

---

### **Is this an “off-the-rack” system? How do you know it will work for Island Health?**

The integrated Cerner EHR is being successfully used throughout hospitals in Canada and the US. Many existing functionalities of this system are, and will be, applicable for Island Health. Other functionalities, and in particular those outside of Acute Care, are being developed as part of IHealth, driven by front-end clinician and patient input.

Through Island Health's long-term relationship and partnership with Cerner, new functionality is being developed for Island Health. This will allow us to have a system that is modified to meet the needs of Island Health, our staff, and our patients.

### **Are we modeling IHealth and the EHR after other health authorities or healthcare systems...has it been tried anywhere else?**

We are definitely not the first site to do this, and not even the first in Canada. EHRs have been used for decades in other settings. North York, Mt Sinai, PEI and Vancouver Coastal have already moved in this direction, primarily in acute and ambulatory clinic spaces. However, in Island Health we are not just looking at individual sites; we are looking at how to use a single, integrated EHR to provide care across all areas where residents of Island Health access the health care system.

### **Can the EHR be modified after implementation to accommodate changes in best practice?**

The change management processes, once established, will define how we make changes after go live. These processes are designed to support change for many reasons, including change in best practice or evidence.

### **Are we reviewing “lessons learned” from other hospitals who have implemented EHRs?**

Yes. Both Island Health and Cerner have made themselves informed of other implementations and have considered the learning shared by these other organizations.