

# Activation 1B Important Information

**Attention** NRGH, Dufferin Place and Oceanside Urgent Care Physicians, Midwives and Nurse Practitioners

## HARDWARE CHANGES AND CHANGES WITHIN THE EHR

### Device Upgrades

#### What We Heard?

Clinicians and physicians have identified device slowness and computer hardware problems as a cause of frustration when using the electronic health record (EHR) at NRGH, Dufferin and Oceanside Health Centre.

#### What is Changing?

The following changes have been made to improve device performance and functionality: In order to improve device functionality and performance:

- 30 devices were identified as being high priority for replacement and have now been replaced. An additional 30 new devices are on the way. These computers are expected to have significantly improved performance.
- Dragon dictation software is being standardized across NRGH and the newest version of dragon will be installed in the near future.
- The use of Tap 'n Go software/hardware (Imprivata) has contributed to PowerChart and FirstNet freezing. This software and associated hardware has been removed from the Emergency Department. The impact of the removal of these devices will be assessed in order to determine whether Tap 'n Go should be removed from other devices.
- Nursing Unit Assistants have been asked to restart all devices daily and complete any required battery changes.
- Citrix Desktop sessions, previously opened on home or mobile devices, will no longer remain open when logging onto an Island Health device. More information below.

The impact of the above changes will be reassessed by technical and clinical teams during the week of April 10<sup>th</sup>.



**New Note Types**

**What We Heard:**

It was difficult to find documentation that was done specifically by the Proceduralist Service at NRGH and the Enterostomal/Wound Care Nurses.

**What Has Changed:**

Five new Notes Types have been created to make it easier to locate and define documentation created by specific services.

The Note Types you will see within PowerChart/FirstNet/SurgiNet include:

- Proceduralist Consult Note (from the Proceduralist Service at NRGH)
- Enterostoma/Wound Consult
- Enterostomal/Wound Clinic Note
- Enterostomal/Wound Progress Note
- Wound Photograph

You will be able to view these note types in the sections of the program that you would normally locate documentation, including: Results Review, Provider View, Clinical Notes and Documentation.

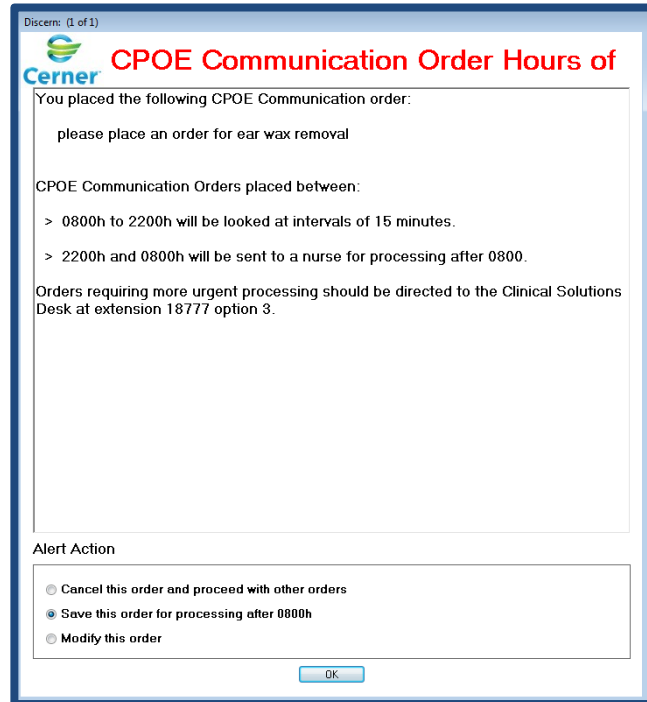
**New Alert Box-  
CPOE  
Communication  
Order**

**What We Heard:**

Ordering Providers requested a way of being alerted that CPOE Communication orders placed outside of regularly monitored hours of 0800-2200 would be monitored after 0800hrs.

