

# West Virginia Perinatal Safety-Net

**One Call Back-Up System for Access to Tertiary Beds for  
High Risk Mothers and Infants**

*A Project of the West Virginia Office of Emergency Services  
In Collaboration with the  
West Virginia Perinatal Partnership*



**West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline**

**Contents**

Introduction and Background	3
Protocol for MCC Communicators Medical Coordination Center (MCC) Includes Protocol for Staff at Non-Tertiary Hospitals	4
Community Hospitals with Birth Services In West Virginia (See Map):	6
Map of Locations of Level III Perinatal Centers and Licensed Birth Facilities	7
West Virginia Hospitals That Do Not Have Birth Services	8
Out of State Hospitals with NICUs or High Risk Maternity Services	9
Map of Out of State Hospitals with NICUs or High Risk Maternity Services	12
Worksheet for Providers Contacting MCC	14
Memorandum of Understanding	15
Neonatal transport log for Non-Tertiary Hospitals	19
Maternal Transport log for Non-Tertiary hospitals	20
Logbook for Medical Coordination Center (MCC)	21

## West Virginia Perinatal Safety-Net NICU/Maternal Bed-Availability Hotline

### Introduction and Background

Perinatal providers have long seen a need for easy-to-get, current information about bed availability in West Virginia NICU and maternal high-risk units. Hospitals with NICUs and High-risk Maternal Units are called Tertiary or Level III Perinatal Centers. There are only three Tertiary or Level III Perinatal Centers in West Virginia. There are 25 non-tertiary hospitals that provide care for mothers and babies. When these hospitals have high risk mothers or babies they need to transport them to Charleston, Huntington, or Morgantown

West Virginia Office of Emergency Services is collaborating with the West Virginia Perinatal Partnership to make a hotline available that perinatal providers can call to get current information, thereby saving precious time if the provider's usual referral center is not accepting transports. Callers to the hotline can not only find a bed but also be connected with a specialist at the referral center for consultation.

The EMS Medical Coordination Center (MCC) in Flatwoods will assist providers in rural hospitals who cannot locate a bed in a level III center to transport a mother or baby to. The WV Perinatal Partnership has been working on this with EMS for several years based on two surveys of the non-tertiary hospitals four years apart.

There is good rationale for this service. The Perinatal Partnership surveyed all hospitals with birth services in 2007 and 2011. The survey was repeated to make sure there was still a need. Ninety-two percent of the non-tertiary hospital answered the latest survey. Both surveys showed a need for this service.

The survey responses were much better than they were four years ago but maternal and infant transports were being declined because of lack of beds..... Although more than half of the hospitals were always able to get beds on their first attempts, many did not get help in locating another tertiary care center to transport to if their first requests for transport were declined. In the latest survey only six non-tertiary hospitals reported that they always received help in finding another bed. Five hospitals reported that they never received help. The rest said they sometimes received help.

In both surveys 90% of the hospitals surveyed answered that making a single call to a "Transport Call Center" would be desirable.

The MCC will be a backup call center to save providers time so they do not have to call around when they are busy taking care of their sick patients. Providers are encouraged to call their usual referral centers first. They should use the EMS Medical Coordination Center when they are unable to locate an appropriate bed for a mother or baby. In the event of a declined transport, the MCC will locate the nearest tertiary bed available and will "patch" the call through to the usual transport number at that center.

**West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline**

**Protocol for Medical Coordination Center (MCC) Communicators and  
Staff at Non-Tertiary Hospitals**

**Background:**

Early recognition and transfer of high-risk pregnant women and sick newborns to Level III Perinatal Centers is essential to reduce neonatal mortality rates. When providers' usual referral centers are not accepting transports, time is of the essence in finding another center to refer to. Providers need quick information about bed availability at the State's other Level III Centers. The WV Emergency Medical System now has a hotline for perinatal bed availability. Repeated surveys of West Virginia's rural perinatal providers have reaffirmed the need for this safety net. Perinatal providers can call the hotline to be connected immediately with specialists for immediate consultation and/or transfer of a mother or baby. Dispatchers at the EMS Flatwoods Medical Coordinating Center will locate a bed and transfer the call to the appropriate specialist at that center. They may also help rural providers make local arrangements for maternal transports to Level III Centers.

