

## Countdown to Soarian Financials Catholic Health First Site to Implement Siemens' Technology in New York State

As April 1 approaches, the collective attention of Catholic Health turns toward St. Joseph Hospital. For most, that day marks the merger of Sisters and St. Joseph as one hospital and a celebration of our successful effort to keep that ministry open for the patients we serve.

For hundreds of our Revenue Cycle, IT, and Finance associates, April 1 marks another important milestone - the implementation of Soarian Financials and Soarian Scheduling at the St. Joseph Campus of Sisters Hospital.

"This is a very exciting time for us," said JoAnn Ormond, Director of Patient Financial Services and Soarian Financial Project Manager. "So many people have worked very hard over the last four years to make this happen. We have redesigned processes and workflows and taken advantage of the efficiencies they have produced, now it's time to put this technology to use."

Catholic Health will be the first in New York State to implement Soarian Financials. The complex regulatory environment in New York created significant challenges for both Catholic Health and our strategic partners at Siemens Medical Solutions. Integrating New York State

regulations into the Soarian system required months of specialized work and system customization. The hard work of our Soarian Financials team (*see pg. 4*)

Soarian testing has been underway for months at the Revenue Management Center. Testing has played a key role in improving the system before go-live.



produced a much better system than the one Siemens introduced us to in 2004.

The implementation of Soarian Financials at what will be known as the St. Joseph Campus marks the first milestone in a journey envisioned a decade ago. When the Catholic Health System formed in 1999 we knew that one day we would need to work on a common system-wide platform.

Soarian Financials and Soarian Scheduling will provide a new foundation for our business processes. These processes keep our Ministries alive and financially viable. Our end users will see significant changes, and in some cases may experience a reduction in system functionality. What may seem like a step back, is however, a major step forward as we move towards a common business platform.

The new system and new processes may cause a temporary slow-down at the point of registration, so we ask that everyone makes an extra effort to ensure a positive experience for our patients.

  
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# Soarian Clinicals User Group Provides Insight

Nurses from across the system participate

They come from Kenmore and South Buffalo. They come from med-surg and telemetry and they bring with them a wealth of practical experience in using Soarian Clinical technology.

The Soarian Clinical User group meets monthly at the IT-Union Road office to learn and to share their experiences. One of Soarian's greatest strengths is its ability to adapt to the way clinicians do their jobs.

"That's the reason we are working so hard on improving our processes and standardizing clinical practice across the system - Soarian can adapt to the way we work," said Shanay Shearer, RN, Director of IT Core Clinicals.

"The user group is a great way to interact with the people who are actually using the system day-in-and-day-out," said Donna Ruhland, RN, Soarian Clinical Analyst.

Soarian Clinical User Group members spend a full day each month learning about the system, what changes are coming, and how they can fully



utilize the system. They also share their perspectives on how the system works and the way it works and are always ready with suggestions. Since the program kicked off earlier this year, several changes have been made to Soarian as a direct result of User Group feedback.



## Soarian Clinical User Group Members

### Mercy Hospital

Maureen Allan  
Jarrod Atkinson  
Mary Cahill  
Kim Fadley  
Brenda Robinson  
Barb Schaber  
Madonna Schriver  
Vanessa Shea

### Kenmore Mercy Hospital

Kris Dix  
Karen Duerr  
Mary Hojnacki  
Sue Zeisz

### Sisters Hospital

Terry Finiki  
Sue Griener  
Anna Masters  
Jennifer Mueller  
Sandra Nagro  
Cheryl Wirth

### St. Joseph Hospital

Celeste Jakubowski  
Kristen Lane  
Noelle Luterck,  
Desi Reynolds  
Kim Rodriguez  
Susan Showalter

# Clinical Transformation...

## *Beyond The Technology*

### Clinical Standardization Council Guides Process Transformation

The Clinical Standardization Council (CSC) is the multidisciplinary team responsible for standardizing clinical practices across our system. Made up of physicians, leadership, clinicians and other associates, the CSC coordinates and directs the efforts of various **clinical workgroups** whose focus is the “real-life” application of standardizing clinical practices.

