



# 'In It for You' (Or, Why We Do What We Do)

By John DiAngelo, Inspira Health Network President and CEO

**O**ur current television commercial concludes with the phrase, "In it for you." It is my hope that these words make it clear why Inspira continues to grow and innovate. To me, this phrase is shorthand for *we must always focus on the needs and preferences of our patients, and their families.*

There are many ways that the Inspira team works to improve lives and build healthier communities. Some are highly visible, such as the opening of a new urgent care location or family medicine practice. Others are technology based or the result of partnerships. This month, I would like to share two major initiatives that demonstrate how Inspira is "In it for you."

On January 25, we launched Cardiac Partners at Cooper and Inspira. This collaboration with Cooper University Health Care makes it easier and more convenient for residents of South Jersey to access the region's largest cardiac care program and more than 65 cardiac specialists. Comprehensive cardiac services, ranging from diagnosis to advanced cardiac surgery to rehabilitation, are now easily accessible and seamlessly coordinated. With just one call to 833-SJHEART, the combined cardiac expertise of two regional health care leaders is available to you. We are both excited and confident that this collaboration will benefit countless people throughout southern New Jersey.

We have decades of experience working together with other health systems to create new opportunities to better serve our patients.

Cardiac Partners is the latest example. When you call Cardiac Partners, you can even speak to a nurse who can answer your questions and help navigate you to the right care.

The second initiative, our InspiraOne network-wide electronic medical record, will launch on February 18. This computer system will ensure that your medical information--from any Inspira location--is available instantly to any member of the Inspira team involved in your care. InspiraOne will also make it easier and quicker for doctors and other providers to communicate with each other so that your care is not only more efficient, but easier to access and easier to receive. I am pleased to tell you that this new system will eliminate the need for repeatedly filling out forms every time you visit one of our locations. I doubt you will miss the familiar refrain, "Please grab a clipboard and fill out these forms." Our goal is to eliminate most, if not all, clipboards in the near future.

InspiraOne will also bring greater functionality and ease of use to our patient portal. You will experience a new look and feel when you access your medical information, including test results and clinical summaries. For the first time, your clinical information from all Inspira locations and services, including urgent care, will be available in one place. Appointment reminders can also be sent automatically. You will even be able to fill out forms needed for upcoming appointments, prior to your visit. Additional enhancements will be made later

this year to provide more features and even easier access from your PC or the My Inspira smartphone app.

Our new system will also tie-in with the NJ SHINE Health Information Exchange, allowing our physicians and other providers to access your medical information from hundreds of health care providers and facilities in South Jersey. This rapid access to medical records can greatly enhance the care you receive when you come to any of our 150-plus service locations.

Cardiac Partners and InspiraOne both have unlimited potential for enhancing care and making your health care experiences more convenient and easier to navigate. We would love to hear your thoughts about these new initiatives or any Inspira service. Please feel free to reach out to our Director of Patient Experience, Beth Anne Rambo, with any feedback or suggestions you may have. She can be reached at (856) 845-0100 Ext. 45150 or [rambob@ihn.org](mailto:rambob@ihn.org). "In it for you," is more than just a line from our TV commercial, it is at the core of our Inspira mission of improving the lives of all we serve.



[www.InspiraHealthNetwork.org](http://www.InspiraHealthNetwork.org)