



St. Francis Medical Center Launches ConnectCare

RICHMOND – On March 27, 2011, St. Francis Medical Center is scheduled to launch ConnectCare, making it the final Richmond-area Bon Secours hospital to join the electronic medical record platform.

“We will now be able to better connect the care continuum, analyze the data and make interventions toward a healthier population,” said St. Francis CEO Mark Gordon.

“The system will enable us to spend more time at the bedside and restore the caregiver-patient relationship. This will get us closer to our roots, just as the original Sisters of Bon Secours envisioned.”

Over the past 18 months, ConnectCare has become a vital part of Richmond’s health care ministry. Colleagues at Memorial Regional Medical, St. Mary’s Hospital, Richmond Community Hospital and 41 other live practice locations across Virginia have shared many stories about how ConnectCare is revolutionizing the way we give care. Consider just a few of the early successes:

- Millions of dollars in total benefits realized
- Reduced hospital-acquired infections
- Reduced hospital-acquired pressure ulcers
- Reduced patient falls
- Reduced mortality rates

Many ConnectCare experts descended on St. Francis Medical Center throughout the past few months to ensure a smooth transition for patients, employees and physicians. The ConnectCare Training Center in Midlothian, Va., also was bustling as employees prepared for the new system.

Gordon added, “The excitement (at St. Francis) is huge. It’s due in part to the anticipation of what’s to come, an excitement of being able to overcome past challenges and make things better. The excitement is contagious, individuals truly understand the depth of possibilities of what can happen here and it spreads like wildfire. It will only increase the [likelihood] that our care is going to get better and better.”

Welcome to the premiere edition of Good Connections!

As facilities across Bon Secours Health System go live with ConnectCare and experience how electronic medical records are transforming caregiving, we’ll be there. We want to provide the latest news, best practices, user tips and more in this quarterly newsletter. Please share your story and stay connected!

Email: wendell_mahan@bshsi.org or
call: 804/289.6381



Watch a video of Mark Gordon, St. Francis CEO, on the home page of ConnectCare site for BonSecours Virginia at www.connectcarebsv.com.



In Their Own Words from St. Francis Medical Center employees



“ConnectCare is really going to help us elevate our practice into a higher level because we are able to implement evidence-based practice within the system. I think utilizing ConnectCare will put us on the cutting edge and Make us very competitive with the healthcare providers within our market or even within the region.”

Shelly Buck-Turner
Chief Nursing Executive
Bon Secours St. Francis Medical Center



“I know it’s a big change, but a good one. Just think! Up-to-date, concurrent patient information in one record. That’s exciting!”

Stephanie Cumpton, RN
St. Francis Medical Center

“I am so excited about ConnectCare. We are so lucky to have one of the best computer documentation systems in the nation! ConnectCare will make our records more complete and our medication administration safer for our patients.”

J.T. Scalone, RN, BSN
Emergency Department Educator
St. Francis Medical Center



“I find electronic documentation to be an efficient and comprehensive way to prompt nurses to document appropriately. Electronic documentation allows for uniform documenting that is ideal when dealing with litigation, audits, and patient care.”

Cheryl Johnson, RN
Shift Resource Nurse, PCC
St. Francis Medical Center



Connected in the Bluegrass State

Bellefonte Primary Care Goes Live



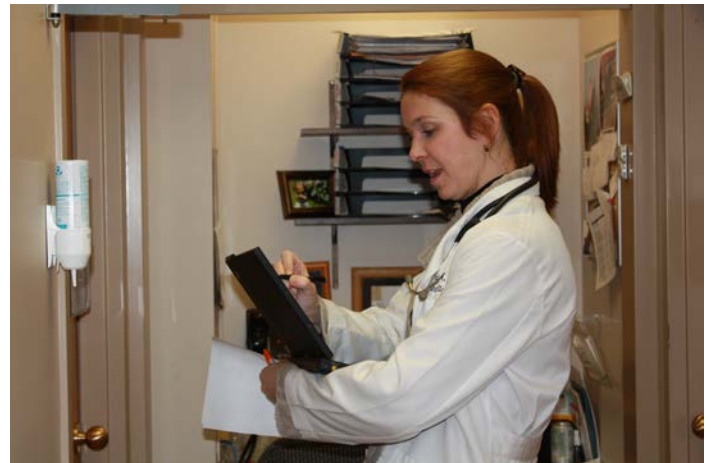
Glen Sparks is the first patient to experience ConnectCare at OLBH. Sparks is pictured with his provider Maria Sargent, APRN, (left) and Kim Owens, LPN.

