

Princeton Community Hospital: A Six-Month Review by President and CEO Karen Bowling

My first six months with Princeton Community Hospital have been great! I've been so impressed. This is southern West Virginia, so I wasn't surprised to receive such a warm welcome from the community, our employees, the medical staff, and the administrative team. The good thing about coming here for me has been about coming home. I understand the culture and the way we do things. As you walk through this building, you can see the importance of family and teamwork. Those elements are critical to an organization's success.

It is great to know that the groundwork is already in place, through high-quality employees and their dedication, for the further growth and development of PCH.

When I recently distributed the employee service awards, I was struck by the fact that so many employees have been here not just 5, 10, or 15 years, but 35, 40, and 45 years! That longevity is important. It represents institutional knowledge, and those long-term employees add to the quality of care we provide here.

When I arrived here on July 1, the hospital already had many positive things going for it. The Orthopedic program has received many certifications and awards for quality care, as has the Women's Center. We have a solid base of physicians. Obviously, in today's healthcare environment we must expand our specialties and recruit more physicians to the community, but what a great place to attract them.



I feel very fortunate that I was selected to come here to lead the integration into WVU Medicine. I believe it will be a smooth transition. Because of the caliber of the employees here, every step will be taken to ensure that everyone is on the same page and we have the same vision, which is about caring for the people in Mercer County and beyond.

Many changes have been made in the past six months. We are trying to ensure that as we work with

(continued)



our employees, they know that we make every effort to communicate with them often and openly. We let them know through the monthly Leadership Update newsletters and frequent Town Hall Meetings what's happening in the organization and in terms of the transition to WVU Medicine. We have worked with the HR Department to evaluate certain areas of concern and whether we need to do things differently. We have been very selective in ensuring that we are on the right pathway. Employees are the greatest asset we have. We are in a time when there are labor shortages in healthcare providers across the United States. People choose to work for us. In choosing to work for us, we want them to see this hospital as a great place to work.

Of course, COVID has presented many challenges, and it is not going away. What we've seen is our employees step up to the plate to ensure that patients are well cared for. Employees are working well with one another, and many are and have been working extra hours. It is very rewarding for me as a leader to see the sheer dedication of our employees and their interest in taking care of their friends and neighbors. It is important to realize just how difficult working in healthcare has been over the past two years.

Will it get better next month or next year? Who knows? I do know that the team at Princeton Community Hospital is going to weather the storm because of the type of people they are and their commitment to quality care in this community.

In terms of accomplishments over the past six months, some services have already been added due to our affiliation with WVU Medicine. They include the new stroke program, Stroke Alert, and teleneurology, which have allowed us to keep more of our stroke patients here. We have partnered with WVU Medicine to provide assistance with telenephrology when needed, and we are currently working with WVU Medicine to establish a telehealth clinic sometime next year that will bring some additional specialties available via telemedicine. We will be providing more access to care for people in the community, and I think that is crucial.

Our ongoing efforts mean providing full support to The Behavioral Health Pavilion and the Bluefield campus. Those employees and the services provided in the Bluefield locations are critical; they are essential.

We are extremely fortunate to have those campuses that enable people in that part of Mercer County and surrounding counties in West Virginia and Virginia to obtain services. It is all about care and coordination and ensuring we are serving as many people as possible during a time when there are challenges like COVID-19. It makes it more important that we acknowledge the work of employees and the services provided on all our campuses.

Another important topic I'd like to discuss is the COVID-19 vaccine. Our goal is to vaccinate as many people as possible. We want to make sure that our workforce and our community are vaccinated. I was so excited that the vaccine was recently approved for children 5 to 11 years of age. My granddaughter is 10, so I waited with bated breath for the time she could be vaccinated, and she has now been vaccinated. My entire family has been vaccinated. The science is clear on this vaccine. It is a safe vaccine. It has been thoroughly researched. In fact, mRNA vaccines like the COVID-19 vaccine have been researched and developed for 20 years.

As a nurse, I've given and gotten vaccines over my entire career. We want to educate the public and our employees. We are blessed here because almost 98 percent of our workforce has either been vaccinated or received an appropriate exemption.

Now, we need the majority of this community to be vaccinated. I look at our census every day and the number of COVID patients has not dropped below 20 in many months. There is great concern that the number of COVID patients will increase because the vaccination rate in Mercer County is low (less than 50 percent). We know statistically that in areas with a low vaccination rate there is a much faster uptick in the infection rate, especially as the virus mutates and becomes more infectious.

COVID-19 vaccination is the surest way of controlling this pandemic. It is my hope that we as healthcare providers can get out into the community and be advocates for vaccination. I believe that's the only way we are going to get beyond this and stop the pandemic.

