiding foundation. She said, "I had Godly, Christian parents. They started me out at an early age in church. They taught me to love the Lord and to love everybody. They lived that love by example by opening their home to 76 foster children over the years."

Leona has been a member of Johnston Chapel Baptist Church in Princeton since 1980, where she's worked in a variety of ministries including Awana, Promise Land,

teaching Sunday School classes for junior high girls, and working in the church nursery. She has participated in many mission trips including those to Jamaica (twice), Romania, and Trinidad. In the United States, her mission trips have included New Mexico and Louisiana.

The first trip to Jamaica occurred shortly after a hurricane struck the island. Leona's team helped repair and paint damaged buildings. On the second trip, the team worked at a Jamaican village for the deaf. To enable her to work as an interpreter, Leona learned sign language prior to the trip.

Leona said, "I really enjoyed doing mission work. Pastor Jim Simmons from the church organized the trips and our missions teams. The trips were such a blessing. Most were adult trips, but one year we took the church youth to New Mexico to work on a Navajo Indian Reservation where we painted the village church. We had to get an early start each day because by noon, it was too hot to work outside.

"When you go on mission trips, it is humbling. You go to help people, but you come back with a blessing. We are so blessed with the abundance we have in this country."

Locally, Leona's group works with Amy's House of Hope to provide free meals for anyone in downtown Princeton on the first Sunday of each month. In addition, "Celebrate Recovery" and "A to Z" are programs provided by the church to assist those recovering from drug and alcohol abuse and dealing with anger management.

As Patient Support Service Manager at PCH, Leona assists patients with monthly payment schedules, she prepares numerous monthly reports; if a case requires it, she represents the hospital in court; she assists attorneys with the resolution of insurance contracts; and on a daily basis, she works with staff throughout the hospital to address patient billing questions.

Leona said, "Working with patients and being able to help them with their bills is very rewarding. I work with contract staff, DHHR, and Bolder Insurance. They help patients get Medicaid and disability. But even without that, I can sometimes help patients through our assistance program or with setting up a manageable payment schedule.

"I'm also thankful to be on the Evening of Hope Cancer Care Committee that helps raise money for local cancer patients. I lost my mom and two brothers to cancer."

Of her family, Leona said, "I have a beautiful daughter, granddaughter, grandson, and a son-in-law who is like a son to me. They live in Oakdale, a suburb of Pittsburgh, Pennsylvania. I've been blessed to have a wonderful family. The years have gone by so fast. It's like I blinked and they're gone. I can truly say PCH has been a wonderful place to work over the past 50 years, and I hope to be here a few more years. It is a pleasure working with a great Patient Support Service staff and with everyone in Patient Financial Services. I am excited about the transition to WVU Medicine. It will be a good thing for healthcare in our area."

Thank you, Leona, for 50 years of dedicated service, and for the loving kindness you bring to our patients, your fellow employees, and to this organization.



CEO Karen Bowling with Leona at her 50th anniversary reception.



Leona with her daughter, Kim Thrower, and grandson, Brae Bryant.

Donate Life Flag Raising Ceremony Held To Promote Organ/Tissue Donation

The Center for Organ Recovery & Education (CORE) and Princeton Community Hospital hosted the annual flag raising ceremony April 19, 2022, to commemorate National Donate Life Month.

PCH Vice President of Operations Albert Boland welcomed guests and shared his personal story of the importance of organ donation to his own family. Mr. Boland's father was a liver transplant recipient.

PCH Director of ICU and CCU Kimberley Poe, BSN, RN, welcomed guests and introduced CORE Donor Family Supports Coordinator Jessica Wheeler.

Ms. Wheeler gave a brief overview of CORE and its mission. She also provided the following stats for PCH and PCH Bluefield. In 2021, PCH/PCH Bluefield saved the lives of three people through one organ donor. Fourteen people were given the gift of sight through cornea donations and 825 people benefited from tissue donation.

Guest speaker Anita Anderson was unable to attend today due to illness. Her son, John Anderson, became an organ donor when he passed away in Princeton on October 19, 2020, at age 28. Lydia LeMaster, a friend of John's, graciously attended today's event and read his mother's remarks. John had designated himself an organ donor on his license. His donation of heart, liver, and kidneys saved the lives of four people. Ms. LeMaster read thank you letters sent to John's mother from the heart recipient and a kidney recipient.

The second guest speaker was PCH's Director of Information Technology Wayne Richmond. Mr. Richmond received a liver transplant on May 31, 2021, with only days left to live. He indicated that he is alive today because of a selfless organ donor and the outstanding work of CORE.