GRAYSON, Ky. – On Jan. 25, Bellefonte Primary Care in Grayson became the first Bon Secours Kentucky Health System facility to launch ConnectCare. Longtime patient Glen Sparks was the first patient to be treated, and he pronounced the experience quite satisfactory.

Practice administrators said the transition to electronic medical records has gone smoothly and commended physicians, providers and staff at Bellefonte Primary Care for their efforts.

The other Bellefonte Primary Care facilities will switch to ConnectCare this spring. Our Lady of Bellefonte Hospital will go live July 31.

Congratulations Bellefonte on a successful launch!



Kari Shields, M.D., looks over a chart during ConnectCare Go-Live day.



Olusegun Odukoya, M.D., (left) asks questions of a ConnectCare trainer.

Live from New York...It's ConnectCare

SUFFERN, N.Y. – Good Samaritan Hospital's Emergency Department is LIVE!

Philip A. Patterson, CEO of Bon Secours Charity Health System, declared Good Samaritan's launch of ConnectCare in mid-February a resounding success. Patterson had appealed to our ministry to escalate the scheduled launch date in advance of the 2012 Go-Live date for all of Bon Secours Charity Health System.



Philip A. Patterson,
CEO, Bon Secours,
Charity Health
System

"It has taken tremendous support and commitment from hundreds of people to ensure that preparations were made, Order Sets developed, physicians, nurses and others trained on hardware and software. It has also taken faith in our ability to overcome some inherent challenges with patient flow and acceptance of the limitations of our current layout in the Emergency Department," Patterson said. "Now with the ASAP component of ConnectCare installed, we get complete data daily based on actual records. It is energizing to see how effectively our team has pulled together to already make a difference in the patient's hospital experience – truly Clinical Transformation!"

“It was energizing to be with you early Saturday morning when the Good Sam staff began to use the Connect-Care tools in their care of patients. The BSHSI team with members from all of Charity, Greenville, Virginia and your enterprise clinical



Dr. Marlon Priest

excellence team performed flawlessly to put this tool in the hands of the caregivers. Each time I witness an acute care Go-Live I see the growth of the best team in America. I also witness new converts to the power of collaboration to accelerate transformation. Thanks for all of your personal sacrifice to do this important work! I am so proud to be a part of this wave!"

Dr. Marlon Priest
CMO Bon Secours Health System

“A strong collaborative effort by the collective WE from both the Charity system and the extended BSHSI family. Much more to do but clearly a positive first step into the Connect-Care world of clinical transformation.”

Len Ptak
VP Regional CIO

“This was one of the best Go-Lives I have participated in. The clinical teams have done a phenomenal job very quickly.”

Barbara Oot-Giromini
Director Quality Outcomes Management



Dr. Blaubeux (Lead Physician) Reviewing ED Patient List with ConnectCare Elbow-Support Staff and Physician Assistant

“I'm proud of the providers, nurses, techs, unit associates, and registrars, who really “rolled with it” in the prep phases and Go-Live.

Brian Blaubeux MD FACEP
Medical Director
Emergency Department
Good Samaritan Hospital



Benefits Realization

Wherever You Look, ConnectCare Means Success

Sometimes you cannot appreciate where you are until you glance back at where you started. In 2008, we went live with our first hospital on ConnectCare in Greenville, S.C. A mere two years later, we are live in South Carolina, Virginia, Kentucky and New York.

Just consider these milestones:

- The St. Francis Health System in South Carolina has been live for two years and was named as a "Top Hospital" by the Leapfrog Group in 2010.
- Richmond Community Hospital, Memorial Regional Medical Center, and St. Mary's Hospital are all still within their first 12 months of implementation but have already demonstrated improvements in patient throughput, care coordination, and revenue capture.
- Good Samaritan Hospital in New York went live recently with the Emergency Department application as a stand-alone with great success.
- St. Francis Medical Center (Richmond) and Our Lady of Bellefonte Hospital (Kentucky) will go live in March and July 2011 respectively.

- ConnectCare Ambulatory, which has been live across both markets in Virginia since 2009, went live in our Kentucky market in January 2011. The Kentucky ambulatory go-live is being talked about as the smoothest ambulatory implementation to date.



Crystal L. Clark, M.D., MPH

MyChart Takes Medical Group to the Next Level

Memorial Regional Medical Center (MMC) Internal Medicine practice in Richmond was recently certified by the National Center for Quality Assurance (NCQA) as a Level III Medical Home. This achievement is due in large part to Bon Secours Medical Group's commitment to creating a Patient-Centered Medical Home (PCMH) for our patients in Virginia.

