

From St. Mary's Nurse to Trainer, Woon Shares ConnectCare Insights

Vickie Woon, a St. Mary's Hospital NICU nurse, who became a ConnectCare Credentialed Trainer and assisted at the go-lives at Memorial Regional Medical Center and Richmond Community Hospital, is now helping to prepare St. Mary's employees for their Oct. 31 launch. Now the Coordinator in Education and Training, Woon recently shared her thoughts about our electronic medical records system.



Q What are you hearing from nurses and other employees about ConnectCare?

One of the things they told us that I didn't really believe until go-live, particularly for nurses, is it really will free them up to spend more time with their patients. Many times you're wasting time just hunting for the chart, on the phone trying to clarify orders, etc. In training, we were given statistics and one was in a 12-hour shift. It will free up over two hours of time. That's just incredible to me.

Q What do you say to employees who are anxious about ConnectCare?

I think most people that are apprehensive are so because they're not computer-savvy, and I was actually one of those people. The system is very intuitive and once you gain the knowledge of the basic skills, you can figure it out ... There's not a lot of typing; it's mostly point-and-click.

Q When St. Mary's employees go to training, what can they expect?

Physicians will get their training in the hospital, but for other employees, the classes are small (most will be 16 to 20 people), so every person has a computer to use during the class. In addition, there will be lots of help in the room. Managers at St. Mary's are scheduling the training for their employees.

Q Is this Web-based training?

At Memorial and Richmond Community all the training was in the classroom. For St. Mary's we are working on blending in-class training and online training modules, which will be completed as pre-requisites for the in-class training.

Q What resources are available for go-live and thereafter?

There will be more than anyone could imagine. At Memorial, the place was swarming with help. Local people from the hospital, as well as people from other [Bon Secours] hospitals and from Epic [the technology partner] will be here to help.

Q What is unique about the St. Mary's launch?

At St. Mary's we have a lot of departments that the other hospitals who are already live do not have, so those departments are really going to be a proving ground for the system as well. There may be some things that need changing or to be taken out and there will be a whole team of people available to do that. We're not "stuck" with it as is.

Q What do you mean by that?

One thing I really try to get across to people is that ConnectCare is not a prod-

uct, it's a process. It's constantly evolving, constantly changing, constantly improving... Employees will have the ongoing opportunity to give feedback on the system. We're focused on continuous improvement.

Q In your 30 years in health care, have you ever encountered anything this transformative?

No. This is really going to change how we do our business. ConnectCare is going to help every department, everyone in the hospital, in some way.

ConnectCare training for St. Mary's is well under way

- Training began in mid-July for St. Mary's Credentialed Trainers. Super Users start in early August. End User training for St. Mary's is slated to start Aug. 23.
- Physicians will begin training in mid-August with a combination of newly developed "Online Learning Tools" and classroom training.