

What is

Bon Secours ConnectCare?



BON SECOURS HEALTH SYSTEM

Bon Secours ConnectCare is an advanced clinical information system tool being implemented by BSHSI to further the mission and goals of BSHSI and support the SQP to deliver clinical excellence in acute care and ambulatory care settings. BSHSI will leverage the strength of this integrated electronic health record tool and leading clinical practices to enable a clinical transformation throughout BSHSI. This clinical transformation will result in superior care and services for its patients and physicians as well as world class outcomes and enhanced operating performance.

ConnectCare connects caregivers, patients and clinicians. It improves processes and work design as well as quality of care delivered. It improves patient and caregiver satisfaction and enables excellent clinical and operational performance and systemness.

ConnectCare will facilitate patients, families and caregivers making Bon Secours facilities their places of choice to receive health care services because of the enhanced patient experience.

The Vision

In response to our call, Bon Secours Health System, will achieve world class outcomes; enable caregivers to provide superior, consistent, and compassionate patient care; and enhance operating performance by leveraging leading clinical practices through an integrated system of clinical information.

ConnectCare Guiding Principles

We shall...

- ❖ Make decisions that are patient-centric, improve quality and safety, and enhance the patient/caregiver experience
- ❖ Commit to standardization so that system-wide benefits will be realized
- ❖ Adopt leading clinical practices based on evidence and national practice standards
- ❖ Be appropriately involved and accountable for the transformation required to achieve a successful implementation
- ❖ Dedicate the necessary resources to support an optimized system for sustainable transformation to achieve the best patient experience

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Benefits of Bon Secours ConnectCare

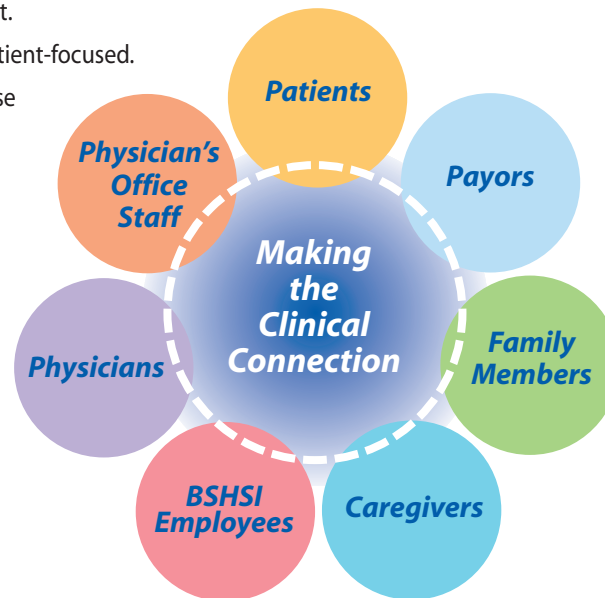
Benefits to Patients/Families/Caregivers

- ❖ Easily access and update personal data in electronic health record.
- ❖ Initiate appointments, view components of their medical record, and request prescription refills.
- ❖ Receive medical advice and appointment reminders online, join discussion groups and have e-mail communication with care providers.
- ❖ Receive timely service from the right provider at the right time and in the right place.
- ❖ Receive care that is safe, effective, appropriate, and efficient.
- ❖ Receive care that is of higher quality because it is more patient-focused.
- ❖ Enjoy improved staff access to, anticipation of, and response to culturally diverse patient needs and preferences.
- ❖ View components of the medical record and communicate with caregivers on-line.

Benefits to Physicians

Bon Secours ConnectCare will:

- ❖ Enable the delivery of safe, effective, appropriate, and efficient care to patients with reliable, accurate, and valid clinical data available on a timely basis.
- ❖ Support easier communication between physicians and patients.
- ❖ Enable care teams to improve patient interactions and continuity of care and timely access to critical medical information regardless of location.
- ❖ Simplify recordkeeping so that there is one patient, one record.
- ❖ Be clinically driven and leverage leading clinical practices.
- ❖ Improve patient safety by incorporating messages and alerts.
- ❖ Reduce unnecessary and duplicative tests, procedures, and paperwork.



Operational benefits to health system, facilities and employees

- ❖ Reliable, accurate, and valid clinical, safety, satisfaction and financial outcomes data for timely decision making.
- ❖ One patient, one record.
- ❖ Scalable technology platform.
- ❖ System-wide clinical knowledge repository.
- ❖ Electronic health record will enable care teams to improve patient interactions and continuity of care with easy access and update of patient data.
- ❖ Standardized and consistent patient information produced by BSHSI, minimizing the need of redundant content development.
- ❖ Clinician-driven system that leverages leading clinical practices.
- ❖ Staff can continually access, anticipate, and respond to culturally diverse patient needs and preferences.
- ❖ Support improving safety by incorporating messages and alerts.
- ❖ Reduce unnecessary and duplicate tests, procedures, and paper workload.
- ❖ Decisions based on what is best for system as a whole, not individual facilities/departments.



