



Staff and providers are becoming more comfortable with Expanse. Across the four sites we are seeing lots of team work, problem solving and increased confidence with Expanse. Although there are some days that feel more frustrating than others, overall the benefits of Expanse are becoming more tangible and real.

Our Superusers and CAREbots are becoming highly-proficient with the new system, offering outstanding support to the front-line teams.

As we get over the initial surge in tickets and calls to the Command Centre, the CARE4 team is focusing on closing the loop with resolutions and prioritizing more complex workflow issues. The Build Team is circulating on the units and in departments to replicate issues and work collaboratively to find solutions.

Continue to keep up the great work! Reach out if you need support.

Top Regional Issues

ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA)*UPDATED*:

There is no requirement for a physician order to complete the discharge process when a patient leaves against medical advice or leaves without being seen. If the patient is in PRE REG status they will need to be registered before they can be discharged. Click [here](#) to review the tip sheet.

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

ED Tracker: A few ED tracker issues have been identified. The provider To Be Seen (TBS) tracker is working. Nursing tracker fixes are under development and are being trialed at GBGH. Once testing is complete, the fix will be communicated.

ED Call Back: A tip sheet is in progress for this issue.

Tip Sheets

- [LWBS and AMA for Emergency Department](#) *NEW*
- [Manage Transfer](#) *NEW*
- [Unique Provider Census Report](#)
- [Code Status Display](#) *Link corrected*
- Heparin Infusion Documentation (COMING SOON)

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.

Profile Access: The access team has been diligently working through the access requests and are seeing an improvement in response times. If you require access for students or interns, please identify when the access is required so the team can prioritize urgent requests. Remember, **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.

TAR Process: The CARE4 Build Team is working to identify the reported issues with the TAR workflow. An investigation is underway to determine the source of the problem.

Resolved Issues and Wins

Manage Transfer: The Manage Transfer defaults within Expanse have changed. **As of 11 AM this morning, the change is active in Expanse.** Please see the updated manage transfer tip sheet [here](#). Since implementing the change, we have heard early reports that the flow of information has improved significantly.

Active users in Expanse: We continue to see over 2000 active users a day in Expanse. The system is working as expected!

ED Physician Documentation (PDoc): We are seeing 100 per cent uptake of PDoc in Expanse. Congratulations! This is a great achievement.

Reminders

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](#).

TC-52 Freezing: We are seeing a decrease of reported issues with the hand-held scanners. Ask your Superuser or CAREbot for assistance, if you are unfamiliar with the TC-52s. 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



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

Superuser or CAREbot



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

Call the Command Centre



If you cannot access a Superuser or CAREbot, and need assistance, call the Regional Command Centre @ 705-797-2953

Subject Matter Expert



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

"The times I have been required to call 57000 I have been greeted with a very pleasant and positive team! They are a pleasure to deal with and do their best to resolve any urgent issues in a timely manner to the best of their capabilities. This week there was a discussion among staff regarding how everyone felt the GO LIVE has gone. I am happy to report that staff felt that other than some bumps in the road that things have gone smoother than anticipated. This was definitely a win for the team I support. I have encouraged them to keep asking questions and we are here to support them through this transition. Staff have been asking questions, making suggestions, taking notes and even one staff member provided a tip sheet to share at shift change. I am proud to be a part of such a great team."

- **RVH Superuser**

"We thank you all for your patience as we continue to implement MEDITECH Expanse. I'm excited to see our electronic health record transition from the tool for how clinical care was documented; to being viewed as a central component to how clinical care is delivered."

- **Michael Lacroix, CGMH CARE4 Executive Sponsor**

"After the initial delay, everyone was more than ready to get into the new MEDITECH Expanse documentation system on Sunday. The ability of all team members to pivot to our new GO LIVE date was a shining example of the exceptional people we have working at GBGH. Thank you to each one of you."

- **Marnie Lightfoot, GBGH CARE4 Executive Sponsor**

"Thank you to all of the leaders, physicians, frontline staff, CAREbots, Superusers, partners and contractors. Thank you to those of you who are here to support your colleagues through this change. We are very grateful."

- **Cathy Van Leipsig, HHCC CARE4 Executive Sponsor**

"This is the biggest system advancement any of us will most likely see in our careers. So, understandably, you might feel like a novice navigating through Expanse right now, but remember, you are an expert in your role!"

- **Ben Petersen, RVH CARE4 Executive Sponsor**

Visit [CARE-4.ca](https://www.care-4.ca) or download the CARE4 app to access valuable GO LIVE information

