

## REFLECTIONS OF 2018

### BRAXTON COUNTY MEMORIAL HOSPITAL'S ANNUAL COMMUNITY BENEFIT REPORT

A Special End-of-the-Year Edition Highlighting Accomplishments and Summarizing Events at BCMH.



## A YEAR OF MANY CHANGES

Time is continuously marching on, seconds turn to minutes, minutes turn to hours, hours to days and days into years. What happens today will be just a memory tomorrow. As displayed within the contents of this publication, the year 2018 has taken Braxton County Memorial Hospital through a multitude of changes, many of these changes have made impressionable memories that will remain etched in our minds for a lifetime. The start of the year at BCMH came with the devastating news that late CEO, Ben Vincent was diagnosed with Pancreatic Cancer. Ultimately, despite Ben's fervent will to survive, a cure wasn't in the Lord's plan. In early Spring of 2018, Ben gained his wings. Losing such a wonderful leader so unexpectedly left BCMH to face changes ranging from temporarily adapting to life without a CEO to wondering who was going to fill his shoes. Shortly before he was diagnosed, Ben announced that WVU Medicine had expressed interest in forming an affiliation with the hospital. He felt strongly that this connection would be vital for the survival of BCMH by way of expanding the network of resources available for providing quality patient care. Once the wheels were in motion, the remaining months of 2018 were consumed with behind the scenes exchanges of paperwork, negotiations etc. The decision was made in the Fall of 2018 to seal the deal, thus initiating BCMH as an official member of the WVU Medicine Family. As we look ahead into 2019, time marches to the beat of a very excited drummer. Braxton County Memorial Hospital will move forward into the electronic age of care, striving to improve and expand the services we offer to our community. Although we've struggled at times and lost some wonderful people along the way, our journey is far from over and the best is yet to come.

### WHAT'S INSIDE?

- ⇒ 2018 Hospital Finances (page 2)
- ⇒ Board of Directors & Medical Providers (page 3)
- ⇒ Employees Recognized for years of service (page 3)
- ⇒ BCMH 2018 News (page 4)
- ⇒ Individuals Recognized for Excellence (page 5)
- ⇒ The BCMH Foundation (page 5)
- ⇒ Patients Recognize BCMH Employees (page 6)
- ⇒ Community Involvement & Services (page 6-7)
- ⇒ Commitment to Quality & Patient Safety (page 8)



# 2018 HOSPITAL FINANCES

## BCMh STATEMENT OF OPERATIONS

DECEMBER 31, 2018 (Unaudited)

### Unrestricted revenue & other support

Inpatient.....	\$1,419,404
Outpatient.....	\$19,470,477
ER revenue.....	\$2,975,981
OBC revenue.....	\$756,760
Home Health revenue.....	\$752,263
Clinic revenue.....	\$1,016,127
Professional Fee revenue.....	<u>\$1,281,833</u>
Gross patient service revenue.....	\$27,672,845
Less: contractals.....	(\$10,672,252)
Less: provision for uncollectibles.....	(\$1,695,066)
Less: charity.....	(\$30,818)
Net patient service revenue.....	\$15,274,709
Other operating revenue.....	\$1,505,517
Investment Income.....	<u>\$3,318</u>
<b>Total unrestricted revenue &amp; other support</b>	<b>\$17,050,250</b>

### Expenses

Salaries and wages.....	\$6,285,780
Physicians salaries.....	\$1,370,582
Employee benefits.....	\$2,007,851
Physician fees.....	\$885,690
Medical supplies.....	\$1,390,248
Minor equipment.....	\$47,749
Pharmaceuticals.....	\$1,424,736
Insurance-Malpractice & other.....	\$344,535
Utilities.....	\$315,600
Purchased services & other expenses....	\$2,391,849
Medicaid provider tax.....	\$307,347
Depreciation	\$499,083
Interest and debt expense.....	\$11,455
<b>Total expenses</b>	<b>\$17,278,927</b>

**Excess of revenue over expenses** **(\$228,677)**

### FINANCIAL SUPPORT PROVIDED TO OUR COMMUNITY AND STAFF

BCMh contributed to the economy by paying sales taxes in the amount of \$43,000 as well as payroll taxes (FICA) totaling \$521,000 and broad based healthcare taxes in the amount of \$307,000.

