

Go-Live News

For Staff @VGH/GRH/SISC

Friday, September 20



Janelle Bradley (left), clinical resource nurse in pediatrics, and Melissa Holland, CNE, in pediatric surgical daycare. See story below.

In today's Go-Live News:

- [Pediatrics teams embrace new technology during Go-Live](#)
 - [Read the Clinical Adoption Key Messages](#)
 - [CPOE enhances patient care transitions](#)
 - [Food trucks and perks continue for Go-Live](#)
 - [Spotlight Q&A: Meet Mohata Ahmed](#)
 - [Support at the elbow, on desktop & remote](#)
 - [Key Links](#)
-

Pediatrics teams embrace new technology during Go-Live

“The biggest change for our team is the overall medication administration workflow,” said Janelle Bradley, a clinical resource nurse on the pediatric unit. “I expect everyone will be using their critical thinking skills to find ways of incorporating the new system into their own workflows.”

Janelle explained that change can be difficult when people must adjust the ways they have traditionally carried out their work. However, the pediatrics team has embraced the new technology.

“Our staff are very adaptable – it’s been a good experience so far,” she said.

Janelle’s colleague, Melissa Holland, a clinical nurse educator who also supports the pediatric surgical daycare unit, agrees. As one of three ambulatory care units that has gone live since Monday, pediatric surgical daycare is already seeing marked improvements in CPOE process and understanding.

“Because we need orders to get started in the morning, the first couple of days were a bit stressful,” Melissa said. “However, now we are finding that orders are being placed ahead of time, we know what we are looking for, can address challenges and are working through the bumps,” she said.

“We are all learning together but this new way of doing things is going to be great for us.”

Read the Clinical Adoption Key Messages

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

CPOE enhances patient care transitions

Care for patients awaiting long-term care placement has been improved with the CPOE launch at Gorge Road Health Centre (GRH) and Victoria General Hospital (VGH).

“When we are fully electronic, all information needed for delivering care and transfer of care is in one place. The notes are legible, up-to-date and accessible,” said Titto Jose, manager at GRH. “It’s super easy to go back to their history and collect all the information. It’s truly a game-changer.”

According to Titto, the new system also enhances patient experience. “It’s frustrating for patients when they’ve already communicated something to a clinician, and it’s placed on paper. Then the receiving clinician contacts the patient, family or unit for information already provided,” he said. “Patients feel we’re not working in harmony. CPOE eliminates these issues.”

At VGH 6 North, acting CNL Sarah Pilon said that transferring between the two sites now live with CPOE vastly reduces the paper load. “Between two live sites, the reduction in paper goes from as much as 40 pages that we would have to fax, to nothing, because it’s all on the electronic health record.”

By streamlining information sharing, CPOE helps clinicians work more efficiently. “Our clinicians’ time is extremely valuable, especially given our current staffing constraints,” said Titto. “CPOE is a key pillar in finding efficiency. It eliminates duplicate work, allowing our health-care providers to focus more on patient care.”



Titto Jose, manager at Gorge Road Health Centre

Food trucks and perks continue for Go-Live



Paola Rincon (left) and Uriel Zambrano offer up Venezuelan specialties in the Los Panas Kitchen food truck.

Grab a meal or a treat at one of the food trucks rolling up to VGH during Go-Live. Check out the schedule for the coming week. The food trucks are located outside the cafeteria.

The Hot Dog Guys	Saturday, September 21 & Sunday, September 22	7 a.m. – 4:30 p.m.
Greek on the Street	Monday, September 23	11 a.m. – 4 p.m.
Los Panas Kitchen	Wednesday, September 25	11 a.m. – 4 p.m.
Softies Ice Cream	Friday, September 27 & Saturday, September 28	11 a.m. – 4 p.m.

More Perks:

- **Quality Foods Eagle Creek (27 Helmcken Rd #110) – 10% discount* September 14-28**

Grab a healthy snack or meal during Go-Live. Show your Island Health ID. **Excludes lottery and cigarettes.*

- **Ritual Nordic Spa** – 20% off* services September 14-28
Present your Island Health ID at their desk. **Eligible for 2-hour midweek circuits (no weekends, massage services, 1-hr circuits or private suites)*

Spotlight Q&A: Meet Mohata Ahmed

Name: Mohata Ahmed

Role: Health Information Science co-op student

Area you are supporting: Gorge Road Health Centre and VGH

From: Victoria

What is a benefit of IHealth/CPOE you would like to highlight? The new system makes things easier for doctors and nurses to execute tasks, allowing patient care to be delivered more efficiently.

Key piece of advice during Go-Live for CPOE: Although change can be difficult, patience and focusing on the benefits is important. Try to see the silver lining.

Do you have a passion or favourite pastime outside of work? I love to binge-watch Netflix series, particularly reality TV shows.



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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