**What Has Changed:**

A new alert box has been developed that will appear when placing a CPOE Communication Order between 2200 – 0800hrs.



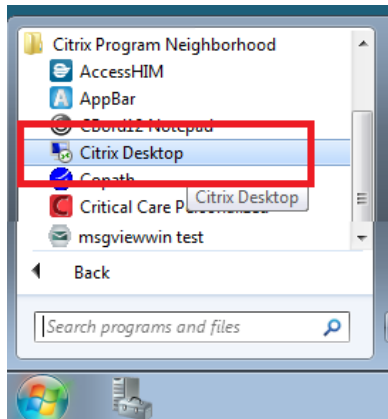
**Citrix Desktop**

**What We Heard:**

Citrix Desktop sessions opened on personal devices (at home or on your mobile device) remain open when logging into an Island Health device. When this happens (with or without Dragon), it can cause system slowness which is noticed by Provider’s when transitioning from home to work.

**What Has Changed:**

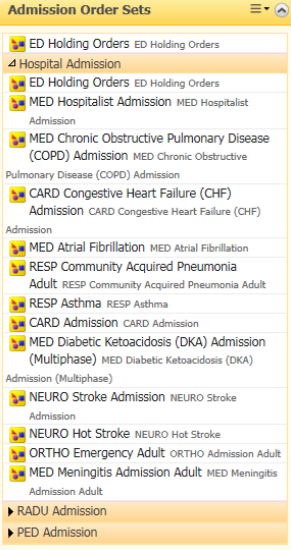
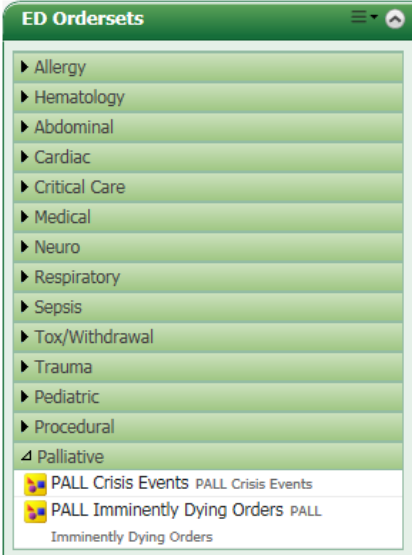
To prevent the slowness when transitioning between care area and personal devices, the Citrix Desktop (in the Citrix Program Neighborhood) will no longer be available from any internal Island Health device after Tuesday April 4<sup>th</sup>, 2017.


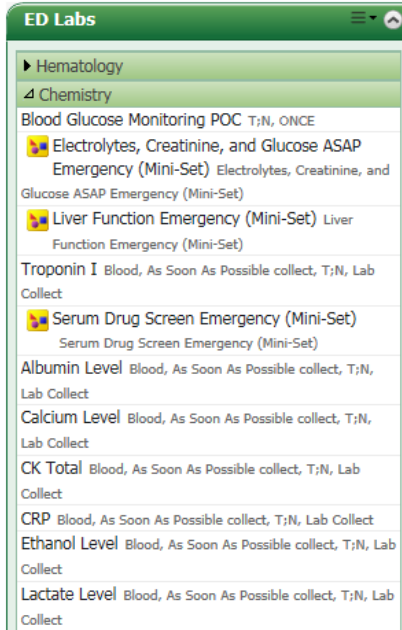
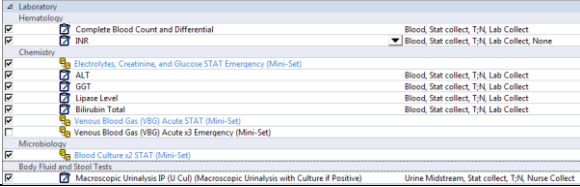


Note: The Citrix Desktop will continue to be available for remote access connections from ‘gateway.viha.ca’