In times of crisis, 5 employees received \$1,550 in assistance from the Helping Hand Fund, which is supported by employee contributions.

Charity care write-offs and sliding fee discounts were awarded in 2018.

Per pay period, an average 196 individuals were employed at BCMh. \$7,656,000 was paid in salary and wages during the year.

Employee benefits paid by BCMh include the cost of health insurance and retirement benefits for participating staff.

### GRANT FUNDING RECEIVED

- \$10,170 in SHIP grant funding was received relating to ICD-10 training and renewal of the Up-to-Date subscription for Pharmacy references.
- \$1,500 was received from the WV Hospital Association through ASPR (Assistant Secretary for Preparedness & Response). These funds are available for emergency preparedness expenditures, which includes the cost of service for a satellite phone and other small purchases.

<i>Numbers represent lives touched at BCMH in 2018.</i>					
Admissions	Surgeries	ED Visits	Other Outpatient Visits	Home Health Visits	CHC Visits
182	946	9,059	18,603	4,998	9,688

## BOARD OF DIRECTORS & MEDICAL PROVIDERS

### BOARD OF DIRECTORS

- Barbara Adams (*Chairperson*)
- Delegate Brent Boggs
- Judge Richard Facemire
- Sally Howard (*Secretary / Treasurer*)
- Roy Huffman (*Vice-Chair*)
- Stephanie Frame, DO
- Tim Sodaro

### EMERGENCY MEDICINE

- Gary Lowther, DO
- Michael Sitler, MD

### COURTESY HOSPITALISTS

- Christopher Martin, DO
- Jonathan Donahue, DO
- Micah Moore, DO

### ACTIVE MEDICAL STAFF

- Wm. Douglas Given, MD (*BCMh Chief of Staff*)
- Russell Stewart, DO (*BCMh Medical Director*)
- Stephanie Frame, DO
- Ronald Pearson, MD



BRAXTON COUNTY  
MEMORIAL HOSPITAL

### COURTESY STAFF

- Darla Gant, MD
- Antoine Katiny, MD
- Sally Stewart, DO

### EMERGENCY MEDICINE / COURTESY HOSPITALISTS

- Mark Waddell, DO (*ED Director*)
- Brent Glover, MD (*Hospitalist Program Coordinator*)
- G. David Leveaux, MD
- Christopher Conrad, DO

### ALLIED HEALTH PROFESSIONALS

- Mike Casto, APRN, CRNA
- Laura Elkins, APRN, CRNA, DMP
- Bradley Persinger, APRN, CRNA
- Robert Adam Burnside, APRN, CRNA
- Matthew Perry, APRN, CRNA

### MID-LEVEL PROVIDERS

- Jerri Oney, PA-C
- Bethany Ratliff, APRN, FNP-BC

## EMPLOYEES HONORED FOR YEARS OF SERVICE

5 Years	10 Years	15 Years	20 Years	25 Years	35 Years
Angela Lilly	Steve Knight	Julia Rose	Kimber Knight	Connie Gwynn	Judy Davis
Angela Groves	Amy Moore	Bruce Myers	Rebecca Dalton		Cathy Bruffey
Gary Gaston	Beverly Jones	Stephanie Loughridge	Lori Craft		
Donna Carr	Jeanette Shreves		Candace Wimmer		
Vickie James	Cathy Stricker				
Angela Manns	Matthew Carpenter				
Angela Malcomb					





# BCMh 2018 NEWS AND HAPPENINGS

- ♦ Serving as officers of the Employee Activities Committee in 2018 were: **Amy Moore** (President), **Sharon Gaston** (Vice President) **Candace Wimmer** (Treasurer) & **Melissa Marshall** (Secretary)



- ♦ Best Wishes were extended to **Sharon Gaston** in regards to her retirement. Sharon dedicated more than 35 years of service to BCMH.