While discussing the new Omicron variant, Dr. Clay Marsh stated that it, like other COVID variants, targets unvaccinated and partially vaccinated people. Full vaccination plus booster shots should give us enough antibody protection against this new variant.

If we continue with the low vaccination rate in southern West Virginia, we're going to continue to see the spread of the Delta and Omicron variants, and that could lead to another more contagious, lethal variant.

I urge everyone five years of age and older to become fully vaccinated, and if it has been six months since your last shot, please make it a priority to get the booster shot to increase your antibody protection.

Switching gears, I want to talk about the holidays and why they are such an important time. I always reflect on what I'm thankful for at this time of year. I am thankful for this hospital and the people who work here, and what they do for this community. This organization does very important work and our employees need to pat themselves on the back during the holidays! I hope everyone can spend some time with family and friends.

This is a time to reflect back on the past year – the challenges as well as the rewards. It is also a time to think of the year ahead and where I'd like to see myself and the hospital in the next 12 months.

I want everyone to know that I am very committed to PCH. We have a vision here and we will reach that goal with the help of dedicated employees. Many great opportunities await us all.

I hope that during the holidays – Hanukkah, Christmas, New Years – you will take some time to relax and enjoy this festive time of year.

Happy Holidays, Merry Christmas, and Happy New Year to all!



Karen Bowling
PCH President and CEO

Employees Honored with Annual Service Awards



President and CEO Karen Bowling presenting certificates to 45-year employees Larry Perdue, Linda Prescott, and Judy Spangler. Not pictured: 45-year employees Diane Himes and Kim Poe.

Hospital employees were recognized for their years of loyal service (five to 45 years) at the annual service awards presentation held November 2, 2021, in the Parkview Center atrium.

President and CEO Karen Bowling and other Executive Team members were on hand to express their appreciation to employees for their many years of service.

All employees being honored received a monetary gift and a certificate.

PRINCETON COMMUNITY HOSPITAL

AN AFFILIATE OF
WVUMedicine

2021 Service Award Recipients

45 Years

Diane Himes
 Larry Perdue
 Kimberley Poe
 Linda Prescott
 Judy Spangler

35 Years

Sherry Bauguess
 Patricia Lambert
 Deborah Lusk
 Lisa Wright

25 Years

William Dowdy

20 Years

Kimberly Bland
 Deborah Fuda
 Tammy Gunter
 Melissa May
 Beulah Myers
 Donna Pritt
 Vikki Stevens
 Carolyn Taylor
 Joan Taylor

Christine Webb
 Melissa White

15 Years

Frank Belcher
 Charles Bowling
 Leah Bragg
 Karen Carpenter
 Regina Carroll
 Serena Casto
 Gregory East
 Jennifer Fuller
 Ashton Harris
 Vicki Jones
 Becky Kanode

40 Years

Donna Bowling
 Pamela Ramsey
 Cynthia Weber

30 Years

Tommie Bradley
 Michele Farmer
 Kimberly Gentry
 Salina Meadows
 Paul Pennington
 Melinda Stilwell

15 Years *(continued)*

Jeromy Miller
Betty Mitchell
Barbara Muzzleman
Willie Owens
Terri Seymour
Scarlett Shirey
Tracy Shrader
Jacob Siers
Tena Toms
Keri Worley

10 Years

Aaron Aliff
Amy Belcher
Brenda Blevins
Daniel Crigger
Lori Dameron
Shelia Edwards
Kathie Farmer
Megan Francisco

Aaron Gills
Regina Graham
Rhonda Hodges
Brittney Honaker
Helen Hubbard
Richard Hypes
Melissa Jarvis
Kimberly Kessler
Colleen Lanham
Jackie Lipford
Phyllis Martin
Verna McClure
Valerie Meadows
Tanise Montgomery
Rose Morgan
Tonya Murphy
Beverly White

5 Years

Laura Akers
Peggy Allen
Brittany Aust

Elena Beggs
Rhonda Bishop
Andrea Black
Sharon Boggess
Haley Bradshaw
Jonathan Broyles
Belinda Burks
Dustin Cain
Cynthia Christian
Holly DeLong
Gwendolyn Farmer
John Frazier
Patti Furrow
Curtis Gillespie
Shirley Green
Stacy Gullion
Joshua Hamby
Shannon Hilling
Eric Hopkins
Leigh Hylton
Tamera Karnes
Brianna Kiser
Jordanna Lambert
Rachel Lester

Dawn Lester
David Mullins
Christina Neal
Godfrey Ngure
Ashleigh Oxley
Eddie Paschall
Kayla Poletti
Jordan Proffitt
Cynthia Ramsey
Constance Saunders
Joshua Sawyers
Joshua Siers
Ami Stewart
Betty Thompson
Heather Vance
Jennifer Weise
Lisa Williams
Tabitha Williams
Susan Wimmer
Stephanie Wiseman
Patricia Wolfe
Gary Woodring

Elizabeth Lumbo, LPN, Receives DAISY Award



PCH President and CEO Karen Bowling presenting Elizabeth Lumbo the DAISY Award sculpture.

