



the virginia connection

DECEMBER 2010

Thanks for your support in Launching ConnectCare at St. Mary's

Dear Colleagues:

Thank you to everyone for all your support during our launch of ConnectCare. St. Mary's could not have done it without the dedication and commitment of our wonderful staff and the support of the entire Bon Secours System. We are thrilled to join those who have already implemented ConnectCare in the journey to take patient care delivery to the next level of excellence.

To the St. Mary's staff, this is a new day for our patients. Our journey is just beginning. As a nationally recognized leader in the way health care is delivered, we strive to leverage our new system to achieve optimal and evidence-based clinical outcomes. Please be encouraged to ask questions, make suggestions and let us know how the ConnectCare system works for you. Your suggestions will help us improve and will help those who come after us. Again, thank you for the time and effort each of you has spent preparing and learning about all that ConnectCare has to offer and now implementing what you have learned. We are glad that you're with us as we embark on this exciting new facet of health care.

To all of you throughout Bon Secours who supported us in this effort, we offer our gratitude! We greatly appreciate the time and energy you gave to us to help ensure we had the best implementation possible. So many people came from throughout the system to help us before, during and post Go-Live. We can't thank you enough for the expertise you brought with you. We are so lucky to be part of a system that can operate with such unity and sense of team. *Thank you all for being World Class!*



Francine Barr

Chief Nurse Executive
Bon Secours St. Mary's Hospital



Toni Ardabell

Chief Executive Officer/
Administrator
Bon Secours St. Mary's Hospital



BON SECOURS VIRGINIA HEALTH SYSTEM
Bon Secours Health System, Inc.

Good Help to Those in Need®

Scott Bateman, SMH project leader, congratulates St. Mary's on achieving fantastic outcomes

“Congratulations to the leaders and staff of St. Mary's Hospital on achieving fantastic outcomes with their ConnectCare implementation. The primary goal was always hard work, determination and a focused team effort to improve the way care is delivered for patients and families. The successful implementation of ConnectCare was a huge step in that journey. It's truly humbling to think about when the Sisters of Bon Secours set out for the United States in 1881 to establish their first health care ministry in America and the possibilities they might have imagined. Now it's some 129 years later! I have been blessed by the experience of working with the St. Mary's team on this part of the ConnectCare journey. I look forward to the great things St. Mary's will achieve bringing additional optimization improvements to the ConnectCare system. I have no doubt that they will continue to set high patient care outcome benchmarks for Bon Secours and all other health care facilities across the country.



“Recently I represented you at the RHS Board for our successful go-live. And while I was grateful for the honor, I acknowledged that there were several hundred for whom I was standing. It is because of each one of you, in every position, and department that SMH had a phenomenal go-live and within 3 weeks have transitioned into a steady state of continuing to provide World Class care to our patients and each other. I sincerely, gratefully say Thank You.

—Victoria Richardson, RN-BC
Credentialed Trainer/SMH ConnectCare Project Lead



The clock counts down to Go-Live and the beginning of one patient, one record at SMH.



St. Mary's Chief Nursing Executive, Francine Barr, announces, "We are live!"



Our very own super user super heroes.



Reynolds Crossing Imaging Center is live with ConnectCare.



Nurses on pediatrics showing their ConnectCare enthusiasm.



Command Center in the SMH auditorium provides monitoring and support for live ConnectCare system.

Go-Live at St. Mary's proved hugely successful because of the collective efforts of everyone! *What a team!*



Physicians, need support? We have you covered!



Dr. Brengman and Dr. Snoddy make entries into the new electronic medical record.



In making rounds, Peter Bernard, BSV CEO, and Toni Ardbell, SMH CEO, listen to nurses affirm the value of ConnectCare and its successful Go-Live.



We love ConnectCare!



St. Mary's reaching out to physicians in multiple ways and places to assure they have what they need to be proficient with ConnectCare.



Support staff at St. Mary's Hospital and our newest fan of ConnectCare.



The team on 5west doing a great job partnering with the support team.



Peter Bernard, BSV CEO, praises the team for a terrific job.

