

We are almost at the end of our first week with the implementation of Expanse and can start to see the big picture of the impact the project is making to patient care. Staff and providers are making tremendous progress and it shows. Thanks to each and every one of you. You have played a pivotal role in bringing this large transformational project to life.

Over the weekend and into next week we will continue to provide 24/7 support for staff and providers. If you are experiencing an issue with Expanse, remember to reach out to your Superuser, CAREbot or call the Regional Command Centre.

Top Regional Issues

ED Tracker *UPDATED*: There have been over 100 tickets, of all different levels of priority, submitted to the Build Team for the ED Tracker. A working group of Providers & Non-providers has been formed to consolidate and confirm priority of the tickets. Once the tickets have been consolidated, many of the outstanding tickets will be able to be closed.

ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA)*UPDATED*: A new disposition for LWBS in ED has been requested and the Build Team is working hard to complete this request. The new information will be communicated once tested and approved.

Allied Health Referrals: *UPDATED* Tickets are being reviewed to identify the issues. Tip sheets are being created to address education gaps.

Newborn Pre-registration: CGMH, GBGH and HHCC only – *UPDATED* The Build Team has a solution in place and is closing the loop on education and verification.

ED Call Back: *NEW* One tracker had originally consolidated all hospital sites into one view. The tracker has now been split out into 4 sites as able to view all. The Build Team is monitoring in Live to confirm patient privacy as data flows.

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. A tip sheet is being created and will be available soon. A separate tip sheet for provider order entry of specific diets is also in development.

Incorrect Provider Mnemonic Information: *NEW* The Family Physician Identifier has reverted back to the old system and it is not aligning with Expanse. The Build Team is reviewing solutions with MEDITECH. Until this issue is resolved, it is important to validate family physician.

Profile Access: The access team continues to monitor 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, 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.

Tip Sheets

- [Heparin Infusion Documentation](#) *NEW*
- [Bed requests](#) *NEW*
- [Reprinting Armbands](#) *NEW*
- [Documenting IV infusions & Titrations](#) *NEW*
- [Temporary Locate a Patient](#) *NEW*
- [Access to ED Admitted Patients](#) *NEW*
- [Discharge Medication Reconciliation Process](#) *REMINDER*
- [LWBS and AMA for Emergency Department](#) *REMINDER*
- [Manage Transfer](#) *REMINDER*
- [Incident Management System](#) *REMINDER*
- [Code Status Display](#) *REMINDER*

Resolved Issues and Wins

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

Technical Infrastructure: Our technical team has started proactive system monitoring, replacing an initial reactive response. This is positive progression from the team!

General Ledger (GL): The Administrative Stream is on track to copy the General Ledger to live this weekend.

Reminders

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



Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access 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

“When I was doing rounding over the last few days while I was being a Superuser, there was initial apprehension, anxiety and discomfort with the new system. Within a few hours people were high-fiving each other, corralling around each other, and teamwork was evident as they supported one another. Everybody was on the same level, asking how can I help you, what can I do for you. It was just really great to see that positivity.” **GBGH Superuser**

“The front line staff are grateful to the teams for listening to their concerns and responding so quickly with solutions. While not everything is perfect they feel the sense of support from leaders and the project team behind the scenes.” **Valerie Smith, Chief Strategy Officer, RVH**

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

