

St. Joseph Hospital Set To Join The “Team”

Soarian Clinical Team set for June 15 Live Date

St. Joseph Hospital will become the second Catholic Health Hospital to make the switch to Electronic Nurse Documentation when Soarian Clinical Team, or SCT, is implemented on Sunday June 15, 2008. The change is a radical departure from the old paper-based process that often saw nurses and nurses’ aids taking notes and then transferring those notes to the Patient Chart.

Following the implementation of SCT, “charting” will be done electronically - on computers that can be wheeled to the patient bedside. This process provides many benefits that will improve quality and enhance patient safety. Legibility becomes a non-issue, alerts are issued when documentation is not completed, or information is missing, and because the information is electronic, multiple people have access to that information all at the same time.

Although nursing experiences the biggest change, the shift to electronic documentation presents physicians with changes as well. Information that was once found in the patient’s paper chart is now only available electronically in Soarian. Physicians will need

to become familiar with how to access information in Soarian if they have not done so already.

SCT is the third in a series of Soarian “modules.” This cutting-edge



technology represents much more than just a new computer system, it’s a new approach to healthcare that includes standardizing clinical practice at all of our hospitals and changing the way we do things so that our patients and our staff gain the greatest possible benefit from our new technology.

SCT was introduced at Sisters Hospital in February and, despite some technical challenges with the Soarian system itself, has seen great success. The staff quickly adapted to the new processes and the new technology.

With the addition of SCT, we have used technology to transform three important clinical processes:

- How/where/when clinicians access results and other patient information
- How nurses place orders
- How nurses and aids document - and how that information is accessed

Much more than technology goes into this process and it’s the hard work of the team building the system and the team using the system that will make it a success! ■



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Clinical Standardization

Medical professionals often have several paths they can take to arrive at the desired outcome. Catholic Health is in search of the BEST one.

The Clinical Standardization Council and dozens of ad-hoc clinical workgroups have made significant progress in establishing a standardized approach to the practice of medicine at Catholic Health. Physicians, nurses, and ancillary care providers are using evidence-based best practices to develop or refine order sets, checklists, forms and even workflows that are to be used consistently throughout all of our hospitals.

These new clinical practice standards will become “hard-wired” as we move forward with the further development of Soarian to include computerized physician order management, or CPOM. They are however, already the current standard of practice and should be followed at each site.

Standardized initiatives are available in a number of places, including the Care Plan Server, The Forms Server, and the Physicians Clinical Gateway on the Catholic Health web site.



The following are the most current standardized initiatives:

MEDICAL

- Acute Renal Failure
- Cellulitis

SURGICAL

- Beta Blocker Screening Tool
- General Post-Op Orders
- Vascular Post-Op Orders

CARDIO/PULMONARY

- ACSETS
- CHF Admission Orders
- MI-NSTEMI, MI-STEMI
- Pneumonia (Decomp, Resp. Failure)
- CHF/MI/Pneumonia DC Checklist

STROKE

- Emergency
- Ischemic
- Thrombolytic (tPA Dosing)
- NIH Scale

LABOR & DELIVERY

- Admission-General OB,
- Scheduled and Unscheduled C-Section
- Post - Labor, Post-Partum, C-Section
- Hyperemesis

GYN

- General Admission Orders
- GYN Surgery
- GYN Post-Op Orders



Catholic Health CEO Joe McDonald joins Lisa Cilano, Vice President Finance at the 2008 Athena Award Luncheon

Lisa Cilano Nominated for Athena Award

Lisa Cilano, vice president, finance and transformation management was one of just 12 nominees for the 19th Annual Athena Award.

This annual award recognizes an individual in Western New York who demonstrates support for the goals of women professionals, and provides significant and selfless assistance on their behalf. Nominees must demonstrate significant and measurable professional achievements that produced exceptional results for their organizations.

Lisa and the other nominees were honored at a luncheon on April 29 at the Buffalo Hyatt Regency Hotel. A number of Lisa's colleagues and her family attended the luncheon and heard highlights of her success and accomplishments. She was recognized alongside some of the most distinguished women leaders in our community. Buffalo Attorney Ann Evanko, president of Hurwitz & Fine PC, received the 2008 Athena Award.

Congratulations to Lisa on her nomination for this prestigious award!

Equinox Questions?
Send us an e-mail
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Soarian Financial Team Welcomes New Analyst

The Soarian Financial Team welcomes Ed Hazard, Soarian Financial Analyst as its newest member. Ed comes to Catholic Health with nearly ten years of experience in health care application support. Ed spent seven years with Strong Memorial Hospital in Rochester as a programmer/analyst in the Faculty Medical group's central billing office. Just prior to joining Catholic Health, he was with Rochester General Hospital as the director of Revenue Cycle Systems. There, Ed managed a team of programmers and analysts within the Patient Financial Services division.



He joins a team that has already done a tremendous amount of work in building the foundation for the new Soarian Financial application and the processes that will help drive the financial success of Catholic Health. ■

Stability Issues Addressed

A number of technological issues with Soarian caused a significant amount of system "downtime" in March. These issues were attributed to a number of internal processes within the computer system itself as well as the way certain reports were generated. Both leadership and technology teams from Siemens and Catholic Health were brought together to address the problems.

Through these efforts, the reliability of the system has been greatly improved. ■

Technology Extends Care Beyond Hospital Walls

The phone rang at 10:45pm in the home of Dr. Thomas Raab. It was the hospital. A patient in the ICU has been battling a serious infection and the order for a powerful antibiotic has expired. The nurse needs to know if the patient should receive another dose.

Unfortunately, the patient is not under Dr. Raab's direct care. He is covering for a colleague and is unfamiliar with the case. The antibiotic the nurse is requesting carries with it some very serious possible side-effects including toxicity to the ears and kidneys. The patient's condition, however, has perhaps even more dire possibilities.

It's 10:45pm and Dr. Raab must make an important clinical decision about a patient he has never seen. That decision will be made with precision and confidence, not just because of his training and wealth of experience, but because of an important clinical tool at his fingertips.

By logging on to Soarian from his home, Dr. Raab has up-to-the minute access to critical information including the patient's white blood-cell count and trend over the course of treatment, the latest lab culture results, chest x-rays, and even his colleague's consult notes and information. There was no guessing, searching for information in a paper chart, or lost time in traveling to the hospital. Everything he needed to make the right clinical decision was right there in front of him. Soarian enables clinical care to be extended far beyond the walls of the hospital by delivering critical information when and where its needed. ■

Transforming Our Community

TMO Staff Lend A Hand and A Hammer to Habitat for Humanity

The staff of the Transformation Management Office set aside clinical and financial process redesign, technology development, and clinical standardization for a day in order to help a West Side Family realize their dream of home ownership. The crew from 2170 Union Road spent the day reconstructing a house on Vermont Street for Habitat for Humanity, a human services agency that rehabilitates donated homes for low-income families. Once completed, the homes are sold for no-interest/no-profit. Families must, however, put in 500 hours of “sweat equity” including 150 hours at a home other than their own. There is currently a two-year waiting list to purchase homes. ■



Pictured Above L-R: Barb Balk, Michelle Lease, Mary Boryszak, Robin Augustyniak, Mike Sullivan, Moira Haley, Amy Clay, Karen Chwojdak, Chuck Hayes, Deb Rich, Lisa Cilano, Shanay Shearer, Jessica Thursam, Clay Bozard, and “Jack the Supervisor” (Gretchen Brand not pictured)

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