Bon Secours Virginia Pays Tribute to Greenville

Bon Secours St. Francis Greenville Named One of 65 Top Hospitals by the Leapfrog Group

The implementation of ConnectCare helped one of our sister facilities win designation as one of the country's best hospitals.

Selected from a field of more than 1,200, Bon Secours St. Francis Health System in Greenville, S.C., was named one of 65 Top Hospitals by the Leapfrog Group. The designation goes to hospitals for achieving high-level of standards of patient safety, quality of care and operational efficiency that are most relevant to consumers and purchasers of care, while attaining the highest levels of efficiency.

This was the second consecutive year the hospital garnered the recognition.



Technology driven

The award hinges heavily on IT use, and St. Francis' role as a ConnectCare pilot program helped it score points with LeapFrog.



Mark S. Nantz, CEO,
Bon Secours
Greenville

"St. Francis is on a journey of clinical transformation," said the facility's CEO Mark S. Nantz. "We are consistently seeing the benefits of a fully integrated electronic health record – two prime examples being the prevention of medical errors and immediate access to the best-practice care plans for the entire patient team."

"Receiving this level of national recognition for our quality and efficiency reflects that our physicians and our staff at every level have set the highest goals for quality of care –and their results are outstanding."

Measuring many factors

The LeapFrog Group, the nation's premier healthcare purchasers group, bases its selection on a national survey measuring hospitals' performance in four crucial areas of patient safety and quality:

- The use of computer physician order entry (CPOE) to prevent medication errors
- Standards for doing high-risk procedures such as heart surgery
- Protocols and policies to reduce medical errors and other safe practices recommended by the National Quality Forum
- Adequate nurse and physician staffing

In addition, hospitals are measured on their progress in preventing infections and other hospital-acquired conditions and adopting policies on the handling of serious medical errors. For more information and a complete list of winners, visit leapfroggroup.org.



Achieving the Impossible: Realizing Benefits of ConnectCare

By Crystal Clark, M.D.

In just a matter of months, ConnectCare's many applications have brought improvements to care delivery that previously seemed impossible.

Our patients, physicians and support staffs are electronically connected to ensure safe, timely and efficient care. This clinical transformation offers options that continue our commitment to providing patient-centered treatment.

Some of the more significant ConnectCare applications include:

- **Electronic Prescribing** allows physicians to send accurate and understandable prescriptions directly to pharmacies. In September, physicians sent 62,500 prescriptions for ambulatory patients in Virginia.
- In the Centers for Medicare & Medicaid (CMS) 2010 electronic prescribing incentive program, the incentive payment is equal to 2 percent of the group practice's total estimated Medicare Part B PFS allowed charges for covered professional services furnished during the 2010 reporting period.
- The **Revenue Cycle** application allows real-time linkage of care delivered with charging; nearly \$1.5 million in bedside charges were generated in the seven months ConnectCare was live at Memorial Regional Medical Center and Richmond Community Hospital.
- The **Clinical Documentation** application resulted in reductions in voice dictations in every live market, including a 60 percent reduction at MRMC and RCH. Not only are transcription costs held down, but patient safety is ensured with timely access to notes.
- The **Medical Home** pilot program has incorporated the one-patient-one-record approach. Nearly 750 enhancements have resulted from collaboration between the ConnectCare application teams and the clinic teams at local systems.
- Patients' access to providers and test results via the **MyChart** application has been extended to more than 11,000 patients in seven months.



- The **Sidebar Report**, a snapshot of patient data and orders, can be pulled up on a nurse's documentation screen. This, along with **Bar-coding**, is an added enhancement to improve patient safety.
- The **Reporting** application creates patient discharge reports. Primary care practices in Richmond can identify and call patients within 24 hours of hospital discharge to answer questions, reconcile medications and schedule follow-up care. The patient experience is transforming from a "hospital discharge" to a "transition in care" back to home and primary care provider.

Where do we go from here?

