

Close to Connecting with ConnectCare at St. Mary's

The Go-Live countdown clock continues to roll as St. Mary's Hospital approaches the Oct. 31 launch date for ConnectCare. The orientation and engagement phases are wrapped up, and we're in the midst of training and readiness phases. During September, St. Mary's has held revenue cycle/integrated charging workshops and department simulations—all to prepare for the big day.

Weekly go-live readiness leadership forums began Oct. 7, along with staff log-in training (Oct. 15, 17 and 18). Dress rehearsal will happen Oct. 21-22 and 25-26.

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 that includes people to help new users and people to help with technical support 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" of critical data occurs.



- To ensure that everyone in the hospital is able to care for patients after ConnectCare is live, specially trained support staff who are ready to assist will be on all of the floors.
- When SuperUsers arrive at the hospital, they will 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 or concerns.
- 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 will be 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.



What will support look like?

It's all in the color of the shirts

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SuperUser (lilac)



Credentialed Trainer (purple)



Command Center (light green)



Physician Support (white with blue trim)



St. Mary's Leaders Prepare for Oct. 31 Go-Live with Workshops

Staff will benefit from key learnings

As part of an ongoing series of workshops, St. Mary's leaders have been learning how to plan for and implement ConnectCare for its Oct. 31 go-live.

On Aug. 24, employees attended the fourth leadership workshop that focused on workflows. Using group activities, demonstrations and discussion, the attendees reviewed workflows and identified opportunities to engage staff in making changes.



Mark your calendar

A series of workshops for St. Mary's leaders to prepare for Go-Live have already taken place this month. Remaining dates are Oct 21 and 29. For details, contact Wendell MaHan at (804) 289-6381 or wendell_mahan@bshsi.org.

More training

Training workshops will continue for a few more weeks. After the Oct. 31 launch, employees will see a 45-90 day support and stabilization phase until we reach full optimization. All this will make caring for our patients easier—and safer.

The St. Mary's Steering Committee continues to plan events and communications for the go-live date. Employees should consult the ConnectCare website at: <http://connectcarebsv.com>, for details.

At St. Mary's, Credentialed Trainers and SuperUsers have completed training; staff training is going full force. Physician training also is underway, and the physician adoption team is working to ensure that all have the necessary skills to work with the new system.

Employees will continue to see a flurry of IT activity, as final installation and testing of new equipment takes place.



(Left and above) Workflow #4 workshop for leaders was among several offered to leadership, so they learn how to plan for and successfully implement ConnectCare as Go-Live nears.

Revenue cycle and charging

On Sept. 16, leaders gathered to attend the fifth ConnectCare Leadership workshop on Revenue Cycles and Charging.

Those who attended the Revenue Cycle/Charging workshop focused on:

1. Understanding the different charging methodologies
2. Recognizing the importance of clinical documentation and its impact on revenues
3. Hearing lessons learned from implementations at Richmond Community Hospital and Memorial Regional Medical Center
4. Observing demonstrations—
 - of various charging methods
 - of charge review WQs
 - of detailed transaction audit report (DTAR)
5. Becoming aware of enhanced tools for monitoring
6. Knowing the go-live support strategy for charging/auditing,
7. Recognizing the action steps for go-live.



“Positive feedback from the revenue cycle...”

“The very positive feedback from the revenue cycle session shows the high level of engagement at St. Mary’s to manage revenue throughout the conversion and the collaboration between clinical

and revenue cycle staff,” Joe Ingold, VP of Integration.

In addition, all St. Mary’s revenue cost center leaders should be aware of some important lessons learned from our earlier conversions to make revenue cycle management more efficient. New changes for St. Mary’s will include:

- Testing revenue cycle activity management through sign-ons before the go-live. This ensures that users have the ability to access the right charging screen and have access to DTAR reports.
- Daily sign off that the DTAR has been reviewed by cost center will occur. It is critical that we identify any issues in capturing revenue as soon as possible.

“We will succeed”

At the closing of the fifth workshop, St. Mary’s Chief Nurse Executive Francine Barr left the staff with encouraging words.

“We are well on our way to go-live,” she said. “And I know all of you will make sure that this will be the best implementation for ConnectCare yet. Please go back to your staffs and share what you learned today. Stay focused, and we will succeed.”



“When learning our new documentation system of ConnectCare, the saying is as true as it always was “Practice makes Perfect,” this is why I enjoy teaching and assisting in Super User training. After Super User students have completed their assigned training, SU-100 is utilized for “playtime” and learning in the system so the students can become more proficient and comfortable with ConnectCare and thereby decreasing their stress level.”

