PeaceHealth has launched CareConnect, a systemwide electronic health record. This powerful tool is vital to support best practices for caregivers, deliver a connected experience for patients, and offer safer, more reliable care.

One Patient, One Record

CareConnect Vision

- PeaceHealth's systemwide CareTogether operating model, the goals of which are to provide the best care possible for our patients and the best work environment possible for PeaceHealth's caregivers.
- Ultimately, CareConnect will support providers and caregivers to better engage with patients and with each other and to offer safer, more reliable care.
- CareConnect is the biggest and broadest effort we have undertaken to date.
- We are revolutionizing care, not just updating technology.

CareTogether

- CareConnect is a big part of PeaceHealth's systemwide CareTogether.

Change and Adoption

Team members are embedded in every community, interacting with leaders, providers and caregivers to support them through this change. Feel free to reach out to a member of our team:

- Informaticists map the workflows from all units, clinics and laboratories in order to make the electronic health record system work for you and to help us standardize how we operate.
- Readiness Owners can help with operational questions. Yours are:
  - KEMC: Angie Plaggemeyer
  - PIMC/STJO: Christine Michaels
  - UGMC: Harprit Singh
- Change and Adoption team members are proficient at both CareConnect and legacy systems.
- Backfill are supplemental staff brought in to help maintain clinical care continuity while core staff members are busy with training and go-live activities. These extra hands are trained on and proficient at both CareConnect and legacy systems.

It takes a village!

The CareConnect Go-Live date of May 1, 2016 is quickly approaching in the Northwest Network, and everyone will be part of the action! If you get overwhelmed or have questions, there are people all around who are ready to help.

- Change and Adoption: team members are embedded in every community, interacting with leaders, providers and caregivers to support them through this change. Feel free to reach out to a member of our team.
- Super Users are here to support you during training, practice labs and go-live. They are familiar with CareConnect and how patient care gets done in your unit. Chances are you already know them; many are from our network hospitals. Either way, they'll be close by and ready to help!
- Training for CareConnect is rapidly approaching, and your manager/scheduler is enrolling you. Training tracks vary depending on service line and role, and include prerequisite e-learning and instructor-led training classes. Practice labs will be offered two weeks prior to go-live, from 7am – 10pm on a drop-in basis for practice, and you will also be able to access a practice playground in your unit after you complete training. If you have any questions regarding training, please talk to your manager.

Processes

- Improved food allergy functionality, including pulling food allergies into dietary reports.
- Easier referral management process.
- Improved note writing tools, including a note that integrates with Clinical Documentation Improvement and physicians for maximum reimbursement.
- Robust flowsheet documentation will provide more efficient documentation of assessments and interventions.
- Integrated plan of care report will provide better visibility of all discipline-specific plans for patient care.
- Patient banner on every chart will contain key information, such as allergies and code status.

Changes ahead!

- Improved patient safety: Consistent workflows and medication reconciliation.
- Integrated plan of care report will provide better visibility of all discipline-specific plans for patient care.
- New Patient arm bands: Including alert tabs for allergies, code status, fall risk, etc.
- The end of the handwritten chart: Less time spent tracking down and scanning paper orders.

Clinical Highlights

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- Improved note writing tools, including a note that integrates with Clinical Documentation Improvement and physicians for maximum reimbursement.
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Everyone benefits!

- One Patient, One Record: Integrated hospital, clinic and laboratory records.
- Computerized Provider Order Management (CPOQ): Providers will enter and manage orders electronically.
- Real-time information: Electronic charts available everywhere, reduced transcription.
- The end of the handwritten chart: Less time spent tracking down and scanning paper orders.
- Improved patient safety: Consistent workflows and medication reconciliation.
Role of the FlowSheet Group: The careConnect flowSheet group (FCG) is designed to document the insertion, removal, and properties of lines, tubes, drains, airways, and wounds.

Narrator: A series of sections meant to follow a particular workflow, such as an office visit or medication reconciliation. Examples include the Admission Navigator, the Discharge Navigator, and the Transfer Navigator.

Phase of Care: Patients go through several treatment stages when they need surgery. Phases of care help clinicians manage orders throughout these stages by helping them specify and identify the right time in the patient's care to release each order.