

By Medical Staff, for Medical Staff

IHealth News Brief

May 15, 2024

WHAT YOU NEED TO KNOW:

New Go-Live Timeline for Tertiary Sites CPOE/Advanced EHR Activation/NRGH System Changes

- **May 25***: Nanaimo Regional General Hospital (Laboratory EHR system changes)
*Scheduled Cerner outage from 20:00 hrs on May 24
- **June 8**: Royal Jubilee Hospital
- **June 8**: Nanaimo Regional General Hospital (CPOE enhancements)
- **September 14**: Victoria General Hospital, Gorge Road Health Centre (sub-acute), South Island Surgical Centre

Changed Timeline for CPOE Activation Disappointing for Medical Staff

On May 4 and 6, during an essential test of the Laboratory software and processes needed to support the CPOE activation, an unexpected and significant issue was identified. The issue is being resolved and there is a need for additional time to complete the technical routines required to load the new functionality and order set content into our Electronic Health Record (EHR).

Unfortunately, discovery of this issue has resulted in a delay. The NRGH activation of new laboratory changes into the EHR system will now occur on May 24. The VGH date for activation has been rescheduled to September 14. RJH will still go live on June 8. The decision to delay both NRGH and VGH was made by site leadership after consulting with IHealth, administrative and medical leadership, and after weighing the risks and benefits of available options:

- A. A simultaneous RJH/VGH Go-Live
- B. VGH Go-Live during the summer
- C. VGH in early fall

The September 14 date was chosen to mitigate risks for the first two options that included strain on ED and support services, large numbers of staff on vacation, and difficulty recruiting supernumerary staff.

Medical leaders will be working closely with providers to mitigate the risks of a 14-week hybrid system, including patient transfers between sites, to medical wards, the ORs, MARs, orders and more.

The delay for VGH until September is acknowledged as a disruption to the plans providers have made to accommodate their schedules and that of their patients. All involved in the decision to delay VGH Go-Live offer their apologies for this and share in the disappointment, while also expressing confidence the decision has been made in the best interest of patient safety and the provider experience of the change.

WHAT YOU NEED TO DO:

Continue education and training to prepare for CPOE

Medical staff at RJH, VGH, SISC and GRH are encouraged to continue their education in preparation for electronic ordering and other advanced EHR tools. Engagement Labs at both RJH (Royal Block 203) and VGH (S275) remain open Monday to Friday, 7 a.m. to 3 p.m. The IHealth Education registration team will continue to support providers in registering, accessing and completing education.

For those medical staff who have already completed their education, and who practice at VGH only, refresher education activities will be provided before Go-Live.

HOW WE'RE MAKING PROGRESS:

Patients-in-Transition (PIT) Testing reinforces CPOE learning

Medical staff along with other interdisciplinary team members are involved in Patients in Transition (PIT) testing exercises at VGH and RJH. These valuable experiences reinforce CPOE learning by walking the care team through facilitated workflows using the system and focusing on transitions in care.

Future PIT sessions will focus on patient safety in transfer between VGH, Gorge Road Hospital and RJH during the 14 weeks between each Go-Live.

Thank you to all medical staff who have taken the time to participate and provide their important feedback.

CONTACT IHEALTH

If you have feedback, questions or concerns regarding the IHealth project, please contact:

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