**Purpose:**

To streamline the procedure for transfer of high risk mothers and neonates to Level III Perinatal Facilities when providers' usual referral centers are not accepting transports.

There are three designated Level III Perinatal Centers in West Virginia:

Cabell-Huntington Hospital, Huntington, WV  
CAMC Women and Children's Hospital, Charleston, WV  
WVU Children's Hospital Morgantown, WV

**Policy**

Community Hospitals in West Virginia that are unable to locate a bed and need to transfer a mother or neonate to a Level III Perinatal Center may call the EMS Medical Coordination Center (MCC) in Flatwoods, WV for assistance. The staff at MCC will locate and determine the closest facility with an available bed. The caller will be provided with the accepting facilities information and may be connected to the obstetric or neonatal specialist at the center with available beds.

**Procedures**

**Maternal/Neonatal Transport Procedure for Non-tertiary Hospital Providers**

**IMPORTANT NOTE** This is a backup system or safety net for the perinatal Transport System that is currently in place in West Virginia. If providers prefer they are encouraged to call their usual referral centers first, and use the MCC only when unable to locate an appropriate bed for a mother or baby.

**West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline**

1. If unable to find maternal or neonatal bed at usual referral hospital, provider may call Flatwoods Medical Coordination Center (MCC) to locate bed. **(1-866-893-7266)**
2. MCC Communicator will locate bed and connect perinatal provider with appropriate specialist or transport team.
3. Non-tertiary hospital will keep log of all calls, which will be forwarded to the Perinatal Coordinator, and State EMS director. (See Log at end of document)

**Maternal/Neonatal Transport Procedure for MCC staff**

4. MCC Communicator receives a call from the hospital that is requesting maternal or neonatal transfer. **(1-866-893-7266)**
5. MCC Communicator checks for available maternal or neonatal beds, and determines the closest maternal or NICU bed for the patient. If necessary, calls will be made to out of state hospitals if an appropriate bed cannot be found in West Virginia
6. MCC Communicator will provide the caller with the following; Accepting facility and phone number. The communicator may at that point connect the requesting facility and the accepting facility.
7. MCC Communicator will keep log of all calls, which will be forwarded to the Perinatal Coordinator, and State EMS director. (See Log at end of document)

**Contact Information for Level III Tertiary Perinatal Referral Centers**

**Maternal Transport Phone Numbers**

1. Cabell-Huntington Hospital, Huntington, WV **877-531-2244**
2. CAMC Women & Children's, Charleston, WV **877-Cam-Care (877-226-2273)**
3. WVU Children's Hospital Morgantown, WV **800-982-6277**

**Neonatal Transport Phone Numbers**

1. Cabell-Huntington, Huntington, WV **877-531-2244**
2. CAMC Women & Children's, Charleston, WV **877-Cam-Care (877-226-2273)**
3. WVU Children's Morgantown, WV **304 598-4140** (NOTE: This number will be changed in 2012)