Memorial Regional Medical Center demonstrated exemplary care coordination and communication between providers, patients, and families in order to receive the PCMH certification. This coordination was made possible, in part, by ConnectCare's functionality and MyChart, our patient portal.

MyChart has more than 12,000 patients actively using the system to date. Our MyChart patients are able to access a list of their medical conditions, allergies, office visit summaries and lab and radiology results. They can refill their medications, request appointments and communicate via e-mail with their providers - with privacy and convenience.

In January 2011 the Ambulatory Informatics Medical Director, in conjunction with the Reporting Team and our EPIC partners, led the successful launch of our patient registries within ConnectCare. Through a set of detailed programming questions, ConnectCare is now able to provide information on the impact we are having on the health and wellness of patients with challenging chronic conditions.

We also have the ability to understand the metrics for three of our largest chronic disease populations - those patients with diabetes, heart failure, and asthma. We are one of a small number of EPIC customers that has successfully launched our registry capability so early in our electronic health record journey.

In December 2010, nearly 70,000 prescriptions were sent through the e-prescribing process for Virginia ambulatory patients providing top flight medication safety. The registry and e-prescribing achievements will contribute substantially to our success in certifying for "Meaningful Use" in 2011 and to receiving funds through The Centers for Medicare and Medicaid (CMS) Electronic Prescribing Incentive program.

The screenshot shows the mybonsecours website interface. At the top, there is a navigation bar with tabs for 'mychart', 'mydoctor', 'myhealth', 'myprescriptions', 'myappointments', 'myresults', and 'bonsecours.com'. A 'contact us' link is also present. Below the navigation is a banner titled 'good information' with the text: 'We know that good health comes with good information. That's why at mybonsecours, the information you need is just a click away. Need to review your medical records or recent lab result? No problem. You'll have access in a secure and safe environment. You can also request a prescription or request an appointment with your doctor.' To the right of the banner is a sidebar titled 'Introducing mychart' with a 'click here to sign in' button. Below this are sections for 'New user?' (Sign up & learn more about mychart), 'Need an access code?' (Request one now), and 'Participating Practices' (Click here to see practices that use mychart). A 'View a mychart video demo.' link is also present. Below the sidebar is a 'quick links' section with a list of services: free health assessments, pay my hospital bill, email your doctor, find a doctor, symptom checker, and event & free seminars. There is also a 'health tips' section with links for breast cancer information and free online health assessments. At the bottom, there are social media icons for Twitter, Facebook, and YouTube.

St. Francis Greenville “Pays it Forward”

GREENVILLE, S.C. – Bon Secours St. Francis Health System was named the pilot site for ConnectCare, our unique electronic medical

Carter, RN, MSN, Administrative Director of St. Francis Clinical Informatics.



“You can never pay back; but you can always pay forward.”

-Coach Woody Hayes, Ohio State University



Becky Carter, RN, MSN

records technology. Thanks to a team comprised of St. Francis staff and many others, the EMR capability at St. Francis quickly became fully functional across all departments. What seemed impossible just two years ago is now ingrained in the St. Francis culture.

How do you thank all the people who helped make this happen?

“Our colleagues often look to us for lessons learned. Whether our staff assists in other markets, or we host visitors from

other Bon Secours locations, we are happy to ‘pay it forward,’ sharing our experience and providing support to our sister hospitals,” said Becky

Plenty of visitors

In the past two years, St. Francis has hosted visitors from Bon Secours and from hospitals across the country. Carter finds it important for those about to begin the EMR installation process to “spend time with our experts—the nurses and clinical staff at St. Francis who use our EMR daily at the bedside.”

Teams from Bon Secours Kentucky were among the most recent guests. “We had an excellent visit. St. Francis gave us the chance to see how ConnectCare is used to improve patient care,” said Justin Fuller, RN, Director of ConnectCare. “The most valuable take-aways for our staff were the ability to see shift change, medication passing and the use of various devices as points of documentation for patient care. Our visit really gave us some useful data to work with as we move forward with our own ConnectCare implementation.”



Justin Fuller, RN

Hampton Roads Primary Care Practices Lead the Way

HAMPTON ROADS, Va. – All 11 primary care practices with nearly 30 primary care providers in Bon Secours Hampton Roads are now linked to ConnectCare and are beginning to offer the MyChart feature to patients.

