



# 2022

## THE YEAR IN REVIEW

*By President and CEO Karen Bowling*

We saw a whirlwind of activity this year as the groundwork was laid for PCH's full membership as a WVU Medicine hospital. Many departments were tasked with the added responsibility of facilitating this transition.

For the past 12 months, Human Resources has worked collaboratively with WVUM Human Resources on policy transitions, Workday setup, crosswalking PCH positions to WVUM positions, benefits transition, communications regarding changes related to the merger/acquisition, compensation review, talent acquisitions transition to the new website, as well as new processes, and payroll changes/transitions.

The IT department started 2022 by deploying 811 24" monitors to replace existing smaller monitors throughout the organization. The migration of all PCH emails was one their first major projects. With 1,475 user mailboxes/OneDrive accounts, 60 shared mailboxes, 70 distribution groups provisioned for all employees, contractors and vendors, IT had to ensure everyone was successfully converted to the new domain. The next project involved the migration of over 1,100 PCs to the new domain and the addition of new items required by Epic EMR software. In addition, 15 training rooms were established and all printers were consolidated.

Materials Management completed the conversion for the Med/Surg supplies to Owens and Minor. This resulted in significant savings for the hospital and standardized our products to the same brand used throughout the WVU Hospital System.



*(continued)*

The Education department was also involved in the transition to the Workday learning and development program from HealthStream.

Other departments that contributed significantly to the transition were Finance, Patient Financial Services, Case Management, Patient Access, Medical Records, and Security.



Signage fabrication at Skyway Outdoor.



Sign face fabrication at Skyway Outdoor.

**In October**, the new PCH corporate logo was designed and work began on the rebranded exterior signage. Installation of the new signs began in early January 2023.

We began 2022 with a large number of our employees out with COVID-19. Short staffed and still facing supply chain issues and a new wave of COVID cases, we

gratefully welcomed eight members of the West Virginia National Guard to our campus on **January 25** for much-needed help in the areas of Laundry,



Emergency Preparedness Coordinator Mark Pickett, RN, welcoming the West Virginia National Guard to the Princeton campus.

Housekeeping, and Nutrition Services. The National Guard volunteers provided great assistance through March 10, 2022.



National Guardsman working in laundry.

The National Guard filled essential roles at a very difficult time for us. Their work was vital to our organization in many ways, and their very presence here was so important to help boost employee morale. I am thankful for their service to our hospital.



Springtime at The Behavioral Health Pavilion of the Virginias.

**On March 1, 2022**, The Behavioral Health Pavilion of the Virginias celebrated its 12th anniversary. There have been nearly 200,000 patient encounters at The Pavilion in the past 12 years. Before The Pavilion opened its doors in the spring of 2010, behavioral health services in the area were extremely limited. The physical structure (formerly St. Luke's Hospital) was redesigned and entirely remodeled to meet the requirements of a psychiatric hospital.

The Pavilion is now an established agency in the area, not only in West Virginia, but in surrounding states as well. We've had patients from Virginia, Ohio, Kentucky, and every county in West Virginia. The services we provide are particularly important because of the shortage of behavioral healthcare facilities in rural areas of Appalachia.

**On April 17**, Leona Hendricks celebrated her 50th anniversary as a PCH employee. Leona Hendricks was born and raised



Leona Hendricks early in her career.



*President Bowling and Leona Hendricks at Leona's 50th anniversary celebration in the spring.*

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.



*Dr. Gene Duremdes.*

PCH welcomed Dr. Gene Duremdes to Mercer Medical Group General Surgery **in May** as an employed physician. In 1993, Dr. Gene joined his father at PCH as a general surgeon. For many years he performed traditional laparoscopy alongside his father. In June 2013, he took the procedure to the next level when he was certified on the da Vinci Robotic Surgical System.

Dr. Gene is an internationally published contributing author with the January 2015 publication of "Advanced Surgical Techniques for Rural Surgeons."

Both Dr. Gene and his father enjoy stellar reputations in the area as respected members of the community as well as outstandingly gifted surgeons. I was excited that Dr. Gene joined in full partnership with PCH and the WVU Medicine family of physicians.

**On Wednesday, July 27, 2022**, the City of Princeton and the Board of Directors of Princeton Community Hospital Association approved a definitive agreement with the WVU Health System, clearing the way for PCH to become fully integrated into the System.

PCH entered into a management agreement and clinical affiliation with WVU Hospitals in December 2020, and in October 2021, a letter of intent was signed by all parties for the WVU Health System to become the sole member of PCH. Regulatory steps were taken when the certificate of need was approved earlier this year. The last step in the process of full affiliation was the definitive agreement. That enabled PCH to become a full member of the WVU Health System and outlined the responsibilities of the System, including the fact that the hospital will remain in Princeton and a local board of directors will remain in place to advise as we move forward to develop the strategies to enhance healthcare services in the region.



