



# VIEW*S* & VISIONS

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## Quality and Innovation are the Future

David L. Ramsey, President & Chief Executive Officer  
CAMC Health Systems, Inc.

David L. Ramsey is President and Chief Executive Officer of CAMC Health System, Inc., and President and Chief Executive Officer of Charleston Area Medical Center, Inc. CAMC Health System is the parent company of West Virginia's largest wholly-owned health system, with three teaching hospitals, a community hospital, the CAMC Foundation, the CAMC Health Education and Research Institute, and Integrated Health Care Providers, Inc.

Ramsey joined CAMC in September 2000 from Methodist Healthcare-Memphis Hospitals, where he was President of a five-hospital regional system. Other previously held positions include: Secretary of the Louisiana Department of Health and Hospitals, Executive Vice President and Chief Operating Officer of the Baton Rouge General Medical Center and Senior Vice President of General Health, Inc. He also was Administrator of Montgomery County Medical Center in Conroe, Texas, and Assistant Vice President of the Methodist Hospital of Houston.

Ramsey obtained a bachelor's degree in biology from the University of Missouri at St. Louis, and a master's degree in health care administration and planning from Washington University School of Medicine in St. Louis.

He is active in a number of civic and professional organizations, including the West Virginia Hospital Association Board (past chair), the American Hospital Association, VHA Central Atlantic Board and HealthNet Aeromedical Services Board (chair).

In these turbulent times of health care delivery, it is more important than ever that we focus on our core mission of "striving to provide the best health care to every patient, every day." At Charleston Area Medical Center (CAMC), we have been on a constant journey of innovation and quality improvement – one that started many years ago, and one that we are committed to continuing long into the future.

About 10 years ago, CAMC was recognized by Harvard researchers as one of the top clinical quality hospitals in the nation. Since that time, we have received numerous other recognitions, including being the only hospital in West Virginia to be awarded the Distinguished Hospital Award for Clinical Excellence from Healthgrades. The award is given to hospitals performing in the top five percent of hospitals nationwide. CAMC achieved the recognition in 2014, 2015 and 2016. In addition, Becker's Hospital Review ranked CAMC one of the 100 Great Hospitals in America for 2017.

Perhaps most importantly, in 2015, CAMC Health System was selected as a Malcolm Baldrige National Quality Award recipient,



**CAMC**  
Health System

one of the most prestigious national awards for performance excellence. CAMC was one of only four recipients, the only health care winner and the first and only organization in West Virginia to ever receive the honor. This award was critical recognition that our more than 7,000 employees and 700 physicians are committed to performing at the level necessary to maintain our key services in these difficult economic times.

In the past few years, other health care providers in other states have reached out to benchmark with CAMC and learn from our experiences. One of the questions we are often asked relates to how we have been able to operate in a climate with so few commercially insured and with a population with so many needs.

Being the most efficient, effective and high-performing health system, for us, is much more than a point of pride. It is imperative for the

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*Left: The soaring lobby at the CAMC Cancer Center has been thoughtfully designed to inspire hope – and perfectly outfitted to facilitate healing  
Right: The CAMC Cancer Center infusion area includes 10 infusion bays that will comfortably accommodate up to 32 patients, as well as four private infusion rooms*

people we serve. As a large, tertiary health system and one of the largest employers in West Virginia, we feel an obligation to provide the very best care to those we serve. At CAMC, we have the privilege of caring for patients who depend on us for lifesaving services that no other hospital in our region provides. Many times, our patients are the most injured, or the most ill and frail, and at our children’s hospital, the tiniest. We have the responsibility, as well as the privilege, to provide the highest level of care available.

It is no secret that we have our challenges, as do all who serve the health care needs

of our state. The economic environment, opioid addiction crisis, decreasing reimbursement from government payors, escalating costs of pharmaceuticals and technology, and a nursing shortage are certainly making it difficult to provide care. One key way for us to meet our challenges is through innovation and improvement.

As the largest academic teaching center in southern West Virginia, we will continue to be focused on acute care. However, we are also dedicated and focused on improving the overall health

of our communities. We know that we cannot do this alone – actually, we are one piece of a very large puzzle. But our hope is that by working with both private and public entities like state government, the Greater Kanawha Valley Foundation, Partners in Health Network, the Kanawha Coalition for Community Health Improvement and others, we will be able to improve health care quality, access and economic opportunities for all of southern West Virginia. ▯

## W. VA. AREA MEDICAL CENTER