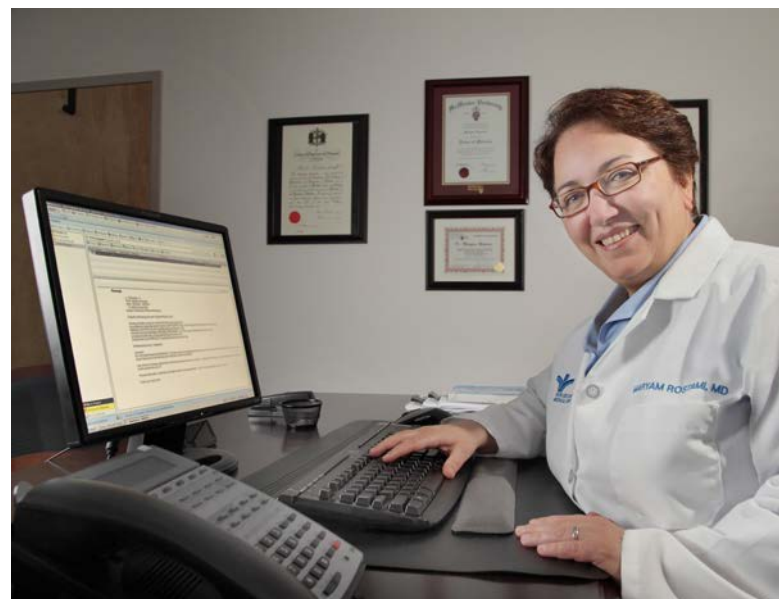
MyChart gives patients direct, online access to portions of their electronic medical record (EMR), where the health system stores health information. Patients can review prescriptions and details of past appointments, send messages to their physician and office staff and even schedule future appointments. In addition, the MyChart function allows the patient to review medications, immunizations, allergies and medical history.

“We are finding that MyChart is providing new ways for us to communicate with patients,” said Maryam Rostami, MD, with Eagle Harbor Medical Associates. “There are a number of interactions with patients that are not essential to have during an office visit or via a phone call. For patients who are comfortable with electronic communication systems, this is ideal.”

Next Steps

- In January, Cardiovascular Specialists’ physicians, leaders and IS team successfully implemented ConnectCare. This month, the Bon Secours Medical Group’s OB/GYN offices will connect to the system, followed by the surgical practices shortly thereafter.
- As the ConnectCare team finishes up with St. Francis Medical Center in Richmond, it will head south to Hampton Roads, where

the next ConnectCare launch will soon be announced. Bon Secours Mary Immaculate Hospital will be the first Hampton Roads hospital on ConnectCare, followed by Bon Secours Maryview and the Bon Secours DePaul.



Maryam Rostami, M.D.

ConnectCare Connects School and Home

RICHMOND, Va. — When Tammy Shumaker's daughter recently became injured, Tammy wasn't as concerned as she might have been.

Though her daughter was living away from home in an Old Dominion University dorm with her primary care physician back in Richmond, Tammy knew good help was just down the street.

Tammy, who is the Clinical Supervisor at Bon Secours Laburnum Medical Center, remembered that Patient Choice in Ghent was near ODU. Even better, she knew that they had recently implemented ConnectCare.

Her daughter was able to get an appointment at Patient Choice with relative ease, and the doctor she saw at Patient Choice was able to access her medical history from her physician in Richmond via ConnectCare.

Tammy's daughter received compassionate and competent care, and, during her follow-up visit with her physician in Richmond, the doctor was able to view her visit at Patient Choice. This is the continuity of care we have come to expect with ConnectCare.

Thanks, Bon Secours ConnectCare!



Tammy Shumaker, Clinical Supervisor at Bon Secours Laburnum Medical Center in Richmond, used ConnectCare to connect her daughter with care at her college in Norfolk.

Through Clinical Transformation, We Will:

- Eliminate preventable deaths
- 100% Compliance with evidence-based standards
- Increase patient satisfaction
- Achieve revenue and ROI targets

ConnectCare Vision

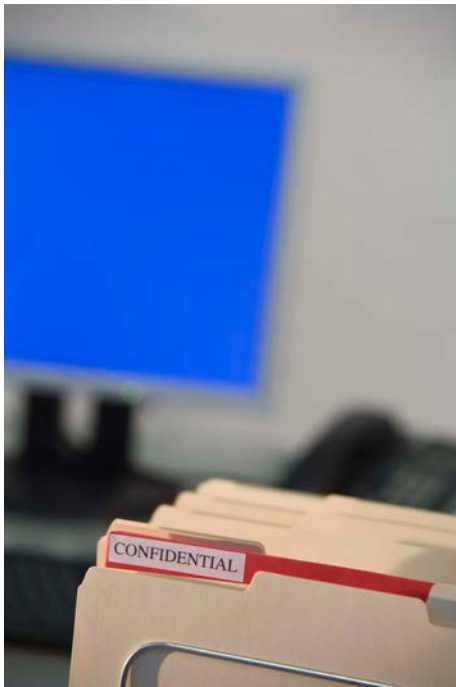
To achieve world-class outcomes; enable caregivers to provide superior, consistent care; and enhance operating performance by leveraging leading clinical practices through an integrated system of clinical information.

