

MAY 2010

NEWS BRIEFS FOR THE EMPLOYEES AND FRIENDS OF THE BON SECOURS HEALTH SYSTEM

Bon Secours Health System Celebrates National Nurses Week • May 6–12, 2010

National Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing. During National Nurses Week, 2010, Bon Secours Health System celebrates and honors nurses across the BSHSI system. The Sisters of Bon Secours were founded on the mission of providing care, wherever a need exists. Nurses across our system are working to serve and to protect the health of our communities. It's not an easy task. Nurses work all hours and long hours and face many challenges.

Though technical skills are a critical part of nursing practice, nurses must bring to the bedside a compassion in dealing with patients who are ill and in need, not only of constant physical care, but also of emotional support and encouragement.

It is their hands that soothe the frightened, alleviate the pain of those suffering, and bring healing while offering comfort during times of need. Nurses are our compassionate lifelines that touch both patients and family members.

Nurses have responded to these challenges with the highest commitment to excellence, caring and compassion. For this they deserve our profound gratitude and respect. ***This week—and every week—we honor those we can't possibly honor enough.***



around the system here's the scoop



Memorial Regional Medical Center Named One of Nation's 100 Top Hospitals

Memorial Regional Medical Center, Mechanicsville, Virginia, part of Bon Secours Virginia Health System, has been named by Thomson Reuters as one of the 100 top U.S. hospitals, based on its overall organizational performance. The Thomson Reuters study is based on the 100 Top Hospitals National Balanced Scorecard that evaluates performance in nine areas: mortality, medical complications, patient safety, average length of stay, expenses, profitability, cash-to-debt ratio, patient satisfaction, and adherence to clinical standards of care. The study has been conducted annually since 1993.

Memorial Regional Medical Center also received the Thomson Reuters Everest Award for National Benchmarks. The Everest Award recognizes those hospitals among the 100 winners that delivered the greatest rate of improvement over a five-year period. Memorial Regional is one of 17 Everest Award winners.

Professional Development Program in Sepsis to be Offered

In honor of Nurse's Week, the Institute for Nursing Practice at Bon Secours Health System is launching a formal organizational certification process to battle sepsis at the point of care. Sepsis is the strongest contributor to patient mortality and morbidity in Bon Secours. In the U.S. alone there are approximately 750,000 new cases of sepsis each year, with some 225,000 of those cases ultimately fatal. And, the incidence of sepsis is increasing and will continue to do so as the population ages. (Source: www.ihi.org). **More detailed information on this initiative will be distributed in early June.**

Bon Secours ConnectCare Goes Live at Bon Secours Virginia Health System

In April, Richmond Community Hospital and Memorial Regional Medical Center, part of Bon Secours Virginia Health System, went "live" with the acute care component of Bon Secours ConnectCare. Although the ambulatory element of ConnectCare was first implemented in Virginia at several physician practices in 2009, the acute care component is just now being rolled out in Virginia. The other two Richmond hospitals—St. Mary's Hospital and St. Francis Medical Center—will implement ConnectCare in August and November 2010 respectively. The three Hampton Roads, Virginia, hospitals will go live with ConnectCare in 2011. The acute care pieces of Bon Secours ConnectCare have been in place at the pilot location, Bon Secours St. Francis Health System, Greenville, South Carolina, since June 2008.

Dunn Recognized as Grassroots Champion



James W. Dunn, vice president of advocacy and community affairs at Bon Secours Virginia Health System, has been awarded the American Hospital Association 2010 Grassroots Champion Award. Dunn is being recognized for his exceptional leadership in generating grassroots and community activity in support of a hospital's mission. Dunn was recognized for his outstanding grassroots advocacy efforts at the state and federal level.

The American Hospital Association Grassroots Champion Award was created to recognize those hospital leaders who most effectively educate elected officials on how major issues affect the hospital's vital role in the community, who have done an exemplary job in broadening the base of community support for the hospital, and who are tireless advocates for the hospital and its patients. The award is presented annually to one individual from each state with winners being chosen by the state association.

We're Encrypting to Keep Confidential Information Safe!

YOU'RE ENCRYPTED.



Keeping CONFIDENTIAL information safe!

Beginning June 1, 2010, e-mails containing confidential data between Bon Secours Health System and you will be encrypted.



E-mail has become a preferred method for communication for most of us. In order to maintain the confidentiality of private information and ensure compliance with privacy regulations Bon Secours Health System is implementing a new e-mail encryption service through Zix Corporation. The service will enable our organization to protect personal information of our patients, physicians, employees, and others from undesirable external parties on the Internet.

