Go-Live News

For Staff @VGH/GRH/SISC

Thursday, September 19

Nursing students from Camosun College are gaining clinical experience in the electronic health record.

See story below.

In today's Go-Live News:

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

While it is Day 6 for our Go-Live at VGH, Gorge Road and SISC, many staff are still experiencing Day 1 of their own "go-live". Please remember, be good to each other and to yourselves!

We're tackling the issues head on. At SWAT team meetings today, we saw valuable information sharing between our providers, clinicians and the project team, which are making improvements in the moment.

We have an opportunity to highlight different nuances of this transition that, while specific to our facilities, resonate for the entire organization.

One thing we've heard today is that as more electronic devices come into use alongside CPOE, some common questions are coming up. The team has responded to those requests and developed this [Devices FAQs handout [PDF]](#) that covers specimen label printers, bar-code scanners and workstations on wheels (WoWs). Refer to this document first, as the answer to your question could be there.

If you are still having device issues after following the directions on the handout, you can call IHealth Central Support at 18777 until October 11. After that, contact the Service Desk.

Great job – well done – it's going really well!

~ Gillian Kozinka and Dr. Chloe Lemire-Elmore

Read the Clinical Adoption Key Messages

Click to read Clinical Adoption Key Messages

Topics:

- Admission Medication Reconciliation (Providers and Clinicians)
- Medication Administration Documentation by Ordering Providers (Providers and Clinicians)
- Minimizing Distractions During Medication Administration (Clinicians)

Nursing students jump into EHR learning

Nursing students from Camosun College are gaining clinical experience with the electronic health record (EHR) at VGH.

Kenzie Oram, a second-year nursing student, says her group's experience with the CPOE Go-Live has been very positive. "We had an online learning journey and in-person hours. It's been good," said Kenzie. "Lots of learning and something new. They say it's going to minimize errors, and that's important and encourages safer practice."

Another second-year nursing student, Tracy Stoessiger, has a unique perspective as a mature student. "I'm in that in-between generation where I can adapt quickly to technology. But having younger students – while being a mature student – is really helpful because they are so in tune and know what's happening."

Tracy has appreciated the support she and her student colleagues are getting and sees the benefits of the new system. "Efficiency, safety, all the information is in one place and that makes it efficient and can potentially give you more of that bedside time."

Camosun College Nurse Educator, Leah Godwin, RN, is impressed with the group of future nurses coming up. "I'm always impressed at how pure of heart they are, and they can't wait to get in with patients and make a difference," she said. "I think there is so much hope for the future of our nurses based on the types of students that we have

coming through. They're picking up on all the new technology quickly and there's much hope going forward."

Island Health appreciates students' and instructors' flexibility and openness to walking in this change together. For student and instructor support, we encourage you to reach out to our CLKS Student Practice team via StudentPractice@islandhealth.ca. We're so proud to be able to support students' transition into the practice environment!

Accountability in every click

Faye Henderson (left), Cerner adoption coach and Olivia Sabnal Wilkes, CNE at GRH

Olivia Sabnal Wilkes, clinical nurse educator at Gorge Road Health Centre (GRH), brings valuable experience to the CPOE implementation there. "This is not new to me. I did it in 2019 when Westshore Urgent Care went live," Olivia explains, leveraging her expertise to guide staff through the transition.

"The CPOE system strengthens patient safety and staff accountability. It imposes safety features at each step," she said. "Accountability checking is a huge part of my role, but now everyone gets to be the 'checker' as the system asks 'why' for each action. We

must provide reasons for everything we do. This process is essential for tasks ranging from obtaining replacement medicines to creating orders."

While acknowledging the initial learning curve, especially for staff less familiar with technology, Olivia remains optimistic about the long-term benefits. "It's time-consuming for us because we're not used to it. But I think once we get used to the new process, it'll be easier. The more we use CPOE, the more we're used to the view, the functions and the additional tasks."

Midwife appreciates how CPOE clarifies information and enhances care

Midwife Thea Parkin, who is here from Vancouver supporting the Go-Live, says the new CPOE system has positively transformed the way providers deliver care at VGH, improving patient safety and communication across the board.

"This is a very helpful addition to my practice as a midwife," Thea explained, highlighting the system's ability to improve workflow and efficiency. She emphasized how CPOE enhances safety for patients and provides more comprehensive information for the entire care team.

Midwife Thea Parkin

"It clarifies orders and decreases the chance of miscommunication, which contributes to less errors and more accurate ordering," Thea said. "The chances that something could be misunderstood, for example, the dosage or sometimes even the medication, are certainly decreased with the electronic system."

Together with electronic clinical documentation, adopting CPOE is an important next step in the evolution of harnessing the full power of the electronic system to support safe, consistent, standardized patient care. "In my role as a midwife, it has greatly enhanced my ability to have access to essential information with a fully enabled electronic health record."

Therapy dog brings smiles during long days

Between rounding assignments, Cerner Adoption Coaches Julie Slaughter (left) and Cathy McFarland (right) took a moment yesterday with therapy dog Moro and her human companion, Shauna Scott, who visit VGH regularly with the animal therapy volunteer team.

Spotlight Q&A: Meet Brandin Davis

Name: Brandin Davis

Role: Global Activation Specialist (Cerner)

Area Supporting: ICU

From: Atlanta, Georgia

Previous Activations: Too many to count. Over six years of activations at various global sites.

What is a benefit of IHealth/CPOE you would like to highlight? Allows documentation to flow seamlessly between a multitude of systems and keeps continuity across floors.

Key advice for Go-Live: When things get stressful, do not forget to just take a second and breathe. You can always click on it again, hover to discover, and when all else fails: refresh, refresh, refresh.

Where can we find you outside of work? Bowling, reading, fishing, playing pool, playing bocce ball or painting.

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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