



TO: All staff and credentialed staff
FROM: Regional IT Partnership – CEO Committee
RE: CARE4 Update
DATE: September 17, 2020

Good Afternoon,

Despite the pandemic, significant progress continues to be made on the CARE4 project.

As you'll recall, CARE4 is a major transition of our Health Information System (HIS) to MEDITECH Expanse, a partnership between Collingwood General Marine Hospital, Georgian Bay General Hospital, Headwaters Health Care Centre and Royal Victoria Regional Health Centre.

This transformational project is designed to improve the quality and delivery of patient care at all partner hospitals. CARE4 is much more than an HIS upgrade - this is a huge undertaking that will not only update our technology but have an impact on our clinical and administrative processes and procedures. Nearly every staff member and physician will be impacted by MEDITECH Expanse - whether you will use the standardized physician order sets, nursing assessments, general ledger account structure or the new module for employee incident reporting.

Our hospitals' responses to the COVID-19 pandemic has been all-consuming and ever-changing, and for that reason, the CARE4 project had to be equally nimble and flexible. As a result, we reassessed our timelines and created a modified approach for the CARE4 project. We have extended the timeline and are now tracking towards a May 2021 GO LIVE date. Our extended timeline split the build phase into two stages, allowing foundational work to continue while the partner organizations focused on our pandemic responses. Your input is critical to our success, so ample time has been allotted for staff and physicians to participate in the project, and many have already been engaged through the work of the CARE4 committees, working groups and build teams.



Work will continue at a rapid pace throughout September. Training and education plans are being developed and communications will ramp-up with the re-launch of the CARE4 newsletter, the CARE-4.ca website and a plan for safe engagement events.



Starting tomorrow, September 18, we are launching a monthly CARE4 team shirt day as a way for you to easily identify who is working on the project. If you see a colleague in a blue or orange CARE4 shirt, please introduce yourself and ask them about their work on the project.

Together, we are collectively reviewing our processes, leveraging technology, learning from each other, and using standardization and best practices to ensure we are providing the highest quality of care to our patients. This project is truly a transformation and we invite you to be actively involved in the upcoming months to ensure that we successfully make this leap forward.

Respectfully,



Norah Holder,
President & CEO
Collingwood General &
Marine Hospital



Gail Hunt,
President & CEO
Georgian Bay General
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Kim Delahunt,
President & CEO
Headwaters Health Care
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Janice Skot,
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