

# CARE4 Guide to GO LIVE





# Guide to GO LIVE

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# Guide to GO LIVE

## Message From Dave Brewin, Regional Chief Information Officer

Congratulations!

We are in the midst of launching one of the largest projects in our collective history – CARE4 and the implementation of MEDITECH Expanse.

This is an exciting new era in patient care for our hospitals, something we all should be very proud to have accomplished. This is your system! It has been built in collaboration with hundreds of our staff, providers and leaders.

We know the past two years have been challenging and we want to thank you for your unwavering commitment to patient care as you completed eLearning, instructor-led training and practiced in the new system.

The transition to Expanse is something we can't delay. The pandemic has taught us the importance of a connected health information system, a safer system that provides vital decision making information to all members of a patient's care team.

Please be assured that you will be supported over the next two weeks, and beyond. Look for Superusers and support staff in a bright blue CARE4 vest. They are there to provide you with at-the-elbow-support. We have developed many resources to support you with your on-going learning including training, tip sheets, demo videos which remain available to you on the CARE4 website and app.

Remember to reach out if you need additional support and please be kind to each other.

Respectfully,

A handwritten signature in black ink, appearing to read "Dave Brewin".

Dave Brewin,  
Regional Chief Information Officer





# Guide to GO LIVE

## CARE4 Key Messages

Four hospitals, Collingwood General and Marine Hospital (CGMH); Georgian Bay General Hospital (GBGH – Midland); Headwaters Health Care Centre (HHCC – Orangeville) and Royal Victoria Regional Health Centre (RVH – Barrie) have partnered to implement the latest version of a shared Health Information System (HIS) platform, called MEDITECH Expanse. This transformational project, which has been named CARE4, is designed to improve the quality of patient care and the delivery of that care throughout the partner hospitals.

This is not just an information technology upgrade. The CARE4 project is a clinical and administrative transformation that will enable our hospitals to:

- Enhance quality and safety of patient care
- Streamline care coordination and transitions between the partner hospitals
- Improve health outcomes and the patient and family experience
- Streamline and standardize provider workflow and processes
- Improve access and coordination of information

This is one of the largest and most exciting projects in our collective history. It will positively impact several hundred clinical and operational workflows across the continuum of care, ultimately providing safer high-quality care to the residents of the regions we serve. The successful implementation of the new system will allow information to be shared instantly between hospital care teams, saving time for vital decision-making.

As with any change, there may be some temporary delays as our teams become familiar with the new system and technology. We ask for your patience, support and understanding. During this transition, safety remains our highest priority.

## Why CARE4; Why Now?

Implementing our shared Health Information System (HIS), MEDITECH Expanse, will directly impact the quality and safety of care our patients receive. While these benefits do not seem tangible yet, they will have a lasting impact for the communities we serve.

Our hospitals are currently faced with aging technology systems, and further delay of their upgrade could negatively impact patient care and outcomes. The pandemic has taught us the importance of a connected health information system, a safer system that provides vital decision making information to all members of a patient's care team.

We are now in the fourth wave of the worst global pandemic in history and although the timing might not seem ideal, we know our teams are well-prepared to respond to the changing needs of COVID-19. Staff and providers have received robust training on Expanse and additional support staff will be deployed during the launch to assist care teams.

The delivery of safe, quality patient care will remain our top priority during this transition.



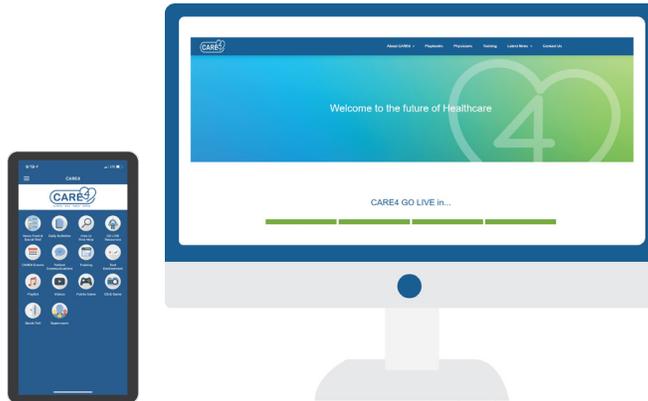


# Guide to GO LIVE

## Where Do I Go For CARE4 Information?

### CARE4 Website and CARE4 Project App

For project information and resources please remember to access CARE-4.ca and download the CARE4 Project app.



### CARE4 Town Halls

Leaders will attend Daily CARE4 Town Halls between September 18 and October 1 to raise and discuss ongoing issues and share successes. Town Halls occur daily at 1500hrs and 0200hrs.

### CARE4 Daily Bulletins

Review the CARE4 Daily Bulletin that is sent out each day with what you need to know, key stats, top issues, and project progresses.



