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CNIO Nursing Welcome Letter

SSM Health Mission, Vision and Values

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Dear Nurses,

SSM Health clinicians started important work to bring together the three installed Epic Environments of Tri State (Illinois, Missouri, Oklahoma), Wisconsin (WI) and SSM Health Saint Louis University Hospital.

August 2016 started with in-person workshops for our system to continue the journey of being a system. Nurses and clinical colleagues from Illinois, Missouri, Oklahoma, SSM Health SLU Hospital and Wisconsin came together to understand the importance of creating a single combined implementation of Epic for our users and creating Simple Elegance. This meant taking the best of the three current instances of Epic - SSM Health SLU Hospital, Tri State and WI - and consolidating to create one SSM Health Epic environment. Attendees learned the added benefits to considering the best practices of our Epic partner as well, ensuring we are building for the future of SSM Health.

Phase 1 was to ask the SSM Health clinicians about their top ten most important workflows. The top ten included Admission, Transfer, Discharge, Behavioral Health, OB/GYN and Surgery. In-person sessions were held to create the partnership of our clinicians and informatics to evaluate the workflow processes, assessing the gaps and providing the SSM Health users the opportunity to make decisions about the best workflows to benefit patient care. Other areas included Emergency Department Efficiency and ED admission, Ambulatory and Referrals, and Authorizations.

Phase 2 was to continue to meet with the clinicians of SSM Health. It is clear there will be change for everyone; however, there has been great partnership, leadership and professional work. Team members have reported discovering great new processes. The new merged Epic is to go live in Illinois, Missouri and Oklahoma in summer 2017. It is important that we continue to partner and find ways to innovate with our investment of Epic. The improvements will start to be implemented slowly during the next few months. By July 2017, the users will have the new tools; SSM Health SLU Hospital and Wisconsin will follow.

Why is the single instance important? The unified system will reduce the cost duplication associated with maintaining multiple systems, while enhancing the clinical workflows as a system.

Thank you for your partnership and participation in creating a single merged instance.

Lynn Lenker
Chief Nursing Information Officer
SSM Health
SSM Health Mission, Vision and Values

Mission

Through our exceptional health care services, we reveal the healing presence of God.

Vision

Through our participation in the healing ministry of Jesus Christ, communities, especially those that are economically, physically and socially marginalized, will experience improved health in mind, body, spirit and environment within the financial limits of the system.

Values

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>Respect</td>
<td>We respect life at all stages and promote the dignity and well-being of every person.</td>
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<tr>
<td>Compassion</td>
<td>We reveal the healing presence of God through compassionate care focused on the fullness of the person.</td>
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<tr>
<td>Excellence</td>
<td>We provide exceptional care and service through employees and physicians dedicated to our Mission.</td>
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<td>Community</td>
<td>We cultivate relationships that inspire service and promote justice in our organization and throughout our communities, with special concern for the poor and marginalized.</td>
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<tr>
<td>Stewardship</td>
<td>We use our financial, human and natural resources responsibly and care for the environment.</td>
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1. Barcode Scanning - Medication Administration

- Total medications given: **17,180,742**
- Total % patients scanned: **97.95%**
- Total % medications scanned: **97.69%**

We still have 583 medications NOT scanned every day. Nurses can increase the scanning numbers by scanning plain fluids and flush syringes. Since the introduction of the electronic health record, the SSM Health goal has been 97% scanning of medications.

**The System Chief Nursing Officers’ Council has approved an increase in our scanning goal to 98% for 2017.**

**SSM Health remains in the top 15% of ALL Epic customers for barcode scanning. A tremendous achievement!**

**Hester Davis Falls Model** - The new falls model rolled out this past year. Nursing and informatics supported the new workflow. The new screening tool, care plan and education have been supported as an improved safe environment. This change continues to support the patient past our hospital walls. An addition to the After Visit Summary provides the patients at risk for falls additional instruction to stay safe after they leave SSM Health. The early results are showing improvements: a 30% reduction in falls for a savings of $2.5 million, and a 5% reduction in falls with harm for a savings of $425,000.

**Flowsheet Row Charging** - An important principle of informatics is to provide the **right work in the right location for the best result.** A cross-functional integrated SSM Health team of revenue cycle, practice council representatives and informatics nurses from across the system worked to understand where charge rows would be placed for ease-of-use in the nurses’ workflow. When a dollar sign ($) is in a flowsheet, a charge is placed for the described care. Examples have included: $ paracentesis, $ joint injection.

