Project Nirvana to improve system-wide communication

You will soon be hearing a lot about a sweeping initiative here at Mon Health System called “Project Nirvana.” “Nirvana” is a state of perfect peace and happiness. While this initiative won’t quite reach that lofty goal, it will launch a new phase of improved communication and patient care.

The goal of Project Nirvana is to create one integrated patient database across Mon Health System. In the process, numerous inpatient and ambulatory software systems and interfaces currently in use will be eliminated.

Project Nirvana will kick-off on March 11 and is expected to “go live” in July 2017. “This project will affect every department in some way,” said Brian Hawthorne, MD, Vice President and Medical Director of Mon General Hospital.

“We’ll be replacing nine different electronic medical record (EMR) systems at 18 ambulatory practices, the Siemens ADT admitting system, USA Scheduling, the Draeger surgical and anesthesiology EMR system, the Patient Accounting system and many others,” he said. “All these systems are from different vendors and that creates challenges to smooth communications across the system.”

The “all-in-one system” will be provided by Cerner Corporation, a world leader in health care technology. Cerner provides Mon General’s current inpatient electronic medical record system.

The end result will be one medical record, one billing record and one registration record across Mon Health System. “For employees, this means we will be standardizing many processes across the organization. For patients, this means one record, one patient portal and a simplified billing process,” Dr. Hawthorne said. “This should lead to greater customer satisfaction.”

Independent physicians will also have an opportunity to utilize the Cerner service through Mon Health System if interested in participating in the integrated database.

Project Nirvana will take 17 months to build. “Many employees will be asked to participate, some on committees, some on work teams, some as super users and others to attend educational sessions,” he said. “During the build we will need additional employees in some areas, but anticipate that due to improved efficiency it should streamline many existing processes.”

On the March 11 kick-off, a team from Cerner will arrive at Mon General to meet with the hospital’s project steering committee to start the project design process and create a detailed time line. A Mon General project manager is being recruited to oversee the project on a day-to-day basis for the next two years.

Watch for frequent updates on MonNet and in System In Review as Project Nirvana progresses.

Mon General joins antibiotic stewardship initiative

Mon General Hospital is doing its part to preserve the disease-fighting properties of antibiotic drugs by joining the West Virginia Hospital Association Collaborative on Antibiotic Stewardship.

The goal is to address the over-prescription and overuse of antibiotics, a situation that is causing the drugs to become less and less effective over time.

The collaborative seeks to reduce overall antibiotic usage in hospitals by 10 percent and to reduce the usage of broad-spectrum antibiotics by 10 percent. “We’ve been using antibiotics so much that organisms are becoming resistant to what we have,” said Kathy Miller, Director of the Mon General Hospital Pharmacy. “If we don’t change practice, antibiotics won’t work any longer.”

Antibiotics kill bacteria – not viruses. But over the years, antibiotics have been given to patients with viral illnesses like colds, flu and sore throats. In this environment, antibiotic-resistant bacteria have developed with deadly and costly results.

According to the Center for Disease Control and Prevention (CDC), antibiotic-resistant bacteria cause two million illnesses and 23,000 deaths every year in the United States. Our national healthcare system spends billions of dollars annually to manage drug-resistant infections.

“It’s a very important problem which definitely needs to be addressed,” Miller said. “It is important that we do everything we can to preserve the antibiotics we have for our patients going forward.”

To that end, a multi-disciplinary Antibiotic Stewardship Committee was formed at Mon General to look at ways to reduce antibiotic use at the hospital. The committee is made up of physicians, pharmacists, administration, quality analysts, microbiologists and infection preventionists. “We now have set protocols in place, written by a collaboration of physicians and pharmacists, to promote appropriate antibiotic use when a patient comes into the health system,” she said.

When a patient is put on antibiotics, typically a broad-spectrum antibiotic is used initially, when it is not known what organism is causing the illness. “A broad-spectrum antibiotic covers a wide variety of organisms,” Miller said. “It kills both good and bad bacteria.”

“If you can reduce the use of broad spectrum antibiotics, you have a good chance of decreasing resistance to antibiotics,” she said.

