

ConnectCare

Transforming how we deliver care

ConnectCare supports our call to serve, and it directly impacts the commitments outlined in our Credo Card. It will empower us with information that we need to better deliver on our promise of Good Help to Those in Need®.

One patient, one record

By having the information we need for every patient, every time, we can ensure that we deliver seamless service and a truly world-class patient experience.

Immediate access to information

ConnectCare is another example of giving our employees the tools and equipment they need to do their job right.



Questions About ConnectCare Training?

For BSHR Training, contact:
Kris Newton at Kristy_Newton@bshsi.org

ConnectCare Physician Training Registration:
1 (866) 917-2747

www.connectcarebsv.com



ConnectCare

Pocket Guide for
Bon Secours Hampton Roads
Leaders



BON SECOURS VIRGINIA HEALTH SYSTEM
Good Help to Those in Need®

Frequently Asked Questions

Where is the ConnectCare training?

Classes for employees are held at:
700 Independence Parkway, Suite 400,
Chesapeake, VA 23320.

Directions are available on the website at
www.connectcarebsv.com.

Is online learning available?

Online learning is a required part of training for ConnectCare. Modules will be assigned on HealthStream, and they must be completed prior to classroom training. Our goal is a comprehensive learning experience for employees.

How do I schedule ConnectCare training?

Staff will be assigned classes in HealthStream based on their roles. Leaders will create the schedule for their teams working with a registrar. Leaders will be contacted by the Training Manager for registration of staff. For questions, contact Kris Newton at Kristy_Newton@bshsi.org.

When will training take place?

Training will start at various times depending on the end user's role.

**Super User and End User Training begins
February 21, 2012.**

When is Mary Immaculate's ConnectCare system going live?

Mary Immaculate will "flip the switch" at 2 a.m. on April 29, 2012.

What if I forget what I learn between the time I attend class and the time the system goes live?

There is a practice system available to every employee once he or she attends training. There will be ample time to practice the skills you learn during training with a program called the "Sandbox."

Most employees will benefit from at least two hours of practice time in the Sandbox, which is available on facility computers, but not from your home computer. It will be important that everyone practice on a regular basis each week.

Unit/Departmental-based simulation and workflow exercises also will be conducted in April.

Also, remember that Super Users will be available to assist you on your unit during practice sessions and throughout the go-live process.

Why is there a competency assessment?

Since the ConnectCare system will replace all documentation and affect every aspect of care delivery, it is critical that every employee know the system and be able to use it.

The training will prepare teams for the assessment, and trainers will assist employees with any areas of concern.

What happens the day the system goes live?

First, know that there will be practice runs prior to the actual Go-Live. When the system switch is turned on, there will be resources available on every unit on every floor to help staff and physicians.

Do physicians have to attend training?

Yes, our physicians are attending training. Their feedback indicates that they are excited about ConnectCare and what it will do for them and their patients. If physicians have questions about signing up for training, they can call 1 (866) 917-2747.

Visit www.connectcarebsv.com for the latest news, FAQs, tips and more.

