

Jim Mormann – CEO, Integrated Solutions & CIO, OSF HealthCare

What does it take from IT perspective to bring 2 hospitals online?

Think about getting your new phone for the very first time and having new gizmos and gadgets on it that you didn't know existed and trying to re-organize your work flow on a phone. We've got to do that with every department over that organization. It's monumental and the amount of information – the amount of flows the amount of touches. We talk high level and it's 185 software applications but the sophistication of those software applications and the sequencing of how data flows back-and-forth between them is essential. :35

How does this work into patient care?

It's an orchestration that's taken months, literally months, to coordinate all aspects to the finest detail of whether an IV pump has the right drug library loaded to it, to how it will be physically moved from the unit to being put back on the unit with the right information put on it, to the point where validating each user or each user's security is correct to do the things and procedures that they need to do. :32

Human element – what support is in place?

There's a wide number of people that will be on staff to help support them - we called it at the elbow - any of our organization Mission Partners who have been through a cutover know what at the elbow support is. But it's really bringing our care providers from other facilities and having them readily available to help the care providers - clinicians and techs and staff - to get through the daily activities of what it's like to go with a new system. :26

Anything else?

We all live in different communities we all have an obligation to make sure that we're helping the community sustain itself. And if we put ourselves in a situation where it's our community that's directly impacted by a health care group that's moving or changing out what would we want? And when you start thinking about in that context it makes it a lot easier trying to think about doing impossible and making sure that we can step to the table to do something that we haven't done before but know full well that is for the sole purpose of improving the care in the community and making sure that health care does stay in the community. Our team is excited about that :40