

# Connections

A Newsletter for Connected Care & Analytics Employees

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## A Season of Generosity

What a year! It seems as if every year-end message gives me an opportunity to reflect on change. This one is no exception. As I think back on the year, it strikes me that this team has *always* been adept at demonstrating agility and flexibility during times of change. It is an intrinsic part of our character at McKesson and especially in Connected Care & Analytics (CCA), a business that began as a coming together of businesses from different parts of the company. The adage, "The only thing that is constant is change," certainly applies to this business!

I want to wish you a heartfelt THANK YOU for your continued dedication to delivering—for our customers, for our business and, just as importantly—for each other. The holidays are filled with countless stories of people stepping in to fill a need in our communities. I have no doubt that our employees are among those.

Within CCA, I often hear stories of employees stepping up to help others take a project over the



finish line. That's the kind of generosity of spirit that makes people want to work at this company. In fact, I've shared a lot of those business stories over the past 12 months. As we close-out the year, however, I want to share a personal story about one of our employees instead.

This is the story of a clinical applications consultant and registered nurse in our Extended Care Solutions Group. **Debra Sellers**, based in Springfield, Missouri,

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## A Season of Generosity, *continued*



**Debra Sellers**

took a flight from Minneapolis, Minnesota, to Charlotte, North Carolina, on Oct. 29. About 45 minutes into the flight, a woman in the row behind Debra became sick and fainted. The woman's seatmate called for the flight attendant. Debra identified herself as a nurse and asked if she could help.

The passenger had no radial pulse, but she was breathing and semi-conscious. Every time she started to move, her blood pressure dropped and her condition deteriorated. Debra provided oxygen to keep her stable until they landed. She worked with the flight attendants to arrange to have a medical crew at the gate. As it turns out, the patient had been helping care for her new grandson and had not slept or eaten properly for four days, and she had awakened at 3 a.m. to make her flight.

After they landed and all the passengers had exited the plane, the captain thanked Debra for stepping up to help the patient. Debra not only contributed to that patient's well-being; her intervention also ensured that the plane did not have to divert for an emergency

landing. Thanks to the quick efforts of the flight staff and Debra, everyone got to where they needed to be that day and, most importantly, the patient received the care that she so urgently required.

I share this example not just because it's a heartwarming story about one of our employees, but also because it is indicative of the "can do" attitude that I see across this organization every day: People see a need, step up and chip in *to get the job done*—in some cases, helping others get their projects over the finish line.

That story also reiterates our employees' generosity of spirit. Coincidentally, Debra's flight happened to take place the same week as "Giving Comfort"—the week that CCA joined with colleagues in our various locations to participate in community service activities. I was proud that so many of you chose to contribute to those efforts.

As we head into the holidays, I hope that you and your families enjoy many opportunities to give and receive that generosity of spirit with others. I wish you a peaceful holiday, safe travels, and some well-deserved downtime with family and friends.

Happy holidays!

**Jeff Felton**  
**President**  
**McKesson Connected Care & Analytics**



## In the News

Be sure to check out a great article by **Andrew Mellin** and **Catrina Funk** in the November issue of *HFM Magazine* on what organizations need to consider when transitioning from a fee-for-service to a value-based model: [\*\*\*The 6 Lenses of Population Health Management\*\*\*](#).

A **Patrice Wolfe** blog post, "Equipping Care Managers for Success," is now live on the McKesson.com blog: <http://www.mckesson.com/blog/2014/optimize-patient-outcomes/>.

Congratulations to **Marchell Gillis** in MCCA Marketing, who has been named by TopRank® as one of 15 women who "rock" social media at top-tech companies. Check out the [\*\*TopRank Online Marketing Blog\*\*](#) to read Marchell's career advice and insights.

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The following news releases were issued on *BusinessWire* and promoted via social media and other channels during the month of November:

### [\*\*Baylor Scott & White Health Selects McKesson Performance Analytics™ for Enterprise Decision Support\*\*](#)

Baylor Scott & White Health is the largest not-for-profit health system in Texas. It has selected multiple McKesson solutions—McKesson Performance Analytics™, McKesson Analytics Explorer™ and McKesson Pay-for-Performance—to standardize the use of financial analytics enterprise-wide. The organization will now have a single source of truth for conducting near real-time analysis on claims, clinical and cost data across all departments and settings of care, including physician practices

### [\*\*Minnesotans to Gain More Access to Healthcare Information\*\*](#)

RelayHealth Clinical Connectivity has been certified to operate as a Health Data Intermediary in the state of Minnesota. This supports Minnesota's 2015

Interoperable Electronic Health Record Mandate, a law created to promote the use of electronic health information systems. Our solutions help patients become more engaged in their own care and facilitate care collaboration on the patients' behalf across healthcare settings—from physician offices to hospitals.