**West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline**

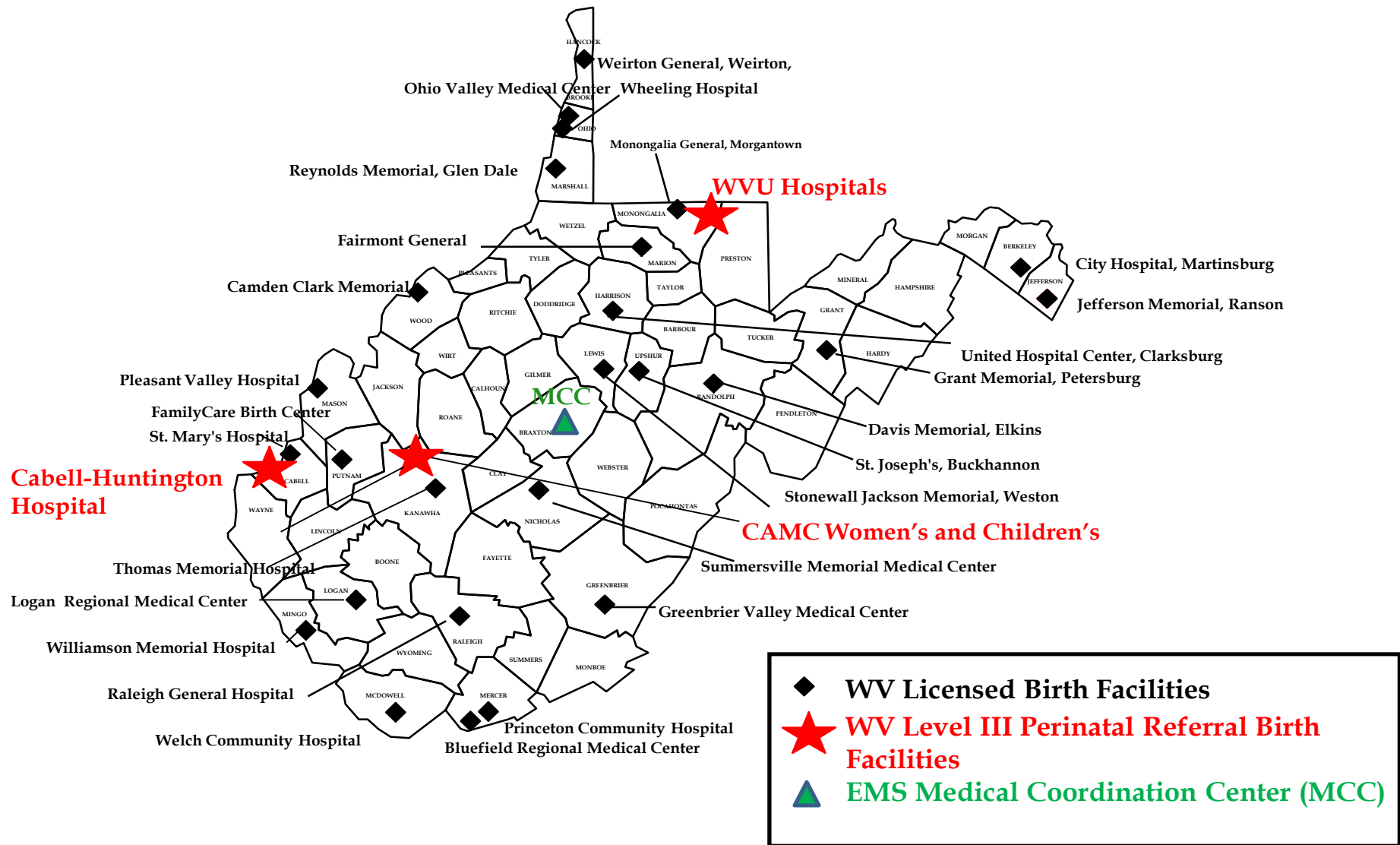
**Community Hospitals with Birth Services In West Virginia (See map next page):**

**The following 25 hospitals and one freestanding birth center have licensed obstetric newborn units. MCC Communicator s may also provide assistance to facilities that do not have birthing units but that may have had an emergency deliveries take place there. A list of other hospitals is provided on the page that follows map.**

