

Go-Live News

For Staff @VGH/GRH/SISC

Friday, October 4



ED physician Dr. Simon Hoogewerf, right, confers with Dr. Eric Grafstein, physician peer mentor, on Day 2 of Go-Live at VGH. Dr. Grafstein is Chief Medical Information Officer for the Clinical Systems Transformation project at Vancouver Coastal Health-Providence Health Care and offered support through the first weekend.

Peer mentors have been offering valuable support to medical staff on discharge planning, including medication reconciliation. [See story below.](#)

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Discharge med rec helps patients feel fully supported after hospital stay

Discharge planning, including medication reconciliation completed by providers, is an essential tool for effectively communicating recommendations for ongoing care as a patient leaves the hospital. It also ensures that medication discrepancies are identified and resolved, preventing potential unplanned readmissions, which are a burden to patients, families and the health care system.

Reconciling medications at discharge consists of reviewing current medication orders with those that the patient was taking at home and determining what should be continued after discharge. While it sounds simple, Dr. Andre de Wit points out that many patients have prescriptions from multiple specialists, and medicines from both inpatient and outpatient EHR medication catalogues, which can add complexity to the “med rec” process for the physician managing the discharge.

That's where the support comes in.

Dr. de Wit, who is IHealth Physician Lead for Provider Education and Experience, recommends that medical staff do their first discharge med rec with a physician peer mentor by their side. “Once they've done it a few times with somebody pointing out the nuances and how to do it, they support themselves.” It's a learning process he likes to call, “See one, do one, teach one.”

The benefits for the patient are well worth the learning, says Dr. de Wit. “We provide them with a document that accurately explains to them the home meds. You can also provide it to the pharmacist, a residential care facility or a family member caring for the patient. Patients feel fully supported after they leave the hospital.”

More information about orders management and discharge medicine reconciliation is available in the [Clinical Adoption Key Messages](#).

Read the Clinical Adoption Key Messages

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

Today's topics:

- Transfusion Medicine Summary CPOE (Providers & Clinicians)
- Patient Safety (Providers & Clinicians)

Cool shoes (and funky socks!) walk the path of change together



We spied some cool and colourful sneakers and shoes out there during Go-Live, as well as the highly prized hot pink IHealth socks that are presented to staff members who give their time to do an interview or photo for Go-Live News. All the better to have comfy footwear for the extra steps so many staff have been taking to ensure Go-Live goes smoothly. Walk on!

[Click to complete the survey](#)

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

Spotlight Q&A: Meet EHRin

Name: EHRin

Role: IHealth goodwill ambassador

From: All four corners of the globe. (How does a globe have corners, though? What a funny saying.)

Previous activations: I started meeting Island Health staff at the RJH Go-Live, and before that at the VGH and RJH IHealth World Cafés. (Kind of named after me, right?!)

What are you most proud of? I'm proud of every member of the staff at VGH, GRH and SISC! You have worked SO hard to get here – you should be very proud of how well you are doing and how much you have accomplished.

Do you have a passion or favourite pastime outside of work? My passion is the same 24/7: I'm here to support and encourage our fantastic health care team through tremendous change that benefits every patient who shows up and counts on us for excellent care, everywhere, every time.



Key piece of advice during Go-Live for CPOE: When you see me, stop for a moment and remember: “By working in the EHR, I am making a world of difference for our patients.” Because you are!

Support at the elbow, on desktop & remote

Find support when and where you need it during Go-Live. If you need help or have a question, reach out 24/7 to support staff on your unit, use the “Band-Aid” tool at the top of your screen to get help, or call IHealth Central Support at 1-855-755-7001 or 28555.

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](#)
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