

# Activation 1B Important Information

**Attention** NRGH Physicians, Midwives, Nurse Practitioners and Clinicians

## SUPPORT MODEL- EHR SUPPORT

**Beginning the week of March 29, 2017, Ordering Providers using the electronic health record (EHR) will have access to new supports:**

<p><b>Quality Assurance, Paper to Electronic Orders Revalidation</b></p>	<p><b>Quality Assurance, Paper to Electronic Orders Revalidation</b> (This will rotate by specialty; starting with Internal Medicine)</p> <p>In response to NRGH Medical Staff concerns regarding CPOE, specifically the management of orders and differing views across the interdisciplinary team, an in-the-moment quality assurance process will be made available to demonstrate the translation of paper-based orders into the CPOE enabled environment. The quality assurance process will be initiated with General Internal Medicine (GIM), and proceed based on the needs as defined by the GIM service.</p> <p>A Nurse Informaticist will be assigned to a specific Physician for the day, and will validate the paper ordering process with the electronic order entry process. The Physician will have the option to complete orders on paper, and then sit with the assigned Informaticist to verify how the orders are entered and processed electronically. Where possible, the Physicians will be provided with workload support to facilitate the extra time required to sit with the Informaticist.</p>
<p><b>1:1 Coaching, Site Wide</b></p>	<p><b>1:1 Coaching, Site Wide</b></p> <p>One-on-one coaching will be available onsite between 0700 and 2300hrs, 7 days a week, to support any NRGH Ordering Provider in optimizing their EHR use. Ordering Providers may request that a Provider Education Team member join them for their shift/on site rounds to sharpen their skills and to learn more efficient use of the EHR, maximize EHR use, and learn to use the EHR as intended.</p> <p>Coaching topics may include:</p> <ul style="list-style-type: none"> <li>• Chart review (Use of filters, ranges, Provider View, MAR summary etc.)</li> <li>• Order entry (Use of order sets, favorites, Quick Orders, order management tools such as Merge View &amp; View Excluded components, ordering at Admission/Transfer/Discharge etc.)</li> <li>• Documentation (Use of templates, Dragon, autotext, Dynamic Documentation, etc.)</li> </ul> <p>Any NRGH Ordering Provider may sign up for coaching by emailing <a href="mailto:ehrprovidereducation@viha.ca">ehrprovidereducation@viha.ca</a>. Please use <b>Subject Line: 1:1 Coaching</b> and include:</p> <ul style="list-style-type: none"> <li>• The date/time of your shift and/or time you would like to round;</li> <li>• Shift/rounds location (where the coach can meet you) and;</li> <li>• Contact phone number.</li> </ul> <p>The Provider Education team will also be available on-site to manage any ad hoc education or coaching requests that arise.</p>

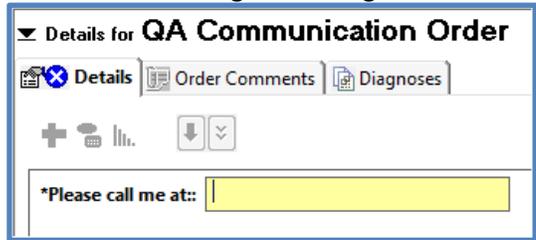
**QA (Quality Assurance) Communication Order – Site Wide**

**QA (Quality Assurance) Communication Order – Site Wide**

Effective Wednesday, March 29th, a “QA Communication Order” will be available for Ordering Providers to initiate a QA request. This is similar to other Communication orders, placed through CPOE.

This order is intended to provide a real time Quality Assurance process. Between the hours of 0800-2200hrs, 7 days a week, a Nurse Informaticist will contact you within 15 minutes at the phone number that you must provide in the order (a mandatory field). After discussion with you, they will do a Chart and System audit to identify answers to questions you may have, such as:

- Where did my order go?
- The order I placed is not what I intended it to be?
- Who changed my order and why?
- I placed an order, but the Nurse is seeing something different.



After the Informaticist completes a detailed chart review, they will follow-up with you, within 4 hours.

Between the hours of 0800-1600 Monday to Friday, the Informaticist providing this support will be located at the Quality Assurance Event Centre in Room 1009 or the NRGH Boardroom. Between the hours of 1600-2200 Monday to Friday, and 0800-2200 on weekends, the Informaticist will be working remotely, off site.

**Device Upgrades and Support Update**

**Device Upgrades and Support Update**

You may know that technical teams recently investigated concerns related to FirstNet and PowerChart freezing and related issues. These teams made numerous recommendations, and the following work is underway:

- 22 of the 30 highest-priority Provider devices have been replaced with new computers. The remaining high priority devices will be replaced over the next few days and an additional 30 new devices are on the way. These computers have more RAM and are expected to have significantly improved performance.
- Dragon dictation software version is being standardized between devices and the newest version of dragon will be installed once other associated technical changes have been made.
- Technical teams have identified that Tap ‘n Go software/hardware (Imprivata) has likely contributed to PowerChart and FirstNet episodes of freezing. This software and associated hardware has been removed from the ED and the effects of this removal will be assessed to determine whether Tap ‘n Go should be removed from other provider devices.
- You may have noticed that Citrix Desktop sessions opened on personal devices (at home or on your mobile device) remain open when logging into an Island Health device. Providers have encountered difficulty closing these sessions and a fix is planned for April 4, 2017. Further details will be available in a future communication.

- To improve device function, Nursing Unit Assistants have been asked to support Providers by restarting all devices, and complete any required daily battery changes.

The effects of the above changes will be reassessed when technical teams from Citrix, Device Management, Dragon support, and Cerner return to NRGH on April 10<sup>th</sup>/11<sup>th</sup> at which point, additional changes will be made to ensure improved device performance.

## FEEDBACK



If you have feedback for us, please email [IHealth@viha.ca](mailto:IHealth@viha.ca).

## FURTHER INFORMATION ON IHEALTH

Trying to remember what was in a previous Summary or Need an Update on IHealth?

**Check out the following links:**



**Where Did I Read That?**

<https://intranet.viha.ca/ihealth/Pages/read-that.aspx>

**IHealth Status Page**

<https://intranet.viha.ca/ihealth/Pages/activation-1b.aspx>