Following the guest speakers' remarks, the ceremony moved outside for the flag raising.

After the flag raising at PCH, Jessica Wheeler, Lydia LeMaster, and PCH Assistant Director of ICU and CCU Jessica Young, RN, BSN, took a Donate Life flag to PCH Bluefield Campus for display in the Bluefield emergency department.



Vice President of Operations Albert Boland.



Director of ICU and CCU Kimberley Poe, BSN, RN.



Director of Information Technology Wayne Richmond and Lydia LeMaster carrying the CORE flag.



PCH Bluefield Campus staff with the CORE flag.

Director of Information Technology Wayne Richmond: In His Own Words

First of all, through God's grace, I'm standing here today. When I was younger, I was told that I had a fatty liver. I was still a young man and I didn't follow the medical advice of changing my diet. The fatty liver progressed into nonalcoholic steatohepatitis (NASH). My liver then went into cirrhosis and it was too late to do anything about it.

From 2017, I was on the study plan at the University of Kentucky. Every six months I went to the university for a test to see if I was eligible to go on the transplantation list. In 2021, it was determined that I was a candidate for a liver transplant.

I needed a heart cath to remain on the list. My liver was deteriorating and I was in a dangerous situation. I was hospitalized and it was determined that I had to have a liver quickly. My wife was told that time was running out and I would not survive long without a transplant.

I was in the hospital for around a month and it was close to Memorial Day 2021. We were told that, God forbid, Memorial Day weekend often resulted in more organ donations because of accidents.

The day before Memorial Day, I was told that a liver had been found. The donated liver met all qualifications but I was asked if I would accept it since the donor was an intravenous drug user. I asked many questions and I was told that the liver was fine. There was no damage. There was no reason why I shouldn't accept it. I said, 'Let's go.'

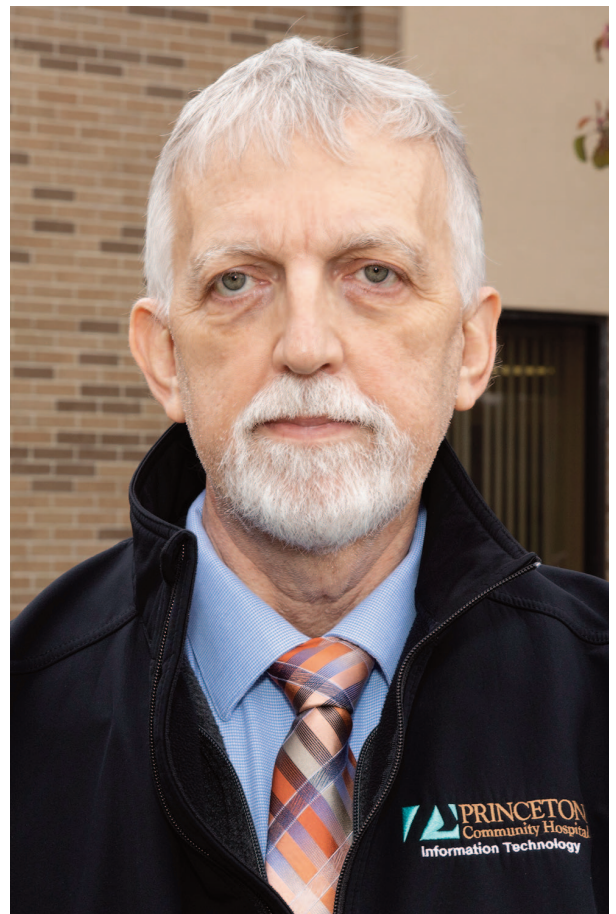
At 10:00 p.m. that night, we were rolling. The surgery was supposed to take anywhere from 10 to 12 hours. They had me out in five. The surgeon said, 'Wayne, everything went well for you since all of your other organs are in good shape.'

They were able to perform the surgery in much less time. I was in the hospital for three weeks following surgery. That included a week of therapy, and I was discharged. I was amazed by that.

I am here today because of an organ donor. I don't know what I would have done without this organization (CORE). What they do is amazing. It is needed, and I support their efforts 100 percent. I lived it.

My advice to everyone is you need to heed the advice of your doctors and pay attention to your body. I'm proud to discuss my experience with liver transplantation and how it saved my life. I'm proud of CORE and the work they do. I am proud of those who choose to become organ donors. I owe them everything. I'm thankful everyone was at my side in the last hour. Because of the efforts of so many, I am back.

Organ transplantation is a remarkable thing. If anyone would like to discuss the experience further, just let me know.



Wayne Richmond.

