

**Meet Jamie Smitley,**  
**Director of Clinical Services at Monongalia EMS!**

Jamie Smitley, RN,BSN, stepped into EMS this year after 15 years as a Critical Care Registered Nurse and seven years developing the patient safety, quality, and risk management department at Mon Health, a hospital system in West Virginia. She is in school pursuing a graduate degree in Healthcare Law, aiming to become a nurse who speaks law, since it's so hard to find a professional with both backgrounds.

When she's not working or studying, Jamie enjoys party planning. If you can get an invitation, try her legendary homemade wassail at this year's Christmas Mingle!



---

**What's something you're particularly proud of doing in your professional career?**

I built the risk management and quality department at my previous job. They were spot-on. Their metrics and reimbursement were good. They were compliant. That was a very successful endeavor for me, and I could have stayed there and been comfortable probably through my retirement. But I like a challenge, so here I am. I'm very proud of that, and I'm also very proud that the team that worked for me now leads that department. One of my assistant risk managers that I helped mold is now the president-elect of the West Virginia Society for Healthcare Risk Management. I'm very proud of that. That's what it's all about.

**Why did you go into healthcare?**

I just love to help people. I hate to see people hurting. That's really my drive. I went to nursing school at Penn State, and I'm so glad that I did. I practiced as a cardiac surgery ICU nurse, and I always had ideas about changing process to take the best care of our patients. I've always had big aspirations for patient safety. Even though my job has now evolved into an office-type job, there are still lots of opportunities where I get to touch patients and talk to patients. I still get that benefit.

**What's something unique about Mon EMS?**

The Board and the Executive Director are really quality-based and quality-focused. They want us to be a national standard, and the best EMS in West Virginia. They're just not settling for mediocre anymore. They want to push and provide the best patient outcomes. They appreciate just how valuable quality data is and what quality data can do for your organization and your outcomes. That really sets them apart.

**If you could change one thing about EMS, what would it be?**

We have a lot of folks in EMS that are so capable of doing so many things, and they don't see it in themselves. That's one thing that I would change. I would like for folks to see that they can do anything. That the value of a degree is an asset. I don't know if you want to work on a truck when you're 60, but most people probably don't. I'd like to see more of the industry futuristically-based. How we go about getting there is a giant topic, but I think in my lifetime we can get there.