## How Do I Get Help During GO LIVE?

**1** Refer to Resources

Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets & training materials.

**2** A Superuser or CAREbot can help

Ask your Superuser, CAREbot or a colleague for help. They wear a bright blue CARE4 vest or scrub cap.

**3** Call the Regional Command Centre

If you cannot access a Superuser or CAREbot, and need assistance, call the Regional Command Centre @  
 705-797-2953 or dial:  
 CGMH: ext 5800  
 GBGH: ext 5700  
 HHCC: ext 5700 (and then enter 57771)  
 RVH: ext 57000

**4** A Subject Matter Expert can assist you

The Regional Command Centre will ensure that you receive help either over the phone, virtually or will send a Subject Matter Expert to assist you and/or create a service ticket.

If you need help with password resets, devices or printing please call your local IT department.



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## How to Identify Superusers & CARE4 Support Staff



Superusers, CAREbots and CARE4 support staff can be identified in your department by a bright blue CARE4 vest. If you work in the Surgery department, Superusers and CAREbots can be identified by their bright blue CARE4 scrub cap.

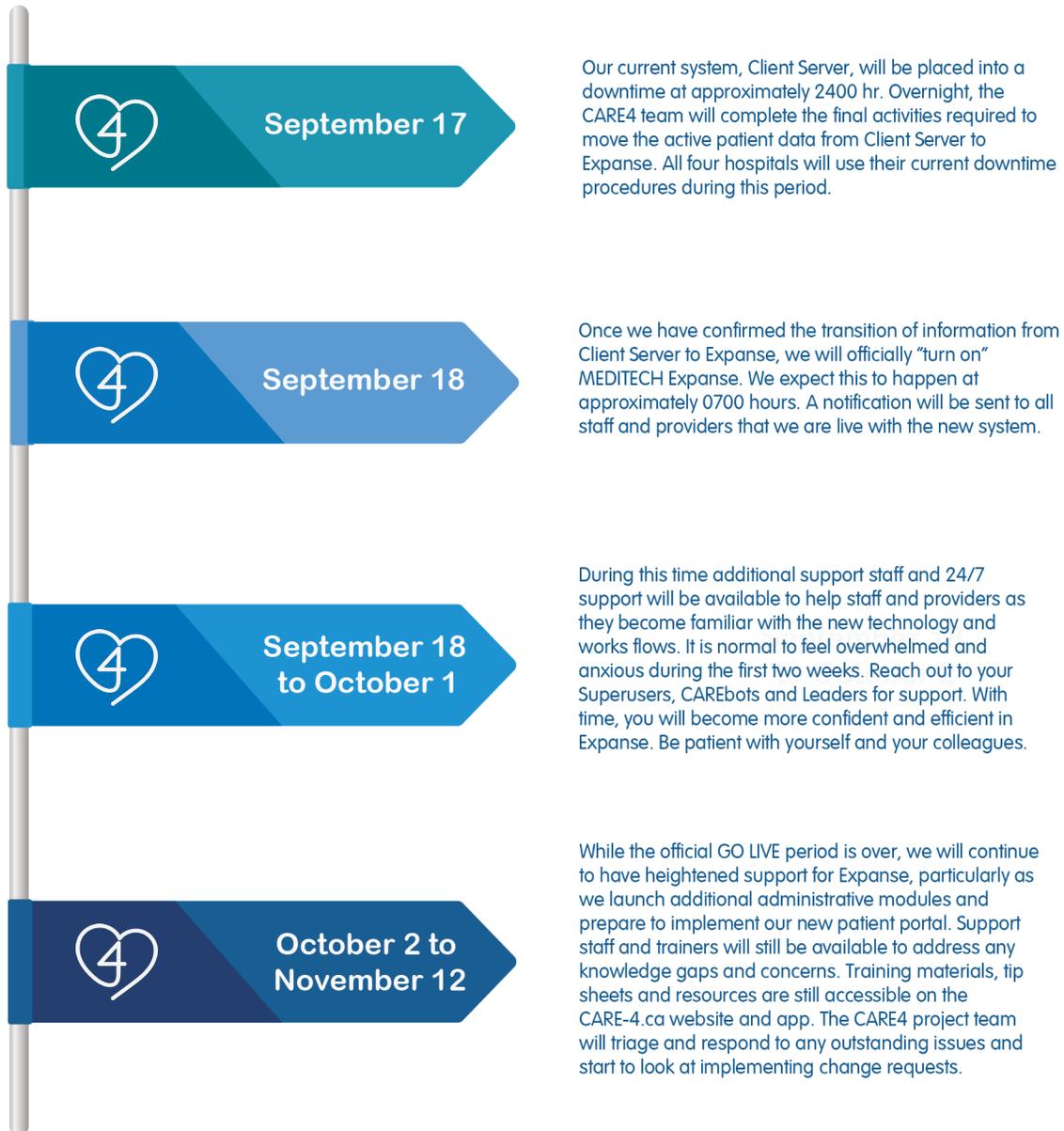




# Guide to GO LIVE

## GO LIVE Timeline

GO LIVE is the two week immediately following the launch of MEDITECH Expanse. The GO LIVE period is September 18 to October 1.