Letters of Appreciation

Dear Karen Bowling, CEO,

On February 9, 2022, I suffered from a severe nosebleed. Dr. Mark Lentner could not stem the blood flow. He sent me down to wait in pre-op until an opening was available in the operating room.

I was very, very uncomfortable at that time. The nurses in pre-op did everything they could to put me out of my misery. I was very grateful for their kind and attentive care.

I commend all the people working that day in pre-op and surgery for what they did for me.

Respectfully,

James Brogan

Dear CCU Nurses and Aides,

From the bottom of my heart, thank you all so much. Things looked a little scary when Joe was moved to your floor. He was terrified and I was terrified. Your care and compassion made this very difficult experience much easier to cope with.

Every single RN was so kind, so generous with their time, and so willing to make Joe well again. I appreciate you all letting me stay all night those first few scary nights. I truly believe that helped Joe.

All of you are so special and gifted. Thank you, Tony (Anthony Tabor, RN) for your service to this great country and for taking the time to connect with Joe and keep him calm. He felt like he could trust you and I appreciate your always telling us like it was.

Thank you all so much. I hope I helped ease your workload and wasn't in the way. Thank you for letting me stay at his bedside.

Thank you,

Brook and Joe

Dear 3-South Staff,

Thank you all for the wonderful care, kindness, and compassion you provided Romie Coe during his hospital stay. Romie loved all the wonderful staff! May God bless you all!

We greatly appreciate everything,

Joyce Coe (wife)

Karen Thorn (niece)

Dear Oncology Staff,

Thank you all so much for taking great care of me and for putting up with me at the same time! LOL. All of you are a godsend, and a part of my recovery.

Thank you,

Heather Rose

Cardiac Rehabilitation at Princeton Community Hospital

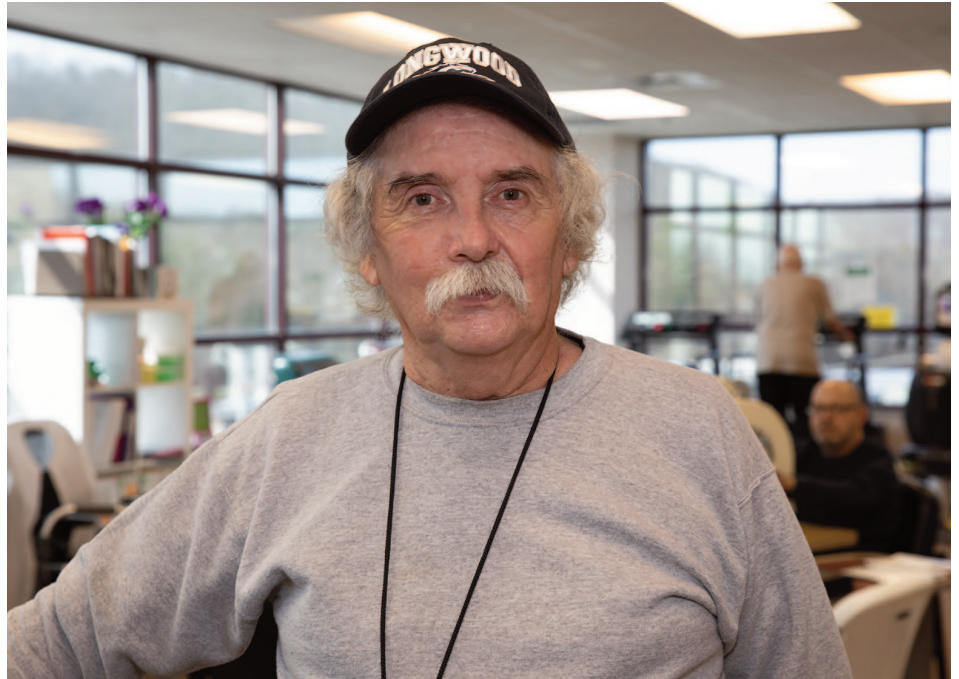
Donald Nunley: A Patient Testimonial

I had open-heart surgery for a valve replacement. The surgery went well, and it was recommended that I have cardiac rehabilitation. I'm an old country boy and that didn't sit well with me. I came to Princeton Community Hospital for the first time for the initial consultation and I thought, 'Well, I'll give it a try.' In my mind, I thought I would try it a couple of times and let it go.

I came the first time, and the people were so nice. Any question I had was answered. I came the first time and I thought 'I'll try this again.' I came the second time, and the therapists had the same helpful attitude. They were super helpful.

They just couldn't be any nicer, and the care they took with their patients was so thoughtful. I was constantly monitored throughout my exercises.