Our top priorities in the next three months include:

- Support and observe the St. Mary's Go-Live using a benefit realization lens. Capture key patient, provider, staff, and support team interactions that can be translated into benefit realization milestones for future sites.
- Conduct a Learning Retreat attended by the change agents within our live and near-live facilities to define actionable next steps that support transformation and acceleration, particularly around measurement and workflows. This retreat will include but will not be limited to the CMOs, CNOs, CMIOs, quality, and revenue professionals within these systems.
- Develop and launch an Enterprise-wide communication strategy for sharing benefits realized in support of Clinical Transformation.
- Produce a Benefit Realization portfolio of slides, summaries, and charts appropriate for key sponsors and champions for Clinical Transformation at the Enterprise and Local System levels.

ConnectCare is Happening Throughout Bon Secours

ConnectCare is in full swing in Kentucky.



The Bon Secours Kentucky Health System (BSKY) is simultaneously preparing for 2011 go-lives for ambulatory, acute and revenue cycle. The first ambulatory site goes live Jan. 11 with acute and revenue cycle planned for July. "I am happy with the progress we are making in Kentucky," Justin Fuller, BSKY ConnectCare Project Director, stated. "The enthusiasm around this project is high and our teams are excited to continue making progress."



Preparing to Go Live: St. Francis Ready for ConnectCare Training

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On Nov. 9, leaders assembled to learn the steps along the way to go-live, the processes for staff training and how best to ease the transition to electronic medical records.

The goal: to have all employees proficient in, comfortable with and knowledgeable about the new ConnectCare process by the Go-Live date.

Employees can continue to find essential information and updates throughout the transition process at connectcarebsv.com.

Different learning styles

Bon Secours recognizes that everyone's style of learning is different and utilizes different methods to achieve success. The ConnectCare training process includes:

- online courses, instructor-led courses
- opportunities to practice in a safe environment called "The Sandbox"
- simulation and workflow exercises

The training process ensures that employees have continuous support and feel comfortable practicing with the new system.

ConnectCare training sessions are essential and treated the same as time and attendance for work.

What's next?

All employees should sign a learning commitment by Dec. 15 to prepare for upcoming training events. Managers will assist in registering for training.


Upcoming Demonstration Days will allow staff to view the ConnectCare system and see its benefits to providing quality care.

Leadership workshops were held on Dec. 10 and 17. Credentialed Trainer instruction will begin on Jan. 4. On Jan. 17, Super Users and End Users will begin training. Also by that date, we hope to have 75 percent of staff and providers registered in the Health Stream.

ConnectCare training at St. Francis Medical Center is scheduled to end March 18, and we will be ready to go live on March 27.

The process of learning a new system sometimes seems overwhelming, but Bon Secours is poised to assist. Our successes at other facilities have enabled us to ensure patient safety and most importantly, continue our commitment to world-class health care, as we pursue our mission.



 **ConnectCare** to me means that 24/7, 365 days a year, all members of the healthcare team will have access to the patients' records at the same time. This connection will assist everyone, including the patients and families, in making quality, timely, evidence-based practice decisions in the safest manner."

—Patricia C. Lane, Neuroscience Coordinator
SFMC Center for Learning and Development



Meet Terrence Dennis (“TD”)

As St. Francis Medical Center prepares to Go Live with ConnectCare, we'll occasionally introduce some of the key players on the team.

Terrence Dennis has worked for the ministry in several capacities over the years. He brings a wealth of knowledge and experience to our group

and has won commendation and awards for his work in the IT field. He holds a degree from Bernard Baruch College, City University of New York, is a certified public accountant, CISA and is a Juran-certified Six Sigma Green Belt.

Also for the past three years, I served as a member of the Bon Secours team that reviews Mission Fund applications submitted from each of the local systems every spring and fall.

What excites you most about the ConnectCare rollout at St. Francis in the spring?

While we have installed this electronic medical record and implemented the clinical transformation model at 5 hospitals already, each one has demonstrated a uniqueness that tells its own story. I get excited each time we begin this journey and as we cross the river and reach into the Southside of Richmond I think of how we will continue to demonstrate the mission of Bon Secours to provide, not only good help, but improved patient care into more communities.