*From left, PCH Board President Rusty Sarver, PCH President and CEO Karen Bowling and WVU Health System President and CEO Albert Wright at the July board meeting.*

WVU Health System President and CEO Albert L. Wright, Jr., attended the PCH board meeting on July 27. He said, "It is important for us to bring Princeton Community Hospital into the WVU Medicine

family, so that the folks in the southernmost regions of West Virginia don't have to cross state lines to find high quality care. As the academic medical center of the state's land-grant university, we are responsible for caring for all West Virginians, and this will help us better serve the people in southern West Virginia."

**On Monday, August 29, 2022**, a ribbon cutting ceremony was held at 11:00 a.m. for the grand opening of WVU Medicine Children's first Telemedicine and Specialty Clinic in southern West Virginia. With the opening of this clinic at Mercer



*Ribbon cutting from left, PCH Vice President of Human Resources Heather Poff; PCH President and CEO Karen Bowling; Dr. Maggie Jaynes; Amanda Meadows, FNP-C; and PCH Vice President of Operations Albert Boland.*

Medical Group Primary Care, our children will receive safe, high-quality care right here by connecting directly to specialists in Morgantown.

The clinic currently offers a wide range of pediatric subspecialty and telemedicine services including endocrinology, gastroenterology, neurology, pulmonology, adolescent medicine, nephrology, neurosurgery, and urology.

**On September 30, 2022**, PCH opened its new cardiac cath labs with a grand celebration and ribbon cutting ceremony. The first major construction project since PCH formed a medical affiliation with WVU Medicine in January 2021, the new cath labs reflect a significant financial investment in the latest technological advancements in cardiac care that will make it possible for many more of the citizens of southern West Virginia to receive the crucial care they need right here at home.



*From left, Albert Wright, Rusty Sarver, Dr. Stephen Ward, Karen Bowling, and Marie Blackwell.*

PCH Board President Rusty Sarver said, “I’ve been on the board 13 years and that very first year we talked about the need for a cath lab with the population we serve. It is difficult for many residents to travel any distance. This is a dream that took a little while, but it came true and good things are worth waiting for. I believe it’s going to be a tremendous addition to the hospital and to the expert care available

here at PCH. And I’m looking forward to the other exciting things coming down the line.”

Director of Interventional Cardiology and the Chair of Cardiology Dr. Stephen Ward said, “This is a huge time for us and one that offers great potential for growth. Shortly after Karen Bowling arrived at PCH, I walked into her office and said, ‘Karen, we need a new cath lab and we need it as soon as possible.’ Within two weeks, Karen had made decisions and received approval. I appreciate the whole team for making this moment possible. David Rumley was behind the planning and preparations that enabled us to have state-of-the-art equipment in the new labs.

“We are very excited about the growth of our cath lab. For too long, we’ve sent too many people out of our area for cardiac care. Now, we can take care of people locally.”

WVU Health System President and CEO Albert Wright said “Our goal is to improve the health trajectory of the state of West Virginia. We must have regional hubs around the state that will take care of acutely ill patients, so we made a major investment here at Princeton Community Hospital to serve this southern part of the state, Mercer County and the surrounding areas, and you’ll see equipment here that’s the same equipment we put in every WVU Medicine advanced heart care specialty center; and now folks are going to have it here close to home and it is spectacular. It’s very impressive. It’s good for this community, it’s good for WVU Medicine.”

**On October 17, 2022**, the new cath lab performed the first STEMI on a 40-year-old male patient, saving his life without the need to transport the patient to a larger medical facility. And **on November 17, 2022**, Dr. Stephen Ward used the new Shockwave C2 Coronary IVL Catheter for the first time in the PCH cath lab. This state-of-the-art tool is used before implanting a stent in a coronary artery that has narrowed or been blocked due to calcification. With the new equipment, many more cardiac patients can be treated here at WVU Medicine Princeton Community Hospital.



*Dr. Ward meeting with the media to discuss the new Shockwave C2.*

# Wayne Richmond Retires After 35 Years of Dedicated Service

**Wayne (Wayne O) Richmond will retire at the end of January 2023, after devoting 35 years of outstanding service to Princeton Community Hospital.**

He recently sat down for an interview to discuss his long career at PCH.

## ***Where are you from originally?***

**WR:** I am from Blue Jay, West Virginia, a small timber and coal community just south of Beckley. I now reside in Crow, West Virginia.