1. Bluefield Regional Medical Center, Bluefield, WV, Mercer County
2. Camden-Clark Memorial Hospital, Parkersburg, WV, Wood County
3. City Hospital, WVU East, Martinsburg, WV, Berkeley, County
4. Davis Memorial Hospital, Elkins, WV, Randolph County
5. Fairmont General Hospital, Fairmont, WV, Marion County
6. Family Care Birth Center, Teays Valley, WV, Putnam County
7. Grant Memorial Hospital, Petersburg, WV, Grant County
8. Greenbrier Valley Hospital, Ronceverte, WV, Greenbrier County
9. Jefferson Memorial Hospital, Ranson, WV, Jefferson County
10. Logan Regional Medical Center, Logan, WV, Logan County
11. Monongalia General Hospital, Morgantown, WV Monongalia County
12. Ohio Valley Medical Center, Wheeling, WV, Ohio County
13. Pleasant Valley Hospital, Point Pleasant, WV, Mason County
14. Princeton Community Hospital, Princeton, WV, Mercer County
15. Raleigh General Hospital, Beckley, WV, Raleigh County
16. Reynolds Memorial Hospital, Glen Dale, WV, Marshall County
17. St. Joseph's Hospital, Buckhannon, WV Upshur County
18. St. Mary's Medical Center, Huntington, WV, Cabell County
19. Stonewall Jackson Memorial Hospital, Weston, WV, Lewis County
20. Summersville Regional Medical Center, Summersville, WV, Nicholas County
21. Thomas Memorial Hospital, South Charleston, WV, Kanawha County
22. United Hospital Center, Clarksburg, WV, Harrison County
23. Weirton Medical Center, Weirton, WV, Brook County
24. Welch Community Hospital, Welch, WV, McDowell County
25. Wheeling Hospital, Wheeling, WV, Ohio County
26. Williamson Memorial Hospital, Williamson, WV Mingo County

**See Map Next Page**

# Locations of Level III Perinatal Centers and Licensed Birth Facilities in 2012



## **Acute Care and Critical Access Hospitals That Do Not Have Birth Services**

**(Even though these hospitals do not have birth services, women in labor sometimes arrive at them.)**

1. Beckley ARH Hospital, Beckley, WV, 25801, Raleigh County
2. Boone Memorial Hospital, Madison, WV, Boone County
3. Braxton County Memorial Hospital, Gassaway, WV, Braxton County
4. Broaddus Hospital Association, Inc, Philippi, WV, Barbour County
5. CAMC Teays Valley Hospital, Hurricane, WV, Putnam County
6. Charleston Area Medical Center, Charleston, WV, Kanawha County
7. Charleston Area Medical Center, Charleston, WV, Kanawha County
8. Charleston Surgical Hospital, Charleston, WV, Kanawha County
9. Grafton City Hospital, Grafton, WV, Taylor County
10. Hampshire Memorial Hospital, Romney, WV, Hampshire County
11. Jackson General Hospital, Ripley, WV, Jackson County
12. Minnie Hamilton Health Care Center, Grantsville, WV, Calhoun County
13. Montgomery General Hospital, Inc, Montgomery, WV, Fayette County
14. Plateau Medical Center, Oak Hill, WV, Fayette County
15. Pocahontas Memorial Hospital, Buckeye, WV, Pocahontas County
16. Potomac Valley Hospital, Keyser, WV, Mineral County
17. Preston Memorial Hospital, Kingwood, WV, Preston County
18. Roane General Hospital, Spencer, WV, Roane County
19. Sistersville General Hospital, Sistersville, WV, Tyler County
20. St Francis Hospital, Charleston, WV, Kanawha County
21. St. Joseph's Hospital, Parkersburg, WV Wood County
22. Summers County ARH Hospital, Hinton, WV, Summers County
23. War Memorial Hospital Inc, Berkeley Springs, WV, Morgan County
24. Webster County Memorial Hospital, Webster Springs, Webster County
25. Wetzel County Hospital, New Martinsville, WV, 26155, Wetzel County



West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline

Out of State Hospitals with NICUs or High Risk Maternity Services

**For Northern Panhandle and Western WV Hospitals**

Pittsburgh, Pennsylvania

West Penn Allegheny Health System:

West Penn Hospital (Allegheny)

Maternal transfers: 412-359-8066 or 888-660-4884

Babies NICU 412-578-5306

UPMC Health System:

Magee Women's Hospital (UPMC)

Maternal transfers 412-647-7000

Babies See Children's Hospital of Pittsburgh

Children's Hospital of Pittsburgh (UPMC)

Babies Only: 412-692-5000 transports; 412-692-5325 Consults

Columbus, Ohio

Nationwide Children's Hospital

Babies Only: 877-355-0221

Ohio State University:

Mothers: 800-282-6502 (Perinatal Hotline for high risk obstetricians)

Babies: Always call Nationwide Children's first. If they have no NICU beds, they will arrange for another bed in the Columbus area.