Two specific projects are being spearheaded by the Mon General Pharmacy.

“We are reviewing each positive culture and making recommendations to the healthcare team to move from broad-spectrum antibiotics to more targeted antibiotics,” Miller said. “This way the antibiotic just kills what the problem is, instead of everything.”

It takes about 48-72 hours from the time a culture is taken to determine what it is. “Once you know what the organism is that is causing the problem, you need to move to a targeted antibiotic,” she said. “The best practice is to get away from the broad-spectrum antibiotic as quickly as possible.”

The second project is to review the duration of antibiotic therapy and try to shorten it if appropriate. “We want to be effective, but not over use them,” she said.

The positive culture project was begun in the spring of 2015. The duration project was implemented in late 2015.

“We have definitely seen an improvement in the use of broad-spectrum antibiotics,” Miller said. The hospital’s physicians have been very supportive.

Radiation Therapy update

Construction crews began the first large concrete pour for Mon General Hospital’s new radiation therapy vault on Friday, Feb. 19. This is where the new radiation therapy unit’s linear accelerator will be located, adjacent to the Zelda Stein Weiss Cancer Center entrance. The radiation therapy unit is expected to open this fall.

Mon General joins antibiotic stewardship initiative

The Newsletter for Mon Health System Family Members

March 2016

In Review
President’s message

Mon General Hospital
Beginning April 1, Mon General Hospital will enter a contract management partnership in both Nutrition and Environmental Services. These moves will not affect the front line employees in these departments, who will continue to be Mon General Hospital employees.

Since 2008, Mon General has used Sodexo to manage the food and nutrition services at the hospital. Under this arrangement, the management team within the department is employed by Sodexo. This includes the Director, Operations Manager, Chef Manager and Patient Services Manager. The staff and supervisors are employed by Mon General.

We recently invited other management companies to bid on this same arrangement. As a result we are moving the contract service from Sodexo to Morrison Healthcare. As with the previous arrangement, all the staff and supervisors will remain Mon General employees. The difference will be that the management team will be provided by Morrison Healthcare.

Along with the change in Nutrition Services, we are implementing this same arrangement to the Environmental Services Department. The Environmental Services staff will continue to be employed by Mon General, while the management team will be provided by Crothall Healthcare.

Crothall Healthcare and Morrison Healthcare are related companies, both under the umbrella of Compass One Healthcare. Crothall Healthcare has a quarter century of experience with more than 1,200 clients. It offers services to healthcare facilities in 44 states. Morrison Healthcare has 65 years of dedicated food and nutrition service at 650 hospitals and healthcare systems in America. Compass One Healthcare was formed when these two companies joined forces.

We expect that the training, education and purchasing advantages of Morrison and Crothall will be advantageous to our staff and ultimately the patient experience at Mon General. Both of these companies have a patient experience focus. Their combined 75 years of healthcare-only experience will be invaluable as we strive to continue to improve at Mon General.

Please bear with us as we transition to these new management teams. And, thank you to the staff of Sodexo for their service and dedication to Mon General during the past eight years.

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Service Awards Reception April 21

Mon Health System’s 41st Annual Service Awards Reception will be held Thursday, April 21st at the Morgantown Event Center, located adjacent to the Waterfront Place Hotel.

The reception and award presentation is for employees from all affiliates celebrating their 40, 35, 30, 25, 20, 15, 10 and five-year service anniversaries with Mon Health System. Also being recognized are employees who retired during the past year. Invitations will be mailed in March.

The evening will begin with a reception from 5:30-6:30 p.m. at which hors d’oeuvres will be served. The reception will be followed by dinner, welcoming comments and the presentation of awards. A professional photographer will be available to take portraits of each of the honorees. Each award recipient will have the opportunity to have one free photo taken, either alone or with a spouse or other guest. The digital photos will be printed and distributed at the event. Additionally, group photos of the honorees will be taken.

The Morgantown Event Center has its own parking garage to the left of the Waterfront Place Hotel. Entry to the reception is available through the parking garage. Parking will be pre-paid by Mon Health System.