November 22, 2021 – Congratulations to Elizabeth Lumbo, LPN, Mercer Medical Group Cardiology, recipient of the prestigious DAISY Award for Extraordinary Nurses.

Julie Lambert, a patient at MMG Neurology, nominated Elizabeth Lumbo for the DAISY Award and described her as an extra special, wonderful nurse and a wonderful person.

Ms. Lambert said, “Elizabeth never had anything but a smile, warm heart, and kind words. She also checked on me often to make sure I was doing okay and not going into an MS flare-up. She was and is my angel here on earth. I feel so blessed to have her as my nurse and to know her.”

Again, we congratulate Elizabeth Lumbo, LPN, and thank her for her loving kindness and her extraordinary commitment to excellence in patient care.

Welcome New Director of Emergency Services Lorinda Hart, RN-MSN



Lorinda Hart, RN-MSN, our new Director of Emergency Services, grew up in Cool Ridge, West Virginia, near Shady Spring and Ghent.

She began her nursing career as an LPN in 2000 after earning a degree from the Academy of Careers and Technology in Beckley. In 2009, she earned an RN-BSN degree from the College of West Virginia, and her master's in leadership and education in 2018 from Bluefield University.

Lorinda's first job as an LPN was here at PCH on the orthopedic wing with Marlene Martin as manager. She later joined Beckley ARH Hospital, and in 2008 accepted a position with Raleigh General Hospital.

At Raleigh General, Lorinda first worked as an LPN in their prompt care area. She later served as a staff RN, a charge nurse, a clinical shift manager, and in 2017, she became the Director of Emergency Services.

Lorinda is excited about returning to PCH to fill the position of Director of Emergency Services for both the Princeton and Bluefield campuses. She said, "Everyone here has been exceptionally nice. When I came in for the initial interview, I was impressed by the positive morale and the kindness of everyone I encountered. The staff has been exceptionally supportive. I feel that the move has been a very good change for me. I like process improvement and I want to make everyone's job easier and more efficient, and I want to improve patient care where needed."

She continued, "I'm excited when I consider what lies ahead for everyone as we move closer to full acquisition by WVU Medicine. I feel confident that they will bring many resources to our community. We currently must send some patients out for certain specialty care, and finding a bed for transfers in other facilities is often a challenge. Being able to treat more of our patients in-house will be a very good thing."

Lorinda is married with three daughters, a stepdaughter, and a stepson. She and her family reside in Cool Ridge in a home she built on property where her father was raised.



Organ and Tissue Donation Saves Lives!
Sign up today: <https://www.core.org>

- Princeton Community Hospital has saved 3 lives through organ donation.
- Princeton Community Hospital and PCH Bluefield Campus have potentially enhanced the lives of 675 individuals through tissue donation.
- Princeton Community Hospital and PCH Bluefield Campus have potentially given the gift of sight to up to 12 people.

Letters of Appreciation

Dear Ms. Bowling,

On October 11, 2021, I was sent to your Emergency Department by Dr. Chad Williams for suspected pneumonia. From the time I arrived in the ER until I was discharged on October 17, I received the best possible care.

Darrell Shrewsbury and the nurses in the ER quickly began working on me and were very attentive to my illness. I was quickly diagnosed with bi-lateral pneumonia and COVID, despite having my vaccinations. The kindness, professionalism, and caring shown by the ER staff amazed me.

I was admitted early on Tuesday morning and spent the next several days in room 318. While all of the nurses were great, two of them were outstanding. Ashlee was my nurse for the first two nights and her compassion and caring nature helped make my hospital stay better. She explained everything to me and encouraged me with ways to help me get better sooner. The other nurse was a traveling nurse from Greenbrier County (I cannot remember her name). She also did an outstanding job.

Also, the food was delicious. The people that came each morning to draw blood were so gentle and encouraging to me, also. Dr. Razelle Reyes and Dr. Corey White were outstanding in their treatment plan, of which they kept me informed. With God's guidance, I believe these two doctors saved my life.

Having COVID was a very scary experience for me and my family. Your entire hospital staff is to be commended for the caring, compassionate, and professional treatment they give to their patients.

I am glad to live in Princeton with a #1 hospital close by.

