

Upgrading FAQs

Upgrading the existing EHR to a new platform with new functionality



What does *New Platform* mean?

New Platform refers to the foundation of our EHR. In a video about the change and adding more time, Catherine Claiter-Larsen, VP Quality Systems and Chief Information Officer, uses the analogy of building a new house to explain New Platform.

Think about how this all begin in our relationship with Cerner back in 2000, we started with a little cabin. We built on that cabin, and it is now an enormous house. And so, when we made the commitment to move forward with IHealth, we had a decision to make. Did we want to keep adding more and more onto this little cabin that is now an enormous house, or did we want to build a new house? And so, we made the decision, which wasn't easy, there's a lot of things that we love about the old house, the house we're in today. But we knew that it would be easier for us with this new house, that is so much more modular, to keep adding to support our future needs, that we should move to the new house, or the New Platform.

I understand that independent of the activation of the new EHR, our current EHR (e.g., PowerChart) will be upgraded to a newer version?

Yes. The upgrade of our current EHR to this New Platform is going to happen island-wide before full implementation of the new fully-integrated EHR. This means that the current PowerChart platform will be upgraded to a newer version with more functions than currently available.

Once your area transitions to the fully-integrated EHR, you will be able to see and use these functions, whereas the rest of Island Health will only have changes to the look and feel of PowerChart.

When will I experience changes in my area?

Activation 1 is divided into two major steps:

o **Activation 1a - New Platform:** On February 21, an update to our EHR platform (Cerner PowerChart) was implemented across Island Health. This means that for all users, there will be some differences in the look and feel, but no major clinical practice changes. The most significant EHR navigation changes will be in Laboratory Medicine, Medical Imaging, Pharmacy, Emergency, Registration and Scheduling, and Regional Message Centre for ordering providers.

o **Activation 1b:** On March 19, a new stage of the IHealth transformation begins when NRGH, Dufferin Place and Oceanside Health Centre become fully activated with advanced system functionality which includes clinical documentation and computerized provider order entry.

IHealth: One Person, One Record, One Plan for Health and Care

Find out more at: ihealth.islandhealth.ca

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What happens next?

Geographies 1 and 2 will transition to the new EHR approximately 6 months later (fall 2016) and Geography 3 and 4 approximately 3 months after that.

Will there be any a downtime related to the New Platform upgrades?

There will be a downtime when Island Health upgrades to the New Platform. The downtime is required to make sure that everything that works in our current system works on the New Platform, and that includes ensuring that all the patient data that is required to safely deliver care is available. More information on when the downtime will occur will be communicated in the weeks prior to go-live.

When PowerChart is upgraded island-wide, will all patient information in our current PowerChart be available, even before we move to the fully-integrated EHR?

When we move to this new version, as much patient information as possible will be brought forward. A look-back tool has been developed to make sure all information will be available to clinicians and providers. We will continue to move patient information into the New Platform over several months until it is complete.

If you have any questions about what cannot be accessed, contact Rob.Hyslop@viha.ca.

How come Nanaimo is always first?

Nanaimo and Oceanside were both demonstration projects for enhanced EHR functionality. Nanaimo was chosen as the first activation because of the enhanced clinical documentation in the Emergency Room, its size and services being representative of Island Health services, and because of its close linkage to Oceanside. Now we need to close the workflow gap at NRGH with the addition of CPOE!