

BON SECOURS CONNECTCARE®

St. Francis Applies Lessons Learned, Readies for March ConnectCare Launch

St. Francis CEO Mark Gordon recently talked with *Good News* about St. Francis Medical Center's upcoming March 27 launch of its electronic medical records system, ConnectCare. With the St. Francis go-live, all four Bon Secours Richmond hospitals will be electronically connected.



Mark Gordon

How important is this move to electronic medical records?

This is a game-changer. We will now be able to better connect the care continuum, analyze the data and make interventions toward a healthier population. Electronic medical records have the potential to increase quality and decrease cost as we will be able to use the data to determine best practices and hold ourselves accountable to maintaining excellent care. Furthermore, better communication and more efficient care will support our caregivers to spend more time with patients.

With electronic records becoming a standard across the industry, employees will also be able to build a crucial skill set in this changing environment. This is an essential element of the future of health care.

How do your St. Francis employees feel about the move?

Our employees are excited about it. We have the benefit of having three other hospitals go through the change prior to us, and the invaluable learnings and great feedback will make the implementation here a positive experience.

The growing amount of paperwork and documentation in health care over the last several decades has placed greater stress on nurses and reduced the amount of time they spend with patients. With the change, a great amount of documentation will be handled accurately and automatically by the system, and nurses are looking forward to more time at the bedside for improving quality and continuity of care.

You have seen the implementations at St. Mary's, Memorial Regional and Richmond Community. How does that help?

We get better with every implementation, and the key learnings we have come away with are that there needs to be enough user

support, including highly competent Super Users, who can sit down one-on-one with staff and physicians. Around go-live, we will have a core group of trained nurses, experts from our sister facilities, and lots of support from the ConnectCare Enterprise and Richmond teams, so our employees will get the hands-on training to have confidence when using the system.

Will St. Francis' implementation differ from the other Bon Secours Richmond hospitals?

Because each facility has a different layout and staffing needs, the system will be customized to meet our unique needs. Key components of the implementation will be the same but approaches will be adapted to St. Francis' needs.

What one message would you like to emphasize for your employees?

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.