## ***Please discuss your educational background?***

**WR:** I received a bachelor's degree from Concord University with a major in accounting in 1982. In 2010, I received a master's degree from Colorado Tech University in Information Technology and Project Management. I received a certificate in network engineering in 1995 from Novell and a certificate in cybersecurity in 2014 from EC Council.

I served on numerous boards including the PCH Federal Credit Union and Marshall University's Lewis School of Business Curriculum Board. I was the Boy Scout Eagle Board Chairman for 17 years. In addition, I am a certified United Methodist Church lay speaker.



## ***When did you join PCH?***

**WR:** November 1, 1987.  
I had a lot more hair then!

## ***Have you always worked in the IT department?***

**WR:** No, I was hired as a cost accountant. I worked as an accountant for three years, then moved into the Information Technology department.

## ***You've seen many changes here. Are there certain people or events that stand out as having made a significant impact on you?***

**WR:** Over the years, I've seen PCH take many different twists and turns. I've seen what I would consider great and influential leadership, and some that wasn't. I'll keep those opinions about individuals to myself. As far as job related impacts, I think that my deciding to move into IT helped me accelerate and develop successful skills in IT. The cyberattack was a very humbling event. It proved that no matter how much planning and testing you had under your belt, it would never be enough. The cyberattack also showed me how great a team PCH is. I don't just mean the IT department. This entire hospital team rolled up their sleeves and worked together to bring PCH back in record time.

***IT has faced many challenges over the years (the 2017 cyberattack that you just mentioned, Meditech Expanse upgrade at both PCH and BRMC, and now the switch to WVU Medicine's system and Epic). In the midst of this, you also faced a life-threatening health issue. Please talk about how you handled those challenges.***

**WR:** In the 90s, our first network infrastructure involved the installation of cabling throughout the hospital, and prepared the way for a rapidly changing future.

St. Luke's Hospital in Bluefield was purchased in 2009 and converted into a behavioral health facility. I was made IT project manager. We gutted the inside of the hospital and redesigned the IT infrastructure.



*Wayne O delivering the IT status report at the daily Incident Command meeting following the cyberattack.*

As I mentioned before, the 2017 cyberattack was very impactful. At the beginning, I was furious that I had missed something, and I was determined to never let it happen again. We didn't have much time to fully recover from the cyberattack on June 26, 2017, at 7:35 a.m., not that I remember it or anything.

Before we could proceed, we had to deal with a major upgrade in our EMR in 2018, moving from Meditech Client/Server to Expanse. This would involve new hardware after we had just rebuilt from the cyberattack. We needed to get everything installed and complete employee training at a pace we'd never seen before. We spent 2018 installing and finetuning our new EMR.

Along came 2019 and another huge project – the purchase of Bluefield Regional Medical Center. The challenges were difficult as we had never been challenged by IT design in another working hospital. I made the decision to install a duplicate network; one to keep them working, the other connected to us. This allowed training and network needs to be conducted while we extracted data from the purchased system.

Also, in 2019 I became director of Information Technology, and I was proud to lead this team – or maybe they helped me to leadership.

We all know the challenges that COVID-19 brought in 2020. We once again had to figure out a new way to provide patient care with different technology, while maintaining HIPAA standards. 'Remote' was the word used by everyone – non-essential personnel working off-site, and telemedicine became the new doctor visit.

2021 was a two-fold year of challenges. First, the affiliation with WVU Medicine, and second, the biggest of all the challenges was literally a life-threatening fight for my life. Over the previous few years, I had developed 'NASH,' an induced liver cirrhosis. I needed a liver transplant, and I needed it quickly. Through the grace of God, I received this precious gift of life on Memorial Day, 2021. Then I began rehab that would allow me to return to work part-time in October and full-time in November.

2022 was the year of connectivity – WVU and PCH. First, the network faced another modification and programming, then new email addresses, and now PC and printer migration. All these were major projects in themselves, but we had to do them simultaneously. This continues to be our drive, and our goal is a completion date of March 1, 2023. By that time, I will be retired, but I will support my team (the greatest team ever) as they keep the technology flowing for years to come. May God Bless them.

***What are your interests/hobbies outside of work?***

**WR:** I enjoy working with my church, spending time with family, learning to fly fish, and learning different languages.

***What are your plans for retirement?***

**WR:** Well, I'm retiring from Princeton Community Hospital, not work. There are many less stressful projects around the house that need my attention.

Through all of this I must give credit to the people who saw me through: my Lord and Savior Jesus Christ; my wife of 45 years, Mitzi; and my two children, Derek and Megan. Without their patience and understanding, I could never have accomplished all this. Praise God.

