December 16, 2016

Kevin Lofton Shares Insights About CHI and the State of the Health Care Industry

Last week we introduced a series of videos featuring CEO Kevin Lofton sharing his insights regarding health care and how CHI is responding to the needs of the communities we serve. This week’s video focuses on the current state of health care, its changes and how we are adapting to the challenges we face. Stay tuned to eNotes for more insights from Kevin, and check out the CHI Leadership page on InsideCHI to get updates on the latest issues that affect CHI, listen to leadership call updates, view Kevin's videos and ask questions.

CHI and Dignity Health Joint Work Streams Roll Up Their Sleeves

Two groups of CHI and Dignity Health leaders are working together to explore how we might align our ministries, because we believe we may be able to strengthen Catholic health care across the nation.

The two organizations have appointed six representatives each to a Ministerial Governance Committee. The committee’s role is to guide, advise, and assist management as they explore what a ministry alignment might include and how it might be structured. A Joint Work Group is meeting twice a month to develop a structure for the work ahead and coordinate the activities and deliverables of the work teams.

CHI and Dignity Health Ministerial Governance Committee

CHI Representatives:
Chris Lowney, chair
Toni Hardy-Waller, vice chair
James Hamill, chair, Finance Committee
Margaret Ormond, OP
Lillian Murphy, RSM
Barbara Hagedorn, SC, president, Catholic Health Care Federation
Kevin Lofton, CEO

Dignity Health Representatives:
Tessie Guillermo, chair
Patrick Steele, vice chair
Judy Carle, RSM, secretary
Mark DeMichele, chair, Board Finance Committee
Maureen McInerney, OP, chair, Sponsorship Council
Sheila Browne, RSM, vice chair, Sponsorship Council
Lloyd Dean, president/CEO
CHI and Dignity Health Joint Work Group

**CHI Representatives:**
- Paul Edgett, EVP and chief strategy officer, executive sponsor
- Mitch Melfi, EVP, corporate affairs and chief legal officer
- Dean Swindle, president, enterprise business lines and CFO
- Pat Webb, EVP, chief administrative officer and chief HR officer

**Dignity Health Representatives**
- Charles Francis, Senior EVP and chief strategy officer, executive sponsor
- Rick Grossman, EVP and general counsel
- Daniel Morissette, Senior EVP and CFO
- Elizabeth Shih, EVP, chief administrative officer and special assistant to the president

More than a dozen teams, or “work streams,” are focused on specific areas, ranging from regulatory approvals and governance to communications and culture. They are evaluating opportunities and options for coming together.

Team meetings provide a chance for leaders to meet their peers in the other organization, organize their work, and define the work products that will be produced by their teams. The teams will share best practices to help outline alignment opportunities that could bring value to the people we serve and what we might be able to do together. Leaders from both organizations expect these discussions to continue through early 2017.

University of Louisville and KentuckyOne Health Relationship to Enter Next Phase

The University of Louisville (UofL), University Medical Center (UMC) and KentuckyOne Health have agreed to redesign their partnership with a vision to better support the future of health and wellness in Louisville and across Kentucky. UofL and KentuckyOne Health will continue their academic affiliation, which includes decades-long Academic Affiliation Agreements with Jewish Hospital and Frazier Rehab Institute. The Joint Operating Agreement established in 2012 will be revised, bringing management of University of Louisville Hospital (ULH) and the James Graham Brown Cancer Center (JGBCC) to UMC.

This decision was agreed upon by all parties as the most effective way to collaborate in care for the community, moving direct operations of the academic medical center to UMC and ensuring continuation of innovative and high-quality patient care and clinical training via KentuckyOne Health facilities.

“We are pleased to move into the next phase of our relationship with University of Louisville,” said Ruth Brinkley, president and CEO of KentuckyOne Health. “Since the formation of KentuckyOne Health, we have partnered in many areas and will continue to do so for many years to come, including working together on our innovations to meet the health needs of our community.”

The University Medical Center, University of Louisville and KentuckyOne Health will work together over the next six months to facilitate a successful transition. Transition teams focused on key areas of patient care, employee engagement and infrastructure are being assembled, drawing from the shared expertise currently in place at ULH, JGBCC, KentuckyOne Health, UMC and UofL.
**CHI Named “Organization to Watch” for Efforts to Increase Value of Care**

CHI is an organization worth watching, according to the Healthcare Financial Management Association. The HFMA, which provides thought leadership and industry analysis for finance professionals, included CHI in a new report about consolidation in health care. The report highlights our potential alignment with Dignity Health and our work to reduce readmission of patients who receive joint replacements through post-acute continuing care networks. Read more in the Healthcare 2020 report.