Benefit discount deadline approaching

The deadline for employees to participate in the Benefit Discount Saving Program to receive discounted medical insurance premiums is nearing. Employees have through April 30 to submit their completed Benefit Discount Application (which includes the Tobacco-Free Affidavit) to Employee Wellness. Supporting documentation of completed Healthy Activities programs are also due by April 30. Supporting documentation may include: explanation of benefits (for preventative screenings), bulletin board quizes, Lifestyles cards, etc.

Employees completing all components by the designated deadlines, and whose screening goals are within the designated ranges, will be eligible to receive the discounted medical premiums beginning July 1.

Employees whose screening goals fall outside of the designated ranges will be eligible for the discounted medical insurance premiums upon completion of a Health Management Program. Contact Employee Wellness to begin the programs.

Screening goals are as follows: fasting glucose – less than 126 or A1C - 6.3 or less; LDL cholesterol – less than 130; and blood pressure – less than 140/90.

The Wellness Profile may be completed online by going to mybenefitshome.com. Instructions to complete the wellness profile are posted on the MonNet Wellness page, under Benefit Discount Program. The wellness profile will be available through March 31.

The biometric screening registration form, Benefit Discount Application and more information regarding the Benefit Discount Program are also available on the MonNet Wellness page.

Contact Employee Wellness at 304-285-2122 if you have any questions regarding the program or how to qualify.

 Easter Egg Hunt
Saturday, March 19, 10 - 11 a.m.
Hazel Ruby McQuain Conference Center
Open to all children and grandchildren of Mon Health System employees.
Please RSVP with the number of children and ages to Nicole Getz, (304) 285-2730 or Getzn@monhealthsys.org.
As Mon Health System tackles Project Nirvana, the IT team is gearing up for 17 challenging months.

The health system will begin transitioning to one integrated database (Cerner) in March, with an expected completion date of July 2017. “This isn’t just an IT project. It’s an opportunity to transform our entire organization,” said Steve Carter, Director of IT. “Each of us needs to fully commit and participate in this change for it to be successful.”

Terry Morgan, programming and development manager, said the transition is eventually going to simplify our jobs in IT and for users across the health system, both internally and externally. “Once Project Nirvana is properly implemented, it will improve patient safety, satisfaction and care coordination. In addition, it will significantly improve clinical and financial end user efficiency and reduce the strain on Information Technology support.”

For the next 17 months, the IT department will be maintaining the Health System’s current systems while coordinating the transition to Cerner. Employees who were part of the Health System in 2004 may remember when the hospital originally implemented Cerner. Morgan said this process won’t be too different—just on a much larger scale.

Stacey Goins, clinical informatics manager, and her team is responsible for implementing the design process for the Clinical sections of Cerner (Hospital and Ambulatory). The Clinical Informatics team will work with and guide the various Project Nirvana sub-committees to design the system. Clinical Informatics Analysts will use their healthcare backgrounds to work with Cerner in building a medical record system that will integrate well into the Health System.

Goins, who has a background in nursing, understands the patient care side of the process, as well as the importance of a robust, integrated medical records system.

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“Once Project Nirvana is properly implemented,” Morgan said, “the Health System’s current systems will be too different—just on a much larger scale.”

Right now, Goins said she and her team plan to tackle the enormous project one day at a time. Morgan manages the programming and integration, networking, server and tech support teams. They will implement the interfaces and IT hardware needed for the project.

Morgan currently supports all of the patient financial applications, which are not part of Cerner today but will be when the project is completed. Morgan’s teams will be responsible for implementing the design process for the patient revenue cycle part of Cerner.

“There will be challenges anytime you’re moving away from legacy systems we’ve had for several years,” Morgan said. “There will be some big changes and those changes will allow for data across the enterprise to be usable, searchable, and actionable.”

IT will be working with some temporary employees, along with recruiting additional full-time staff.

“This is also a very exciting time for new employees to be getting in on the ground floor of a major transition at the Health System,” Carter said.

