

We're behind you all the way!



Dear Colleagues

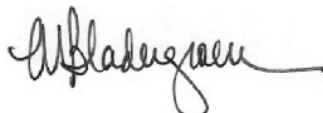
After months of preparation, ConnectCare will go live on Sunday at St. Mary's Hospital. We appreciate the time and energy you committed to complete training. Thank you for your enthusiasm and support.

Our transition to ConnectCare will include challenges. However, the long-term benefits are significant and will be appreciated over time. ConnectCare will improve quality, patient care, and access to information.

Adjusting to new systems takes time and patience. We anticipate additional learning opportunities along the way. Know that you are not alone. During go-live and beyond, there will be ample physician support to help you navigate the change and care for your patients. Physician support can be reached at 804.287.3555. Please let us know how the ConnectCare system is working for you.

Thank you again for the time you have dedicated to preparing for ConnectCare. We are excited that you are a part of this journey.

Sincerely,



Mark Bladergroen, MD
Chief Information Officer



Brian Fillipo, MD
Vice President Medical Affairs



William Lennarz, MD
Vice President Medical Affairs
Pediatrics



Benefit Realization— October 2010

On October 31, 2010 we will be going live with ConnectCare in St. Mary's Hospital (SMH) in Richmond. St. Mary's will be our fifth hospital and largest hospital to go live. This is a milestone in this quality driven journey to Clinical Transformation for the Bon Secours Health System Inc. As we look back from our first hospital go-live in February 2009, this is where we are—

- Go-live has occurred in four Bon Secours hospitals and approximately 140 providers in our ambulatory market in Richmond.
- Improvements in quality, safety, and patient flow have been accelerated by ConnectCare.
- Memorial Regional Medical Center (MRMC) and Richmond Community Hospitals (RCH) have both streamlined how patients move through the Emergency Department (ED), with dramatic reductions in arrival to physician times (particularly for time sensitive conditions like chest pain).
- Dramatic and continuous reductions have been achieved in the numbers of patients leaving without being seen which translates into greater patient access every month.
- Our primary care and specialty practices in Richmond have extended access to MyChart, our patient portal, to over 11,000 patients in just under seven months.



- Electronic prescribing (ePrescribing) is a component of ConnectCare that lets our physicians electronically send accurate, error-free, and understandable prescriptions directly to the pharmacy from the site of care. In the month of September, 62,500 prescriptions were sent through this process for Richmond ambulatory patients providing top flight medication safety.



Crystal Clark, MD

As our patients benefit, our clinicians and system benefits, as well, with secure access and legible documentation made possible for all providers on ConnectCare. Our two hospitals in Greenville that served as our pilot hospitals on this ConnectCare journey represent our most mature electronic sites to date. They continuously deliver priceless lessons learned to their sister systems that have fostered accelerated achievements of key implementation milestones earlier for MRMC, RCH, and SMH. Greenville's clinicians, staff, and leadership have now entered the goal stage of this implementation which is transformation. Greenville continues to maintain dramatic reductions in mortality and complications, as well as innovations in multidisciplinary communication and coordination of care.

***Stay Connected—
Check out our web site:***
www.connectcarebsv.com

The site has a special area for physicians and is designed to share information you need about this electronic medical records system.

Close to Connecting with ConnectCare At St. Mary's

What is Go-Live?

There are five different components of a ConnectCare go-live:

- Information from patients' records is loaded into ConnectCare.
- The System is "turned on" to St. Mary's end users.
- Clinicians and staff start using ConnectCare to do their work. Patients and families see their records in a computer system.
- A large support system, including people to help new users and technical support people, is activated.
- A systematic process of updating leadership, staff and clinicians about the go-live progress occurs.

What happens at Go-Live

- ConnectCare is turned on when least disruptive to patients and their families
At St Mary's the system will be "turned on" at 0200 on Sunday, October 31.
- In order to have the most recent patient information in the system, a process of "backloading" occurs of critical data.
- To ensure that everyone in the hospital is able to care for patients after ConnectCare is live, specially trained support staff will be on all of the floors, ready to assist.

- Super Users will arrive at the hospital, check in and out in the Command Center during each shift.
- There will be a fully staffed Command Center at SMH to address immediate needs.
- Key ConnectCare personnel and executive team members will be present in the Command Center when the system is turned on.

What kind of support can be expected?

Super Users, Credentialed Trainers, and expert users specifically trained and familiar with the system will be located throughout the facility. They will easily be identified by their purple and lilac polo shirts. Physician support personnel will wear white polo shirts with blue trim and command center personnel will wear light green polo shirts.

- Direct, real-time support you can count on is what we call "At-the-Elbow Support"
- On-the-floor floating staff will work eight-hour shifts around the clock (24/7)-we are there when you need us.
- A Central Physician Support Hotline- with a separate dedicated physician number- will be manned with ConnectCare experts to answer any questions you may have.



For personal assistance with ConnectCare at any time day or night, call the 24-hour helpline at 287-3555.

What will support look like?

It's all in the color of the shirts

Super Users, Credentialed Trainers, and expert users specifically trained and familiar with the system will be located throughout the facility. They will easily be identified by their purple and lilac polo shirts. Physician support personnel will wear white polo shirts with blue trim and command center personnel will wear light green polo shirts.

- Direct, real-time support you can count on is what we call “ At-the-Elbow Support”
- On-the-floor floating staff will work eight-hour shifts around the clock (24/7)-we are there when you need us.
- A Central Physician Support Hotline- with a separate dedicated physician number- will be manned with ConnectCare experts to answer any questions you may have (287-3555)

SuperUser (lilac)



Credentialed Trainer (purple)



Command Center (light green)



Physician Support (white with blue trim)