**For Eastern Panhandle WV Hospitals**

Winchester Virginia

Winchester Med. Center

Mothers: 540-536-6220 Transfer Center

Babies: 540-536-7897 (NICU)

Baltimore, Maryland

**BABIES**

Maryland Regional Neonatal Transport Program (Jointly operated by Johns Hopkins Hospital & University of Maryland Medical System)

Babies only: 888-540-6767

**West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline**

**MOTHERS:**

Johns Hopkins

Mothers: 410-955-9444 Maternal Transport Hotline Hopkins Access Line (HAL) for maternal transport MFM

University of Maryland Medical System

Mothers: 410-328-1234 Referring physician needs to consult with a University of Maryland physician who will authorize acceptance of transport.

**Washington DC AREA**

Children's National Medical Center (Also called DC Children's)  
Washington, DC  
202-476-5049 (NICU)

**Other DC hospitals (Ann did not call these.)**

INOVA Fairfax  
L&D 703-776-6404  
NICU 703-204-6025 or 6020  
Main 703-776-4001

Georgetown University  
L&D 202-784-2131  
NICU 202-784-8469

**For South Eastern WV Hospitals (Bluefield, Princeton, and Greenbrier Valley)**

**Roanoke, VA**

Carilion Roanoke Memorial Hospital

Babies: (540) 981-7796 Neonatal and Pediatric Critical Care Transport

Mothers: 540-981-7108 which is a central transfer center as well.

**Charlottesville, Virginia**

University of Virginia

Babies: **866-638-7882 (866-NETS-UVA)** Newborn Emergency Transport System

Mothers: 434-924-2022

West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline

**For Southwestern WV Hospitals**

**Cincinnati, Ohio**

**Cincinnati Children's Hospital**

**Babies Only: 513-636-4466**

**Good Samaritan Hospital**

**Mothers: 513-862-2525 Labor & Delivery Triage**

**Pikeville, Kentucky** (**Note** this is a Level II NICU and does not take babies less than 1250 grams ( 3 lbs.) Williamson Memorial will transfer babies there when no beds are available in WV

