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## A Message from President and CEO Dr. Steven Hanks



Dear St. Joseph's Health Colleagues and Providers,

The day we have been eagerly anticipating and working so hard for has finally arrived – it is time to launch our new, integrated platform for electronic health record and revenue cycle systems, TogetherCare, powered by Epic!

Under the guidance and leadership of our TogetherCare Accountable Executives – Meredith Price, senior vice president, Acute Operations, Dr. Philip Falcone, chief medical officer, and Tom Robert, chief financial officer – we facilitated all of the education, the training, virtual meetings, and preparation of equipment and spaces required for launch. It has all led to this day, and I could not be more impressed by what you all have accomplished.

TogetherCare is an investment we are making on behalf of our patients – for them, it means better care, delivered with very high levels of service, and in a way that energizes and engages our colleagues. For our providers, it means a single, comprehensive health record for every patient, translating to improved patient care.

We recognize that the switch to TogetherCare will not be seamless. A change of this magnitude takes hard work, even beyond the launch date. We expect issues to pop up, but I encourage you to view them as learning opportunities. We have trained and brought in a team of nearly 500 experts, so don't hesitate to ask for help, escalate questions, and submit ideas. Your input and insight will only serve to make the TogetherCare experience better.

Just as you have done throughout the pandemic, it is important that we continue to support one another. Check in and make sure your colleagues and team members have the support they need as they adapt to TogetherCare. If you have questions or concerns, our Super Users are at the ready and happy to assist you.

Soon, the system will be running smoothly, and patients will feel the difference in the care they receive from any St. Joseph's Health facility, with a single health record for our physicians, nurses and other care providers. And having one record for our patients to access their information from one portal; make appointments online; and pay bills on time, in an integrated way, will be a significant and innovative shift in the management of patient care in the Central New York region.

This is an exciting time for St. Joseph's Health. I am honored to be a part of this effort and appreciate each of you – you have my sincere thanks as we look towards the launch early Saturday morning. As many of us have said in countless meetings leading up to now – and here on the cusp of the launch it has never been more true – this is truly going to be Epic!

A handwritten signature in black ink, appearing to read "S. Hanks".

Steven Hanks, M.D.  
President & CEO