

IHealth News for Medical Staff

Issue No. 3



VGH medical staff join RJH colleagues documenting electronically

All medical staff working in acute areas at Victoria General Hospital (VGH), except for Perinatal, went live with the activation of electronic clinical documentation on Monday, October 4.

This follows the go-live for medical staff at RJH that began on September 20. So far the transition to electronic documentation has gone smoothly.

All staff – medical, clinical and nursing – in the Postpartum area at VGH will go live October 26; all

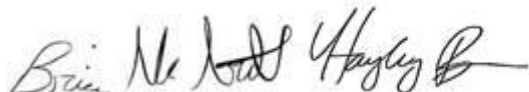
staff in Labour and Delivery Room and Antepartum will go live November 23.

For full details on go-live timing for medical, clinical and nursing staff, see [this memo sent to all staff on Friday, October 1](#).

A Message of Appreciation from Site Medical Chiefs of Staff at VGH and RJH

Dear medical staff colleagues,

We offer our sincere appreciation to medical staff – physicians, nurse practitioners, midwives and medical learners – who have started using electronic clinical documentation at RJH and VGH. The smooth transition so far, and the commitment to training and readiness for go-live is a testament to your professionalism, dedication and leadership. We acknowledge the incredible effort and patience that this has demanded, particularly with the ongoing challenges we are all facing as we continue to respond to the COVID-19 pandemic.



Drs. Brian Mc Ardle and Hayley Bos
Site Chiefs

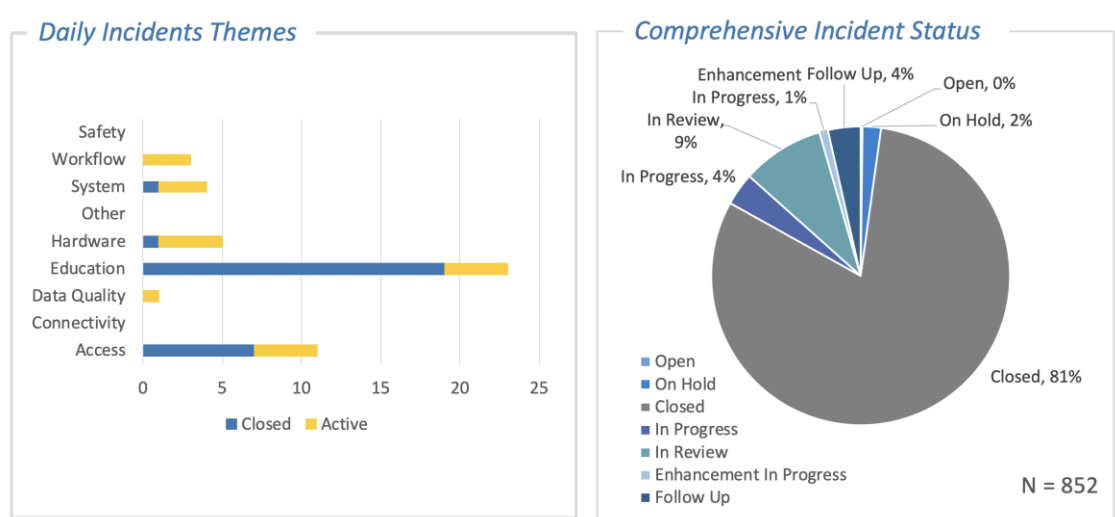
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Go-live Includes Responsive IHealth System Enhancements

Medical staff started using electronic clinical documentation at RJH on Monday, September 20. Over the first three weeks of activation, more than 400 service tickets were logged by medical staff, of which 80% have been actioned and closed. The main themes of medical staff service requests so far include education, system enhancements, and workflow review and related questions.



81% of 852 Incidents Closed @ RJH, No Open Critical Incidents

Example of Status from October 7, 2021

A number of fixes and enhancements, based on medical staff requests and proposals, have already been incorporated, including:

- Addition of having MHSU Discharge Summary documentation included in the Documents component of Provider View
- ICU Progress Note Templates
- Requesting the Label Printers in ED to display in the Quick Print MPages

Other updates the IHealth team are working on include:

- MyExperience for all Physicians -- allowing all physicians to change their views, and landing page through MyExperience, rather than requesting a position/account modification
- Making all relevant note types quick links imbedded on relevant MPages by specialty to improve ease of use
- Physician Handoff Communication Worklist
- Several Note Type/Template requests
- Custom Component to display OT/PT functional assessments



The rapid adaptation to make these changes during go-live represents the high level of medical staff engagement using the system and offering feedback and ideas for improvement, and the “back-end” teams working hard to make real-time enhancements wherever possible.

Top Reminders for Go-Live

- At go-live, physicians begin putting Progress Notes into the chart electronically – don't forget to sign and submit.
- Nursing notes are viewed in the EHR when nurses start charting electronically.
- Medical staff orders will continue to be written in the paper chart.

Improving Efficiency Using a Workstation on Wheels (WoW)

Dr. Sharon Ham, family physician and hospitalist at Royal Jubilee Hospital, is enthusiastic about the efficiency improvements she has found using WoWs while on her rounds.

“Once we went completely live with entering Progress Notes, I had the idea ahead of time to see if using the WoWs improved my efficiency. It took me about two to three days to get into it and then I saw improvements,” says Dr. Ham.

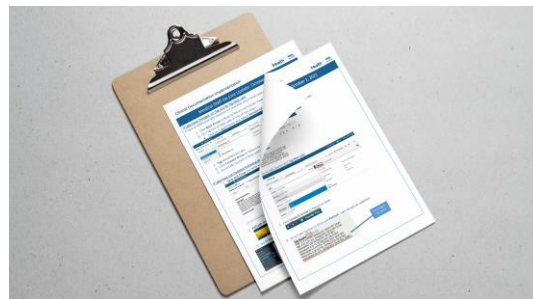


“I took a stack of order sheets with me on the cart. I went from room to room with the cart, seeing the patient and entering the progress note then and there. I wrote my orders on the sheet and when I was done, I gave the stack to the unit clerk to enter the orders.”

After three months using the new system, Dr. Ham says “I love it now – I can’t imagine going back to paper chart.”

Daily ‘Hot Sheet’ IHealth Updates

Medical staff can find the daily ‘Hot Sheet’ IHealth updates distributed to units and physician lounges. These contain the day’s clinically relevant key tips and messages.



Support for Go-Live @ VGH

Medical staff at both VGH and RJH can access 24/7 support during go-live for help with:

- Electronic clinical documentation questions
- Technical support
- Quick tips to build proficiency
- Device support and troubleshooting for Dragon mics, computer stations
- Any other questions related to go-live for clinical documentation

Click on the button below for more "go-live" support information.

[Go-Live Support Information](#)

Get quick support 24/7

[1-877-755-7001](tel:1-877-755-7001)



Phone and Remote Computer Support

Call to get quick support on the phone or remotely on computer



In-Person Elbow-to-Elbow Support

Peer mentors, rounding, ProTips, including Power Chart, Dragon, devices

Comments or questions, or to register for training: ihealthclindocproject@viha.ca

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One Person, One Record, One Plan for Health and Care