What our patients are saying about us

Each day, Mon General Hospital patients provide feedback about their stay or treatment through comments made on patient surveys and social media. Below are some of the more recent comments about the hospital and the personalized care and service provided by staff:

“Mon General Hospital is a great hospital. My husband has been there several times. They are the greatest people taking very good care of you. Great place to be when you are sick.”

“Awesome hospital and great doctors!”

“I have had numerous stays at Mon General and I request to be on the oncology floor. The nurses are great! They always have a smile on their faces. And you can truly tell they care! If you just need someone to talk to they will listen. I haven’t found a nurse yet on that floor that’s not caring! The nurses and Dr. McBee are Great! I wouldn’t want put on any other floor. All the staff is so great and caring and it shows. The CNAs are the best on that floor they answer lights so promptly and fast. And the care, you couldn’t ask for better! Even the cleaning staff is so polite. And the ostomy nurse, Robin, always makes sure you have the supplies you need. In my opinion you couldn’t ask for any better staff than the staff on the oncology unit. I couldn’t thank each nurse individually because there are so many.”

Cardinal Award

Jeff Wotring, RN, IPU (Cath Lab Pre/Post Unit), was recently honored as Mon General Hospital’s February Cardinal Award recipient. Wotring has been with the hospital almost 5 years. He was nominated for the Cardinal Award because he exemplifies the qualities of an outstanding nurse. He cares for each patient with the utmost concern for their safety. He ensures that patient needs are met and that the patient and family’s experience is always positive. He is always calm and kind to all he comes in contact with and has the respect of staff throughout the hospital and the physicians he works with. The Cardinal Award is presented each month to a nurse who exemplifies the hospital service standards. Any staff member, patient or visitor may nominate a nurse for the award by visiting mongeneral.com or MonNet.
Record breaking year for Auxiliary’s Ball of the Year

While a lot of “records” were spun during the Auxiliary of Mon General Hospital’s 2015 Ball of the Year, a lot of records were exposed to carbon monoxide.

The hospital even provided hyperbaric treatments to an entire family that was exposed to carbon monoxide.

Thank you to all the sponsors who made the Ball of the Year a success, including:

Event Sponsor: Accelerated Construction. Premium Sponsors: Mid-Atlantic Anesthesia Consultants, LLC; Cerner; Dr. Sanjay and Mrs. Cheri Bharti; Morgantown Holiday Inn; Landau Construction and Mylan Pharmaceuticals.

Platinum Sponsors: B&T, The Esposito Family, HealthSouth, Dr. Andrew & Mrs. Cynthia Heiskell, Mountainstate Orthopedic Associates, Morgantown Printing & Binding, Russell Investments and Waterfront Place Hotel.

Wheel Sponsor: Mountaineer Contractors. Gold Sponsors: Amedisys Home Health & Hospice Care; Boston Scientific; Clear Mountain Bank; Huntington Bank; Jackson-Kelly PLLC; MedExpress; MVB Bank; Radiological Physician Associates, Inc. and Steptoe & Johnson.

Mark your calendars. Planning has already begun for the 2016 Ball of the Year, to be held on Nov. 12.

Blood Drive set for March 18

Mon General Hospital will host an American Red Cross blood drive on Friday, March 18, in the Hazel Ruby McQuain Conference Center. The blood drive will be held from 7:30 a.m. to 1 p.m.

To participate, sign up at redcrossblood.org. If you have any questions, contact Nicole Getz in the Marketing Department at (304) 285-2730 or email GetzN@monhealthsys.org.

Move clarification

Road were Accounts Payable (A/P-Payroll), Accounting and Corporate Compliance. These departments were inadvertently left off the list.

And the winner is...

It was a tough choice, but Chico Bakery’s pepperoni rolls came out on top when The Village at Heritage Point hosted an “Edible WV Contest” on Thursday, Jan. 28. Residents of The Village were invited to taste test pepperoni rolls submitted by six area bakeries. They rated the rolls on taste and texture of the bread, taste of the pepperoni, amount of bread versus pepperoni and overall taste. Other bakeries participating included Nona’s Bakery & Deli, The Catering Company, Phoenix Bakery, M & M Bakeshop and Colasessa’s Pizza.