How will your team build off the success of three Bon Secours hospitals in Richmond that now are live?

The lessons learned from the previous three implementations in Richmond have already paved the way for improvements in the readiness activities, such as training, that are underway today for St Francis. In addition, the team is committed to continually looking for ways to improve the system and workflows and while we have large success in Richmond, the picture is incomplete without St. Francis.

Where does the ConnectCare team go from here?

I stand ready with the Richmond ConnectCare team, the SFMC Leadership and the ConnectCare Enterprise team to move this hospital in the list of those Bon Secours and outside entities using a fully integrated electronic medical record on Epic and forging ahead into the Clinical Transformation model.

What is your new job title?

I am Local System Project Director for the St. Francis Medical Center installation.

What is the attitude at St. Francis as the facility prepares to Go-Live?

The meetings that I have participated in have revealed a world-class, capable and ready team that is engaged and already looking for ways to enhance the pre-go live readiness, go live event and post-go live activities that will follow for ConnectCare.

In what capacities have you served at Bon Secours?

I have been with the Enterprise team since 2007 and actively participated in each Clinical Data Repositories and Acute care implementation since then, as a project manager and eventually project director of the ConnectCare Project Management Office.

I was previously a member of Bon Secours Internal Audit team. I'm familiar with Bon Secours facilities and have a working relationship with many of its leaders and managers.

Get Ready with Basic Computer Classes

SFMC will have three basic computer classes in preparation for ConnectCare. These classes are open to all (staff, physicians, etc.).

Staff will be able sign up for classes by contacting Paige Phillips at 804-317-0998 or courtney_phillips@bshsi.org. Seats will be limited so early sign ups are highly recommended.

■ Jan 18, 1:30p-4:30p (Florence)

■ Jan 20, 1:30p-4:30p (Florence)

■ Jan 25, 1:30p-4:30p (Florence)

What Our Satisfied Customers are Saying—



“ I like putting in my own orders...they're in, they're done, and I don't have to worry about it any more. It improves the clarity when accessing the treatment plan of other providers, I don't have to decipher their handwriting. Doesn't save me time yet, but I anticipate it will in the very near future.”

Kathleen Anderson, NP
Hospitalist



“ I feel like we have gone from a covered wagon to a Maserati. It has streamlined my access and reporting functions by at least 30%. I can see my whole patient population in one glance, I just click on the facesheet, and I see everything I need.”

Marsha Schindel
Office Assistant for the Hospitalist Service



“ Makes more data available faster...yesterday!!

Thomas Moffatt, MD
Nephrologist

“ I love the ease of access, it makes rounding better because we don't have to share the charts with various staff

Khalilah Cox, MD
Pediatric Hospitalist



“ It hasn't been nearly as bad as I had anticipated.

Carolyn Port, MD
Pediatrician



“ We are not (nicely) fighting over the charts. I like that it extracts the home and current medications directly into my notes and discharge instructions.