—Sarah Selz, RN, BSN
ConnectCare Credentialed Trainer,
SMH



“After the implementation of ConnectCare, all patient information will be in one place - labs, orders, documentation, everything! This technology will save time for all caregivers. I am especially excited about medication capability, because it will increase the quality of care and improve patient safety.”

—Jennifer Bies, RN
SuperUser APU
SMH



“I have heard many horror stories about ConnectCare training, but my first class was not only very enjoyable it was packed with valuable information specific to me as a pharmacist.”

—J. Jovan Williams, PharmD
Clinical Pharmacist Specialist,
SMH

Scott Bateman, SMH project leader, shares reservoir of experience

“There is a growing roar of excitement and anxiety as we fast approach the St. Mary's ConnectCare go-live. Rest assured that this is a very normal phenomenon with most large scale implementations.” In fact, shares Bateman, in over 25 plus years of living through go-lives at a variety of levels, he has learned from his experiences that organizational change of this magnitude often yields differing levels of both excitement and anxiety. “The “Trick and Treat” of it all,” says Bateman, “is based in how we deal with it; or “dance to it.”

*Scott Bateman, PMP®, CPHIMS
SMH ConnectCare Project Leader*



“ConnectCare will allow for technological advancement and improved outcomes for St. Mary's Hospital... and the Bon Secours Health System as a whole. We will be able to share patient information when necessary throughout the hospitals, increasing efficiency for providers and creating a continuum of care for the patient. Data abstraction and reporting will capture critical information so that we can enhance the delivery of care in all settings.”

—Francine Barr, CNO, RN



Greg Napps and Francine Barr 'getting it done' in Connect-Care training class.

Over a three-day period 1,327 employees successfully tested their logins.



“This is absolutely phenomenal and will greatly add to a smoother transition during Go-Live. Thank you to all who contributed to this extraordinary accomplishment.”

—Victoria Richardson, RN-BC, Credentialed Trainer



(Above and below) Stork classes in full force at The Arboretum to prepare SMH employees for ConnectCare.



St. Francis Coming Up to Speed

While St. Mary's counts down days and hours until the Oct. 31 debut, across town at St. Francis Medical Center, teams are working equally hard to prepare for their 2011 launch. A ConnectCare general kickoff event was held Sept. 14. Credentialed Trainer and SuperUser training will begin later this fall, with End User and physician training commencing in early 2011.

"All of us at St Francis Medical Center are very excited about the upcoming implementation of ConnectCare. The ability of this system to transform the way healthcare is accessed and delivered will enable us to take our provision of good care to those in need, to the next level. ConnectCare will help us achieve new levels of patient safety, quality of care, service excellence and patient satisfaction, and ultimately help us better serve our community.



The future of World-Class healthcare is here."

Mark Gordon, Chief Executive Officer, SFMC

"Bon Secours is committed to providing the highest quality of care to patients, and ConnectCare will truly enable us to achieve and sustain that mission. The ability of ConnectCare to connect the multitude of providers and facilities across our system will foster collaborative, high-quality and efficient care for all patients that will allow our providers to spend more time providing compassionate, healing care at the [patient's] bedside."



—Shelly Buck-Turner, Chief Nurse Executive, SFMC

St. Francis Medical Center Holds Kickoff for ConnectCare

Nearly 300 staff at St. Francis Medical Center participated in a ConnectCare kick-off on Sept. 14.

Employees, leaders and physicians saw demonstrations of the new electronic medical records systems and had opportunities to ask ConnectCare experts questions about the new system that will go-live at St. Francis in 2011.

Attendees were eligible to receive one of eight \$25 gift cards to Target or Walmart.

The open-house-style event enabled St. Francis staff to:

- gain awareness for the ConnectCare vision and transformation opportunities
- experience the features and functionality of the new system
- learn about the ConnectCare navigation chart and the various stages that will lead up to a go-live in 2011
- understand critical lessons learned at Memorial Regional Medical Center and Richmond Community Hospital



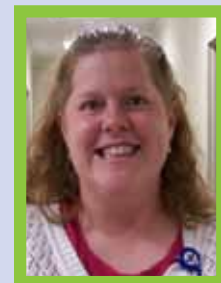


The Case Management team is excited about Connect Care and communicating electronically with the multidisciplinary team, The ability to have the electronic medical record at any time will help facilitate our utilization review, care coordination and discharge planning activities."



