

### Mon Health heart physicians first in area to implant world's smallest, wireless pacemaker

The Mon Health Heart and Vascular Center experienced another first last month when cardiologist John Lobban, MD, led a team in implanting a tiny, wireless pacemaker called Micra Transcatheter Pacing System. It was the first time the procedure had been performed in north central West Virginia.

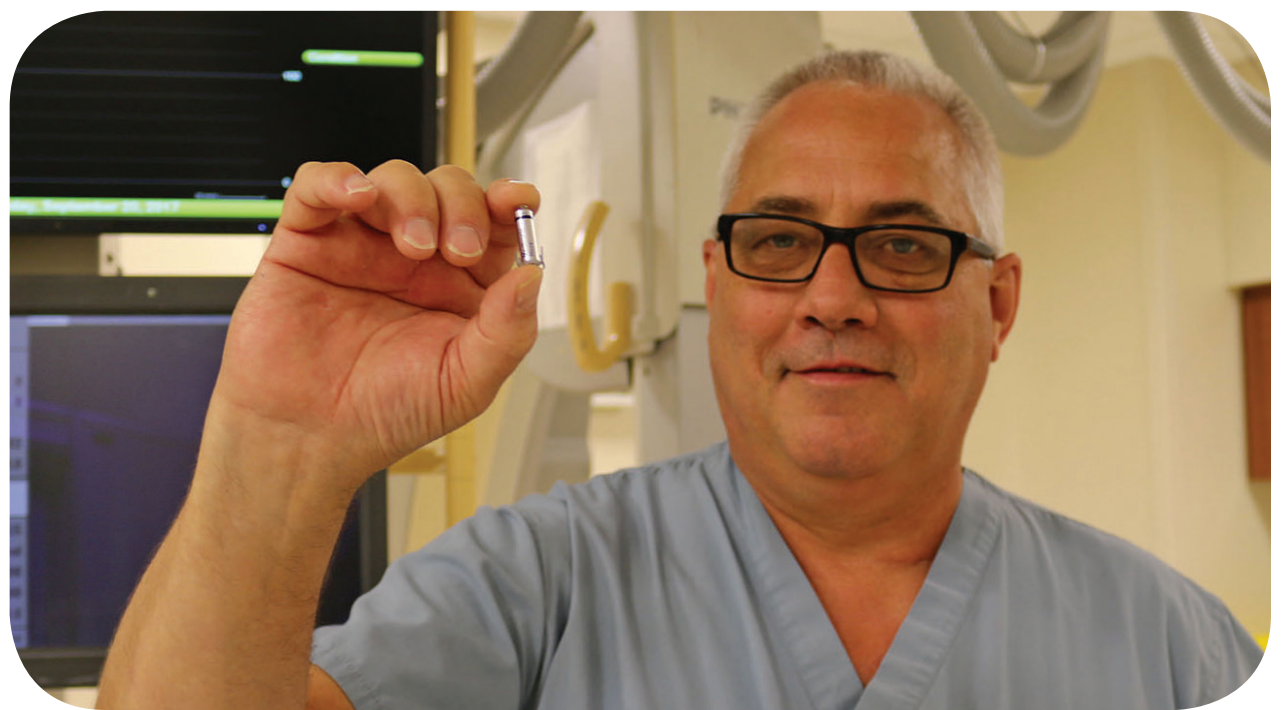
About the size of a vitamin capsule, the new pacemaker is a tenth of the size of a traditional pacemaker and doesn't involve multiple lead wires. Rather, it can be implanted right into the heart with a catheter.

The Micra Transcatheter Pacing System is a big win for patients like 81-year-old Evangeline Cain of Elkins. She was the first patient to undergo the procedure.

"I can really tell a difference in how I feel with the pacemaker being in. I now feel the way I'm supposed to," Cain said. "The staff was excellent with me and I appreciated it because when you're that sick you don't realize how good it is to receive that kind of care. I trusted Dr. Lobban. He talked me through the process of how the pacemaker worked and how it would be placed, which I appreciated."

The wireless pacemaker is ideal for patients with atrial fibrillation and bradycardia (slow heart rate) who require single-chamber ventricular pacing.