### [\*\*CommonWell Health Alliance™ Moves Forward with Nationwide Commercialization of Services\*\*](#)

CommonWell Health Alliance™ has entered a new phase of its effort to advance health information technology interoperability, commercializing its services and exploring additional opportunities for nationwide expansion. Members will now have the option to enter into service agreements with CommonWell that open the door for a broader range of providers and the people they serve to benefit from CommonWell services.



## Compliance Corner

### 'Tis the Season

The CCA Compliance & Ethics team wishes you a happy holiday season! **Thank you** for your support of the Compliance & Ethics program this year. We have had a number of opportunities to visit offices and meet many of you, and we hope to get to know even more of you in the upcoming year.

This is the time of year when some helpful information bears repeating. Please read the guidelines below on protecting our assets, as well as what you need to know about giving and receiving gifts.

### Guidelines for Protecting Sensitive Information

- During the holidays, there is an increase in thefts of electronic devices. Do not leave your laptop bag in sight in your car. If you must leave it in the car, lock it in the trunk or out of sight.
- Never put your laptop in checked luggage.
- Don't leave your laptop at work overnight unless it is physically secured. When not in use, store mobile devices (including laptops) in a locked drawer or with a physical locking device such as a security cable.

### Giving and Receiving Gifts

- We must not **offer** anything of value to a customer or potential customer which could improperly influence, or be perceived as influencing, a purchasing decision. Generally, most holiday gifts are prohibited. For guidance in a particular circumstance or to discuss allowable alternatives to gift-giving, refer to the [US Sales and Marketing Policy](#) and consult with your Compliance Representative.
- Decisions about **receiving** gifts or business courtesies are dependent upon several criteria as outlined in our [Gifts and Entertainment Policy](#). The decision can be influenced by factors that may not initially be apparent, so we encourage you to consult with your Compliance Representative if you have specific questions about receiving gifts.

We wish you a safe and happy New Year, and we look forward to working with you in 2015!



## Sales Wins

Congratulations to a sales team led by **Rob Bare** on the signing of **Winslow Memorial Hospital, Inc.**, currently doing business as **Little Colorado Medical Center, Winslow, Ariz.**, for Performance Decisions. This opportunity was started by **Cary Smith** before he transitioned into a new role. Rob worked with **Donna Branaman** to bring this opportunity to closure.

As a remotely located facility, the medical center contracts for a variety of physician services. Our solutions help them to better understand profitability and utilization patterns, which in turn help them to determine which services (at what price) they can offer to the community. The organization has a lean IT staff, so the ability to provide our experts to help them maintain the cost accounting and business intelligence scorecards was a critical factor.

**Self Regional Medical Center**, a long-time McKesson customer—and a McKesson Risk Manager™ case study participant—signed an agreement for McKesson Population Manager™ and became the first customer to sign for McKesson Care Manager™ since the solution became generally available Sept. 15.

This win expanded our population health footprint in the Carolinas. We have seen a lot of health system alliances forming in recent months in North Carolina and South Carolina, and this will improve our visibility into a quickly evolving population health hotbed. Self Regional is very aggressive in its quality initiatives and is expected to be a strong reference site and a premier user of our solutions.

As always, it took a team effort to see this deal to closure. Kudos to **Ed Selleck, Rose Higgins, Teresa Rueckert, Andy Herrick, Catrina Funk, Dave Szela, Emily Weeks, Jim Lucas, Kathy Hilario** and **Nancy McCarthy**.



## Product Spotlight

### Direct Messaging for Homecare/ Hospice Solutions

Users of McKesson Home Health Connect™ and McKesson Hospice Connect™ can now take advantage of direct messaging functionality, which enables them to email patient information and documents directly to other providers in a HIPAA-compliant manner. The user interface uses a familiar email interface, making it easy to learn and use.

Direct messaging also helps home health and hospice agencies contribute to the efforts of hospitals and physician offices working to meet federal meaningful use Phase 2 criteria. State grant money may be available to agencies implementing direct messaging.

Because participation in a health information exchange (HIE) for homecare agencies is not necessary to send and receive CCDs (Continuity of Care Documents), direct messaging creates a better way to communicate with physicians who are not connected to a HIE. Other uses may include the secure exchange of lab results, wound images, referral information and discharge information from a hospital as well as medications from a pharmacy. Securely sending these records electronically helps reduce expenses associated with couriers or faxing patient information. Agencies also can use direct messaging to securely email other staff members within their own agencies.

