

Go-Live News

For Staff @VGH/GRH/SISC

Friday, October 11 *Final Issue!*



AND WE DID IT TOGETHER: We've captured lots of great photos of staff working together to make Go-Live a success. Check out the [VGH/GRH/SISC Go-Live Flickr album](#). Thank you to each and every one of you who paused in your busy work day for a photo or a quick interview for Go-Live News.

In today's Go-Live News:

- [A message from Gillian Kozinka and Dr. Chloe Lemire-Elmore](#)
- [Read the Clinical Adoption Key Messages](#)
- [Go-Live support transitions after October 11](#)
- [Lock it when you leave it](#)

- [1-minute survey: Feedback on Go-Live News](#)
- [Key Links](#)

A message from Gillian Kozinka and Dr. Chloe Lemire-Elmore



We wanted to take a moment to recognize and celebrate what we have accomplished together over these past few weeks.

Like most big undertakings in life, you get out of it what you put in. Your effort has been nothing short of phenomenal. Despite challenges, we have managed the transition to electronic orders and closed-loop medication administration very well and are seeing significant adoption of the new system.

A strong focus on preparation and readiness across the board set us up for success, and we continue to work closely in collaboration with the IHealth team, professional

practice and Quality Hub and all the different portfolios and supports together to manage this massive change.

Of course, we have encountered issues, but there have been people on the ground to attend to them in a timely, efficient manner while we maintain our standards of patient safety and quality care at all times.

We are already seeing some of the benefits, such as numerous new functions within the platform to highlight when an error is about to occur. To have these tools at our fingertips to stop us in our tracks when an error is about to unfold is life-changing not only for the patient, the outcome and potentially the length of stay within our acute care hospitals but also supporting us as care providers.

We owe a huge thanks to colleagues at Nanaimo and the Royal Jubilee Hospital for their shared learnings. In turn, we will “pay it forward” and support colleagues at other Island Health sites going live in the future.

Making the full transition to this new way of working takes time. Be patient with your peers and with yourself. We’re still in the early days, and it’s going to take a while for things to be exactly what we want them to be for optimal efficiency.

What we have now, collectively, is a robust framework and foundation based on quality and patient safety and a deeper insight into how the advanced EHR functionality supports these.

This process was a vivid reminder: we are all in health care together, and this is yet another “showcase” example of what we can do when we work as a team. Congratulations and thank you!

With immense pride and gratitude,

Gillian Kozinka and Dr. Chloe Lemire-Elmore (l-r in photo above)

Read the Clinical Adoption Key Messages

[Click to read Clinical Adoption Key Messages](#)

Today's topics:

- Mental Health Act (MHA) Paper Forms and CPOE Modules (Providers & Clinicians)
- Orders: Orders being listed in Documentation and not ordered Electronically (Providers & Clinicians)

Go-Live support transitions after October 11

We have been working with CPOE at VGH for just under one month now. Calls for support have dropped in number. This is a sign that many of our clinical team members are adapting to the new CPOE functions and workflows.

As planned, this week we begin the transition to the next phase of Go-Live: stabilization and sustainment.

How to access 24/7 support now and after October 11:

The 24/7 IHealth Central Support line will end on Friday, October 11 at 2400 hours, and support will transition to the Clinical Service Desk. Going forward, please use the following:

- Until October 11 at 2359 hours, call IHealth Central Support line at 1-855-755-7001.
- From October 12, call Clinical Service Desk at 18777 option 3 (or 250-370-8777 option 3).
- Click the “Band-Aid” support widget at the top of your device screen to access CPOE resources.
- For a skill sharpener session, please work with your Clinical Educator/Leader to arrange this.

Medical staff supports:

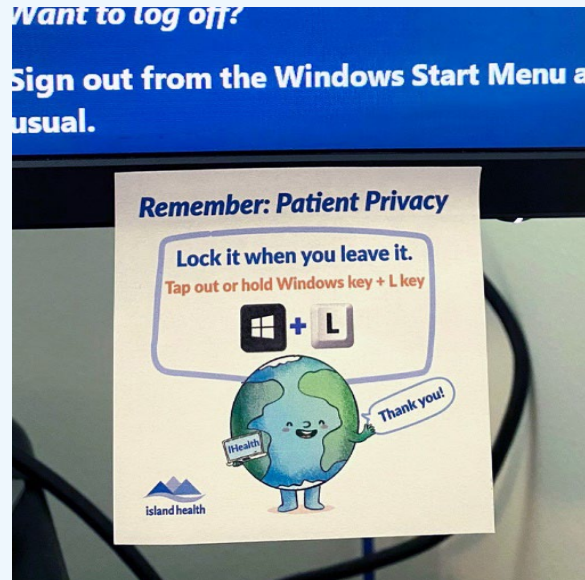
- For elbow-to-elbow assistance, Monday to Friday, 0700-1600, call the switchboard and ask for ProEX (short for Provider Education and Experience).
 - For 1:1 drop-in skill sharpeners, please come to the Engagement lab Monday to Friday, 0700-1600. At VGH the engagement lab is room S275 next to the physician lounge. At RJH the new engagement lab will be in room DT 1391 as of Tuesday, October 15.
 - To schedule a skill sharpener, email EHRprovidereducation@islandhealth.ca
-

Click to complete the survey

Lock it when you leave it

If you're stepping away from your computer or workstation on wheels, remember to secure any patient information shown on the screen by locking it.

A patient's privacy is protected when you take the time to tap out or follow the manual process of holding down the Windows key and "L" key simultaneously.



1-minute survey: Feedback on Go-Live News

We would love to have your feedback and ideas on **VGH/GRH/SISC Go-Live News**. Your input will help us make improvements to editions we produce for sites going live in future. This is a very short survey – **about 1 minute**. Thank you!

—IHealth Communications Team

Key Links

- [IHealth Intranet](#)
- [Communicating about IHealth with Patients, Clients and Families](#)
- [Orders Management Intranet page](#)

- [What's Changing – By Roles](#)
 - [See more photos: IHealth Go-Live Photo Gallery on Flickr](#)
-

www.IHealth.islandhealth.ca



*Copyright © Island Health | IHealth
For internal use only.*