

The Behavioral Health Pavilion Celebrates 12th Anniversary



Since opening its doors on March 1, 2010, The Behavioral Health Pavilion of the Virginias has helped meet the behavioral health needs of thousands of inpatients and outpatients throughout the region.



A message from Pavilion Medical Director Dr. Jeffry Gee

There have been nearly 200,000 patient encounters at The Pavilion during its 12-year history. 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 designed and entirely remodeled to meet the requirements of a psychiatric hospital. We slowly grew to meet the needs of 20 patients, then 40, then 60 patients daily.

The success of The Behavioral Health Pavilion has been a huge team effort – from the medical staff to the ancillary staff, including housekeeping and security. I am proud of the effort on everyone's part to make it what it is.

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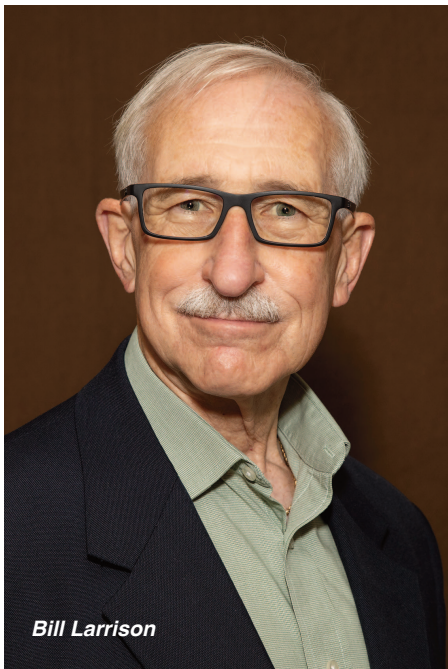
Jeffry Gee, MD.

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. That speaks to the huge need for mental healthcare, and the need continues.

The services we provide are particularly important because of the shortage of behavioral healthcare facilities in rural areas of Appalachia. We are positioned perfectly to fill that void for a multi-state region. It is nice to be able to provide services close to home.

I am hopeful that the WVU Medicine acquisition will help bolster support for keeping us fully staffed – physician staffing and ancillary services. I also see WVU Medicine as being instrumental in expanding services such as physical therapy, and even the addition of telemedicine.

I've served as medical director for 12 years. I was here on opening day, but officially began practicing in June 2010. I am happy to be involved with the great folks who work here at The Pavilion – from environmental services to mental health techs to dietary to counselors to nurses (inpatient and outpatient) to secretaries – they are all top-notch folks and good people to work with. Pavilion employees are dedicated to serving the area. Most of our folks have been here a long time and have no intention of going anywhere else. Those are the folks we want. They appreciate our patients and understand their needs. In turn, the patients appreciate us being here.



A message from Executive Director Bill Larrison

I've only been here the past two years of The Pavilion's 12-year history, but in the time that I've been here I've observed many things. The first being this is THE best, most professional staff and treatment team I have ever worked with, and I have done this for 49 years. I say that with all sincerity. That translates into not only better services, but a real benefit for our community and all of West Virginia.

As you know, we not only take patients from Bluefield, Princeton, and Mercer County; we accept patients from all over the state, and Southwest Virginia, Ohio, Kentucky, and Tennessee. We provide one of the best behavioral health services I've ever seen. What really stands out: this is the first place in my 49 years of service where the physicians actually call on a regular basis and speak with family members of patients. I have never seen that before.

That is such a benefit to the patient and their family. Our providers (physicians, therapists, and nurses) work with and educate the families. I just can't say enough, and that's why I wanted to stay here. I came here as an interim administrator, but when I met the staff and I saw the work they do, I decided I wanted to be a part of that.

I look forward to working closely with WVU Medicine after the acquisition is complete in early 2023. I think the services here will only get better. WVU Medicine, being part of a larger system, will help us expand our services. I am hoping at some point that WVU Medicine will enable us to have residents here. I have already begun visiting other behavioral health units within the WVU Medicine system and I've met with the vice president of behavioral health. I like her philosophy and I am excited to be a part of that system.

Saluting Our 12-Year Employees!

The following dedicated individuals have been with The Behavioral Health Pavilion since 2010.



Lisa Caldwell, RSD
Director of Clinical Services



Ashleigh Clemons, LPN
Nursing



Connie Cochran
Director of Business Development



Tammy Day, RPT
Pharmacist



Sherry Fannin, RN
Utilization Review



Kimberly Franklin
Director of Outpatient Services

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Jeffrey Gee, MD
Medical Director



Thelma Hicks
*Environmental Services Supervisor
 Materials Management Supervisor*



Dolly Maddy, RN, BSN
Nursing



**Yolanda "Francine"
 Saunders, MHT**
Nursing



Diana Shrewsbury
Team Leader – Dietary

*12-Year Employees
 Not Pictured:*

- Carmen Bailey**
- Judy Bailey**
- Christy Basham**
- Lisa Grogan**
- Carole Higginbotham**
- Mary Ann Lijoi**
- Pam Phillips**
- Tracey Spangler**

While there's life, there's hope.