**CPOE INCIDENT RESOLUTION AND CHANGES**

Program Area	Changes	Order Sets Affected	Benefits
ED	<p><b>New Order Set – ED Nurse Protocol Initiated XRays (Chest, Wrist, Hand, Finger, Hip, Pelvis, Knee, Ankle, Foot, Toe)</b></p> <p>ED Nurse Protocol Initiated XRays (Chest, Wrist, Hand, Finger, Hip, Pelvis, Knee, Ankle, Foot, Toe) (Initiated Pending)</p> <p>This order set NOT for use on PREGNANT women or anyone YOUNGER than 17</p> <p><b>CHEST</b></p> <ul style="list-style-type: none"> <li>Non-trauma related chief complaints of cough and/or shortness of breath AND any one of the following:                     <ul style="list-style-type: none"> <li>Oxygen saturation less than 90%</li> <li>Diminished breath sounds or crackles</li> <li>Respiration rate greater than 24/minute</li> <li>Prior PE or DVT</li> <li>Verify correct placement of medical device or suspected foreign body</li> <li>Temperature greater than 37.9°C</li> <li>Hemoptysis</li> <li>Persistent or productive cough</li> </ul> </li> </ul> <p><input type="checkbox"/> XR Chest 2 Views T:N, ASAP</p> <p><b>WRIST</b></p> <ul style="list-style-type: none"> <li>Any of the following:                     <ul style="list-style-type: none"> <li>Pain or Obvious deformity</li> <li>Immobility of joint</li> <li>Tenderness in snuffbox area = NO</li> </ul> </li> </ul> <p><input type="checkbox"/> XR Wrist 3 or More Views Left T:N, ASAP</p> <p><input type="checkbox"/> XR Wrist 3 or More Views Right T:N, ASAP</p> <ul style="list-style-type: none"> <li>Tenderness in snuffbox area = YES</li> </ul> <p><input type="checkbox"/> XR Wrist and Scaphoid Left T:N, ASAP</p> <p><input type="checkbox"/> XR Wrist and Scaphoid Right T:N, ASAP</p> <p><b>ANKLE</b></p> <ul style="list-style-type: none"> <li>Any ONE of the following:                     <ul style="list-style-type: none"> <li>Pain in the malleolar zone</li> <li>Inability to weight bear both immediately post injury and in the ED</li> <li>Obvious deformity</li> </ul> </li> </ul> <p><input type="checkbox"/> XR Ankle 3 or More Views Left T:N, ASAP</p> <p><input type="checkbox"/> XR Ankle 3 or More Views Right T:N, ASAP</p> <p><b>FOOT</b></p> <ul style="list-style-type: none"> <li>Any ONE of the following:                     <ul style="list-style-type: none"> <li>Pain in mid-foot zone and tenderness at the 5th metatarsal or navicular</li> <li>Inability to weight bear both immediately post injury and in the ED</li> <li>Obvious deformity</li> </ul> </li> </ul> <p><input type="checkbox"/> XR Foot 3 or More Views Bilateral T:N, ASAP</p> <p><input type="checkbox"/> XR Foot 3 or More Views Left T:N, ASAP</p> <p><input type="checkbox"/> XR Foot 3 or More Views Right T:N, ASAP</p> <p><b>TOE</b></p> <ul style="list-style-type: none"> <li>Injury involves Toes</li> </ul> <p><input type="checkbox"/> XR Toes 3 or More Views Left T:N, ASAP</p> <p><input type="checkbox"/> XR Toes 3 or More Views Right T:N, ASAP</p>	<ul style="list-style-type: none"> <li>ED Nurse Protocol Initiated XRays (Chest, Wrist, Hand, Finger, Hip, Pelvis, Knee, Ankle, Foot, Toe)</li> </ul>	<p>Clear decision support for ordering Nurse Initiated X-Rays in the Emergency Department</p>

