CARE4 Update   September 20, 2021

Yesterday, we went LIVE with MEDITECH Expanse! You can join in on the excitement here.

Today is a big day for the CARE4 project, as ambulatory clinics open, surgeries ramp-up, and we see higher patient volumes. With a system this large and complex, we expect issues to crop-up, particularly as more staff and providers come online. As of this afternoon we have over 2200 active users in Expanse.

The Command Centre Team, along with leaders, are monitoring the situation closely and huddling frequently. Our technical and clinical teams are working together to prioritize and respond to issues as quickly as possible. Patient safety remains our top priority.

Top Issues

Profile Access *URGENT*: We have many requests requiring unique access to Expanse. This is not unusual for a project this size and we have ramped up support to work through requests. **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, site and position.

Misuse of Patient Care Order (Generic) * REMINDER*: If **providers** cannot find a medication or diagnostic test order DO NOT use the Generic Patient Care Order as it may not be noticed by the clinical team or flow through to the receiving department causing a gap in patient care and an increased safety risk. Instead, search for and use the 'Order a Non Formulary' order.

ConnectingOntario *UPDATED*: RVH, HHCC and GBGH can now access the ConnectingOntario Clinical Viewer through Expanse. **We are still working to resolve the issue with CGMH**. In the meantime, you can access ConnectingOntario by clicking here and logging in.

TC-52 Freezing: Some TC-52 hand held scanners are freezing after scanning medication barcodes. You can terminate the session by logging in to mobile.partners4health.ca on computer and terminating the session. A how-to-guide is located here. We are working with MEDITECH to evaluate a fix.

Resolved Issues and Wins

Ambulatory Registrations: RVH and CGMH were experiencing issues with registering patients. A work around has been identified and teams are testing a permanent fix.

Overnight Pharmacist Order Verification: Overnight, RVH provided remote overnight order verification by a pharmacist for all partner night inpatients. This new process went well.

Revenue Cycle Group: All sites are able to access and see data flowing to RCG from REG, IDM, and LAB.

Materials Management: At GBGH and HHCC, EDI has been successfully tested.

Historical Link Client Server *REMINDER*: The historical link to Client Server is now available in Expanse. See the how-to-guide here.

Reminders

Accessing Support: Please DO NOT directly call or email CARE4 build team members. We need to triage issues to ensure we address the most critical needs first. If you need support, speak to a Superuser or call the Regional Command Centre (information below).

Physician Call Codes: Call codes have been updated. Please remember to use your new three digit calls codes. You can find the codes for you site here.

Information Sharing: New tip sheets and issue resolutions are being put into Site Teams Channels for Superusers to communicate to staff and providers throughout the day. The Daily Bulletin will review the top issues, tip sheets and solutions from the day.

Client Server: Desktop icons for Client Server have been removed. If you require access to Client Server you can launch it through your computer's start menu. Client Server is for VIEW ONLY.

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

"I've been at HHCC doing some cutover support for pharmacy. It's been wonderful and such a pleasant place to be. The team is so dedicated. It has not been an easy process. There are a lot of moving parts with four sites going live at the same time. As the days progress it gets easier and then it becomes the new norm."

- Cindy Foster, Pharmacy Technician – ONE Team – Pharmacy Analyst Superuser

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