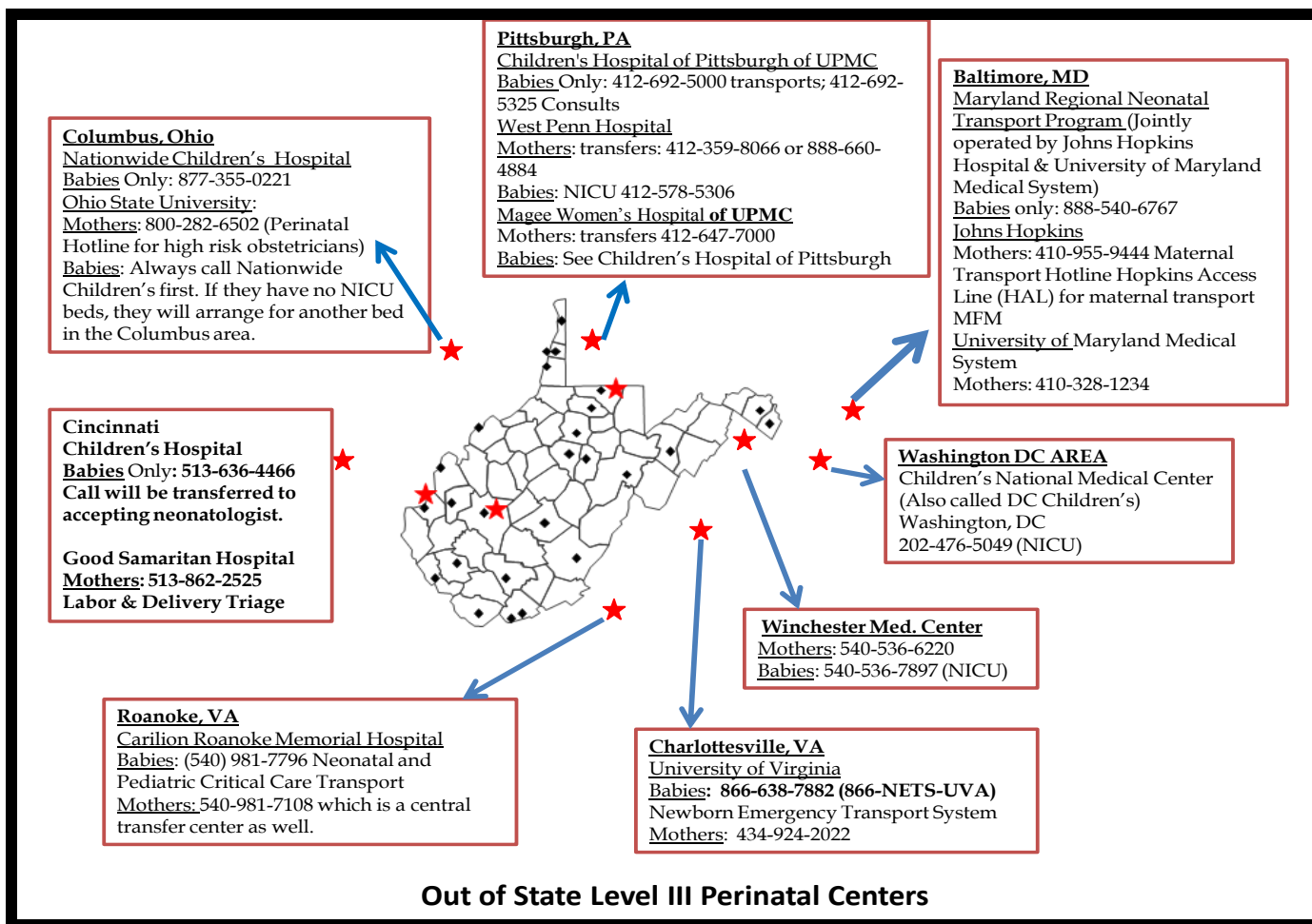
**Pikeville Medical Center**

**Babies: 606-437-3059**

West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline



## West Virginia Perinatal Safety-Net NICU/Maternal Bed-Availability Hotline



West Virginia Perinatal Safety-Net  
NICU/Maternal Bed-Availability Hotline

**Worksheet for Providers Contacting MCC**

Information to be collected by MCC Communicator at time of call:

**If the request is for a maternal transport:**

Hospital making Request

Callback Number

Physician making request

Name of Mother

Reason for Transport

Gestational Age of mother

EDC (Due date) of Mother

Is mother in active labor? If yes, ask cervical dilation and effacement.

Usual referral Center:

Has this center been called?

Any other attempts for transport?

**If the request is for a neonatal Transport**

Hospital making Request

Callback Number

Physician making request

Reason for Transport

Name of baby

Date of Birth

Time of Birth

Apgar Scores 1 minute      5 minutes      10 minutes

Gestational Age of baby

Usual referral Center:

Has this center been called?

Any other attempts for transport?

## MEMORANDUM OF UNDERSTANDING

This Memorandum of Understanding is between the West Virginia Perinatal Partnership, the West Virginia Rural Emergency Trauma Institute Medical Coordination Center and the West Virginia Office of Emergency Medical Services. This agreement is a good faith effort between the aforementioned parties regarding the reciprocity of services as outlined within this agreement.

The goals of this agreement are as follows:

To define the responsibilities of each party in regards the cooperative efforts to maintain a single call answering point that will be available to hospitals throughout West Virginia to identify the available appropriate hospital and transportation needs for expectant mothers and premature infants.