### Direct Messaging Features

- Ability to exchange and view CCDs when not connected to a HIE for homecare agencies
- Simple user interface with familiar email capabilities
- Internal staff messaging outside of the notes functionality
- The ability to attach any related clinical documents to a message

#### For more information:

<http://www.mckesson.com/providers/home-care/clinical-management/mckesson-home-health-connect/>

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Connected Care  
& Analytics

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### Did You Know?

Since the beginning of the Six Sigma program in 2010 at RelayHealth Pharmacy to the evolution of our existing program spanning all of CCA, the program has:

- Trained 127 Green Belts
- Completed 179 projects (through Controlled/Closed/Completed)
- Delivered more than \$20 million in benefits to the company



## New Hires

Name	Title	Location
Omar Al-Sinjari	Digital Marketing Mgr.	Alpharetta-Windward
Harodys Alvear	Blended DM RN 1—Houston	Works at Home
Erin Boykin	Business Analyst	Emeryville, CA
Roosevelt Brown	Account Mgr.	Atlanta-North Druid Hills
Richard Cabanding	Network Engineer 4	Emeryville, CA
Lori Dasko	Quality Assurance Analyst	Westminster, CO
Danny Davis	Technical Support Analyst	Springfield Product Group
Melissa Dieterle	Project Mgr.	Emeryville, CA
Misty Esparza	Blended DM RN	Works at Home
Mari Ettliger	Sr. UX Mgr.	Emeryville, CA
Richard Foster	Technical Writer	MedVentive, Inc.
Rekha Gangapally	Quality Assurance Analyst	Emeryville, CA
Lisa Goins	Account Mgr.	Atlanta-North Druid Hills
Munindra Gupta	Software Engineer	Emeryville, CA
Warren Hastings	EDI Specialist	Atlanta-North Druid Hills
Saiful Huq	Sr. Mgr., Infrastructure	Emeryville, CA
Virupaksha Jathan	Sr. Project Mgr.	Emeryville, CA
Omar Johnson	Cloud Solution Engineer	Emeryville, CA
Gina Jones Blue	RN Case Mgr.	Works at Home
Ajay Kale	Sr. Product Mgr.	Emeryville, CA
Allison King	Professional Svs. Consultant	Springfield Product Group
Akbar Madhani	Technical Project Mgr.	Atlanta-North Druid Hills
Christina Mathews	Blended DM RN 1—Abilene, TX	Works at Home
Ramond McBeth	Business Systems Analyst	Atlanta-North Druid Hills



## New Hires, *continued*

Name	Title	Location
Anthony Miller	Sr. Software Engineer	Springfield Product Group
Tricia Morelli-Hull	Interoperability Consultant	Works at Home
Purusottam Mupunu	Sr. Software Engineer	MedVentive, Inc.
Frank Nagelmann	Sr. IT Program Mgr.	Emeryville, CA
Jessica Ngo-Hoekzema	Ops Onboarding Specialist	Westminster, CO
Aishwarya Ponnappa	Production Analyst	MedVentive, Inc.
Jeremy Pratt	Quality Assurance Analyst	Springfield Product Group
Bernardo Raygoza	Technical Support Analyst	Emeryville, CA
Gerardo Recinto	Architect	Emeryville, CA
Richard Sabo	Software Engineer	Atlanta-North Druid Hills
Saadat Saidova	Reports Developer	Atlanta-North Druid Hills
Loyd Salyer	Software Engineer	Springfield Product Group
Nancy Sitz	CHN Case Mgr.—Blended DM	Works at Home
Jacob Smith	Network Systems Technician	Atlanta-North Druid Hills
Nicholas Smith	Network System Administrator	MedVentive, Inc.
Hemasoundari Soundararajan	Software Support Analyst	MedVentive, Inc.
Navaneeth Kumar Sripathi	Production Analyst	MedVentive, Inc.
Gayatri Tadi	Release Engineer	MedVentive, Inc.
Dawan Talley	Software Engineer	Durham, NC
Andrea Utne	Provider Data Specialist	MedVentive, Inc.
Parshva Vora	Sr. Software Engineer	Emeryville, CA
Douglas Waffle	Sr. Tech Product Consultant	Westminster, CO
Vanessa Walters	Quality Assurance Analyst	Springfield Product Group
William Wong	Architect	Emeryville, CA