Program Area	Changes	Order Sets Affected	Benefits
	<p><b>HAND</b></p> <ul style="list-style-type: none"> <li>- Any of the following: <ul style="list-style-type: none"> <li>- Pain or Obvious Deformity</li> <li>- Injury involves MULTIPLE fingers</li> </ul> </li> <li><input type="checkbox"/> XR Hand 3 or More Views Bilateral T,N, ASAP</li> <li><input type="checkbox"/> XR Hand 3 or More Views Left T,N, ASAP</li> <li><input type="checkbox"/> XR Hand 3 or More Views Right T,N, ASAP</li> </ul> <p><b>FINGER</b></p> <ul style="list-style-type: none"> <li>- Injury involves SINGLE Finger</li> <li><input type="checkbox"/> XR Finger 3 or More Views Left T,N, ASAP</li> <li><input type="checkbox"/> XR Finger 3 or More Views Right T,N, ASAP</li> </ul> <p><b>HIP and PELVIS</b></p> <ul style="list-style-type: none"> <li>- Older than 65 years of age with new onset Hip Pain</li> <li>AND any one of the following: <ul style="list-style-type: none"> <li>- Inability to weight bear, both immediately post injury and in the ED</li> <li>- Unilateral shortening or rotation</li> </ul> </li> <li><input type="checkbox"/> XR Pelvis and Hips Bilateral T,N, ASAP</li> <li><input type="checkbox"/> XR Pelvis and Hip Left T,N, ASAP</li> <li><input type="checkbox"/> XR Pelvis and Hip Right T,N, ASAP</li> </ul> <p><b>KNEE</b></p> <ul style="list-style-type: none"> <li>- Older than 55 years of age</li> <li>AND any one of the following: <ul style="list-style-type: none"> <li>- Isolated tenderness of patella or head of fibula</li> <li>- Inability to weight bear both immediately post injury and in the ED</li> <li>- Inability to flex to 90°</li> </ul> </li> <li><input type="checkbox"/> XR Knee 3 or More Views Bilateral T,N, ASAP</li> <li><input type="checkbox"/> XR Knee 3 or More Views Left T,N, ASAP</li> <li><input type="checkbox"/> XR Knee 3 or More Views Right T,N, ASAP</li> </ul>		
ED	<p>ED Quick Orders – Admission Order Sets – Hospital Admission</p> <p>Section has been updated to have only the most commonly used Order Sets</p>  <p>The screenshot shows a list of admission order sets under the heading 'Admission Order Sets'. The list includes: ED Holding Orders, Hospital Admission, MED Hospitalist Admission, MED Chronic Obstructive Pulmonary Disease (COPD) Admission, CARD Congestive Heart Failure (CHF) Admission, MED Atrial Fibrillation, RESP Community Acquired Pneumonia Adult, RESP Asthma, CARD Admission, MED Diabetic Ketoacidosis (DKA) Admission (Multiphase), NEURO Stroke Admission, NEURO Hot Stroke, ORTHO Emergency Adult, MED Meningitis Admission Adult, RADU Admission, and PED Admission.</p>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<p>This more concise list of orders is better reflective of ERP practices</p>
ED	<p>ED Quick Orders – ED Ordersets – Palliative</p> <p>Palliative section has been added to ED Ordersets section</p>  <p>The screenshot shows a list of ED Ordersets under the heading 'ED Ordersets'. The list includes: Allergy, Hematology, Abdominal, Cardiac, Critical Care, Medical, Neuro, Respiratory, Sepsis, Tox/Withdrawal, Trauma, Pediatric, Procedural, and Palliative. Under the Palliative section, there are two items: PALL Crisis Events and PALL Imminently Dying Orders.</p>	<ul style="list-style-type: none"> <li>• None</li> </ul>	<p>Easier to order Palliative Order Sets from ED Quick Orders</p>

