

# A Beginner's Guide <sup>to</sup> the Genesis Project

STILL WONDERING EXACTLY WHAT THE GENESIS PROJECT IS, WHAT IS IT DESIGNED TO ACCOMPLISH, AND WHAT IS HAPPENING RIGHT NOW? HERE'S A QUICK LOOK AT THE GOALS OF THE FOUR GENESIS PROJECT AREAS OF FOCUS (OR "TRACKS") AND THEIR CURRENT ACTIVITIES.

## Enterprise Resource Planning (ERP)

- 1** The ERP track includes two areas: Finance and Human Resources/Payroll. Mercy has selected Lawson technology to support Finance and HR/Payroll activities. By using a common information system, the goal of the ERP track is to enable co-workers to benefit from more efficient processes while eliminating unnecessary, redundant tasks. This work includes:
- > Streamlining payroll processes.
  - > Upgrading the accounts payable system for improved cash flow and enhanced internal and external customer service.
  - > Enhancing co-worker security and confidentiality by replacing Social Security-based identification (I.D.) numbers to random I.D. numbers.
  - > Creating the ability for co-workers to have direct access to vacation, compensation and benefits information.
  - > Improving the ability to measure and analyze financial performance for faster and more accurate analysis and better decisions.
  - > Providing the ability to more easily plan for and track large capital projects.

### Current Activities of the ERP track:

- > The Finance team successfully completed its first go-live this summer in St. Louis. It is getting ready for its next go-live in Springfield by converting data into new standard formats to ensure that historic information will be carried into the new system.
- > The Human Resources/Payroll team continues to work toward its first go-live in St. Louis by performing a detailed analysis of data on compensation and benefits. The team is working to ensure there are no gaps between the system design and what the system will need to do in the future.

## 2 Clinical

- Clinical activities across Mercy will be supported by technology from Cerner. Using a standard technology base, new work processes are being designed to better support patient safety and satisfaction as well as to improve the work environment for physicians and other clinicians. This work includes:
- > Creating computerized physician order entry (CPOE) sets – electronic lists of tests or medications commonly ordered for specific diagnoses.
  - > Building safeguards into clinical systems for enhanced patient safety.
  - > Providing electronic signing capabilities for physicians.
  - > Giving clinicians the productivity tools they need to free up more time for bedside care.
  - > Streamlining documentation and work processes in clinical areas including nursing, radiology, laboratory, pharmacy, emergency, cardiology and ICU.
  - > Creating the ability to find and quickly implement best practices.

### Current Activities of the Clinical track:

- > The Clinical team is progressing toward the completion of the system "build" at St. John's Mercy in St. Louis and Washington. The newly designed system will then be tested by Clinical Subject Matter Experts.
- > Approximately 60 of the 267 standardized order sets Mercy physicians have asked Genesis to provide have been completed.

## 3 Revenue

- Revenue operations will be supported by technology from McKesson. The goal of the Revenue track is to support more efficient revenue processes for both co-workers and patients, improve cash flow and reduce redundant activities. This work includes:
- > Streamlining medical records.
  - > Simplifying patient registration – a key aspect of patient satisfaction.
  - > Creating a more straight-forward billing process for co-workers and customers.
  - > Making it easier for clinicians to capture charges with accuracy.
  - > Reducing the cost and number of payer requests for information.

### Current Activities of the Revenue track:

- > With 60 percent of its first round of application testing complete, the Revenue team is working closely with Mercy Information Services Division (MISD) and the other tracks to ensure that once its system is built it can communicate and share data with the systems of other tracks.
- > Design of a patient-friendly billing statement will be previewed soon.

## 4 Supply Chain Management

Mercy's supply chain management activities are transitioning from the Pathways Materials Management (PMM) system to new technology from Lawson. This will enable better integration with the Finance system. The goal of the Supply Chain track is to ensure consistent and reliable customer service throughout the supply chain process. This work includes:

- > Streamlining supply chain operations throughout Mercy for better results in less time.
- > Improving response time for co-workers directly involved in the requisition and distribution of supplies and equipment.
- > Increasing the ability to track and analyze the cost of supplies.
- > Leveraging Mercy's size through standardized supply chain planning.

### Current Activities of the Supply Chain Management track:

- > The Supply Chain Management team is moving toward integration testing, which will begin in 2006.
- > Planning has begun for "train-the-trainer" workshops, which will be used to ensure that every Mercy facility has the co-workers it needs who know the system.



## Putting It All Together: Mr. Smith Visits Mercy

TO SEE HOW ALL PARTS OF THE GENESIS PROJECT WORK TOGETHER TO ENHANCE PATIENT CARE AND THE SATISFACTION OF PATIENTS, CO-WORKERS AND PHYSICIANS, LET'S FOLLOW MR. SMITH THROUGH A POST-GENESIS MERCY HOSPITAL VISIT.

### 2 p.m. Saturday

An ambulance carrying Mr. Smith, who is having a heart attack, speeds its way to the Emergency Department of a Mercy hospital. Upon arrival a quick registration is performed and Mr. Smith's previous medical history is available. Dr. Jones sees that Mr. Smith has diabetes and is allergic to penicillin. Having received the patient's condition from EMS providers, Dr. Jones activates the treatment protocol for heart attack patients. This triggers an alert to the Cardiac Catheterization team. With access to Mr. Smith's medical records, they can get mobilized and ready for Mr. Smith's arrival.

### A short time later

A nurse meets Mrs. Smith in the emergency department waiting room and informs her that they are taking her husband to a procedure that will find the blockages in his heart. Shaken, she follows him to Registration. Information she provides gives the Patient Access co-worker what she needs to start a new medical record for this emergency visit.

### On the nursing unit

While Mr. Smith rests, his nurses record their actions and physicians order their tests and other procedures on the same electronic device. Their documentation triggers an order to be filled in Pharmacy and prompts the nurse to administer a medication. When giving Mr. Smith his medication, the nurse matches the barcode on the medication label with the one on Mr. Smith's armband, ensuring the right dose of the right medication at the right time. The nurse's actions are documented at the bedside, which gives her a little extra time to comfort Mr. Smith.

### Mr. Smith goes home

On the day of Mr. Smith's discharge, his doctor reviews his chart and electronically signs off on it. Mr. Smith and his wife leave the hospital by 11 a.m., pleasantly surprised by the hospital's efficiency.

### A few weeks later

The Smiths get an easy-to-read itemized bill which shows the payments already made by their health insurer and their co-pay/deductible responsibilities. They also receive instructions for paying their bill online.