**Council to Focus on Improving Documentation Experience for Providers and Clinicians**

CHI’s providers and clinicians are there for patients – listening, comforting, and taking action to improve their health. Documentation is a necessary part of patient care, too, and a new council of practicing providers, clinicians, pharmacists, service line leaders and IT staff will help make our electronic documentation experience better for all CHI providers and clinicians.

The Operations Informatics Leadership Council (OILC) will provide governance for our electronic health records (EHRs) and related technology. The OILC is a new “bridge” designed to better connect Information Technology Services with the needs of providers and clinicians.

“We view the OILC as representing the voice of our providers and clinicians,” said Kathy Sanford, CHI SVP and CNO. “When you’re on the front lines, you often see where we need technology improvements, but you don’t always know who to go to with those concerns. Now we have a better way to capture that feedback.”

OILC recommendations will go to the National Clinical Leadership Council, the highest clinical body at CHI, which reports to the President’s Council. For more information, see the OILC charter.

**Systemwide EHR Updates Coming in 2017**

Four years after the launch of OneCare, a CHI-sponsored electronic health record – Cerner, Epic, Meditech or Allscripts – is present in nearly all of our markets. These systems have been updated market by market to ensure the most current versions are available for our physicians and clinicians.

That will change for the better in 2017. For the first time, CHI will launch systemwide upgrades, meaning that all EHR system updates will go live at the same time. For example, markets that use Epic have a planned update in spring 2017, which will launch on or near the same date in all of those markets. Meditech, Allscripts and Cerner have similar “group launches” planned in the spring and summer.

“Upgrading all systems at once can be challenging, but the anticipated benefits make it worthwhile,” said Ann Shepard, system VP and chief clinical informatics officer. “There are tremendous cost savings with this new approach, which will also allow our Information Technology Services teams to better allocate resources for these projects.”
Tax Season is Coming: How to Provide Consent for Online Access to Your W-2 and 1095C Tax Forms

To ensure easy, online access to your W-2 and 1095c tax forms for 2016, you simply need to provide consent to receive your forms online, rather than through the U.S. mail. If you provided consent last year, you do not need to do so again: you’re all set (the date the forms will be available will be announced in January). If you did not provide consent last year but want to do so now, follow the step-by-step directions. To ensure online access to your forms, provide your consent by 7 p.m. MT on Jan. 8, 2017. For more information, call the HR Payroll Connection Support Center, 844-450-9450.

The Yahoo Hack and What You Can Do

This week it was widely reported that Yahoo was the subject of another, even larger, hack than the one reported in September. Several key pieces of information from Yahoo user accounts — including non-encrypted passwords and personal information, such as answers to security questions commonly used on other websites for password resets — were stolen.

As a first step, we suggest you reset your Yahoo password. In addition, change your security questions and answers (found under your Profile settings), too. If you use the same password for Yahoo as you use for the CHI network (or any CHI-related application or system), you should also update those passwords, because hackers know that users often use the same password across accounts.

For information about how to create strong passwords, visit CHI Secure on InsideCHI. Please remember that even though many of us do it out of habit, it’s best not to use the same passwords for work and personal accounts.

Do Your Holiday Shopping with AmazonSmile and Support the CHI National Foundation

This holiday season, your holiday shopping on Amazon can help support the work of the CHI National Foundation. AmazonSmile is the same Amazon you know: same products, same prices, same services. And, the best part is that AmazonSmile donates 0.5% of your total purchase to the CHI National Foundation, which will use the funds to support national initiatives. To shop via AmazonSmile and designate the donation for the CHI National Foundation, visit smile.amazon.com, sign in, search for and select "Catholic Health Initiatives National Foundation," and start shopping.

Send a Beautiful Christmas Greeting

As in past years, CHI has created an electronic Christmas card for leaders to send to colleagues and business associates. Please use this beautiful and environmentally friendly greeting to deliver CHI holiday wishes this Christmas season.

People on the Move

- Beth Cafaro, JD, VP of practice operations and president of CHI Physician Services (CHIPS) will leave CHI in early 2017. She joined us in 2013 to lead CHIPS, which provides business functions
and a range of management services to ambulatory practices in CHI markets. Transition planning is underway, including a determination of whether the position will be replaced.

- Andrew DeVoe has been named chief financial officer for TriHealth, Cincinnati, Ohio. He has served as TriHealth’s interim CFO since July 2016.
- Christopher Stanley, MD, CHI VP of population health, will leave CHI on Dec. 31. He joined us in 2012 and helped to develop our clinically integrated networks, initiatives for value-based care, and population health programs. We are currently reviewing transition plans to determine how best to staff this work in the future.