Program Area	Changes	Order Sets Affected	Benefits
ED	<p>ED Quick Orders – Admission Order Sets – Add-Ons The Add-Ons section has been removed from ED Quick Orders and some of the order sets redistributed</p>  <p>The screenshot shows a yellow 'Admission Order Sets' menu with a dropdown arrow and an up arrow. The menu is expanded to show 'ED Holding Orders ED Holding Orders' at the top, followed by three sub-items: 'Hospital Admission', 'RADU Admission', and 'PED Admission', each with a right-pointing arrow.</p>	<ul style="list-style-type: none"> <li>None</li> </ul>	<p>Supports Emergency Physician ordering practices and simplifies searching</p>
ED	<p>ED Quick Orders – ED Labs – Chemistry Lactate Level has been added to Labs in ED Quick Orders</p>  <p>The screenshot shows a green 'ED Labs' menu with a dropdown arrow and an up arrow. The menu is expanded to show 'Hematology' and 'Chemistry' sections. Under 'Chemistry', several items are listed with their respective collection methods and frequencies: 'Blood Glucose Monitoring POC T;N, ONCE', 'Electrolytes, Creatinine, and Glucose ASAP Emergency (Mini-Set) Electrolytes, Creatinine, and Glucose ASAP Emergency (Mini-Set)', 'Liver Function Emergency (Mini-Set) Liver Function Emergency (Mini-Set)', 'Troponin I Blood, As Soon As Possible collect, T;N, Lab Collect', 'Serum Drug Screen Emergency (Mini-Set) Serum Drug Screen Emergency (Mini-Set)', 'Albumin Level Blood, As Soon As Possible collect, T;N, Lab Collect', 'Calcium Level Blood, As Soon As Possible collect, T;N, Lab Collect', 'CK Total Blood, As Soon As Possible collect, T;N, Lab Collect', 'CRP Blood, As Soon As Possible collect, T;N, Lab Collect', 'Ethanol Level Blood, As Soon As Possible collect, T;N, Lab Collect', and 'Lactate Level Blood, As Soon As Possible collect, T;N, Lab Collect'.</p>	<ul style="list-style-type: none"> <li>None</li> </ul>	<p>Supports Emergency Physician ordering practices and simplifies searching</p>
ED	<p>ED Nurse Protocol Suspected Sepsis Order Set has had Urine Culture order removed, as the 'Macroscopic Urinalysis with Culture if Positive' was also adding on a Urine Culture resulting in duplicate orders.</p>  <p>The screenshot shows a 'Laboratory' order set with a tree view. Under 'Hematology', 'Complete Blood Count and Differential' and 'INR' are checked. Under 'Chemistry', 'Electrolytes, Creatinine, and Glucose STAT Emergency (Mini-Set)', 'ALT', 'GGT', 'Lipase Level', and 'Bilirubin Total' are checked. Under 'Microbiology', 'Blood Culture x2 STAT (Mini-Set)' is checked. At the bottom, 'Body Fluid and Stool Tests' is expanded to show 'Macroscopic Urinalysis IP (U Cult) (Macroscopic Urinalysis with Culture if Positive)' checked.</p>	<ul style="list-style-type: none"> <li>ED Nurse Protocol Suspected Sepsis</li> </ul>	<p>Prevents duplicate labs from being ordered</p>
Diet Orders	<p>Removed the fluid restrictions from the General Diet Order Comments.</p>	<ul style="list-style-type: none"> <li>None</li> </ul>	<p>The fluid restriction guidelines are a reference link attached to diet orders. Now that they are no longer in the Order Comments for General Diet, patients will not appear to be on a fluid restriction when they are not meant to be.</p>

Program Area	Changes	Order Sets Affected	Benefits
Residential and Acute	Adding new orders for PICC 24 hour check and PICC dressing change with tasks associated to them. Also adding a new module for Residential only.	<ul style="list-style-type: none"> <li>None</li> </ul>	This change supports patient care alerts the Vascular nurse of the 24 hour check and MRNs of the PICC dressing change. The Residential module supports Long Term Care Nurses to add orders to ensure PICC dressings are changed in a timely fashion.

## 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>