CARE4 Update   September 22, 2021

We have been live with MEDITECH Expanse for three days now.

We are seeing more than 2,000 active users in the system each day across the four partner sites. Overall, providers have been using Computerized Provider Order Entry (CPOE) and several teams are reporting improvements and wins.

With a system so large and complex, we expected issues to arise during GO LIVE, and the CARE4 Command Team, along with leaders, are monitoring the situation closely. We have added additional support to the Command Centre Telephone Triage and our technical and clinical teams are working together to prioritize and respond to tickets as quickly as possible. Thank you for your patience.

Thank you to our Superusers and CARE4 Build Team members who are working day and night to resolve issues and provide support to staff and physicians.

Top Regional Issues

Manage Transfer *UPDATE*: Please see the updated manage transfer workflow here. Education sessions with Superusers and Subject Matter Experts will start tomorrow morning, with a roll-out planned for late morning/early afternoon.

Allied Health Referrals: A ticket has been entered for Allied Health Referrals. The Build Team is looking into why referrals are not flowing.

ED Tracker: A few ED tracker issues have been identified. Fixes are under development and will be communicated once tested and complete.

ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA): A ticket has been logged and the Build Team is working on how to create a different process. Keep an eye on the Daily Bulletin for a status update on this issue.

Newborn Pre-registration: CGMH, GBGH and HHCC only – The Build Team is testing a fix and will notify impacted teams when an update is available.

Pharmacy Dictionary: Assessment of known and unexpected items in the pharmacy dictionary are being reviewed by the Build Team. We are working on a plan to address these items.

Home and Community Care/Outpatient Referrals: Providers are reminded that some Home and Community Care and Outpatient referrals require paper forms be filled out and sent. Please review the tip sheet here.

Tip Sheets
- Manage Transfer Workflow *NEW*
- Allied Health Referral Orders
- Unique Provider Census Report
- Regulatory CCRS NRS Tip Sheets
- How to locate your Mnemonics
- Code Status Display
- Heparin Infusion Documentation (COMING SOON)

Resolved Issues and Wins

Disaster Recovery Centre: The Disaster Recovery Centre is working as expected. The Centre provides our hospitals with an additional safeguard against a cyber-security threat or a physical threat such as a fire. In the case the primary data centre fails, the Disaster Recovery Centre, which is located at a secure facility offsite, will provide the hospitals with back-up access to patient records and provide service continuity for the hospitals.

HRM Autofax: Some physician offices did not receive their HRM (Ontario WebMD) reports through the auto-faxing solution from the past 2 days. The issue has been resolved and any impacted physician's queued reports we be sent shortly.

Vent Tidal Volume rule is now fixed and calculating properly.

Chargeable process for **Soft Goods** is working.

Reminders

MRI Screening Questionnaire: Inpatient and Emergency departments should review the MRI Screening Questionnaire linked here. Screening for patients requiring an MRI need to be done electronically

Profile Access We have many requests requiring unique access to Expanse. The access team has been diligently working through the requests and the sites are seeing an improvement in response times. Remember, to **please submit your requests directly to CARE4Access@rvh.on.ca**. **Please include details about your user needs such as what access you currently have, what access you require, full name, contact information, site and position**.

TC-52 Freezing: Some TC-52 hand held scanners are intermittently freezing after scanning medication barcodes. Today, we saw some improvements but issues still linger. You can terminate the a frozen session by logging in to mobile.partners4health.ca on computer and terminating the session. A how-to-guide is located here.

Misuse of Patient Care Order (Generic): We are seeing a decrease in the misuse of the Generic Patient Care Order. If **providers** cannot find a medication, labs or diagnostic use the 'Order a Non Formulary' order. When can you use the Generic Patient Care Order? For all other orders that are non-existent in the system.

Accessing Support			
Refer to Resources	**Superuser or CAREbot**	**Call the Command Centre**	**Subject Matter Expert**
Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets & training materials.	Ask your Superuser, CAREbot or a colleague for help. They wear a bright blue CARE4 vest or scrub cap.	If you cannot access a Superuser or CAREbot, and need assistance, call the Regional Command Centre @ 705-797-2953	The Regional Command Centre will ensure that you receive help over the phone, virtually or will send a Subject Matter Expert to assist you.

Celebrating our Success

Jeanne Couroux, CARE4 Build Team member and RVH Revenue Analyst shares how proud she is of her Blue Vest. **Watch the video here!** Thanks for the smiles Jeanne, we are happy to have so many wonderful Build Team members support our CARE4 partnership.

"We are in the midst of one of the largest and most exciting projects in our collective history and we understand that it is requiring you to make substantial changes to your workflow, processes and procedures. We take your concerns very seriously so we encourage you to speak honestly to your colleagues and leaders when you have questions or encounter challenges."

Janice Skot, RVH President and CEO

"We are so encouraged by the enthusiasm with which our teams have embraced the innovation of MEDITECH Expanse. While the first few days have been challenging, staff have acknowledged the value the platform will bring in the form of better patient care and more efficient work flows. As leaders, we look forward to leveraging Expanse to improve both the quality of care and provider experience. We are humbled by the ongoing resilience of our teams and thank them all for their hard work and dedication in making CARE4 a success."

Angie Saini, VP Clinical Services and CNE, GBGH

Visit CARE-4.ca or download the CARE4 app to access valuable GO LIVE information