To date, significant progress has been made with the approval of several process initiatives and on-going work on many more. But how does this process work? Let’s follow the standardization process for the care of the diabetic patient...

It’s June 2006 and the Glycemic Control Workgroup meets for the first time. These 18 clinical professionals from across the system would work diligently for the next year and a half to develop six key documents:

- Hypoglycemic Policy and Algorithm
- Glycemic Control Order Set
- Glucose Control Record
- Insulin Pump Policy
- IV Insulin Infusion Protocol and Policy
- Diabetic Ketoacidosis Protocol

A pilot program was launched in February 2008 at Mercy Hospital to validate the Glycemic Control Order Set, the Hypoglycemic Policy and Algorithm, and the Glucose Control Record.

Following promising pilot results, Dr. Amy Wnek-Hassenfratz presented the Glycemic Control Initiative to the entire CSC in March of 2008. The Counsel made recommendations for minor changes and approved the initiative at its April 2008 meeting.

The Workgroup guided the new clinical practices through approvals at the four hospital Medical Executive Committees and Health Information Management throughout the summer of 2008. During this time, the education plan was developed in a

collaborative effort among nursing leadership, staff development, diabetic educators, and our clinical standardization educators.

The education team developed a multi-media approach that included live presentations, recorded presentations on DVD with handouts, and online education via NetLearning. Physician education included presentations by Dr. Wnek-Hassenfratz, Dr. Robert Lamantia, and Dr. Howard Lippes along with an online presentation on the Physician Clinical Gateway on the Catholic Health web site.

The new approach to glycemic control was introduced across the system between September and October of 2008.

In December, the members of the Glycemic Control Workgroup reassembled to review the initiative and address issues and concerns raised by clinicians following the practical application of the initiative. The group addressed the issues and made revisions and recommendations that were presented to the CSC at its March meeting. They also developed new elements to the initiative - Glycemic Management Considerations and an Insulin Delivery Device Policy - that were also presented to the CSC for approval.

...As you can see, the development of standardized order sets, policies, checklists, forms, and workflows is complex and challenging. Fortunately, we have a dedicated team of professionals who are committed to the clinical transformation of Catholic Health and the delivery of the highest quality care possible for the patients we serve.

#### **CSC REMINDER:**

**All Patient Height & Weight Must Be Recorded in Metric Units**

## Kathy Gerkin Changes Roles

**Kathy Gerken, RN** has accepted the position of Soarian Analyst/Programmer to support the Soarian Enterprise Document Management (EDM) project. For the past two years Kathy has had a lead role in the success of the Clinical Standardization Council, assisting with multiple workgroups to standardize order sets, policies and processes using evidence-based medicine.

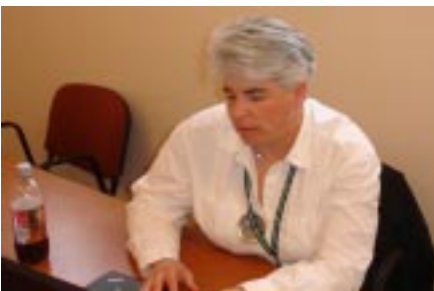
Kathy has been with Catholic Health for more than 25 years, starting her career at Our Lady of Victory. She has worked in various roles including Staff Development and as an Application Analyst.

## Core Clinical Team Welcomes Deb Ryan, RN



The Soarian Core Clinical Team welcomes Deb Ryan, RN as its newest member and representative from St. Joseph. Deb is a 17 year veteran with Catholic Health and works on the Telemetry unit at St. Joseph. As a member of the Core Clinical team, Deb will work closely with both the patient care services staff at St. Joseph and the Soarian Analysts to help ensure the effective deployment of Soarian technology.

## Soarian Financials Team Puts on Finishing Touches



Good Luck  
Soarian Financials  
Team!