Marcus Tullius Cicero



The Pavilion's Leadership Team – Top row from left: Medical Director Dr. Jeffrey Gee; Director of Outpatient Services Kimberly Franklin; and Clinical Director Lisa Caldwell. Bottom row from left: Executive Director Bill Larrison; Director of Business Development Connie Cochran; psychiatrist Dr. Emily Boothe; Kathy Wimmer, RN; Holly Disibbio, NP; and Senior Advisor with Signet Health Dick Woodard.



Receptionist Amanda Shrader.



Discharge planner Jessica Goins.



Crisis Department, from left: Brandy Patton, Amy Mills, and Patricia Bailey.



Registration specialist Shannon Grondzik.



Activity therapist Amma Osei-Boakyee.



Activity therapist Alysia Inosencio.

A message from Director of Business Development Connie Cochran

I joined The Pavilion 14 months before its grand opening on March 1, 2010. At the time, the program had no name, the renovation of the current site had not occurred, and there was much planning and work to be done. I came aboard as the Director of Business Development tasked with assessing and developing new processes to improve the existing 24-bed program, which was embedded within PCH, and coordinating plans for the upcoming transition. The 24-bed program had an average daily census of eight in January of 2009 and many barriers to referral. The service line consisted of inpatient treatment for adults eighteen and older only and while the program served an important function for those in crisis, it did not include step-down services. The first couple of months aboard was spent conducting a needs analysis within the community and meeting with existing and new referral sources to identify barriers to referral.



Over the course of the next year, the name of the program was agreed upon, The Behavioral Health Pavilion of the Virginias, the renovations to the former St. Luke's Hospital occurred, and weekly planning sessions, NEXT STEPS, commenced to include all PCH department leaders. In the months leading up to the transition, the census of the 24-bed unit had easily reached full capacity, and everyone was eager to move into our new address and step into our new role as a regional provider of behavioral healthcare.

In June 2010, Dr. Gee assumed the role as Medical Director at The Pavilion, and under his leadership, our programming really began to take form. Today, The Pavilion offers a full continuum of mental health care for adults eighteen and older, to include a 64-bed inpatient program, thirty of which comprise a geriatric unit, intensive outpatient group therapy, traditional outpatient counseling and medication management, TMS treatment, and a SPRAVATO clinic.

While we are immensely proud of our programming, we are most proud of our staff that show up every day with a heart for service and the ability to effectively intervene in a crisis, process a hurt with a patient in a counseling session, and provide patient and family education and support in individual and group settings. We are equally proud of the staff that maintain our building, work with patient registration and accounts, prepare our patient rooms between discharges, protect our patients, and staff, and provide meals for all. It has been a true pleasure of mine to work with this program and our talented staff for 13 years.

So many patients have come through our doors and so many have left doing much better because of the work that occurs here. As The Pavilion and PCH join the WVU Medicine family, I look for an expansion of services to occur and the reach of these services to broaden significantly. Both The Pavilion and our patients throughout the region stand to benefit from the support and decades of behavioral health expertise that WVU will bring to our program.

I remain excited to be a part of The Behavioral Health Pavilion and look forward to meeting the needs of our patients every single day. Twelve years ago, we hosted an open house and shared the words of Marcus Tullius Cicero, "While there's life, there's hope." These words remain true today.



The Pavilion's primary therapists, from left: Brian Owen, Wendy Bargo-Miles, Samantha Dinkins, Lisa Caldwell, and Rebecca Wellman.



Nursing Staff – Seated from left: Katie Gilmore, RN, BSN, and Dolly Maddy, RN, BSN. Standing from left: Michaela Gammon, RN; Lindsey Pannel, RN; Rebecca Riley, MHT; and Leia Funari, RN.



From left: Judy Bailey, registration specialist; Catherine Duncan, registration specialist; Leddie Harman, CCMA; Bethany Gravely, LICSW; Kathy Wimmer, RN; Katie Tibbs, LPN; Cheryl Taylor, licensed psychologist; and Joe Watkins, outpatient van driver.



Pavilion security John Anderson, left, and Steve Lester.



Pavilion security Jackie Lipford.



Pavilion security from left: Dustin Hale, Billy Johnson, and Aaron Rutherford.

A message from Signet Health Senior Advisor Dick Woodard

Approximately 14 years ago, former Princeton Community Hospital CEO Wayne Griffith and the PCH Board of Directors made an important decision to renovate the old St. Luke's Hospital in Bluefield and convert it into a state-of-the-art Behavioral Health Pavilion. Diamond Healthcare Corporation, now Signet Health, was chosen to assist in the development and management of this vital new hospital for the region. Decisions of this magnitude carry financial risk and require keen strategic planning. With much coordination and determination, The Pavilion was developed and has been financially successful. The Pavilion serves a vital role in helping to meet the mental health needs of the most vulnerable people across the region. Thanks go out to those individuals who made this facility a reality.