- ♦ Barbara Adams, Delegate Brent Boggs, Judge Rich and Facemire, Sally Howard, Tim Sodaro, Dr. Stephanie Frame and Roy Huffman continued to serve as Board of Directors'.

- ♦ The following Medical Staff members continued to serve as officers: Dr. Wm. Doug Given (Chief of Staff), Dr. Stephanie Frame (Vice Chief of Staff) & Dr. Russell Stewart (Secretary/Treasurer).



- ♦ **Becky Swisher-Burns** accepted the position as Med Surg Nurse Manager.

- ♦ **Kelly Robinson** accepted the position of Home Health Nurse Manager.

- ♦ **Bruce Myers** accepted the position of Dietary Manager.



- ♦ **Rick Jarvis** added the duties of Housekeeping Manager to his existing role as Maintenance Manager.

- ♦ **Sandi Johnson** accepted the position of Medical Records Manager/Compliance Officer.



- ♦ **Randy Conrad** and **Julia Rose** added Risk Management duties to their existing duties.

- ♦ Braxton County Memorial Hospital sadly bid farewell to our beloved friend and leader, **CEO, Ben Vincent**. Ben dedicated more than 14 years of service to BCMH and was great inspiration to many. His time at the hospital was cut short following a brief but heroic battle with Pancreatic Cancer. Following Ben's passing, \$15,000 was donated to the BCMH Foundation in his memory. These gracious donations were enough to allow the completion of Phase 1 of the Laboratory Expansion, a project in which Ben had assisted in planning prior to his falling ill and was very passionate about.

- ♦ Dr. Ronald Pearson purchased the plaques that were displayed to dedicate different areas of the Surgery Department to 3 individuals. Dr. Jose Bordonada, first surgeon to practice at BCMH; Susan Stalnaker, one of the original BCMH employees, who was OR Nurse Manager until her retirement in 2017; and late CEO Ben Vincent, who devoted a number of years to managing the success of the hospital.

- ♦ Auxiliary Officers serving for the 2018 year: Loretta Hutchison (President), Jan Dobbins, (1<sup>st</sup> Vice President), Janie Cutlip, (2<sup>nd</sup> Vice President), Mary "Boody" Talbott (Secretary), Phyllis Haney, Treasurer & Sue Marple (Immediate Past President)



- ♦ **Wes & Jan Dobbins** were Honored as the Auxiliary 2018 Volunteers of the Year.

## Braxton County Memorial Hospital joined the WVU Medicine Health System

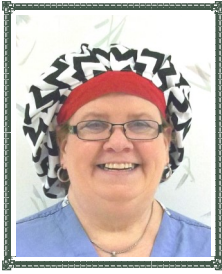
Although the official affiliation date was set for 1/1/19 - The calendar year of 2018 was busy with informational and legal matters, all necessary to tie up the loose ends and prepare for the many phases of bringing BCMH into the electronic age of medical care.



(1<sup>st</sup> Row) Margaret Moore, Loretta Hutchison, Janet Mollohan, Janie Cutlip (2<sup>nd</sup> Row) Jan Dobbins, Wes Dobbins, Tom Mooney, Ruth Mooney Phyllis Haney

# INDIVIDUALS MAKING A DIFFERENCE

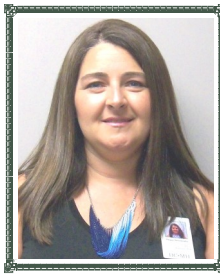
Employees were selected as Artists of the Month for painting a picture of excellence in customer service from January 2018 - December 2018.



