CARE4 Update   **September 21, 2021**

We continue to see more and more users in the system and higher patient volumes amongst our four partner hospitals. Overall, we are seeing good uptake from staff and providers.

If you are looking for support or need to report an issue, details are key! Include as much information as possible about the situation including:

- Your name
- Site
- Role
- Contact details (phone number and email)
- What is happening?
- When does it happen (e.g. workflow or module it)?
- Patient MRN

These details will help the Command Centre and CARE4 team prioritize and respond to issue more efficiently.

With the implementation of Expanse, any member of a patient's care team can see details about their journey anywhere, at any time. However, Expanse does not replace face-to-face or over the phone communication. Remember, if there are critical items or consults required, you need to contact your team members once you have entered the information into Expanse to verify they saw your request.

Top Regional 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, contact information, site and position**. Do not enter access requests into the ticketing system.

Manage Transfer: When a patient is admitted or transferred from one unit to another, the Manage Transfer is used to do an order reconciliation. If the transfer is incomplete because there is an order that does not have a decision to continue or stop, nurses will not be able to process the transfer. **The physician will need to be contacted to inform them that the transfer is incomplete.** Click here to see how you can view pending transfers in Expanse.

Armband and Label issues *NEW*: We have resolved many issues with printing armbands and labels. Please call your local ITS Service Desk for support if you encounter an issue.

TC-52 Freezing *REMINDER*: Some TC-52 hand held scanners are intermittently 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.

Misuse of Patient Care Order (Generic) * UPDATED*: If **providers** cannot find a medication, labs or diagnostic test orders 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. When can you use the Generic Patient Care Order? For all other orders that are non-existent in the system.

Other Top issues we are working to resolve:

- **ED Tracker**
- **ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA):** Working on a process for these patients to be discharged from the tracker
- **Newborn pre-registration:** no ability to assign MRN

Tip Sheets

- Allied Health Referral Orders
- Unique Provider Census Report
- Regulatory CCRS NRS Tip Sheets
- How to locate your Mnemonics
- Code Status Display

Resolved Issues and Wins

ConnectingOntario *UPDATED*: All sites can now access the ConnectingOntario Clinical Viewer through Expanse.

Ambulatory Registrations: RVH and CGMH ambulatory patient registration issues have been resolved.

Superusers and CAREbots: Kudos to Superusers and CAREbots who are providing great support across the four sites. You can easily identify a Superuser or CAREbot by their bright blue vest.

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).

Nursing Order Source: Order sources need to be accurate – only use verbal or telephone order source when given by a physician.

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.
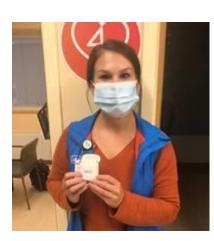
Accessing Support

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'm MDRD now, and they are absolutely in love with this system!!! It's so easy and convenient. They really appreciate your hard work!"

- CGMH Purchasing Supervisor, Jonathan Adgey

"I'm feeling very positive about using the new system in deliveries – already finding the system more efficient to use."

- CGMH Chief of Obstetrics, Dr. Gillian Yeates

Congratulations to our latest CARE4 App Click Game winners:

- Ashley Allen – RVH (pictured right with her new CARE4 wireless ear buds)
- Erin Kominek - GBGH
- Nicole Graham – CGMH
- Rhonda Bugden – HHCC

Your Communications Department will contact you with instructions on where to collect your prize.

There are still plenty of opportunities to WIN PRIZES by simply using the app.

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