ConnectCare Guiding Principles:

- We will make decisions that are patient-centric, improve quality and safety, and enhance the patient/caregiver experience.
- We will commit to standardization and "systemness" so that system-wide benefits will be realized.

"Did You Know?"

- Bon Secours Health System is a \$2.9 billion not-for-profit Catholic health system that owns, manages, or joint ventures 18 acute-care hospitals, one psychiatric hospital, five nursing care facilities, four assisted living facilities and 14 home care and hospice programs. More than 21,000 Bon Secours employees help people in seven states, primarily on the East Coast.
- Congress included a formula of both incentives (up to \$44,000 per physician under Medicare or up to \$65,000 over six years, under Medicaid) and penalties (i.e. decreased Medicare/Medicaid reimbursements for covered patients to doctors who fail to use EMRs by 2015) for EMR/EHR adoption versus continued use of paper records as part of the American Recovery and Reinvestment Act of 2009.
- One study estimates electronic medical records improve overall efficiency by six percent per year. The monthly cost of an EMR may (depending on the cost of the EMR) be offset by the cost of only a few "unnecessary" tests or admissions.
- Eighty percent of all orders are being directly entered into ConnectCare by a physician or mid-level provider.
- More than half of all orders entered are selected from Order Sets built from evidence-based clinical content.
- The Greenville, S.C. nursing staff reports more quality time at the bedside. With transportable computers and the immediate availability of lab results, physician notes, medications and other information, nurses are able to answer patients' questions immediately and intervene on their behalf.
- We will adopt leading clinical practices based on evidence and national practice standards.
- We will be accountable for the transformation required to achieve a successful implementation.
- We will dedicate the necessary resources to support an optimized system for sustainable transformation.



HIPAA Privacy Rule:

What you need to know about the law and electronic medical records



Today's technology makes our jobs a lot easier. With information at our fingertips, we can quickly access a patient's history, medications and other personal data. However, the temptation to find out too much information, even with good intentions, can have serious consequences for employees. Bon Secours Health System Inc. is committed to respecting HIPAA, the Health Insurance Portability and Accountability Act of 1996, and the HIPAA Privacy Rule, in effect since 2003.

According to the U.S. Department of Health and Human Services, the HIPAA Privacy Rule provides federal protections for personal health information held by covered entities and gives patients an array of rights with respect to that information. At the same time, the Privacy Rule is balanced so that it permits the disclosure of personal health information needed for patient care and other important purposes.

The Security Rule specifies a series of administrative, physical, and technical safeguards for covered entities to use to assure the confidentiality, integrity and availability of electronic protected health information.

Though your motives may be innocent or even altruistic, it is a violation of the law to look at a patient's chart or disclose information unless medically necessary. That means you can't access

information about a friend, relative, neighbor – or even a spouse, without permission.

It is, in fact, a violation for an employee to even access his/her own chart.

Remember:

- Do not review or use a patient's personal health information unless necessary as part of your job.
- Do not release or access personal health information or remove it from the facility without appropriate authorization.
- Do not leave personal health information, either hard copy or electronic, unattended or available to others.
- Do not discuss patient information in public areas, including cafeterias, elevators or restrooms.
- Give personal health information and quality monitoring data only to those who are authorized to receive it and need to know it.

Here's Where We Are So Far—

Ambulatory Practices Live with CC

- 30 in Richmond, Virginia
- 15 in Hampton Roads, Virginia
- 1 in Grayson, Kentucky

Hospitals Live with CC

- St. Francis downtown / Greenville, SC
- St. Francis eastside / Greenville, SC
- Memorial Regional Medical Center / Mechanicsville, Virginia
- Richmond Community Hospital / Richmond, Virginia
- St. Mary's Hospital / Richmond, Virginia
- Good Samaritan Hospital / Suffern, New York (Emergency Department Only)

Hospitals Awaiting Imminent Go-Live

- St. Francis Medical Center / Midlothian, Virginia on track for March 27, 2011
- Our Lady of Bellefonte Hospital / Grayson, Kentucky on track for July 31, 2011

