



# CMIO Hub

July 12, 2021

Good Afternoon Colleagues,

Training and Education for the CARE4 project is well underway! We started instructor-led training for credentialed staff this week after several weeks of Physician Champion training. Remember all credentialed staff are highly encouraged to sign-up and attend instructor-led training which runs until September 11, 2021 and complete [eLearning](#) prior to attending training.

We recognize that there are still some lingering issues with our eLearning system, Surge. Although the overall experience has been positive, a few errors have still been reported. We have included some tips and tricks below to help you if you get stuck. It's important to establish a common level of understanding and knowledge about MEDITECH Expanse by completing eLearning before instructor-led training. By coming to class with general knowledge of the basics, you will maximize your training experience. We recommend you watch a few [demo videos](#), complete eLearning, attend instructor-led training and participate in opportunities to practice your new skills.



Training and education will take time. While we have streamlined learning to offer a variety of different modalities, it is important that you set aside the necessary time required to fully comprehend the material presented. We want you to be confident and efficient when we GO LIVE so patients have a seamless experience, and you can do what you do best – provide safe, high-quality healthcare to our communities. Sincerely,

Dr. James Lane  
CMIO, CGMH

Dr. David Bayfield  
CMIO, GBGH

Dr. Sanjeev Singwi  
CMIO, HHCC

Dr. George Karasmanis  
CMIO, RVH

## eLearning Tips and Tricks

For many credentialed staff, MEDITECH Expanse is new and it will require time and practice to become familiar with the system. eLearning is a good start, and instructor-led training will prepare you with more interactive practice in the system. In the eLearning, it may feel like there is a lot of clicking involved to advance the screen. However, in the live Expanse system, you will not always require the same volume of clicking and steps.

We have included some tips and tricks below to optimize your eLearning experience:

- Start early – **eLearning will take between 4 to 6 hours to complete**. Schedule enough time to complete eLearning prior to instructor-led training. You can access it [here](#).
- Launching eLearning in Google Chrome or Microsoft Edge will result in the best user experience.
- At the login screen, **click “Sign in with Microsoft”**. It will either automatically sign you in or ask for your log-in credentials which is the same email and password you use to access hospital computers. If you are having trouble logging or **require help with eLearning**, contact your local ITS Help Desk or email [training@care-4.ca](mailto:training@care-4.ca)
- Read the instructions carefully - there are **multiple ways to advance to the next screen** including clicking the “Next” button, selecting the red highlighted box and using your keyboard.
- You can **use the drop-down navigation bar** at the top right hand menu in a module to skip a section if you've done it already in another module or if a section is freezing you can use the menu to jump ahead.
- Within the navigation bar, you can **jump to the demo videos** located within the eLearning modules.
- At times, you will be required to **right click**. If you are **using an Mac**, you will need to press and hold the Control key while you click an item (ctrl+click).
- The tests included in the system are not mandatory for the completion of your eLearning. They are solely a tool for you to check your understanding and confidence with the system.

The eLearning materials are available for you to revisit at any time. Once you complete your training, you may find it beneficial to revisit the content.



## Dragon Medical One (DMO) and Nuance University \*REMINDER\*

### DMO Instructions and User-guide

To ensure you have the support and training you need to be successful with the implementation of MEDITECH Expanse and using Dragon Microphone One (DMO) voice dictation, we have included instructions and user guides that are hospital specific. DMO will be covered during your instructor-led training. Click [here](#) to access to DMO resources and information.

### Nuance University Enrollment *(optional)*

All credentialed staff should have received an initial email from Nuance advising that you have been enrolled for two sessions:

- Getting Started with PowerMic Mobile
- Product Knowledge - Dragon Medical One (DMO)

You will receive additional emails with your password and login instructions. If you have not received a registration email, please contact your CMIO and we will ensure you are registered. Please note this training is optional but highly recommended so you can maximize your time during instructor-led training.

PLEASE NOTE: Within the Nuance University course, there are instructions to install the mobile app. You will receive further instruction during instructor-led training on the mobile app including your site specific token that will allow you to connect to your local domain.

## Physician Champions

The CARE4 project has over 60 Physician Champions working together to standardize our order sets within MEDITECH Expanse. Working with the Chief Medical Information Officers (CMIOs), our Physician Champions vet order sets following a well-established process and collectively continue to come to a consensus in providing valuable feedback for standardization.

To read the full article about physician champions and order set standardization, including an interview from Dr. Pier Diane Glaude, RVH pediatric physician and CARE Physician Champion, click [here](#).



## Physician Needs Assessment (PNAs) Report Out \*UPDATE\*

Over 60 per cent of credentialed staff participated in a Provider Needs Assessment in preparation for the change to MEDITECH Expanse. We have attached the final report from HealthTech which includes feedback from CGMH, GBGH and RVH, as well as a summary of results from Headwaters, who completed the PNA themselves.

We will be implementing many of the recommendations and action plans. You can access the reports through the links below:

- [Report for CGMH, GBGH and RVH](#)
- [Report for HHCC](#)

## Parallel Run #2

We are entering into our second week of Parallel Run and End-User #2. End-user testing is methodology used to mimic clinical-scenarios by imitating real-time workflow experiences as seen on the unit. Following patient scenarios, Superusers will work with their managers and colleagues to complete actions in MEDITECH Expanse. Credentialed staff that are working on units where parallel runs are being completed are encouraged to participate and ask questions. This an incredible opportunity to see workflows in action. Parallel Run and End-User testing #2 runs until July 16 at most sites.

Missed an issue of CMIO Hub?

Visit the [CMIO Hub webpage](#) for updates and resources.

If you have information you want to submit to the regular project update, please provide any content to Jessica Dolan ([dolanj@rvh.on.ca](mailto:dolanj@rvh.on.ca)).