This is just the beginning of our journey with Expanse. It will continue to take time to adjust to the new way of doing things. However, in time Expanse will become second nature.





# Guide to GO LIVE

## Patient Speaking Notes

We are moving to a new system with entirely new processes and workflows. It is expected there will be some slow-downs as you become more proficient.

It is critical that during this time our patients remain confident in our ability to provide safe, quality care. Your interactions and the words you use are extremely important.

Remember to take time to speak to patients, their caregivers and visitors about the change and why it is happening. Address any concerns they may have. If you are feeling overwhelmed or cannot answer a question, escalate to your leader for support.

Patient feedback or complaints should follow the current practices of each organization.

“Our hospital is transitioning to a new, state-of-the-art electronic health record system that will improve patient care.

While our teams become familiar with the new system you may experience longer than normal wait times. You may also notice additional support staff throughout the hospital. They are here to support our staff and providers with the new technology.

Be assured safe, quality patient care remains our top priority.

Do you have any questions?

Thank you for your cooperation and patience.”



## Patient FAQs

### Why is my visit taking longer than usual?

Our hospital is transitioning to a new shared electronic medical record. While our team gets comfortable with the new technology, you may experience longer than normal wait times. Patients will continue to be prioritized based on their clinical needs. Be assured safe, quality patient care remains our top priority.

### Who are the people behind the nursing station or looking at my chart?

You may notice an increased amount of people speaking with staff and doctors. They are here to support our team as we transition over to new technology, which will improve the quality and safety of patient care. Your patient information will remain confidential and is only accessible to authorized members of your care team.



### What are the devices my care team is using?

Moving to a more modernized electronic medical record allows us to leverage new technology to provide safe, quality care at the bedside. You may notice that our teams are now using hand held devices to scan patient arm bands, medication and blood products. This allows us to validate your patient identification, verify any allergies and double check doses easily while your care is administered.

### How is my patient information being protected in Expanse?

We respect and maintain the confidentiality of every patient's personal health information and its protection according to government legislation and health centre policies. Our hospital uses a combination of technical (e.g. firewalls, encryption), physical and administrative safeguards to help protect the security, confidentiality and integrity of your information in Expanse.

## Patient FAQs

### Why are you transitioning to a new system during a global pandemic?

Implementing a new shared electronic medical record will directly impact the quality and safety of care our patients receive. Our hospitals are currently faced with aging technology systems, and further delay of their upgrade could negatively impact patient care and outcomes. The pandemic has taught us the importance of a connected health information system, a safer system that provides vital decision making information to all members of a patient’s care team – something that is invaluable during a time of crisis.

### Do I have access to my information?

The new health record will eventually enable patients, caregivers and their families to have direct access to their own medical information, including test results, medication history and scheduled appointments through the launch of a patient portal. You can always access a copy your own hospital health record either by viewing or requesting a copy through the hospital’s Health Records department.

### What is an electronic health record?

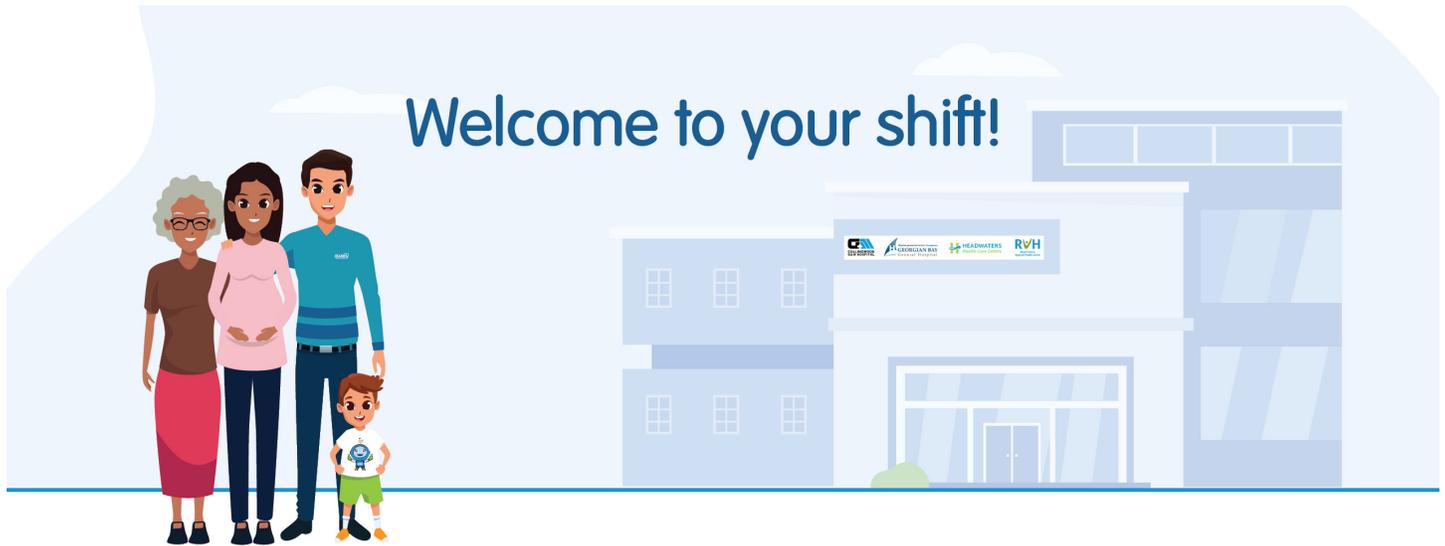
An electronic health record is a digital collection of a patient’s health information. It includes information about a patient’s health history, demographics, diagnoses, medications, tests and treatments plans. An electronic health record makes information immediately available to all members of a patient’s care team with our four partner hospitals – Collingwood General and Marine Hospital, Georgian Bay General Hospital, Headwaters Health Care Centre and Royal Victoria Regional Health Centre – allowing them to make well-informed, vital decisions about a patient’s care.