Gail Stump  
January 2018



Debbie Hamrick  
February 2018



Peggy Nesselrotte  
March 2018



Bobbie Harris  
April 2018



Rebecca Swisher-Burns  
May 2018



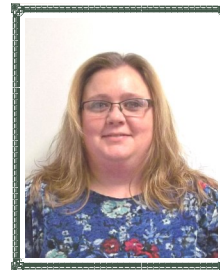
Jessica McCourt  
June 2018



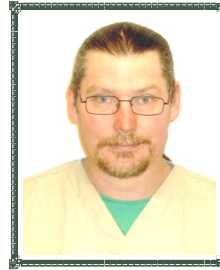
Becki Dalton  
July 2018



Molly Ware  
August 2018



Cindy Sartin  
September 2018



Leslie Weese  
October 2018



Cathy Sowa  
November 2018



Sandi Johnson  
December 2018

Staff were chosen as Employees of the Quarter for going above and beyond their specific duties.



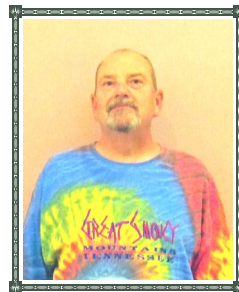
1<sup>st</sup> Quarter - 2018

Mary Fields



2<sup>nd</sup> Quarter - 2018

Lisa Ware  
Jackie Brown



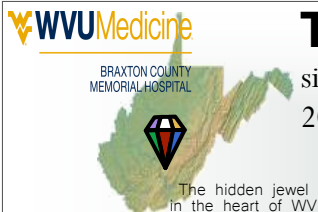
3<sup>rd</sup> Quarter - 2018

Bruce Myers



4<sup>th</sup> Quarter - 2018

Jordan Batton



## THE BCMH FOUNDATION

takes this opportunity to express sincere appreciation for all those who have provided financial support during the year 2018. Plans are underway for current and future projects that have been made possible by the generosity of the individuals/organizations who have made contributions. **All contributions are greatly appreciated!**

FOR YOUR CHARITABLE, TAX DEDUCTIBLE CONTRIBUTION, MAKE YOUR CHECK PAYABLE TO:

THE BCMH FOUNDATION  
AND MAIL TO: BRAXTON COUNTY MEMORIAL HOSPITAL  
SALLY HOWARD, PROJECT COORDINATOR  
100 HOYLMAN DR., GASSAWAY, WV 26624



## PATIENTS RECOGNIZE BCMH EMPLOYEES

	OBC / Inpatient	Outpatient	Community Health Center	Emergency	MID LEVEL PROVIDER / PHYSICIAN
1 <sup>st</sup> Quarter	Charlie Vaughan LRTC	Molly Ware Lab Assistant	Angie Groves LPN	Mark Waddell, DO	Bethany Ratliff APRN, FNP-BC
2 <sup>nd</sup> Quarter	Bobbie Harris, RN	Katie King	Amy Clemons, RN	Jill Cottrill, RN	Ron Pearson, M.D.
3 <sup>rd</sup> Quarter	Susie Shaw, LPN	Chris Jarrett	Breanna Vaughan	Becki Dalton, RN	Bethany Ratliff
4 <sup>th</sup> Quarter	Bev Jones Housekeeping Aide	Shawn Hunter RT(R)(M)	Angie Groves LPN	Sherry Garavaglia RN	Doug Given, M.D.

2018 Patient Satisfaction Results were reviewed quarterly by designated committees in an effort to determine any areas that might require attention. BCMH achieved an overall positive rating of 95% on Patient Satisfaction Surveys. Staff recognized most by patients were honored each quarter as noted above.

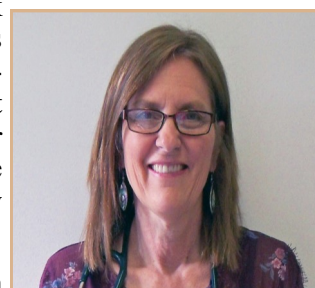
## COMMUNITY INVOLVEMENT & SERVICES

- In 2018, BCMH served as an educational site for students in various levels of education, including Nursing, Medical School, High School and students who are in college and majoring in other healthcare related studies.



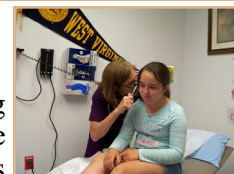
- Patricia Wilt**, a third year resident at WV School of Osteopathic Medicine joined the Community Health Center “family” for a short period of time while shadowing Dr. Stephanie Frame, DO. Braxton County Memorial Hospital was the first stop on Patricia’s list of required rotations.