"The procedure to implant the small,



John Lobban, MD, holds a Micra Transcatheter Pacing System, the world's smallest pacemaker. Physicians with the Mon Health Heart and Vascular Center recently became the first in North Central West Virginia to implant the device in a patient.

leadless pacemaker is less invasive, reducing recovery time and the risk of complications compared to traditional devices," said Dr. Lobban, who led the team in the procedure. "The average expected recovery time is between 24 hours and two days."

The procedure could potentially benefit

30-40 Mon Health patients a year.

In January, Mon Health cardiothoracic surgeon Alexander Nagy, MD, and cardiologist Latoya Linton-Frazier, MD, became the first in the state to perform the minimally invasive convergent procedure for atrial fibrillation. 🍇

### Vital Signs blog: Mon Health's new go-to source for health and wellness stories

Mon Health has launched a new blog called Vital Signs.

Vital Signs delivers fresh, timely and seasonal content aimed at influencing our community's health and well-being through education and stories.

"We want Vital Signs to differentiate ourselves in the market and add value to our readers by offering engaging and informative stories," said Andy Joliet, director of corporate marketing and development at Mon Health. "We also want to build an emotional and personal connection with our readers, with the ultimate goal of inspiring them to take action – whether it's changing their behavior, scheduling an appointment or applying for a job."

*(Continued on Page 2 as Blog)*

## President's Message



Last month, the devastating impact of hurricanes Harvey and Irma brought to light the importance of having community services in place to help individuals in their time of need. While these events did not directly impact our region, we did experience flooding during heavy storms in portions of Monongalia and Preston counties this past summer.

One of the best ways to ensure that our area continues to have programs in place to help those in their time of need is by giving to the United Way.

Mon Health is in the midst of its annual fundraising drive for the United Way of Monongalia and Preston Counties. This year's campaign theme is "My United Way," which is appropriate in that the United Way is here for all of us.

I have seen firsthand the impact the United Way has on our community. For instance, last year's campaign reached 32,000 people in Mon and Preston counties through 54 programs and 29 agencies. Every dollar donated stays local, helping the United Way fulfill its goals: improving and sustaining the community's overall health and wellness, assuring children and youth have the support and experiences needed for a successful life and career, and increasing the number of financially-stable households.

From the Boys and Girls Club to the Coordinating Council on Homelessness, your dollars could be helping your patient, your neighbor, your friend or even your co-worker.

Your decision to give to the campaign at any level is a personal one, but I encourage you to join me as a United Way donor. I can assure you that every donation, no matter how large or small, makes a difference. Mon Health's participation sends a message that we are dedicated to our mission and to making our community a healthier and better place to live and work.

— *Andrew Starsick*

## Blog (Continued from Page 1)

Another benefit of the blog includes increasing Mon Health's online visibility. With 7 out of 10 Internet users seeking health information online, the blog will help ensure Mon Health is positioned as an expert source in search results. Research shows that regularly updated blogs with good, quality content get more attention from Google.

Recent blog stories include tips for healthy tailgating, foods to avoid during pregnancy, joint-friendly alternatives to high-impact exercise, and employee features

### Subscribe

Subscribe to the Vital Signs blog and have new stories delivered right to your email!

on cardiac nurse Andrew Starsick and EMT Dan Lloyd.

You can check it out at [vitalsigns.monhealth.com](http://vitalsigns.monhealth.com). We also encourage you to subscribe to have new stories delivered to your email.

## Hospital recognized for maternity care

To help prospective parents find the best hospital for maternity care, Highmark Blue Cross Blue Shield has recognized Mon Health Medical Center for the second consecutive year as a Blue Distinction Center® for Maternity Care.

Highmark's Blue Distinction Specialty Care Program recognizes healthcare facilities that demonstrate expertise in delivering quality specialty care – safely, effectively and cost efficiently. The goal is to help consumers find both quality and value for their specialty care needs, while encouraging healthcare professionals to improve the overall quality and delivery of healthcare nationwide.

The Blue Distinction Centers for Maternity Care program evaluates hospitals on several quality measures, including the percentage of early elective deliveries, an ongoing concern in the medical community. Compared with babies born 39 weeks or later, early term infants face higher risks of infant death and respiratory ailments such as respiratory distress syndrome, pneumonia and respiratory failure, among others.