# Guide to GO LIVE

## Tips To Start Your Shift



**It's a NEW DAY. Take a deep breath, you've got this!**



Stay connected with someone on your team and see how they are doing.



Through the day, find time to pause, take a deep breath and think of something that energizes you.



Are you OK? Our team is here to support you and we have resources to help. Please ask for help if you need it.

If you have any questions or need help,  
look for a CARE4 support person wearing a bright blue vest.

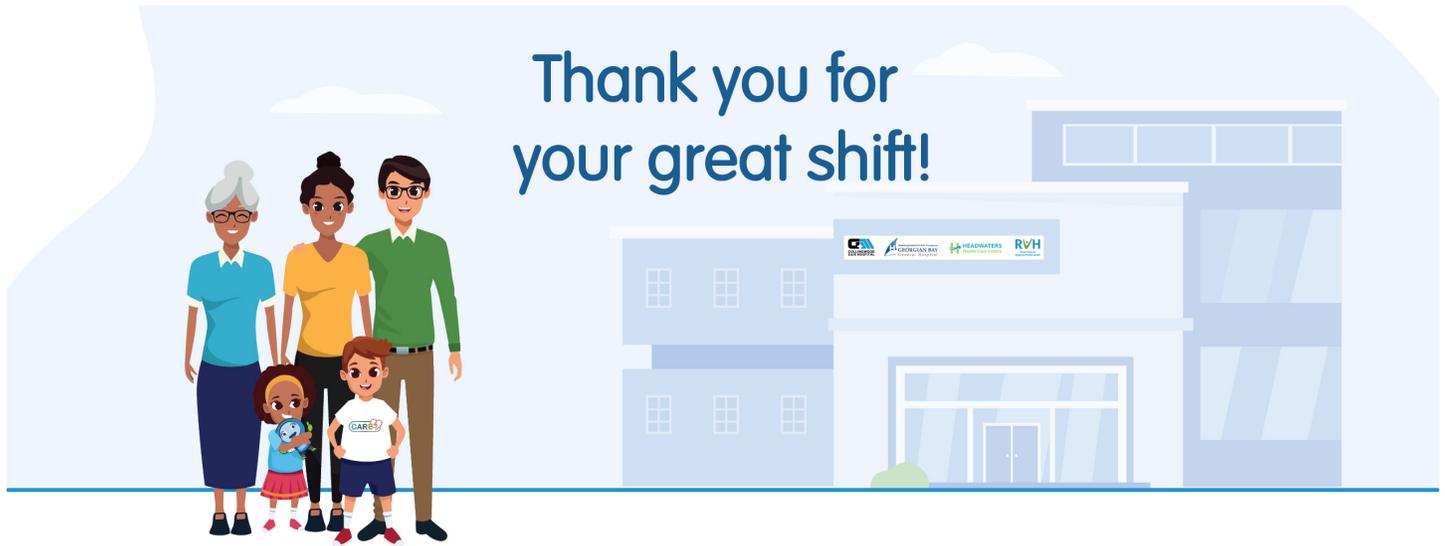
Visit [CARE-4.ca](http://CARE-4.ca) or download the CARE4 Project App





# Guide to GO LIVE

## Tips To Leave Your Shift



Thank you for all that you do!



Take a deep breath.



Think about three things that went well today.



Now switch your attention to you: leave work, rest and recharge.

If you have any questions or need help,  
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