

*The following has been sent on behalf of Dr. Pooya Kazemi (IHealth Medical Site Lead, RJH)
and Dr. Kellie Whitehill (IHealth Medical Site Lead, VGH)*

By Medical Staff, for Medical Staff

IHealth News Brief

August 6, 2024

WHAT YOU NEED TO KNOW:

Go-Live Date for VGH, GRH and South Island Surgical Centre

Victoria General Hospital (VGH), Gorge Road Health Centre (GRH) sub-acute unit and South Island Surgical Centre (SISC) are the next South Island sites scheduled to go live with computerized provider order entry (CPOE) and other advanced tools in the electronic health record.

Go-Live Date for VGH, GRH, SISC

- **Saturday, September 14, 2024**

Interfacility transfers between VGH, GRH and RJH remain on temporary hybrid system

With RJH now live with CPOE, transfers between sites will require additional considerations to bridge the electronic and paper systems in place.

Until September 14, staff and providers at VGH will need to:

- Maintain the chart and prepare to send with the patient for transfers.
- Ensure medication administration documentation is up to date.
- Complete orders hygiene regularly to maintain an up-to-date record.

More details and checklists for interfacility transfers (these links require a login):

[Interfacility Transfers - Physicians and Nurse Practitioners \(islandhealth.ca\)](#)
[facility Transfers \(islandhealth.ca\)](#)

Key information on South Island Emergency Department holding orders

Emergency department holding order sets are frequently not being managed during the admission process. Duplicate medication orders from previous order sets, including high-risk medications, may result in medication errors and create confusion during administration. These duplicates also lead to calls to MRPs for clarification, causing inconveniences and inefficiencies for both the ordering provider and nursing staff.

ED holding order sets function like all other order sets in the EHR. The admitting provider must manage any previously placed orders or order sets by discontinuing individual orders or the entire order set when placing admission orders and completing admission medication reconciliation. Learn more about managing ED Holding orders in this [memo](#) and [QRG](#).

WHAT YOU NEED TO DO:

Complete mandatory education to prepare for Go-Live on September 14

Medical staff working at VGH, GRH and SISC must complete their mandatory education prior to Go-Live:

- **Virtual Facilitated Classroom Education (via Zoom)**
- **In-Person Facilitated Workflow Reviews** These sessions focus on your specific area of patient care, using case scenarios and practicing your CPOE training.

If you have not already done so, please register immediately by calling the Provider Education and Experience team at **250-713-0484**, or email ihealtheducation@islandhealth.ca

"Refresher" Skill Sharpeners for medical staff working at VGH/GRH/SISC

We recognize that many medical staff completed CPOE training early in 2024, in anticipation of a Go-Live in May. When the activation date was rescheduled to September 14, we understood that retaining the new knowledge could be a challenge for those who had already done the training.

For this reason, we have designed "refresher" skill sharpener sessions for physicians who practice solely at VGH, Gorge or at South Island Surgical Centre (or for physicians who have not yet completed a shift at RJH) to give you the opportunity to reinforce what you have learned. We will also focus on orders management and transitions in care per our lessons learned at RJH.

We highly recommend attending one of these sessions, which will be delivered via Zoom and take from 60 to 90 minutes to complete. Session dates/times vary by department and will be offered August 28 through September 13. Given that Island Health changed the activation date at VGH, we will be able to compensate you for up to two hours of your time at the non-clinical education rate.

To register, please email ihealtheducation@islandhealth.ca, or call the Provider Education and Experience team (ProEX) at 250-713-0484 (Rhonda) or 250-588-4036 (Chloe).

RJH Medical Staff: Please provide feedback in RJH CPOE Stabilization Survey

If you are a member of medical staff at RJH, please take 2 minutes to provide your feedback in this post Go-Live survey. With CPOE and other advanced EHR tools now in use at RJH for eight weeks, this is an opportunity to reflect on your experience preparing and using the new system in your area or unit.

Your feedback will help IHealth and medical leaders assess stabilization post Go-Live, and will also help improve future IHealth implementations. The survey is open until August 9.

[Take the survey](#)

Visit Engagement Labs for practice and support

Medical staff can drop into the IHealth Engagement Lab at RJH, located in Royal Block 203, from 7 a.m. to 3 p.m. Monday through Friday for 1-on-1 support from the ProEX team. The VGH Engagement Lab, in S275 (next to physician lounge) is also open for medical staff seeking a quiet space for education and practice. ProEX staff will be available for education support and personalization at VGH beginning in late August.

HOW WE'RE MAKING PROGRESS:

A community of EHR experts grows to support our medical staff colleagues

As medical staff and medical residents from across the region showed up to support Go-Live at RJH and helped their colleagues through a tremendous period of change, a highly encouraging trend began to take shape. “We saw we were cultivating and growing a group of future subject matter experts (SMEs) who can nimbly support their peers through the change to CPOE and other electronic tools in the EHR,” said Dr. Lonn Myronuk, IHealth Medical Lead for Clinical Documentation. These SMEs are there when challenges come up, questions need answers, and colleagues need an experienced system user at their elbow at future Go-Lives.

RESOURCES

- [IHealth Medical Staff webpage](#)
- [What's Changing for Medical Staff – one-pager \[PDF\]](#)
- [My IHealth Journey for Medical Staff \[PDF\]](#)
- [CPOE one-pager \[PDF\]](#)

CONTACT IHEALTH:

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

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