Hospitals that receive a Blue Distinction Center for Maternity Care designation agree to meet requirements that align with principles that support evidence-based practices of care, as well as having initiated programs to promote successful breastfeeding.

Earlier this year, Mon Health Medical Center became the first hospital in West Virginia to be designated as a Baby-Friendly birth facility by the World Health Organization.

## Mon Health<sup>SM</sup> Wellness Program

**Benefit Discount Program** – Discount begins in July 2018 for those who qualify by April 30, 2018. Information is available on the MonNet Wellness page.

**Oct. 1 – Wellness Bulletin Board & Quiz.** Quiz is available on the MonNet Wellness page. One entry into the quarterly Wellness Incentive Drawing upon completing the quiz.

**Oct. 21 – Heart Walk.** Entry into the quarterly Wellness Incentive Drawing for walking. Sign in at the Mon Health booth.

**Oct. 31 – Lifestride Check-in / Blood Pressure Check.** 20 consecutive minutes of cardio exercise equals one mile (At least four miles per week is recommended). One entry in the quarterly Wellness Incentive Drawing.

For more information, visit **MonNet** or call **Employee Wellness** at 304-285-2122.



## Champion Award Winner



Congrats to Medical Lab Tech Mike Bowyer, who won the September Mon Health Champion Award. The Champion Award recognizes a team member who exemplifies Mon Health's values of Respect, Excellence and Teamwork.

## Cardinal Award Winner



Kudos to Latisha Horton, RN, of Step Down, who was the September Cardinal Award honoree. The Cardinal Award is presented each month to a nurse who exemplifies the hospital's Mission, Vision and Values.

## Nurses get RNC in Patient Obstetrics



Four registered nurses from the Mon Health Family Birth Center, (from left) Abigail Hills, Stephanie Smith, Jennifer Bender and Nikki Schneider, are now nationally qualified as Registered Nurse Certified (RNC) in Patient Obstetrics. The women had to have two years minimum experience working full time in obstetrics and complete an exam to become certified.

## Weight Watchers at work helps one employee see less of herself

For most of us, losing weight is a perennial New Year's resolution. But, unfortunately, it's also one that's hard to stick to and achieve.

For Natalie Kovach, a registration representative in Mon Health Surgical Care, weight loss became a success story when she joined the on-site Weight Watchers program offered through Mon Health Employee Wellness.

"As like many others, my resolution for the New Year was to lose weight, get in shape and eat healthy," Kovach said. "While looking through photos of my grandchildren, who were home for the holidays, I came across a picture of myself. I did not recognize the woman in the picture – how could I not see how heavy I had become?"

On Jan. 1, Kovach was at her heaviest weight ever. Since then, she has lost 38 pounds.

"I felt I was finally ready and motivated to lose the unwanted pounds," she said. "I thought to myself that I got this – I'll just eat healthier and start walking again."

After switching to a low-calorie diet and eating poached chicken and salad, she started losing weight. "But I was starving," she said. "I knew, like always, I was going to give in to temptation at some point on this strict diet when my will power was weak and then all would be lost."

That's when she saw an announcement about the on-site Weight Watchers program. She signed up for Weight Watchers in mid-March, with the intent of only participating in the first 12 meetings.

"The first couple meetings were great," Kovach said. "I learned a lot, but the most important lesson I learned was that you don't have to do it alone."

She considers the Weight Watchers meetings a safe haven. Rather than judge or criticize you if you have a bad week, participants offer encouragement.

"I find support and encouragement at the Weight Watchers meetings," she said, "because others are having the same difficulties



as I am or they have hurtled those obstacles and are willing to share what they have learned."

Through the program, Kovach began selecting healthier food options and moving more. She began using the Weight Watchers mobile app to calculate and track her daily food intake and activity. She also receives support from the Weight Watchers online community.

"The most difficult part for me was wrapping my mind around the fact that no foods are off limit," she said. "You just need to eat some things in moderation or make them a special treat once in a while."

Kovach has found a good support base in Weight Watchers. "When I'm faced with an obstacle, I reach out to my Weight Watchers group or family for help because I am not alone in this journey," she said. "I maintain this change in my everyday life by being open about what I am doing and no longer hiding in the shadows."