*—Karen Mahaffy RN,CS,
Director Care Management, SFMC*

St. Francis Medical Center Kick-Off Features the First of Many Learning Sessions and Hands-On Opportunities to Become Familiar with ConnectCare



ConnectCare in one word = WOW! This system is cutting edge and ahead of its time. ConnectCare will help the St. Francis Medical Center staff continue to provide world class care to patients while anticipating their needs and exceeding their expectations.."

*—Paige Phillips, RN
Director of Employee Education,
SFMC*

We're getting you there!

An Update on Benefit Realization with ConnectCare

By Crystal Clark, M.D.

We have been "live" in the Virginia market with an electronic medical record's continuum of care since the spring. On April 11, 2010, Memorial Regional Medical Center and Richmond Community Hospital joined the 35 ambulatory practices now using ConnectCare in Virginia.

Optimizing Emergency Department Efficiency

This electronic tool has become available at a crucial time.

Nationally, Emergency Department overcrowding is at epidemic levels. It remains a national priority for policymakers, payers, and others.

Bon Secours Virginia committed to optimize ED efficiency even prior to ConnectCare's launch. Our two Richmond-area hospitals using ConnectCare are already showing faster arrival-to-evaluation times and significant decreases in the number of patients leaving without being seen since the April go-lives.

Bar coding compliance, as a tool for supporting medication safety is at near perfect levels at Memorial Regional and Richmond Community. Likewise, ConnectCare is supporting communication and coordination of patients discharged from our two live hospitals and back to our ambulatory practices.

An update on our ambulatory practices

In our Virginia ambulatory practices, we have more than 5,100 patients actively using MyChart to review their test results, schedule appointments, and communicate with their providers electronically.

For the more than 7,500 patients who have signed up to begin using MyChart, electronic prescribing (e-prescribing) is available. This tool allows for:

- enhanced patient convenience
 - a more streamlined refill process
 - better management of out-of-pocket medication costs
 - provider alerts to potential problems such as drug allergies
- In July, our physicians prescribed 50,000 medications electronically via 120 of our Bon Secours Virginia ambulatory providers.

Lessons learned in South Carolina

For an even longer view, we look to the first Bon Secours hospital to use ConnectCare: Bon Secours St. Francis Hospital in Greenville, S.C. There, we compared performance measures from June 2008 when the Emergency Departments went live with ConnectCare to their June 2010 performance. The results demonstrate:

- Steady improvement in care delivery
- Efficiencies in the timeliness of care
- Continued improvement in patient-centered outcomes, including but not limited to reductions in mortality, complications, and length of stay

The shared learning through our South Carolina leadership team, clinical leaders, and front-line staff continue to play a vital role in helping Bon Secours unleash the power of ConnectCare.



A look at Kentucky

In early-August, Our Lady of Bellefonte in Kentucky hosted a successful ConnectCare kickoff for the entire hospital community.

We found that the commitment and interest in Preparing for Success, which is Stage I of Benefit Realization, to be promising. Our Lady of Bellefonte's Physician and Nursing ConnectCare leaders already are investing time in understanding the logistics, as well as the value of the documentation and decision support tools within ConnectCare in preparation for their summer 2011 launch.

An update on Hampton Roads

The physician leaders for the Hampton Roads acute-care facilities also are partnering with their physicians to deploy best practice Order Sets in advance of their scheduled go-live. They already are gaining traction with order sets for total hips, total knees, hip fractures, and pain control.

In closing, with St. Mary's go-live set for Oct. 31, 2010, the lessons learned from our four prior launches will surely play a role in its success.

For questions or comments on benefit realization with ConnectCare, please contact Crystal Clark, M.D. at Crystal_Clark@bshsi.org.

A success story

The ConnectCare initiative at Memorial Regional Medical Center and Richmond Community Hospital has been extremely successful. The local system support structure and clinical informatics structures are working well, the leadership team reported.

Other facilities have watched how the ConnectCare system has facilitated patient care there. St. Mary's and St. Francis representatives have shadowed and learned from their counterparts how to best integrate ConnectCare into their systems.



“Our teacher makes learning the new ConnectCare system fun! She really makes a difference.” (Taught by Rinku Banerjea back row third from the left)

-2010 SMH Clindoc Class.



“ I am excited about ConnectCare because this technological tool will improve patient care. Transitioning from primarily patient charting to a computerized system will improve interdisciplinary care because all providers will have access to the patient chart.”

—Tiffany Powers, RN
PICU, SMH

For all the latest news,
visit the BSV ConnectCare website
www.connectcarebsv.com.

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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