## Employee Anniversaries

Anniversary	Name	Title	Location
40	Barry Gilbert	VP Information Services	Atlanta-North Druid Hills
38	William Roach	VP Network Solutions	Atlanta-North Druid Hills
33	Diane LaFlamme	Sr. Application Support Analyst	Hadley, MA
31	Sheila Miller	Director, Product Management	Hadley, MA
30	Chris Haley	Systems Architect	Atlanta-North Druid Hills
29	Susan Price	Subject Matter Expert	Works at Home
27	David Bolton	BA/Functional Analyst	Hadley, MA
27	Karen Kurtyka	Executive Assistant	Hadley, MA
27	Kenneth Kurtyka	Sr. Implementation Consultant	Hadley, MA
27	Ricky Love	Director, Product Management	Works at Home
27	Justine Stockwell	Outbound Telesales 2	Hadley, MA
26	Dorothy Crone	Implementation Consultant	Works at Home
26	Darrell Howard	Software Engineer (Applications)	Atlanta-North Druid Hills
26	Arthur Keegan	Sol. Advisor Strat. Intelligence	Alpharetta-Windward
26	Cheryl Krueger	Mgr., Product Management 3	Hadley, MA
25	Virginia Jordan	Technical Implem. Engineer	Atlanta-North Druid Hills
25	Denise Kellogg	Technical Support Engineer 3	Hadley, MA
25	Wendy Snape	Product Support Advisor	Hadley, MA
25	Peggy Ventham	Project Mgr. (Systems) 4	Works at Home
20	Patricia Cox	Care Center Supervisor	Works at Home
20	Alice Davis	Software Engineer	Works at Home
20	Carmen Ingram	Sr. Administrative Assistant	Springfield Product Group
20	Paula Mangum	Business Analyst 2	Atlanta-North Druid Hills
20	Donna Rosen	Business Analyst	Wheeling, IL



## Employee Anniversaries, *continued*

Anniversary	Name	Title	Location
20	J Watson	Sr. Implementation Consultant	Works at Home
15	Rusty Axon	Business Systems Analyst 2	Westminster, CO
15	Michael Bain	Sr. Software Engineer—Prod. Dev.	Works at Home
15	Kellie Cohen	Sr. Data Analyst	Works at Home
15	Purcell Givens	Technical Support Engineer	Newton, MA
15	Neil Gold	Technical Support Engineer	Newton, MA
15	Amber Montelongo	Health Resource Coordinator 2	Works at Home
15	Douglas Nickle	Systems Mgr. 4	Westminster, CO
15	Cary Penington	DBA	Works at Home
15	Chad Pulford	Project Mgr. (Systems) 3	Springfield Product Group
15	Thomas Recane	Sr. Developer—Prod. Dev.—CM	Newton, MA
15	Cynthia Roth	Product Support Analyst	Springfield Product Group
15	Laurie Scully	Business Systems Analyst 4	Works at Home
10	Kristian Algra	Platform Services Support Eng.	Westminster, CO
10	Beverly Bell	Blended DM RN 2—Complex Case M	Works at Home
10	Fred Bret-Mounet	Information Security Officer	Emeryville, CA
10	Nathalie Caty	Sr. Implementation Consultant	Works at Home
10	Mary Davis	Complex Case Mgr.	Works at Home
10	Jeffery Elrod	Implementation Specialist	Works at Home
10	Dean Kimes	Sr. Mgr. Product Development	Westminster, CO
10	Odilis Luna	Team Lead	Atlanta-North Druid Hills
10	Barbara Mann	Market Research Analyst 3	Westminster, CO
10	Joseph Milano	Technical Engineer	Works at Home



## Employee Anniversaries, *continued*

Anniversary	Name	Title	Location
10	Johnie-Denise Monroe	Director Professional Services	Works at Home
10	Craig Nelson	Software Engineer	Springfield Product Group
10	Nicola Ramirez-Carey	Sr. Product Mgr., Cap. Planner	Works at Home
10	Abel Robertson	Director, Product Development	Emeryville, CA
10	Justin Ryan	Sr. Consultant	Wolverine/Emendo
10	Jing Wang	Clinical Data Analyst	Westminster, CO
10	George Weir	Business Advisor	Works at Home
10	Karl Wolf	VP, Workforce Management	Westminster, CO
5	Darryl Defendorf	Relay Health—Sr. Director	Atlanta-MCK
5	Carey Groves	Svcs. Release Readiness Prog. Mgr.	Works at Home
5	Yenealem Gunning	Quality Assurance Analyst 4	Westminster, CO
5	Alexios Kotsiopoulos	Sr. Network Engineer	Emeryville, CA
5	Shravani Patole	Quality Assurance Analyst	Emeryville, CA
5	Vishal Patole	Integration Architect	Emeryville, CA
5	Maria Reams	Care Center Supervisor	Works at Home
5	Sino Sebastian	Production Planner/Scheduler 4	MedVentive, Inc.
5	Paul Spencer	Sr. Software Engineer	Roseville, MN
5	Damon Werner	Director, Business Process	Atlanta-North Druid Hills