***Thank you, Wayne O, for more than 35 years of outstanding service and commitment to PCH. You shepherded your department through some of the greatest challenges in the hospital's 52-year history. Thank you! We wish you all the best in retirement.***

# Congratulations Khristy Shrewsbury

**Khristy Shrewsbury, RN**, was recently promoted to Director of Cancer Services. In the past Khristy was the nursing director of 4-East, 2-West, Outpatient Oncology, and the Cancer Registry. She will now concentrate her focus on cancer as a service line.

Khristy's new role is directing the WVUH Oncology Clinics along with the Infusion Center and the Cancer Registry, to build toward a more comprehensive Cancer Center under WVU Medicine, which will provide our community with advancements in cancer care.

The Cancer Center has been accredited with the American College of Surgeons Commission on Cancer for many years, and WVUM will continue to build on that program to provide quality cancer care to the region.

Khristy joined PCH in May 1989 as a nurse extern. She became charge nurse on 3-East and served in that capacity until 2007 when she was made nurse manager of the Cancer Center that was newly opened and included 4-East Inpatient Oncology and Outpatient Oncology. She was later made nursing director of 4-East Inpatient Oncology, Outpatient Oncology, the Cancer Registry, and 2-West Med/Surg until her present title change.



*Congratulations on the new position, Khristy. We wish you all the best!*

## *Letter of Appreciation*

Dear Nurses on 3-South,

Thank you isn't enough, but I have to say it anyway. Thank you so much for taking care of me during my stay.

Your attitude and smiles were the highlights of my time at PCH.

Thank you for your patience when answering my questions and thank you for bringing such positivity each day.

I will never forget any of you and what each of you did for me.

With love,

**Annalyn Pike**



# 2022 Lights of Love

The holiday season brings with it the opportunity to honor a loved one through the PCH Foundation's annual *Lights of Love* campaign. This is a unique and meaningful way of honoring or remembering someone who is special to you while at the same time making a donation to the Cancer Care Fund at Princeton Community Hospital.

With your donation, you dedicate a symbolic light on the *Lights of Love* tree located in the lobby of Princeton Community Hospital's Parkview Center.

The 2022 *Lights of Love* campaign raised \$9,250 for the Cancer Care Fund.

**Thank you, everyone, for your generous donation!**

## STAR:

**Tish Coleman**  
In Memory of Ron Coleman

**Tish Coleman**  
In Memory of Karen Lilly

**Thomas Giffen**  
In Memory of Andora Giffen

**Kermit and Pat Moore**  
In Honor of Dr. Rowena Chambers and Mr. Ed Chambers

**Matt Mullens and Family**  
In Memory of Connie Mullens "Lots of Love"

**Dr. Dana Olson**  
In Memory of Elizabeth L. Olson

**Dr. Dana Olson**  
In Memory of Veteran - Otmar O. Olson

**The Pace Family Foundation**  
In Memory of Dr. and Mrs. L. J. Pace

**The Pace Family Foundation**  
In Memory of Mr. and Mrs. Roy Woomer

**Gopal and Kavita Pardasani**  
In Memory of Wayne B. Griffith

**Gopal and Kavita Pardasani**  
In Memory of Dr. Muhammed Khokar

**PCH Foundation**  
In Memory of Wayne B. Griffith

**Fred and Santina St. John**  
In Honor of Cancer Care Services

## YELLOW LIGHT:

**Charlie and Sherry Baugess**  
In Memory of Biddie Bell Thomas, Ralph Thomas, and Ben Tom Bailey, Jr.

**Barry and Jill Blizzard**  
In Memory of Macey Whittaker, Vicki Blizzard, Wada Blizzard, Kermit Blizzard, and Buddy Whittaker