Environmental Services, from left: Donna Murray, Megan Davis, Thelma Hicks, Brittany Gentry, and Angela Click.



Nursing Staff, from left: Julie Overbaugh, Lisa Williams, Kim Ayers, Jessie Blankenship, Julie Schuff, Tonja Simmons, Kathy McClure, Kristy Monk, and Johnelle Wilson.



Environmental Services and Materials Management supervisor Thelma Hicks prepared a 12th anniversary bulletin board that included such archival items as construction and ribbon-cutting photos; original brochures, programs, and napkins from the grand opening and the 5th anniversary celebration; and current photos and articles.

Thelma has worked in the building for more than 30 years. She was employed by St. Luke's Hospital, then returned as a Pavilion employee in 2010.

Several other Pavilion care team members were former St. Luke's employees.

Letters of Appreciation

Dear Karen Bowling, CEO,

I wanted to share my experience this past week at Princeton Community Hospital. My 82-year-old dad had rotator cuff surgery at PCH. From the time we entered the hospital, we were treated very well. The screening system set up at the front door was very thorough and efficient. The visitor rules were explained very well and I felt welcome to be there with him. We were greeted in Day Surgery with smiles and did not see or feel like there was any shortage of staff. Every staff member we dealt with made us feel welcome. I went to the cafeteria when Dad went into surgery and every area I crossed was very clean and pleasant. There were several employees there and I did not hear one negative comment from any of them.

After he came back from surgery, his comfort was their main priority, and we never had to ask for anything. They were very attentive and caring. The nurse that took care of him told him several times that it had been her pleasure and thanked him for letting her take care of him.

Thank you,

Deanna Norris Lawless

Dear Nurses,

We don't know when Nurse's Day really is, but you all are superheroes. Thank you all and not just the ones who took care of Rosemary Hickerson. She lost her battle with COVID but while we could talk to her, she kept telling us her nurses were so good to her.

We pray for comfort, peace, and strength for you all for what you endure every day. This basket of goodies is not much but it is given to let you know we appreciate you.

Thank you all so much,

The Family of Rosemary Hickerson

Dear 3-West Staff,

We are so grateful for the wonderful care you all gave our father James Keatley last week. You were all, day and night staff, so kind and considerate to Dad and to the entire family. The care you gave was priceless to us and made a hard time easier. It would have blessed Dad's heart to experience your kindness, but I think he did sense it.

We can't remember all the names but we do see your faces. Thank you!

Bless each one of you,

The Keatley Family

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LEADERSHIP UPDATE

Dear Care Team Members,

We are honored to welcome Justin Hardy, our new Director of Environmental Services and Laundry, beginning April 18, 2022.

Born and raised near Shreveport, Louisiana, Justin received a bachelor's degree from Amridge University, Montgomery, Alabama; and an MBA in Healthcare Management from Indiana Tech, Fort Wayne, Indiana.

He has spent 20-plus years working in environmental services. Justin is coming to PCH after five years with Baptist Health Medical Center in Little Rock, Arkansas, where he and his team introduced the national certified training program of the Association for the Health Care Environment (AHE) called *Certified Health Care Environmental Services Technician* (CHEST). This certification standardizes and improves the cleanliness of hospitals.

In the 1990s, Justin served a two-year church mission in Ukraine in the cities of Kharkiv and Donetsk. Speaking of the current situation in Ukraine, he said, "I am truly saddened by the destruction and chaos currently going on there. I have been in contact with a few friends who have had their homes destroyed and their lives put in upheaval. I lived in the city of Kharkiv for over a year. That was the second largest city in the country. To see the devastation is heart-rending. Ukrainians are a strong and determined people, they will find a way to rebuild if given the resources and a chance. While I don't know the proper course of action for us as a nation, I have seen many here reach out through donations and even flying over to help with refugees, and it makes me have hope for this whole situation."

When asked what attracted him to PCH and southern West Virginia, Justin said, "When I met with both Karen Bowling and Al Boland, they referred to their vision of growing Princeton and finding ways to better serve the community. I see the opportunity of being a part of that growth as the affiliation with WVU Medicine is finalized. I was looking for a place where I can be a positive influence. I feel Al is the type of leader who will let me add my own vision to his and improve not only HCAHPS and cleanliness, but also create a better experience overall for patients and their families. I feel that Environmental Services is the frontline defense in infection prevention and should work closely with other departments to ensure a clean and safe environment."

Please join us in welcoming Justin and wishing him well in the new position.



Justin Hardy

Director of Environmental Services and Laundry

Justin and his wife of 22 years have one son who will graduate high school this May.

In his spare time, Justin enjoys kayaking, camping, and riding motorcycles.