Although Kovach has just begun her journey, she's seeing positive results already. And the timing couldn't be better. She recently found out she was going to be a grandmother for the seventh time.

"I'm glad I started my journey when I did because I am on the road to a healthier, happier me," she said.

Mon Health's Weight Watchers program meets weekly. If you are interested in learning more, contact Employee Wellness at 304-285-2122.

## Hospitals receive WVHA gold honors

Mon Health Medical Center and Mon Health Preston Memorial Hospital received Gold Honors through the 2017 West Virginia Hospital Association (WVHA) Commitment to Excellence Honors program.

The gold awards were presented at the WVHA annual meeting on Sept. 28. Overall, seven hospitals achieved gold honors, 17 received silver honors and one received bronze honors. Mon Health's two hospitals were the only to receive gold in north central West Virginia.

The Honors Program was developed by the WVHA to reward successful efforts to develop and promote quality improvement activities, inspire hospitals to be leaders in improving the health of West Virginians, and to raise awareness of nationally accepted standards of care that are

proven to enhance patient outcomes.

The 2017 Honors Program topic areas were: antibiotic stewardship, breastfeeding initiative, influenza vaccination, Hospital Improvement Innovation Network, use and prescribing of opioids in emergency departments, tobacco cessation assistance and emergency department information exchange.

The WVHA Quality Committee updates the quality improvement topics for the Honors Program every year.





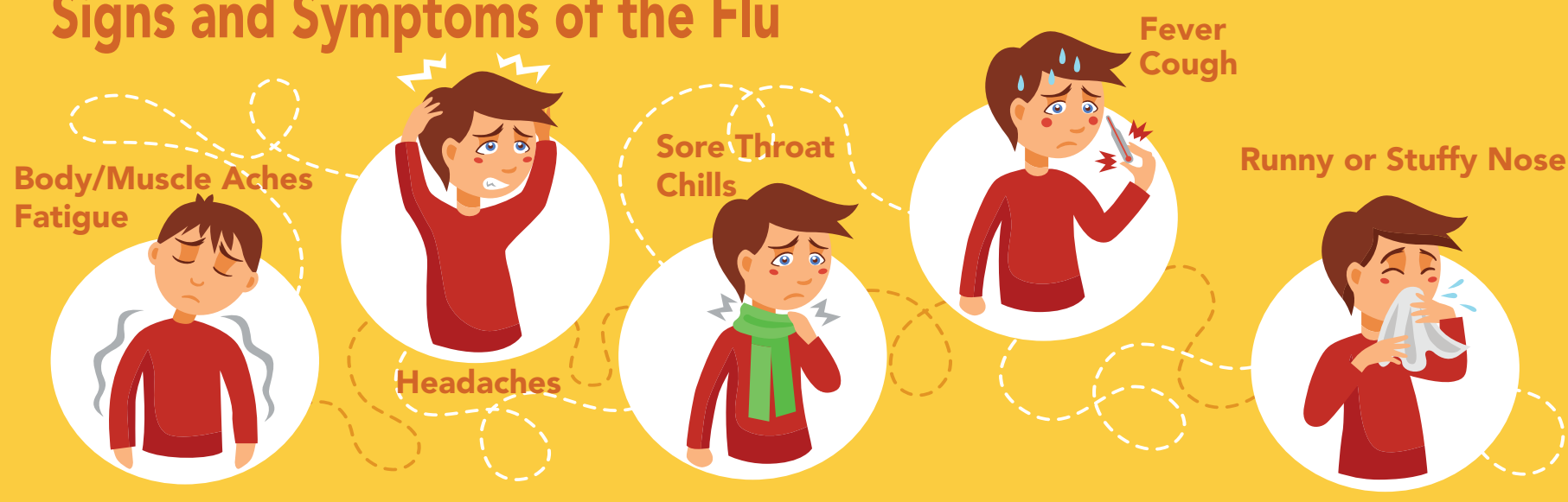
## Mon Health helps community "Fight the Flu"

The Mon Health Fight the Flu Campaign found some teachers, staff and their children at North Elementary School recently. Although this was for teachers and staff only, our community flu sites are underway.

