Go-Live News

For Staff @VGH/GRH/SISC

Saturday, September 21

Anesthesiologist Dr. Mark Vu outside Victoria General Hospital.

See story below.

In today's Go-Live News:

"Breaking bread" and breaking silos unexpected benefit of IHealth

During Go-Lives, there's plenty of talk about technology change and quality improvement, but what about changes to traditional health system culture? It's a point that Dr. Mark Vu, Anesthesiologist at RJH and VGH and IHealth trauma, is really excited about.

"We've always had separate spaces for physicians and nurses to socialize, but now we have a communal area at VGH, and this collaboration is breaking down siloes," says Dr. Vu about meeting in the lecture lab for huddles and SWAT groups.

"We gather to meet for the food, talk about IHealth challenges and solve problems collectively. The classroom is now a social space."

"No one expected IHealth to be 'peaches and cream', but when we come together to solve problems face-to-face that's when the magic happens. One legacy of this project is how the collective experience of working through this period of change brings us together. We now have a strong bond built around shared challenges, and empathy."

Read the Clinical Adoption Key Messages

Click to read Clinical Adoption Key Messages

Today's topics:
- Orders Management: Transfer Reconciliation
- Team Communication in the Continuum of Care

Device specialists keep the EHR system humming

With full activation of the electronic health record (EHR), barcode scanners, specimen label printers, new vital sign monitors and workstations on wheels (WoWs) are tools that staff work with daily. Ensuring they all run smoothly is the job of a device integration specialist, such as Phillip Diezmos, one of the team at Device Engineering & Service Innovations, IM/IT.

"A typical day is fast-paced, involving technical troubleshooting, user training and support, communicating with stakeholders and monitoring system performance," says Phillip. "We spend a significant amount of time in the hospital working hands-on with devices and building trust with staff, not just operating behind screens."

Knowing the work directly impacts patient care is a great motivator for Phillip and his teammates. And when confronting stress – and a non-functioning machine is often stressful for the user – the team turns to each other. "Teamwork, practicing stress management techniques, and most especially, leadership support, definitely help us stay motivated through challenges," says Phillip.

Device Integration Specialist Philip Diezmos

Troubleshooting can have its lighter moments, as well. Philip recounts: "One time, a nurse reported a device malfunction. Because we're trained in thorough troubleshooting, we immediately checked software, drivers and ran diagnostics, only to realize it was simply unplugged. It's now an amusing anecdote we call the 'Unplugged Mystery,' but it reminds us to explore all possibilities, no matter how obvious."

Saving time and trees in Nutrition Services

Clinical Coordinator Jennifer Burger (left) and Registered Dietitian Erica Zeeman

Jennifer Burger, clinical coordinator in Nutrition Services, wouldn't necessarily call herself a tree hugger but as a result of going electronic, "There's a tree being saved every day," she quipped.

Prior to CPOE, diet orders were sent via fax. Already the office has noticed the significant decrease in paper.

The new system is also saving staff time. One of the ways is through a new workflow involving gastroenterologists, and parenteral nutrition, a feeding method though a vein that bypasses the gastrointestinal tract.

"We no longer have to meet a gastroenterologist in person," she says. "We can still meet if we want to talk through a case, but for straightforward reorders of the same therapy,

for example, we don't have to track down the gastroenterologist and pull them out of procedure just to sign a piece of paper."

Erica Zeeman, a registered dietitian who works as a casual across several sites, appreciates accessing people and information online rather than in person.

"You could be awkwardly walking around looking for a chart or hovering over a colleague waiting for it," says Erica. "And you're not fighting for a fax machine so much."

Burger says, "Staff here see that, from the experience at Jubilee, there are growing pains, but it's been positive, knowing that it will take time, and the end result is so much better. We feel like we can do our jobs better because we're not wasting so much time."

Spotlight Q&A: Meet Eric Bellinger

Name: Eric Bellinger

Role: Nurse Informaticist, Clinical Informatics

Area Supporting: Medical Imaging

Previous Activations: Many activations, most recently at RJH

What is a benefit of IHealth/CPOE you would like to highlight? If one piece of paper goes missing that's critical to your patient's care, it can be incredibly difficult to hone back in on what to do for that patient. With CPOE and the wider electronic health record you know that if you have access to the network, you have access to that patient's chart – the same chart that all members of the care team have access to.

Key advice for Go-Live: I would follow Bonnie Henry's advice. Just continue to be kind to each other; and be kind to ourselves as we're learning, to our colleagues as they're learning, and enjoy the overall process of adoption.

Do you have a passion or favourite pastime outside of work? My little eight-month-old at home.

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

www.**IHealth**.islandhealth.ca