These calls would generate from outlying facilities that are in need of treatment options from a level III perinatal center. In situations where a hospital is already engaged in reciprocal communication with a primary receiving facility, that hospital may continue that relationship by calling directly to that receiving facility, and there is no need to contact MCC unless additional help is needed.

The designated representatives from West Virginia Perinatal Partnership, West Virginia Rural Emergency Trauma Institute Medical Coordination Center and WVOEMS will meet periodically to review progress and address any problems that may arise, and define resolution.

## Roles and Responsibilities:

### WVRETI/MCC/WVOEMS

1. WVRETI/MCC/WVOEMS is currently located on the 3<sup>rd</sup> floor at 89 Richard D. Minnich Drive, Sutton, WV 26601
2. WV RETI/MCC/WVOEMS currently operates a Medical Command Center on the 3<sup>rd</sup> floor at the above location.
3. WV RETI/MCC WESTCOM Medical Command is under the direct medical supervision of  
Dr. Wayne Cayton, Medical Director for Region V.
4. Procedures have been developed in collaboration with the Perinatal Partnership, and  
WESTCOM leadership. These procedures outline the mechanics used to complete the given task as well as the monthly reporting.
5. WV RETI/MCC shall operate the toll free line and insure that all communicators are  
trained in the aforementioned policies and procedures.
6. The goal for MCC staff is to ;
  - A. Document ALL the required information from the transferring facility
  - B. Determine from the list provided by the Perinatal Partnership the closest appropriate facility.
  - C. Contact that facility and inquire about the availability of bed (s) and an accepting physician
  - D. Connect the transferring facility and the receiving facility to discuss the specific patients needs.
7. Insure transportation is arranged either from the receiving facility the MCC will assist in making those arrangements. In accordance with the Statement of Work with WVOEMS, a report will be completed monthly and included with the regular monthly reporting. For the purpose of protecting personal health information



reports submitted in this fashion will have information removed that would make it identifiable. ALL information will be reported monthly to the Perinatal Partnership allowing them to follow cases as needed.

#### Perinatal Partnership

1. The Perinatal Partnership will designate a liaison that would serve as a direct contact regarding this relationship.
2. The Perinatal Partnership will insure that MCC has current contact information for all facilities that are affected by this agreement.
3. The Perinatal Partnership will provide training as needed for the staff at MCC in regards to this endeavor.

#### Evaluation -

The West Virginia Perinatal Partnership, West Virginia Rural Emergency Trauma Institute Medical Coordination Center and WVOEMS maintains this agreement is a good faith.

West Virginia Perinatal Partnership and West Virginia Rural Emergency Trauma Institute/MCC/WVOEMS have agreed to provide the services listed above.

No additional remuneration will be incurred by either party for the above stated services. Therefore, it is understood this agreement does not set precedent for any possible future agreements.

Exit Clause -

Either party can terminate this agreement by providing the other party ninety (90) days written notice of termination of the agreement, or sooner if agreed upon mutually by both parties.

AGREED:

AGREED:

\_\_\_\_\_  
Kris Molnar, Executive Director  
West Virginia Rural Emergency Trauma Institute

\_\_\_\_\_  
Nancy Tolliver, Executive Director  
West Virginia Perinatal Partnership

AGREED:

\_\_\_\_\_  
Dr. Drema Mace, PhD  
Director West Virginia Office of Emergency Medical Services

## Neonatal Transport Log for Community Hospitals

(Record multiple calls for same patient as separate entries)

Date & Time of call	Patient DOB/Time	Birth weight Reason for Call	Tertiary Center Called/ Accepting Physician	MCC called	Transport Accepted or Declined	Reason for Decline	Time of transport team arrival/ departure	Disposition of baby/ Accepting Physician

## Maternal Transport Log for Community Hospitals

(Report multiple calls for same patient as separate entries)

Date/ Time of call	Patient Hospital # Physician	Gestational Age & Reason for Call	Tertiary Center Called/ Accepting Physician	MCC Called	Transport Accepted or Declined	Reason for Decline	Mode of transport Local ambulance or transport team from center	Time of depart- ure

