



# MERCY

Special Edition

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## Genesis Project Provides Vision for Mercy's Future

PAGE

2

Improvements for Patients, Physicians and Co-workers

Technology Focus: Reliability, Response and Ease of Use

PAGE

3

What Mercy's SSU CEOs Are Saying About the Genesis Project

Project Phases and Timeline

Creating an Environment for Change

PAGE

4

Genesis Project Leaders and Stakeholders

Imagine a healthcare environment where every patient receives the highest quality of care and service possible, and physicians and co-workers are equipped with the processes and tools they need to provide exceptional care and service. The Genesis Project is that vision for the future.

Late last year, the Sisters of Mercy Health System (Mercy) launched the Genesis Project in response to compelling factors facing the healthcare industry – ranging from consumer demand for enhanced patient safety to the need to improve information sharing across the continuum of care. The Genesis Project will

### The Genesis Project

tracks: Clinical, Revenue, Enterprise Resource Planning (ERP) and Supply Chain. Genesis team members representing these tracks, supported by co-workers from Mercy's Information Services Division, will collaborate with Strategic Service Unit (SSU) co-workers across Mercy in planning,

executive sponsor of the Genesis Project. "In reality, they are driving this effort. The Genesis Project team is here to facilitate."

The structure of the Genesis Project is designed to ensure SSU involvement. For example:

■ The Genesis Project Steering Committee, which has overall accountability for the project, includes representatives from every SSU as well as physicians and other Mercy leaders.

■ The Clinical, Revenue and ERP tracks each have a subcommittee with executives representing Mercy's SSUs. Because Supply Chain and Information Services cross these three tracks, representatives from these areas serve as members on each of the subcommittees. Subcommittee work closely with Genesis Project team members, establishing the vision, reviewing progress and approving project plans.

■ The majority of Genesis Project core team members were recruited from across Mercy's SSUs, and they will use their experience and knowledge in designing and building new processes and information systems to meet local needs.

■ Subject Matter Experts (SMEs) – Mercy co-workers representing clinical and business areas impacted by the Genesis Project – will be selected from all SSUs. Although not dedicated to Genesis fulltime, they will be intimately involved in various phases of the project, with particular emphasis on designing new work processes and information systems.

■ Genesis Project liaisons are in place at all SSUs. The liaisons serve as the primary contact between the SSUs and the Genesis Project Management Office (PMO), coordinate logistics and communications when Genesis Project team members are on site at the SSUs, and serve as a source of information within the SSUs on project timelines, impact and activities.

■ Other Systemwide forums for facilitating Genesis Project communication include standing councils and committees already in place across Mercy.

"Our co-workers are the ones who best

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The Genesis Project Steering Committee meets regularly to provide project oversight and direction. Committee members include representatives from Mercy's Strategic Service Units as well as physicians and other Mercy leaders.

address these challenges by redesigning core clinical and business work processes used throughout the System, and then enabling information technology to support these processes.

"Ultimately, the promise of Genesis is a commitment to Mercy's mission – to make a difference by touching lives," said Ron Ashworth, Mercy president and chief executive officer. "The project's goal is first and foremost to better serve our patients. At the same time, we will improve the work environment for Mercy physicians and co-workers."

Since the announcement of the Genesis Project, much activity has taken place in building the project team and beginning the initial work of this three- to four-year effort. This special edition of *Mercy* provides an overview of that activity, what to expect over the course of the project, and information on team leaders and others involved in Genesis.

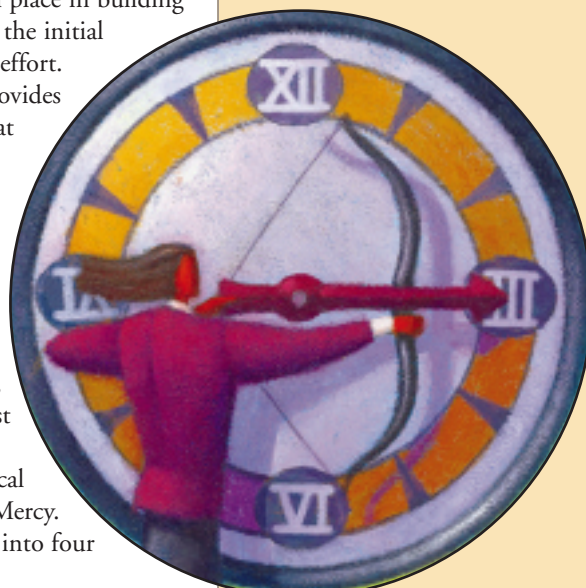
#### We're Listening: Co-worker Involvement is Critical

Through the Genesis Project, Mercy will design, build and test Systemwide work processes and information technology in clinical and business areas throughout Mercy. The project has been organized into four

design and implementation. Mercy co-workers engaged in delivering patient care and supporting operational aspects are critical in helping to redesign work processes which will be enabled by new technology.

"We want and need Mercy co-workers at all levels within the organization to advise us," noted Bob Schimmel, senior vice president and

## Five Genesis Project Goals



- Improve safety, clinical outcomes and customer service for patients
- Enhance physician satisfaction and productivity
- Enhance co-worker satisfaction and productivity
- Attain better business and operational outcomes
- Advance sense of "Systemness" and teamwork across Mercy