Thank you,
Hattie Crouse

Dear Staff of 3-West,

I want to thank each and every one of you for the work that you're doing and continue to do for my precious mother in 305 (Jane "Jackie" Ellis). The staff that stands out most to me are her nurses Charles and Misty. You both have showed her so much compassion and I do appreciate your hard work as I know this time has been hard for all medical professionals. I'd like to also personally thank Dr. Murillo for his compassion, Serena from Respiratory for her amazing care and compassion, and Tina from Environmental Services for the hug when I was crying alone in the room with my mother.

I do appreciate all of the staff who have had a hand in her care. COVID has truly sorted out the compassionate, hardworking professionals. I know that donuts are not close to repayment for the hard work and effort you all put forth, but I sure hope it can make your day just a little brighter to help you push through the battlefield you're on every day.

We see the hard work you are doing. We are praying for you. All I ask is that you not lose hope on our precious mom, and please pray with us if you are willing and able.

Enjoy,
Erica Ellis and Family

Dear ICU Staff,

I'm contacting the ICU staff to express my heart-felt thanks for the care that was given for my brother, Billy Joe Fowler. There's no amount of words I could possibly say could tell you how much each of you meant to his family during his stay there.

Unfortunately, COVID and extenuating medical conditions placed my brother in a terminal condition that no one could prevent. I called each morning to speak with the ICU medical staff to ascertain my brother's condition at that time. Each time I called, I felt as though I was speaking with a member of my family. Each person was kind, professional, and sincere. My brother, along with my older brother, have both been laid to rest. It's during these times that employees like those of Princeton Community Hospital make all the difference. May the Lord bless and keep each one through these perilous times.

Sincerely,
Dr. Dan R. Fowler, Ph.D.

Dr. David Mullins Receives CoC's Top Honor

Congratulations to David Mullins, MD, MBA, FACS, recipient of the Commission on Cancer's 2021 Cancer Liaison Physician (CLP) Outstanding Performance Award.

Since 2012, Dr. Mullins has served as PCH's Cancer Liaison Physician between the hospital's Cancer Center and the Commission on Cancer/American College of Surgeons.

PCH President and CEO Karen Bowling said, "Thank you, Dr. Mullins, for your leadership and congratulations on this honor on behalf of the Commission on Cancer, the Cancer Liaison Program, and Princeton Community Hospital. Your hard work and dedication to improving the quality of care for cancer patients is greatly appreciated. We are very proud of the work that is done here at Princeton Community Hospital through the oncology program. The entire team is very important. Dr. Chambers has been a dedicated leader over the years, and we are grateful to Dr. Mullins for the outstanding work he does as a liaison. It is wonderful to be able to recognize him with this important national award."



A certificate was presented to Dr. Mullins at the start of the Cancer Committee meeting on December 1, 2021. From left, Dr. Rowena Chambers, Dr. David Mullins, and PCH President and CEO Karen Bowling.

Medical Director of the Cancer Center Dr. Rowena Chambers, who nominated Dr. Mullins for the award, said, "The role of Cancer Liaison Physician requires a lot of work and it is a voluntary role. Dr. Mullins has provided great leadership for the cancer program at PCH. This summer, the Commission on Cancer (CoC) invited all 1,500 accredited cancer centers in the United States to nominate a notable Cancer Liaison Physician for the Outstanding Performance Award. When I saw that invitation, I said to myself 'I know who that person is – Dr. Mullins!' We sent in the nomination, and we received validation when the CoC chose Dr. Mullins for the Outstanding Performance Award from among 80 other nominees throughout the country. We are happy and proud of Dr. Mullins, and we thank him for all of his good work."

Art Students Honor Frontline Workers

Designed to honor healthcare workers and to encourage COVID-19 vaccination, "Frontline Workers" was a project launched this fall by Graham High School art teacher Mary Helen Cockerham. She was inspired by an art teacher in Alaska who conceived the idea and encouraged other art teachers throughout the United States to follow suit.

Ms. Cockerham said, "The project objective was to thank our frontline workers by using any medium to create a person that looked like a nurse or doctor. As we worked on the project, we discussed what was going on with COVID-19 and what could be done to protect ourselves and others during this pandemic. It was a pleasure working on this project with my students and seeing them so excited about doing something for our community."

Jaclyn Gregory, RN, is a night shift nurse in PCH's ICU. Her son is a student of Ms. Cockerham, and his drawing (on display in ICU/CCU) is a portrait of his mother.

We are proud and honored that the Graham High School art students are displaying 18 of their splendid drawings in our ICU/CCU, in support of our frontline workers! Thank you, Ms. Cockerham, and all students!

The drawing at right is a portrait of ICU night shift nurse Jaclyn Gregory, RN, made by her son. Please visit ICU/CCU to view all 18 drawings. They are on display near the entrance to the chapel.