- Jerri Oney**, MS, PA-C was welcomed back by BCMH staff. Jerri, who in the past has worked in various areas throughout the hospital including the Emergency Department, left for a period of time to pursue other career opportunities. Having returned on a full time basis, Jerri sees patients in the Community Health Center.



- Dr. Micah Moore, D.O.** began seeing patients at BCMH as a Courtesy Hospitalist. Dr. Moore graduated from WVSOM in May 2015.

- 753 low-cost blood screenings were provided to area residents during semi-annual **Rotary/Lab Blood Screenings** sponsored by the Braxton County Rotary Club and BCMH. Educational material was



distributed while Auxiliary and community members worked with Laboratory staff to ensure this collaborative event was another success. Braxton County Health Department staff also administered 47 seasonal flu vaccinations during the fall event.

- BCMH continued to serve as a **local designated site** in the community for the **American Red Cross** as well as a **meeting facility**, provided at no cost for non-profit, civic and healthcare related organizations including: Alcoholics Anonymous, the WV Chapter of the Association of Professionals in Infection Control (APIC), and the Braxton County Local Emergency Planning Council (LEPC).

## COMMUNITY INVOLVEMENT & SERVICES Cont...



- BCMH served as a location for **WV Caring - Advanced Illness Care** of Burnsville to conduct their annual Tree Lighting ceremony in an effort to encourage those grieving during the Christmas Holiday season. During the 2018 event, former CEO, Ben Vincent was among those who were remembered during the ornament placing. Those in attendance joined together in remembrance of those no longer among us during the **2018 Light Up a Life event**. 'WV Caring is a local, non profit, hospice and advanced illness care provider.
- Partnering with participating pharmacies, the **340 B Pharmacy Program**, coordinated by Pharmacy Director, Eric Campbell, continued to result in a substantial cost savings for patients and BCMH.

- During the influenza season, **vaccinations** were made available at BCMH for the public in addition to free vaccinations provided to employees, ministers and volunteers.
- In accordance with the recent **Hepatitis** outbreak, BCMH offered Hepatitis vaccines free of charge to those who qualified to receive them.
- **Sharon Gaston, Kim Frazier and Eric Campbell** continue to represent the hospital on the **Braxton County Local Emergency Planning Committee (LEPC)**, along with **BCMH Employee Health/Safety Officer, Randal Conrad**, who serves as chairman. The LEPC is formed by local emergency response and industry personal with the purpose of planning for potential emergencies in the county such as a hazardous materials incident.



- **BCMH Nurses** participated in a **"Stop the Bleed"** training that was held in the Braxton Co. School system. The "Stop the Bleed" program was founded in the aftermath of the Sandy Hook disaster in 2012 with a goal of placing bleeding control kits in every school, community center, place of worship and school in the U.S.

- **Rev. Sheila Baughman** provided a "Blessing of the Hands" on December 13th for those employees who chose to partake in the event. The experience is intended to ask spiritual blessing on those who provide care via human touch, such as physicians, nurses, etc. She is pictured here with Linda Davis, Business Office Manager.



- In 2018, **BCMH Employees** participated in various career and health fairs throughout the community. Pictured here are LPN's **Angie Groves and Cathy Stricker** who were set up at a health fair held at the Braxton Co. Armory.
- Instructor, **Rusty Ware, MLT**, conducted **First-Aid / CPR** and **Basic Life Support classes**. Rusty and Lisa Ware, RN, also provided **fitness / toning classes** to the public. **Sharon Gaston, Risk Manager / Infection Control Nurse**, was available to conduct **bloodborne pathogen inservices** and **food handler classes** for community organizations.



- **BCMH participated in the HRSA Hospital Challenge**. The challenge is designed to raise awareness about Organ, Eye and Tissue donation and to increase the number of registered donors. This was the first year for BCMH to participate in the challenge. **BCMH was awarded for placing at a Bronze level**. Employees are pictured here during a flag raising ceremony in April of 2018.