BON SECOURS HEALTH SYSTEM

Why

Bon Secours ConnectCare?



BON SECOURS HEALTH SYSTEM

Over the past several years, you have been hearing about the new clinical information System, Bon Secours ConnectCare. This is an advanced clinical information system, an electronic health record (EHR), being deployed to further the mission and goals of BSHSI and support the Strategic Quality Plan. But ConnectCare is more than just a technical tool. It is a critical element of a comprehensive Clinical transformation initiative we are employing to transform the way we deliver care to our patients, improve our quality outcomes, and help us to achieve our goal of 0% preventable deaths.

ConnectCare is the engine for the clinical transformation process across BSHSI. It is the coming together of new ways of caring for our patients and an advanced clinical information system.

What is Clinical Transformation? It is the driver for delivering the right care at the right time to our patients. Clinical transformation is about service to our patients, residents, and their families and service to our clinicians. It is driven by outcomes and evidence-based practice. Ultimately, clinical transformation is about our mission to provide wholistic care across the care continuum so that we achieve the best possible outcomes for our patients, residents, and their families.

As BSHSI's EHR, ConnectCare, is a tool to help make clinical transformation possible. ConnectCare will link all clinical information into one patient record and clinical care will be enhanced by the system's capability for physicians, clinicians and others to have access to the patient record 24 hours a day, seven days a week, no matter where they are located.

ConnectCare makes it possible for physicians to have immediate access to leading evidence-based medical decision-making; clinicians will be reminded about drug administration times and possible interactions Ready access

to electronic charts ensures that the ability to record a note, or check for information, is available—ensuring that we provide the right care to the right patient at the right time.

We have customized ConnectCare to meet Bon Secours' unique needs. Over 400 of your colleagues from all of the local markets worked together for over 2 years to define the look and feel of each part of ConnectCare. Physicians and clinicians decided on the clinical content that is built into the system, and physician teams worked together by specialty area to identify clinical order sets for more than 30 different specialty areas.

All of the local markets are working on various ConnectCare projects. Bon Secours St. Francis Health System in Greenville, South Carolina was the pilot implementing the acute technical system in June, 2008. Richmond and Hampton Roads are currently piloting the ambulatory system in physician practices. Other markets are implementing new order sets, clinical content, and new areas of emphasis to improve our clinical outcomes.

Our ConnectCare initiative represents the next generation of tools and actions that we will take to continue to provide "Good Help to Those in Need®."

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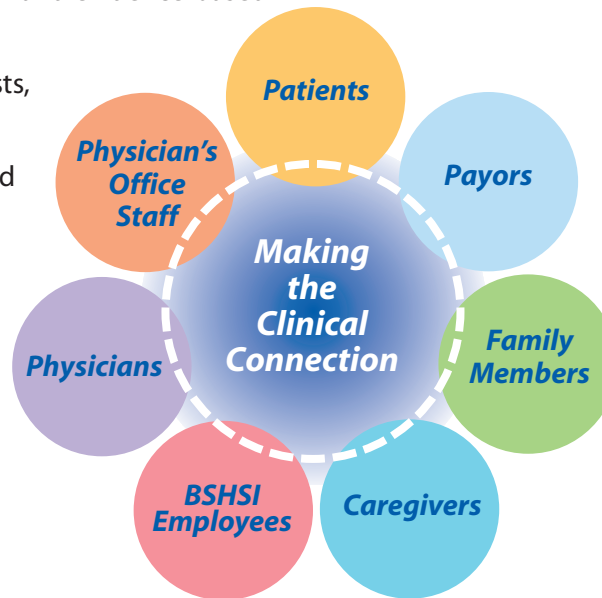
Benefits to Physicians of Bon Secours ConnectCare

❖ *Better and safer care of patients*

- Improves patient safety by incorporating messages and alerts
- Provides most current clinical information and evidence-based leading clinical practices
- Reduces unnecessary and duplicative tests, procedures and paperwork
- Promotes earlier and better diagnosis and treatment of patient
- Information is summarized and easier to read with no need to hunt for results

❖ *Easier care for patients*

- More comprehensive record than ever before with one patient, one record
- Chart is readily available at all times
- Can know what happened in the ED the night before
- Multiple access points
- Supports easier communication between physician and patient
- Enables care team to improve patient interaction and continuity of care



❖ *Promotes efficiency for physicians*

- Process is more streamlined with fewer necessary phone calls and better communication and information
- Rounds are easier; physicians have access to more information at the point of care
- Faster, better, and more comprehensive information allows earlier diagnosis/ treatment resulting in shorter lengths of stay
- Information accessible from home, office, or elsewhere
- Easy standard formats for various kinds of information
- Consistent clinical order sets designed by physicians for physicians



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