



CONNECTCARE TRAINING FAQs: ST. FRANCIS MEDICAL CENTER EMPLOYEES

Below are many typical questions (and answers) regarding ConnectCare training for St. Francis Medical Center employees. Please read this document and then refer to it frequently. If you have additional questions, please see your manager.

The ConnectCare team is committed to serving you and ensuring your success in learning our new electronic medical records system. We will continue to update this document as more questions arise.

How is ConnectCare training scheduled?

- As you can imagine, with almost every employee in Bon Secours Richmond needing to attend ConnectCare training, scheduling the classes for employees is very complex.
- Your manager or designee will enroll you in the requisite classes. Please talk to your manager about your work schedule and class schedule.

Why is most of the ConnectCare training at Arboretum?

- The Arboretum best met our needs for training space without incurring extraordinary building costs. Located in a safe area, it provides easy access to all facilities. We evaluated numerous sites before making this decision. None of the hospitals could provide the space we needed.

Where is the Arboretum?

- The Arboretum is located off of Midlothian Turnpike and Route 76 (Powhite Parkway). The address for the training complex is 9210 Arboretum Parkway, Suite 100, Richmond. [Directions](#) are accessible on the ConnectCare website at www.ConnectCarebsv.com.

Will I be reimbursed for mileage and tolls to attend the training at the Arboretum?

Questions about Training? Call the ConnectCare Training Center at 804-285-6840 Message & Voice Mail or 804-285-6850 (Main).



Revised 3/3/11



- Local travel reimbursement is determined as follows:
 - ◆ When an employee travels to a second location during the course of the day, he or she is reimbursed for mileage.
 - ◆ Consider this example: You work at St. Mary's, and one day you have a meeting at St. Francis at 7:30 a.m. You plan to go directly to St. Francis Medical Center for the meeting, then return to work at St. Mary's for the remainder of the day. You would be reimbursed as follows:
 - No reimbursement for tolls and mileage to St. Francis (first trip of day)
 - Toll and mileage reimbursement from St. Francis to St. Mary's (second trip of the day)
 - No reimbursement for tolls/mileage to return home.
- In most instances, employees will be traveling to one location for the day and therefore would not be paid mileage or tolls.

Will transportation be provided to the ConnectCare Training Center?

- Yes, on a case-by-case basis. Please notify your manager if you have transportation needs.

I know Bon Secours Richmond has gone tobacco-free, but the Arboretum is not one of our facilities. Can I smoke?

- While we don't own the building where your training is taking place, the Bon Secours offices and immediate surroundings will remain tobacco-free.
- We recognize we don't control the surrounding spaces but ask that you follow our policies and refrain from smoking in the building or immediate surroundings.

Will meals/snacks be provided?

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- Meals are not provided. However, there are vending machines, a refrigerator where you can store your lunch and many nearby restaurants. You will have one hour for lunch.

Who is providing the training?

- There are three different types of training resources for ConnectCare:
 - Certified Trainers** – These individuals have gone through an extensive and comprehensive training experience and are certified by EPIC Systems, Inc. (the company from whom we purchased our clinical information system). These individuals will serve as primary trainers and will provide coaching and support to the credentialed trainers and the Super Users. Certified trainers are part of the Enterprise team.
 - Credentialed Trainers** – These individuals have completed 80 hours of training, including an opportunity to participate in a ConnectCare teach-back session. These individuals will also serve as primary trainers and will provide support at go-live. Once Richmond is fully using ConnectCare, these individuals will continue to provide training for new employees and during upgrades.
 - Super Users** – Super Users are individuals who have received 40 hours of training and who provide support for training activities. Their primary responsibility is to be on the floors, answering questions and helping end users learn how to use the system, both before go-live (using the “Sandbox” practice system) and after go-live, as floor support.

What are the dates for training?

- Training for staff at St. Francis Medical Center began Jan. 17, 2011. So that we are able to fully prepare for go-live, the last series of classes will begin mid-September. Your specific dates for training will be available in [HealthStream](#).

Which classes must I attend?

- Your classes, including online courses, have been assigned and scheduled for you on [HealthStream](#). Please log-on to see which courses you are required to take and when.

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- You will need to complete online courses prior to attending some of the instructor-led classroom training.

What if I don't know how to use a computer?

- First, please know that the ConnectCare system is easy to use and most of the work is done by moving a mouse (pointing) and clicking. There are many basic computer skills classes being offered.
- Please look on [HealthStream](#) and enroll today. In addition, there are other programs to help you practice getting comfortable with a computer. Please call our Education Department at (804) 281-8500 for suggestions. The best advice is to get started now.

What should I do if I have to miss a class?

- If you are unable to attend the class, you must follow the same procedures as when you call out for work. Please follow your unit's call-out procedures and call (804) 285-6840 at the Arboretum to let the instructor know you will not be attending class that day.
- The attendance policy will apply in these cases just like when you are unable to come to work. No-shows will be treated as an unscheduled absence.

How do I reschedule a class if I am not able to attend?

- You will need to let your manager know about the need to reschedule a class. He or she will register you for the new class.
- If you must change the date you are scheduled to attend a class, we ask that you notify your manager 72 hours in advance. This will allow time to find another student to fill the spot. Your manager will need to register you for another class.

What if I am going to be late to class?

- Due to the amount of content being covered in a class, it is important to be present for the entire training. This includes arriving on time at the beginning of the day and

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from breaks.

- If you are more than 15 minutes late, you will not be able to enter the class. You will need to call your manager for instructions: For example, should you return home or report to work?
- If you return home, you may use a day of PTO. Please remember you have to make up the class.

What if it there is severe weather (hurricane, snowing) on a day I am supposed to attend a class?

- If there is severe weather, we will follow the Bon Secours Memorial College of Nursing for closings. Please watch WWBT-TV Channel 12 for announcements regarding the College of Nursing. In addition, you may listen to radio station WRVA. We will also have a telephone message that you may check. That number is (804) 285-6840.

How do I account for my time in class?

- Kronos clocks have been installed at the Arboretum. Beside each clock are instructions for transferring your training hours to ConnectCare. This applies only to hourly employees. Exempt (salaried) employees do not transfer their time.

I've heard you have to pass a test in order to get your log-in and password for the ConnectCare system. Is this true?

- This is correct. All employees who will be using the system must achieve 80 percent on a post-training test. Please know that we will do everything possible to ensure you can pass this test, and we are confident you will.
- Also, think about our patients. If this is the system where all of their information is housed, it is critical that an employee know how to use the system efficiently and accurately.

What happens if I don't pass the test?

- You will be given an opportunity for extra help and to take the test again.

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What if I forget everything I learned between the time I take my classes and when the ConnectCare system goes live?

- There will be multiple opportunities to keep fresh what you have learned. First, we have a practice system called the “Sandbox” where sample patients — similar to those you care for — have been entered into ConnectCare.
- A series of exercises allows you to practice on these sample patients. In some areas there will be simulation labs for further practice.
- A lesson learned from many other hospitals is that the single most important thing you can do to be ready for ConnectCare is to practice in the “Sandbox” – a little bit every week.
- In addition, there will be members of the ConnectCare team available to support everyone during the first few weeks of go-live.

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