CARE4 Update   September 26, 2021

We have officially been live with Expanse for a week and with each new day we are seeing staff and providers becoming increasingly familiar with the system and positively supporting each other through this transition.

Computerized Provider Order Entry (CPOE) percentages continue to be tracking strong across all four sites. These are exciting results as CPOE proves to be an essential element of patient safety, quality improvement, and modernization of patient care.

As we look towards a new week beginning, remember that we have 24/7 support across our four organizations still available all next week for staff and providers. Superusers, CAREbots, leaders and support team members are easily identifiable by their blue vests or scrub caps. If you cannot find a support person, call the Regional Command Centre. Tip sheets can be found on the CARE4 website as well as the CARE4 app.

Top Regional Issues

ED Tracker: *UPDATED* Key ED tracker improvements have been made. A working group of Providers & Non-providers has been formed and tickets have been consolidated under a single parent ticket.

Diet Orders: *NEW* In Expanse, the nurse determines diet order based on assessment using Diet Protocol and must order the diet in Order Management (OM) module. The tip sheet for Providers to order specific diets is available here.

TAR: *NEW* VS4s Vital Signs integration is not currently working with TAR. Vital signs should be entered manually while ITS continues to troubleshoot and work on this integration. Please refer to TAR Quick Tips here.

Access for Residents & Students: The access team continues to provide access for residents and students and make required changes based on role. **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.

Allied Health Referrals: *UPDATED* Tickets continue to be reviewed by Allied Build Team lead to identify the issues. Tip sheets are being created to address education gaps. Please review how to view Nursing/Allied Health notes in Web Acute and ED here.

Tip Sheets

- Manage Transfer – Nursing *UPDATED*
- Hourly Intake & Output *NEW*
- Inpatient Unit Transfer *NEW*
- Bed Reservation *NEW*
- Provider Access to Historical Information *NEW*
- Diet Ordering Protocol
- BPMH and Admission
- Medical Surgical Social and Family History
- How to View Nursing/Allied Health Notes in Web

- Heparin Infusion Documentation
- Bed Requests
- Documenting IV infusions & Titrations
- Temporary Locate a Patient
- Access to ED Admitted Patients
- Discharge Medication Reconciliation Process
- Incident Management System
- Code Status Display

Resolved Issues and Wins

TC-52: The Tech Team updated Web Client on all WPL servers overnight on Saturday and the initial results are very encouraging. There has not been any dropped sessions or freezing since 7 AM Sunday at all four sites. Each hospital will continue to monitor.

ED Call Back: The data in the tracker was successfully split from one view into four separate sites. All four hospitals have indicated that the change was successful. The EDs at all four sites are continuing to monitor. Please review the ED Call Back Routine here.

ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA): A new disposition for LWBS in ED was added and is now live: Left Before Triage Started (patient leaves between triage and registration). The tip sheet can be viewed here.
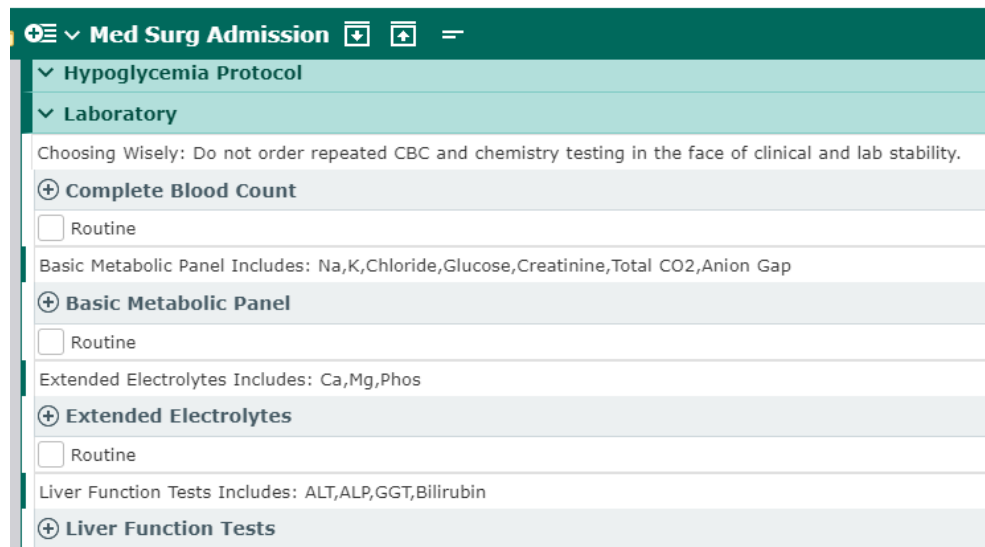
Reprinting Armbands: We are seeing an improvement with armband reprints. Remember to review the tip sheet located here.

Reminders

Laboratory Panel Components:

Laboratory Panel components are only visible when ordering them through the order sets.

When ordering these labs as single orders, components won't be visible. The tip sheet attached shows the components of all the panels available in the system. Lab components differ by site depending on the availability of the test at each hospital.

- Lab Panel Tip Sheet - CGMH
- Lab Panel Tip Sheet - GBGH
- Lab Panel Tip Sheet - HHCC
- Lab Panel Tip Sheet - RVH

Newborn Registration: The Build Team shared a previous decision to all four sites to register to a virtual location (not a pre-reg). This issue has been resolved and the team will continue to monitor with all sites.

Provider Mnemonic Information: The Family Physician Mnemonic identifier has reverted back to the old system and it is not aligning with Expanse. The Build Team is working with MEDITECH to resolve this issue and until it is fully resolved, it is important to validate family physician with each visit/registration.

Manage Transfer: A reminder that when transferring between inpatient units, it is the receiving nurse who processes the orders. However, in the ED, when the patient is in a holding queue waiting for a bed, it is the ED nurse who processes the orders, so that the orders can be acted on while the patient waits for an inpatient bed. Remember to review the tip sheet here.

MRSA and VRE orders: A reminder that these are two separate orders in Expanse and need to be ordered individually. Ordering MRSA will not automatically trigger an order for VRE.

Accessing Connecting Ontario:
To access Connecting Ontario for a specific patient at your hospital:
1. Enter patient chart
2. Click *Connecting Ontario* at the bottom of the reference panel bottom right

To access Connecting Ontario website to look up a patient NOT at your hospital:
1. Click *Menu* (top right)
2. Click *External Links*
3. Click *Connecting Ontario* (there are many other useful links here, e.g. UpToDate)
*Please note the *Connecting Ontario (OneID)* link is broken/redundant. Do not use this link.

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.

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

App Draw winners!

Congratulations to our latest CARE4 App prize winners:

- Henry Koo – CGMH
- Lindsay McCoshen – GBGH
- Lynda Lidwill - HHCC
- Suzanne Monaco - RVH

Your local Communications Department will contact you with details on how to collect your prize. There are still more opportunities to win CARE4 prizes including prize packs, wireless ear buds and wireless power banks just by downloading the app! The CARE4 app can be downloaded for free on the App Store (iPhone) or Google Play (android), the same way you would download any other app. Search CARE4 Project to download app.

CARE4 Quotes ~

"We are extremely proud of the team who has been working so hard to get us to this point. Our Board is extremely excited about the next level of clinical care to provide to the community by using this new transformative software."

- **Greg Pope, HHCC Board Chair**

"I'm excited to be part of this project and it's nice to see other multi-site hospitals go through this kind of transformation. I've been part of a similar multi-site project in North Bay, Parry Sound and the Sault. I've been supporting RVH and Headwaters."

- **Andrew Haddy, Informatics Pharmacist, Superuser from Sault Ste. Marie**

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