Long story short, this is my thirty-fifth therapy session (April 4, 2022). Wednesday will be my thirty-sixth session and my last day here. I drive 45 minutes each



Donald Nunley.

way to get here. I'm from near Tazewell, Virginia, but it has been entirely worth it. If I had not had the rehabilitation, I know for a fact that with wintertime and all, I would not be in the good shape that I'm in now. Right now, I am wide open and ready for anything that comes my way. Rehabilitation has done that much for me. The people here are so knowledgeable and kind.

(continued)



Kim Thomason, in green, and Thessa Johnston working with cardiac rehabilitation patients.

You just absolutely couldn't ask for anything better. I would, and I have, recommended this program to other people. If your doctor recommends therapy, take it, because it does wonders for you, and the cardiac rehab department at PCH is such a good place to be.

Wednesday will be my last day, but I tell you, I will miss having the therapy. I had surgery in Winston-Salem at Bowman Gray. My family provider, Cathy Bryson, MSN, NP-C, with Bluefield Family Medicine in Bluefield, Virginia, referred me here. She is amazing as well. It has all been wonderful.

I have a daughter who has the same medical condition, bicuspid aortic valve, that I had. She will eventually need the same surgery. I told her that if she is offered therapy after surgery, to take it because it did wonders for me. I know what I was capable of

doing before rehabilitation and what I can do now. I had been monitored all my life because of the heart murmur, but very closely for the past 13 years. It was determined at my last appointment that it was time for surgery.

I am 69 years old, and I am so much further ahead now than where I was before surgery and rehabilitation. I'm an active person; I hunt and fish, and enjoy the outdoors, and I'm now able to remodel my house.

I would recommend this facility and the Cardiac Rehabilitation program to anyone. If anyone asks me what the experience was like here, I will have nothing but praise for the program and the people. That is exactly the way I feel. I looked forward to coming over here three days a week because of the people and the benefit I saw from the program.

PCH Volunteers Honored with Banquet During National Volunteer Week

A banquet was held on April 21, 2022, in the Parkview Center atrium in honor of our PCH Volunteers.

PCH Volunteers are an integral part of our hospital family. They are vital care team members who often provide the first interaction with a patient and their family. These caring and compassionate individuals support our staff in providing the best health care to our patients.

Thank you, Volunteers, for all you do to enrich the lives of our patients and employees!

Below is a list of our volunteers and their hours of service in 2021:

David Adams	180.75
Debra Austin	46.75
Kathleen Bailey	66.50
Tucker Bennett	32.25
Edith Branscome	11.50
Hannah Catron	48.75
Lavetta Cline	22.50
Margaret Conner	210.00
Sam Conner	205.25
Riley Costello	115.50

Curtis Croy	185.75
Margaret Croy	52.00
Isabella Edwards	36.50
Addison Eldridge	3.75
Jackie Evans	353.50
Kristin Farley	1,469.00
Barbara Fogus	180.00
Faye Gilley	11.50
Taylor Glancy	40.50
Bruce Hammond	112.50
Gerolene Keillor	119.75
John Lawrence	208.75
Tammie Marrs	215.00
Emily Mullins	155.00
Judy Muncy	123.25
Ann Pauley	155.75
Nancy Russell	47.75
Martha Sabol	112.00
Barbara Shifflet	339.50
Brenda Sigmon	164.50
Austin Taylor	176.25
Morgan Thomas	12.50
Megan Walker	10.75
Teresa Wells	152.75

Total hours of service for 2021.....5,378.25



HR Generalist and Volunteer Coordinator Jillian Cockerham, left, with PCH Volunteer Kristin Farley. Kristin had the most service hours by far in 2021 with 1,469.



PCH Volunteer John Lawrence, left, celebrated his 88th birthday on April 21, the day of the banquet. He is being congratulated here by Vice President of Operations Albert Boland.



Annual Macey Whittaker SIDS Awareness 5K Walk/Run Held in Snowstorm



Saturday, April 9, 2022: Despite a springtime snowstorm, the annual Macey Whittaker SIDS Awareness 5K

Walk/Run was a great success with 55 participants and \$10,228 raised for the purchase of safe sleep sacks to be presented to all newborns upon discharge from the Women's Center.

A special thank you to PCH Volunteers, the PCH Human Resources Department, other hospital employees, Concord University student volunteers, and all community runners and walkers.

We are also grateful for the generous support of the following sponsors: Ross Family, First Community Bank, WoodmenLife, Crowe & Company Orthodontics, West Virginia Pipeline, Inc., TRUIST, Lively Pediatrics, and GRANTS Supermarket.



Macey Whittaker's parents, Garret and Emilie Whittaker, and sister and brother, Ellie and Jace.