**Results: An additional $3 million of charges captured annually!**

2. Single Alaris Pump Library

2016 was a hallmark year for nursing and pharmacy working together to build ONE standard pump library. This involved bringing 11 libraries to one. This amazing work was led by Dena Fisher, PhD, and supported by our clinical decision makers in nursing and pharmacy. Evidence-based safety tools of Institute for Safe Medication Practices and current literature have been used to support the work. Nurses have advocated and collaborated for how the medications will appear on the pump. The Single Pump Library is required to be ready for the integration of the Alaris pump with Epic.
3. Enhanced Workflows

Nurse Manager Dashboard

The new Nurse Manager Dashboard presents the actual status of the clinical units to the clinical nurse managers. This view in Epic pulls together many clinical activities to one place. Opening the dashboard tab, the nurse manager is able to see a clinical synopsis of the information of the clinical unit to the manager, supporting accountability and awareness of the actual performance of the unit.

Each of these areas allow the nurse manager to click to a report and see the actual missing patient documentation. The dashboard updates hourly, allowing for the update of the clinical documentation.

Outpatient Navigator

Simple Elegance Introduced Outpatient Navigator in April 2016 - System Nursing Informatics partnered with the System Nursing Professional Practice Council and Regulatory to understand the needs of the outpatient/observation patient when admitted to SSM Health. The slim line outpatient navigator removed several groups that are required to be completed only when the patient is admitted and not needed for any patient who wasn’t an inpatient. This work removed unnecessary clutter from the workflow and produced a savings of 42 clicks per outpatient admission. SSM Health had 44,171 outpatients served in 2016; this enhanced workflow saved 1,855,182 clicks.
4. Team Members

SSM Health Nursing Informatics

Missouri:
Kathy Brand, RN, SF-M; Nina Bybee, RN, DP-SL; Amy Dalton, RN, SC-SL; Donna Dean, RN, SF-M; Kelley Greenwood, RN, SM-SL; Jamie Hawkins, RN, SM-A; Mary Lucas, RN, CG-SL; Tiffany Moton, RN, CG-SL; Kelly Papagianis, RN, DP-SL; Jill Rikard, RN, SM-JC; Katlyn Schindler, RN, SC-SL; Reesa Vanhooser, RN, SJ-SL; and Emilee Woodmansee, RN, SJ-LSL.

Illinois:
Staci Burleyson, RN and Jacque Giacone, RN.

Oklahoma:
Noni Erb, RN, SAH; Diane Gassett, RN, SAS; Rizza Lacson, RN, SAH, SASH; Jennifer Schreifels, RN, SASH; Tabitha Spiegel, RN, Health Plex; and Shawna Steelman, RN, SAH–BJ.

Wisconsin:
Jamie Bell, RN, SWHC; Valeri Farnsworth, RN, Edgerton; Stephanie Flock, RN, Stoughton; Deb Geier, RN, SMH; Jennie Hamman, RN, Columbus; Lisa Johnson, RN, SCB; Joni Keister RN, Dean Clinic-ASC; Anders Larson, RN, SMH; Jessica Newlun, RN, SMJ; and Maureen Teubert, RN, UHH.

IHT/Education/Regulatory Partners:
Lindell Bishop, PharmD; Gwen Douglas, RN; David Hill; Diane Hollis, RN; Patrick Johnson, PharmD; Tom Lonergan, PharmD; Jason Medley; Jeff Mullen, RPh; Julie Roehrig-Wagner, RN, Education; Janice Schmitz, RN; Debbie Stagner, RN; Carol Selph, RN; Karissa Stiglich, RT; Jan Taylor, RN; Mellissa Tenney; Margie Troyer, RN; Jim Wall; Bonnie Weber, RN; and Denise Wilson, RN, Regulatory.

Thanks to everyone for your dedication to SSM Health Nursing Informatics.

New work for 2017
• Clinical Institute Withdrawal Assessment (CIWA)
• Single Instance: Merging the Instances
• The Addition of Worklist
• IV Pump Integration

New Nursing Informatics Specialists
This year we welcomed five new Nursing Informatics Specialists:
• Jill Rikard, RN
• Katelyn Schindler, RN
• Emilie Woodmansee, RN
• Rizza Lacson, RN
• Anders Larson, RN
Our Mission: Through our exceptional health care services, we reveal the healing presence of God.

Our Values: Compassion • Respect • Excellence • Stewardship • Community

Sacred Trust
Shared Leadership • Relationship-Based Care

Patient and Family

EXCEPTIONAL
Experience • People • Value

I am a professional
I am an advocate
I am a partner
I am accountable
I am a leader

I am an SSM Health Nurse

Strategic Direction for Nursing
Professional Nursing Practice at SSM Health creates an innovative environment for the achievement of exceptional outcomes, while advancing and contributing to the profession. We partner with patients, families, providers and each other, using practices that are restorative, supportive and promotive in nature. SSM Health is the preferred partner for care across the health continuum.