

## TRANSFORMATIONAL CONNECTIONS

The transformation has begun. It involves dramatic changes in the way patient expectations are met and medical outcomes meet and exceed national standards. This is the OSF HealthCare story and it is about connections. Revolutionary connections. Transformational connections.

In this annual report we'll see how OSF HealthCare is transforming care through an impressive network of connections that center on our patients. When connectivity is a focus, the lines of communication and interactions of multiple disciplines form a seamless pattern of care and service.

This connectivity is the key to understanding the OSF HealthCare Vision. It is a Vision where teams of diverse professionals focus on the complex needs of patients. It is a Vision that has led to a significant transformation in how care is delivered.

Admittedly it is all too easy to use such superlatives to describe the accomplishments of an organization. Specific examples are demanded for illustration. This report will give exactly that.

*Dr. David Hall, Chief Medical Officer of Clinical Informatics, and Sister Judith Ann Duvall, O.S.F., Chairperson of the OSF Healthcare System, share a commitment to connecting the latest in technology with the skilled health care providers within OSF HealthCare. Dr. Hall considers the active involvement and leadership of the Sisters key to the transformational mission of meeting the needs and expectations of patients in Illinois and Michigan.*

*Utilizing new technologies, like barcode scanning for medication administration, improves patient safety and enhances the quality of patient care by ensuring accuracy in the type and dosage of medication delivered.*

We'll look at a new integrated system of software that offers our staff the tools to support all functions relating to patient care. That system is called Epic, a name that superbly summarizes the impact it has had on how care is delivered, safety is improved and speed of diagnosis and treatment is increased.

We'll give a detailed account of an innovative project called **OSF myHealth**, which affords each patient the opportunity to electronically connect with his or her physician and monitor family medical records.

We'll check on a project that promises dramatic and positive changes in how those suffering from heart failure can have their conditions medically managed by connecting with home care and outpatient services.

And we'll take a fast trip through our OSF HealthCare family of facilities and medical groups to learn how they have found opportunities to connect with patients and others in their unique and diverse communities.

*Sister Judith Ann Duvall, O.S.F., Chairperson of the OSF Healthcare System, is most encouraged by the convergence of people, processes and technology at OSF that are transforming health care. "Our people share a passion to serve every patient, every time, with the greatest care and love. When we support that with improved processes and technology, we can truly impact and improve the lives of those we serve."*

One final, but important, note on connections. The OSF HealthCare Mission was articulated by Mother Mary Frances Krasse in 1877 as she charged her fellow Sisters to "serve with the greatest care and love." We maintain a connection to that statement of purpose and, in so doing, ensure all connections point in one single direction: the patient.