• **BCMH received Silver Honors** for outstanding work in the Commitment to Excellence Honors Program. The hospital was recognized for commitment to various areas including Antibiotic Stewardship, Opioid Stewardship, Tobacco Cessation Assistance and Emergency Department Information Exchange.

- **BCMH supported "Donate Life" in the Rose parade**. **CFO, Kimber Knight** signed a rose vial to be used on the Donate Life float in the 2019 Rose Parade. The signing of the vial signifies the hospital's support for Organ, Eye and Tissue donation. Helping save lives, one donation at a time.

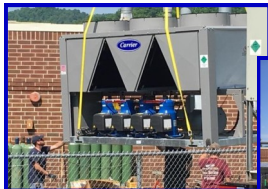


# COMMITMENT TO QUALITY & PATIENT SAFETY

- The **Infection Control** and **Environment of Care Committees** continued to meet and discuss various of observance throughout the hospital. These committees meet on a regular basis to ensure the safety and wellbeing of the patients and employees at BCMH.



- In an effort to provide a dependable and quality supply of liquid oxygen to the patients who need it at BCMH, new liquid oxygen tanks were installed by Praxair Inc.
- BCMH achieved a very good **Worker's Compensation renewal rate** due to receiving an exceptional EMOD (Experience Modification) score of **0.53** in 2018.
- BCMH continued to comply with medical criteria and resource requirements necessary for designation as a **Level IV Trauma Center** through the WVDHHR Bureau for Public Health - State Trauma & Emergency Care System, enabling good communication and work relationships within a state-wide trauma system.



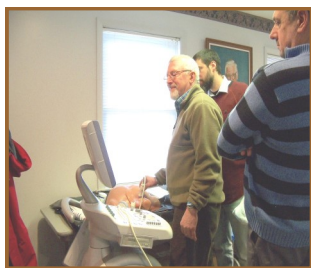
- In-services** were coordinated by **Assistant Administrator-Operations, Sharon Gaston** and presented by **Pauline Barry, Allied World's Assistant Vice President/Risk Manager**.

- A **new cooling system** was installed in May of 2018.

- An **AccuVein** vein location system was purchased by the Auxiliary. This unique system makes finding difficult veins an easier task.



- Certified Instructor, **Randal Conrad**, coordinated and conducted the following inservices in 2018: **Advanced Cardiac Life Support (ACLS)**, **Pediatric Advanced Life Support (PALS)**, **Non-violent Crisis Intervention**, **Personal Protective Equipment (PPE) Competencies** and **Disaster Preparedness**.



- To comply with CMS regulations, an **Emergency Preparedness Manual** was compiled for the BCMH Home Health Agency by **Safety Officer, Randal Conrad**.



- BCM Health Physicians** participated in a Central Venous Line Placement training. Organized by **Dr. Brent Glover, M.D.**, this training provided hands on practice using a specially designed training manikin.

- Water fountains** were removed and water coolers installed in an effort to prevent the risk of Legionella. In addition a water filtration system was installed in the Emergency Department for mixing medications.

- New flooring and furniture** was installed in the waiting rooms of both **CHC** and the **Main Lobby**.



- A **new metal roof** was installed on the **LRC Building**.
- Two new **Holter Monitors** and a **Bipap** were purchased for the **Cardio Pulmonary Department**.
- A **new vehicle** was purchased for the **Home Health Department**.

- Phase One of the **Laboratory Expansion** was completed. which consisted of the area formerly referred to as "Old Central" being renovated into an inviting and very practical Outpatient Laboratory Collection area. This project was made possible by donations received through the foundation, many of which were received in memory of late CEO, Ben Vincent. Following his passing, widow, Cynthia Vincent matched donations received in Ben's memory to assist with completing the project.



- A new **Ice Dispensing Machine** was purchased by the Auxiliary for the Dietary Department.
- The **Radiology Department** underwent a system update, as a result the Picture Archiving and Communication System (**PACS**) was updated.