Maria Littau, MD

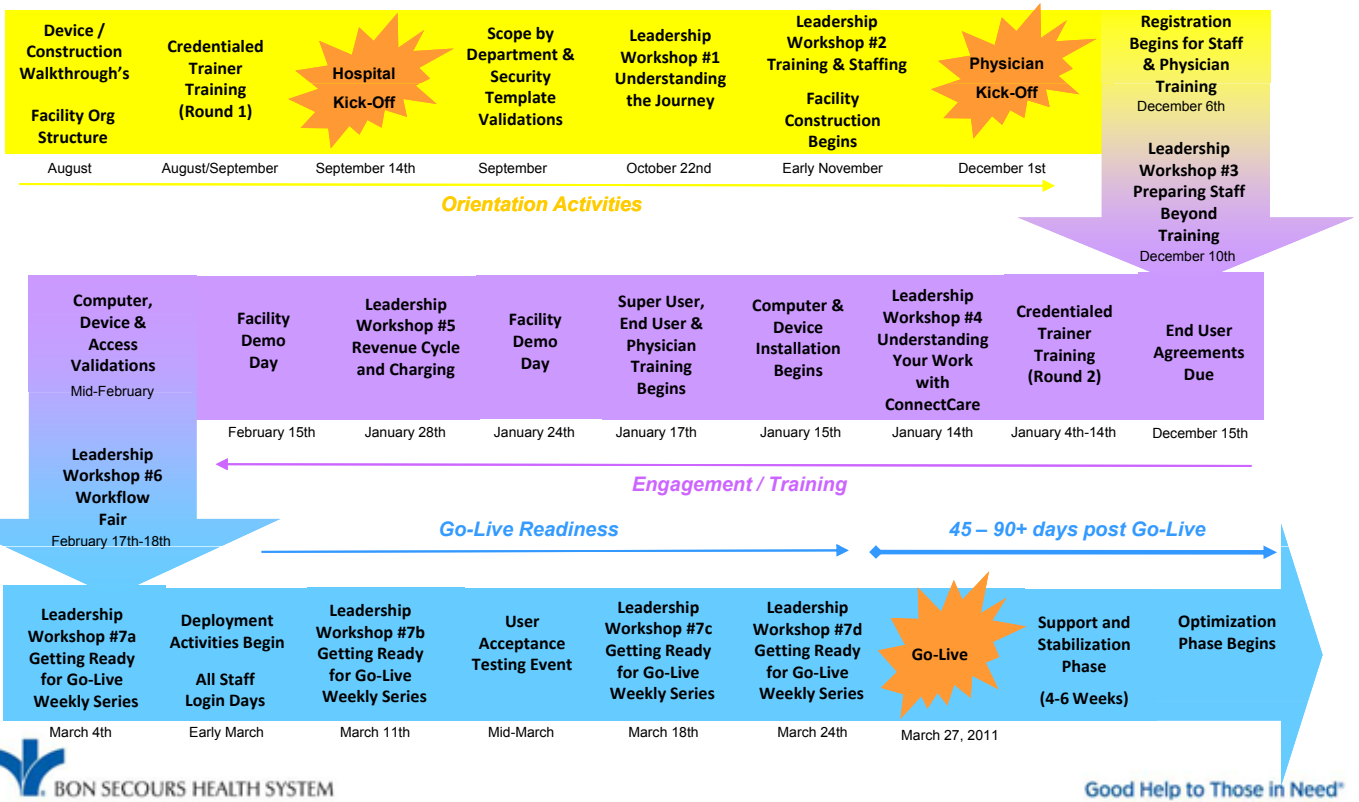
SFMC Navigation Chart plots activities leading to Go-Live and Optimization of ConnectCare

extraordinary care | world-class service

clinical transformation



St. Francis' ConnectCare Navigation Chart



Good Help to Those in Need®

Please use this Navigation Chart to schedule important dates on calendar.



I am most excited about the accessibility of the patients' charts. ConnectCare will simplify locating the diabetes patients and providing information such as blood glucoses, A1Cs, and diabetes meds in one location. My colleagues have been very pleased with results seen from using the 'yellow sticky notes.'

—Vickie Felts RN, BSN, CDE, Diabetes Clinician
Diabetes Treatment Center



“ ConnectCare is helpful to nurses in the sense that the doctors are able to create their own orders, view lab results and vitals.”
 —Courtney Birchett, RN,
 Zeast (on right)
 (On left is Debbie Mason, RN)



“ Charting is much faster, especially for re-assessments.”
 —Elizabeth Smith, RN,
 CVSU (on left)
 “ I have more time to focus on the telemetry monitors.”
 —Shantisse Briggs, Unit Secretary,
 CVSU (on right).”

For all the latest news, visit the BSV ConnectCare website at connectcarebsv.com. *Happy Holidays!*



ConnectCare Questions?

As the project work is ramping up, there are a lot of activities underway. With many streams of work happening around the implementation of ConnectCare we will try to keep everyone informed. Any questions regarding the items listed above, or anything ConnectCare-related, don't hesitate to contact us:

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You may also contact the BSR Communications Team by going to the Global Address list on Outlook and choosing:

BSR-ConnectCare Communications Team.