

CUTOVER PROCESS/CHECKLIST FOR PROVIDERS

OVERVIEW OF CUTOVER PROCESS:

- As of the Go Live date, Orders placed on paper need to be converted to electronic orders. The process of converting paper orders to electronic orders is called “Cutover”.
- The one-page document that follows contains a checklist of things to be done in advance of Go-live date that will ensure high quality of order conversion with minimal effort and confusion.
- In accordance with [Medical Staff Rules](#), the Most Responsible Physician (MRP) or on call designate is responsible for management of orders on patients under their care and will be expected to complete the Cut-over package.
- Cutover package will consist of:
 - **Orders transcribed from Kardex and Order sheets** that will include:
 - Diet, Activity, Vital Signs and other patient care orders, Communication orders to Nurse, NUA, Allied Health Professionals, etc.
 - **Medication Orders**
 - Recent copy of Medication Administration Record (MAR)
 - +/- Additional handwritten medication orders (entered after MAR was copied).
 - **Future Lab Orders** on paper requisitions.

Note: The following orders will not be in the package:

- **Future Diagnostic Imaging** requisitions will have been sent to department for booking.
- Orders in the Cutover package will be transcribed verbatim by the Most Responsible Nurse from chart to the electronic health record (EHR).
 - **If orders are unclear - Nurse will phone the MRP or on call designate to clarify how to write the orders.**
 - To lessen the need for clarification phone calls, spend some time ahead of time to ensure that the orders on the chart are necessary and clear. Discontinue unnecessary meds, include PRN reasons. Edit orders that are unclear. Multiple routes (IV/IM/SQ will need individual orders for each appropriate route).
 - If the nurse cannot contact the MRP or on-call designate, then medical staff leads will help contact the MRP where appropriate.
- **Interested in reinforcing your skills by placing orders before Go-Live?**

Cutover is an excellent opportunity for medical staff to reinforce their skills, finding and placing electronic orders without the pressure of getting patients seen. There will be lots of help around. Surgeons can place pre-op orders in advance of their upcoming OR dates. Medical staff interested in placing electronic orders on the day before Go Live, contact Provider Education and Experience (ProEX) ahead of time: ihealtheducation@islandhealth.ca.



The week before Go Live:

- Identify patients who will be discharged before go-live date by specifying estimated date of discharge. This will reduce unnecessary cutovers and associated electronic order entry.
- Go through medication orders (best done using Acute Med Rec Admit/Transfer Reconciliation Report).
 - Remove unnecessary regular and PRN medications.
 - Modify orders where appropriate. Examples of necessary edits to orders:
 - Ensure one route per medication order (Combined routes such as NG/oral/IV/IM/SQ are NOT available electronically)
 - No range frequencies (Write Q4H, not Q4-6H)
 - Specify PRN reason (All electronic PRN meds need a PRN reason)
 - Cut off for Self-Administered Medication 2 (SAM2) trials will be 1 week before CPOE activation.
- If possible, avoid placing recurring lab orders until CPOE activation.
 - Recurring labs need a duration (e.g., 3 days), after which additional orders will be placed electronically.

2 Days Before Go Live:

- Last chance to remove redundant orders and modify ones that need modification using Acute Med Rec Admit/Transfer Reconciliation Report.
- Consider pre-discharging patients needing discharge to reduce workload for the next day.
- This evening, Most Responsible Nurse will transcribe orders from the Kardex and provide a copy of the Medication Administration Record (MAR) to create a package of orders for MRP to review, edit and sign the following morning/day. **Note that there may be additional evening calls to you (or your on-call designate) to clarify unclear orders!**

The Day Before Go Live:

- MRP to find the Cutover package on the front of the chart. This includes an instruction sheet on how to review +/- edit orders for Diet, Activity, Patient Care orders, Communication orders, plus a list of medications from the last printed Medication Administration Record (MAR) +/- additional orders written after the last print of the MAR.
- Completing the package (including review +/- edits on orders, initialling pages and signing off the review completion page) will avoid last minute hunts for MRP to confirm orders and will reduce work for MRP the next day. Orders not placed via this process will need co-signature in Message Center in the EHR.
- New orders placed AFTER sign-off of the Cutover package must be written on colored paper order sheets for placement that evening or the following morning. These orders are called Delta orders. Delta orders will require Co-signature in your electronic message center.
- If you have signed up to do order entry, then you will have been given additional information on when and how to do this.

The Day of CPOE Go Live (all orders and order changes now electronic):

- See Message Center to review Delta orders (since package completion) +/- verbal orders needing "Orders for Signature". Sign off Orders for Signature.
- Review chart as you normally do.
- Review existing Cutover and Delta orders in the Orders Tab
 - Where necessary, Right-click and Modify/Cancel and reorder/Discontinue orders.
- There will be lots of elbow-to-elbow support with ordering and some supernumerary staffing for the first several days.