Beginning June 1, 2010, e-mails to or from Bon Secours Health System and containing confidential data will be encrypted. From then on, you may receive secure e-mail in two ways:

- You will be asked to click on a link in the e-mail, which will connect you to the secure message center. There you will register a private password to retrieve and reply to secure messages.
- You will receive encrypted messages directly in your inbox, as secured attachments. Double-click the attachment and you will be prompted to create a password to read and reply to secure messages.

Bon Secours Health System is committed to protecting personal information. Encrypting secure e-mails is an easy-to-use way to protect confidential information.

Altoona Regional Health System to Adopt Toyota Process to Reduce ED Delays

As part of a \$60 million package of renovations and construction, Altoona Regional Health System, a joint venture with Bon Secours Health System located in Altoona, Pennsylvania, will adopt Toyota's process of improving efficiency and reducing waste to improve services in the system's new emergency department.

Altoona hopes to replicate the experience of St. Clair Hospital, Pittsburgh, Pennsylvania, which used Toyota's process to eliminate waste and everything that doesn't directly serve patients. St. Clair Hospital dramatically reduced the average time for emergency patients to reach a treatment room from 54 minutes to 18 minutes and the average time to see a physician from 81 minutes to 19. Currently, at Altoona, emergency patients wait twelve minutes to reach a treatment room and 22 minutes to see a physician.

At the new system modeled at St. Clair, an intake nurse brings the patient to a treatment room right away, where a nurse assesses him or her, taking notes on a laptop at bedside. A registrar then wheels in electronic equipment and registers the patient, also at bedside. It saves time and affords more privacy.

The change in process at Altoona will occur as the emergency department is being expanded from 38 bays to 52 patient rooms. Construction is expected to be completed by July 2011.

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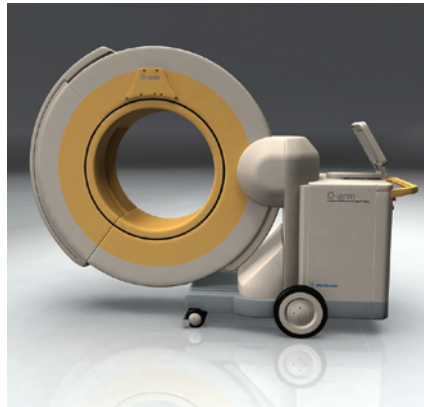
Bon Secours St. Francis Cancer Program Receives Recognition for Excellence

The Commission on Cancer, part of the American College of Surgeons, has honored the comprehensive cancer care services of Bon Secours St. Francis Health System, Greenville, South Carolina, for excellence. The St. Francis oncology program is one of only 82 programs nationwide to be accredited and receive the Commission's highest honor—the Outstanding Achievement Award.

The Outstanding Achievement Award is granted only to organizations that demonstrate the highest standards of excellence in a rigorous survey across all key areas of serving cancer patients and the community, including: quality improvement, research, community outreach, cancer committee leadership, and cancer data management.

Roper St. Francis Healthcare Neuro-Spine Center Introduces O-arm CT Scanner

Bon Secours St. Francis Neuro-Spine Center, part of Roper St. Francis Healthcare, Charleston, South Carolina, has acquired the O-arm Imaging System to assist in the treatment of spinal disorders. The St. Francis Neuro-Spine Center is the first facility in South Carolina and one of a few in the world to offer neuro-spine surgery with the O-arm Imaging System, which provides surgeons with clear, real-time images of the body in order to navigate more precisely through delicate anatomy at exactly the correct angle, minimizing complications, pain, and recovery time.



As the surgical procedure nears completion, the O-Arm is able to generate a final three-dimensional CT scan of the spine to check the position of implanted hardware such as cages, rods, screws, and implanted bone products. In less than 30 seconds, it takes nearly 400 images, which are reconstructed on a flat-panel monitor for the surgeon to evaluate.

At Bon Secours St. Francis Neuro-Spine Center, O-arm technology is being used for select spine surgeries. In the future, additional applications may include brain surgery, orthopedic, and ear, nose and throat (ENT) procedures.



Integrated Management of Neonatal and Childhood Illnesses (IMNCI)

Master of Business Administration students from The College of William & Mary, Mason School of Business, Williamsburg, Virginia, met with Bon Secours Health System leaders to present their research findings on ways to obtain funding for the implementation of the Integrated Management of Neonatal and Childhood Illnesses (IMNCI) program in Peru. As part of the school's Field Consultancy Program, students earn credits towards graduation by working with organizations on special projects like this one.



BON SECOURS HEALTH SYSTEM

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