**Matt and Laura King**  
In Memory of Veteran - David Blackwell

**Kevin and Jenny Martin**  
In Honor of Breast Cancer Patients

**Princeton Rescue Squad**  
In Honor of Emergency Medical Professionals

**Smith, Lilly and Ball, Pllc**  
In Honor of All Those Who Still Fight

## CLEAR LIGHT:

**Terri Adams**  
In Memory of Mary Alice Houghton

**Bailey-Kirk Funeral Home**  
In Honor of Rev. Larry Dyer

**Scott and Tammy Belcher**  
In Memory of Mommy and Daddy

**Paw Paw and Maw Maw Belcher**  
In Memory of Courtney Belcher

**Marie Blackwell**  
In Memory of Veteran - David Blackwell

**Al and Sarah Boland**  
In Memory of Richard T. Boland

**Sandy and David Bolton**  
In Memory of Courtney Belcher

**Sam and Margaret Conner**  
In Honor of John Lawrence

**Beth Farley**  
In Memory of Robert Farley

**Hickmans Pharmacy**  
In Memory of Mary Hickman

**K. A. Kemmerer**  
In Memory of My Mother and Father

**Kimberly Nelson**  
In Memory of Delores "Ann" Yarborough

**Rick, Heather, and Alex Poff**  
In Memory of Veteran - Frank and Dorothy Calfee

**Rick, Heather, and Alex Poff**  
In Memory of Junior and Evelyn Poff

**Adam Sarver**  
In Memory of Veteran - Buck Sarver

## BLUE LIGHT:

**Junior, Martha, and Pam Cregger**  
In Memory of Veteran - Thomas Z. Stowers and Alma Stowers

**Junior, Martha, and Pam Cregger**  
In Memory of Wiley and Mary Lee Shrader

**William Day**  
In Honor of Lights of Love

**David and Ann Graham**  
In Honor of David E. Graham

**Joey Hodges**  
In Memory of Donna Hodges

**David Kirk**  
In Memory of Robert MacMillon Jr.

**Charlotte Lett**  
In Memory of J. Harvey Lett

**Crystal Mabe and Roger Thompson**  
In Memory of Erma Thompson

**Marlene Martin**  
In Memory of Eric Martin

**Marlene Martin**  
In Memory of Raymond and Hazel Barlow

**Candy Stanley**  
In Memory of Dee Stanley

**Russell White**  
In Memory of Joann Wirtz

## GREEN LIGHT:

**Tom Bone, III**  
In Memory of Veteran - Alice A. Wall

**Harold and Deborah Brewster**  
In Honor of Lights of Love

**Kayla Carroll**  
In Memory of Randall Cook

**Kayla Carroll**  
In Memory of Rachel Justice

**Kayla Carroll**  
In Memory of Angie Justice

**Earl and Sandra Goodwin**  
In Memory of Rose Lee Kraushaar

**David and Ann Graham**  
In Honor of Mila Jo Imrich

**David and Ann Graham**  
In Honor of Blake Nicole Imrich

**David and Ann Graham**  
In Honor of Sadie Graham Imrich

**David and Ann Graham**  
In Honor of Maverick David Sigmon

**Joyce Gudaitis**  
In Memory of Bernice and Thomas Tabor

**Ann Hazelwood**  
In Memory of Matthew Todd Hazelwood

**Ann Hazelwood**  
In Memory of Barbara Ellen Hunter

**Betty Lee**  
In Memory of My Loving Parents

**John McPeters**  
In Memory of Linda McPeters

**Winnie Newberry**  
In Honor of Zac Carter

**PCH Plant Operations**  
In Memory of Travis Lilly

**Ann Pauley**  
In Memory of Julia Mae Grogan - Nurse Princeton Memorial

**Ann Pauley**  
In Memory of Veteran - Dennis McKinney

**Ann Pauley**  
In Memory of Michael Pauley

**Linda Perdue**  
In Memory of Veteran - Richard Perdue

**Linda Perdue**  
In Memory of Lauren Perdue

**Glenna Weise**  
In Honor of Frances Weise

**Robert White**  
In Honor of Roy and Lil White

**Tony Whitlow**  
In Honor of Rebecca (Betty) Whitlow

**Greg Yost**  
In Honor of Veteran - Grayson Shrader

**Greg Yost**  
In Memory of Willadean Yost

**Greg Yost**  
In Memory of Beulah Shrader

## RED LIGHT:

**Patrick Broyles**  
In Memory of Betty Jo Broyles

**Leona Hendricks**  
In Memory of Charles Thompson Sr.

**Leona Hendricks**  
In Memory of Bobby Thompson Sr.

**Leona Hendricks**  
In Memory of Veteran - William Thompson

**Leona Hendricks**  
In Memory of Viola Thompson

**Leona Hendricks**  
In Memory of David Thompson

**Leona Hendricks**  
In Memory of Mike Thompson

**Leona Hendricks**  
In Memory of Courtney Belcher

**Leona Hendricks**  
In Memory of Audrey Engle

**Daniel and Brenda Hoke**  
In Memory of Justin Lee Hoke

**Joyce Shrader**  
In Memory of Harvey Shrader

**Joyce Shrader**  
In Memory of Ernest Lafferty

**Joyce Shrader**  
In Memory of Ressie Lafferty

**Joyce Shrader**  
In Memory of Bethel Eads

**Linda Steele**  
In Memory of Wilton and Joann Shrewsbury

**Karen Surface**  
In Memory of Linda Meadows

**Karen Surface**  
In Memory of Dixie Shore