

Manager's Checklist for CCM

The following list of actions can help managers and unit leaders of clinical and allied health staff, patient and materiel porters, environmental services, lab, pharmacy, medical imaging and biomedical services prepare for the change to the new patient flow system: Cerner Capacity Management (CCM) going live @RJH and VGH on Friday, June 24. (CCM replaces TeleTracking.)

Actions to help you help your team prepare for CCM

- [Read about the change](#) and understand why it is coming
- Put up the [CCM poster](#) in your area, or point it out to team members
- Brief your team (in huddles, meetings, by email) on all aspects of the change
- Ask team members to take the [CCM readiness survey](#) & complete the survey yourself
- Guide team members to where training is offered on-line and on-site
- Learn the details on training for you and your team and schedule coverage as needed (follow up with HR)
- Identify (quietly, one-on-one) team members who may need more support
- Provide reassurance to less confident or resistant team members
- [Contact Change Manager Alison Gyte](#) if you need advice on managing resistance
- Meet IHealth project staff and introduce them to team members
- Complete your [CCM training](#)
- Encourage staff to do their training and [report training progress and any changes to staffing lists](#) to project team
- Include CCM updates in huddles and meetings as June 24 go-live approaches
- Celebrate with team members as they get more familiar with system
- Recognize team members' commitment to making the change

Be an active and visible leader and an advocate for the change!

Support for you and your team

Email: IHealthCCMproject@islandhealth.ca

Contact: IHealth Change Manager Alison Gyte (Alison.Gyte@islandhealth.ca)

Visit: Engagement Labs where team members can complete training, practice CCM, and get help.

VGH: Cafeteria 1814 **RJH:** PCC C801 (Open Mon-Fri 08:00-16:00)

Read: CCM [FAQs](#)