**REMINDER TO ALL EMPLOYEES AND VOLUNTEERS:** You must complete your ReadySet surveys **BEFORE** you receive your mandatory flu shot. Visit MonNet for details. Questions? Call Employee Health at 304-598-1937.



### Signs and Symptoms of the Flu



### Happy 90th Birthday

to our oldest volunteer Virginia Jarrett! A SURPRISE party was planned for Virginia where she was greeted with "thank you" and hugs! Thank you, Virginia, for giving over 24,500 volunteer hours to our patients over the years!



## Stonewall Jackson Hospital joins Mon Health

It's official. The West Virginia Health Care Authority approved the Certificate of Need to allow Mon Health to acquire Stonewall Jackson Memorial Hospital in Weston, effective Oct. 1.

"The partnership between Mon Health and Stonewall underscores our commitment to enhance the health and access to quality care in the communities we serve," said Darryl Duncan, FACHE, Mon Health President and CEO. "Now we will begin work to coordinate the care and services available through Mon Health's hospitals."

In addition to Stonewall, Mon Health includes Mon Health Medical Center, Mon Health Preston Memorial Hospital and a physician network with more than 100 providers in 23 locations across the region, including Morgantown, Core, Mannington, Kingwood, Fairmont, Reedsville, Elkins, McHenry, Md., and Waynesburg, Pa.

"Our patients and communities will benefit greatly from our combined efforts, enhanced services and extensive care options," Duncan said.

## Former Candy Striper comes home Meet the new Heart & Vascular director

Denise Palmer, Mon Health's new director of the Heart & Vascular Center, brings more than 30 years of nursing experience to her position. A Morgantown native, she has a bachelor's degree in Nursing and a master's degree in Higher Education and Health Education from West Virginia University.

Before joining Mon Health, Palmer was an Ambulatory Clinic Manager for WVU Medicine.

### What brought you to Mon Health?

Mon Health's values and its community approach to health brought me to Mon Health. I've come home! I worked at Mon General during my high school years as a candy striper, and while in nursing school, I was an ACC (Administrative Communication Clerk) primarily on the 6<sup>th</sup> floor. For you seasoned employees of Mon Health, my supervisor was Judy Haught and Jan Boone was the nurse manager. I learned a lot from both of those amazing professional women.

### What is your primary role as director of heart & vascular/outreach services?

To provide coordination of patient care across the Heart & Vascular Center's ambulatory practices, for access and quality. I want to ensure that every patient receives outstanding care in terms of best practice guidelines, evidence and outcomes. My expectation is that our patients and families have an exceptional patient experience, regardless of the clinic site.

For me, it is also all about communication and care coordination. There should be a complete understanding about the patient's plan of care across our organization from ambulatory to inpatient services.

### How would you describe your management style?

I really don't have a single style. It depends on the situation as to what management style I slip into. I always try to be fair and have an open door policy. My real passion is the development of staff and watching them succeed in excellence.

### What lessons has your work life taught you?

I guess it would be how fragile life really is. And we should never take our health for granted. I am truly grateful every day. I try to find happiness in the little things. One of my favorite quotes is from Helen Keller, "Optimism is the faith that leads to achievement. Nothing can be done without hope and confidence."

### Tell us something about yourself that a lot of people may not know.

Most people think that I'm Italian, but actually I am of Hungarian descent with a splash of Cherokee Indian. I love making chocolate chip cookies.

### What's the best piece of advice you've ever received?

Treat everyone just like you would want your family treated. Kindness and empathy go a long way. This is not only true in health care but in all aspects of life. I learned a long time ago that you need to listen, for everyone has a story.

### What are you most proud of?

I am so proud to be a nurse. I also am a proud coal miner's daughter, daughter-in-law, wife, mother, sister, sister-in-law, friend and colleague. I am proud of this community that we call home and the service work in which I have been involved.

I've been a member of the Quota Club of Morgantown for 30 years. I have been responsible for our club's oversight in the placement of more than 30 AEDs (automatic external defibrillators) in our community. This includes the schools in Monongalia County.



Most recently, we placed AEDs at the Botanical Gardens and 911 Center. The club also partners with Brookhaven Elementary School, Kelsie's Corner at Mon Health, and the Children's Home Society.

However, I am most proud of my family. I've been married to my husband, Perry, for 33 years. Our daughter, Alexandra, has a double major with baccalaureate degrees in History and Political Science from WVU, and is completing her PhD at the University of Colorado in Boulder.

### What motivates you?

Life....every day is a new day.

### How do you evaluate success?

For me, success comes from knowing that what I am doing makes a positive impact on our patients, families and community.

It all boils down to quality compassionate care. If I can leave every evening knowing that I touched someone's life in a positive way, then I have had a successful day.

### What do you like to do in your downtime?

I love to bake, cook, craft and sew. Recently, I have been making wedding garters for family and close friends. I think I have made nine wedding garters for brides in the last couple of years. I have made everything from a country theme garter to a wedding garter with a Vegas twist. It has been great fun and a real pleasure to share in such a happy time.

## Community Fitness Events - Oct. 21

American Heart Association  
Greater Morgantown  
**Heart Walk**  
9 a.m. - registration  
10 a.m. - walk begins  
Monongalia County Ball Park  
Info: heartwalk.org

Making Strides  
of West Virginia

8:30 a.m. - registration  
10 a.m. - walk begins  
WVU Rec Center

Info: makingstrides.acsevents.org



Mon Health  
Wedgewood Primary Care & Psychiatry  
**Mind&Body  
5k**

9 a.m. - Mon Health  
Wedgewood Primary Care  
1197 Van Voorhis Road  
register: iplayoutside.com



# Strategic Initiatives *In Action*

This section of System In Review is to keep staff updated on Mon Health news. Your department head will provide more detail during staff meetings.

Each article in this newsletter is followed by a symbol representing the Strategic Initiative to which it relates.

Quality & Safety 

People & Culture 

Growth & Development 

Financial Vitality 

Integration & Efficiency 

## Growth & Development



**Stonewall Jackson Memorial Hospital** – The Certificate of Need (CON) to allow Stonewall Jackson Memorial to join Mon Health has been approved. Stonewall Jackson Memorial Hospital officially joined Mon Health October 1.

**Medical Office Complex** – Construction of the Wedgewood Primary Care and Psychiatry practice is underway in Building 1000. The Fresenius Dialysis Center is under construction in Building 3000. Preliminary work has begun to relocate Women’s Health services to Building 2000.

Cardinal Pediatrics will move next to Women’s Health on the first floor of Building 2000.

**Fairmont Property** – Property at the Kingmont Road exit is under consideration for purchase. We plan to consolidate family medicine, cardiology, pediatrics and part-time specialty clinics in a 15,000 square-foot building.

**Elkins Medical Office Building** – Paramount Builders from Charleston has been selected as the general contractor. Groundbreaking is expected to occur in the next few weeks for a new Heart and Vascular clinic.

**Star City Exit 155 Gateway property** –Groundbreaking will occur by Nov. 1. The building will house the Wedgewood Primary Care – Westover office.

**99 J.D. Anderson Office Building** – Plans are to renovate the building for non-clinical functions. Preliminary engineering inspections have been done. Currently the Marketing department is housed in this building.

**Bridgeport Property** – We are evaluating property in Clarksburg/Bridgeport for the expansion of primary care and specialty clinics.

## Financial Vitality



**Capital Financing Plan** – Our 5-year capital plan for Mon Health is being updated. The plan will look at major capital projects such as the newly planned office locations in Fairmont and Elkins as well as technology upgrades such as replacement of cath labs, a new MRI and other high cost equipment.

## Integration & Efficiency



**Ambulatory Electronic Medical Record Project** – With the Project One delay, we are continuing to evaluate ambulatory-wide solutions for medical record and practice management. The goal is to have a new system installed by late spring 2018.

## People & Culture



**Employee Turnover** – Mon Health’s rolling 12-month turnover rate for July (excluding Preston) was 17.21%, a slight increase over June’s 17.03%. This is trending higher than desired. The goal is set at the national healthcare rate of 14.47%. Mon Health is expanding its sign-on bonus program to improve recruitment.

**Executive Recruitment** – A national recruitment firm is seeking applicants for Chief Medical Officer, Chief Information Officer and VP of Physician Services. Bob Milvet, currently VP of Physician Services, will be transitioning to VP of Business Development.

For Additional Information...

visit MonNet and search for “**Board Report.**”