



As we look ahead to the rest of the week, the CARE4 Project Team and Regional Command Centre will continue to provide 24/7 support to staff and providers. As teams continue to become increasingly familiar with the new system, we are starting to see a reduction in new tickets logged, allowing for the Build Team to make great headway with the Regional Top Issues.

Remember, this is just the beginning of our journey with Expanse. It will continue to take time to adjust to the new way of doing things. We are already witnessing remarkable progress and continue to be impressed with the level of support and team work happening across our units and departments. Staff and providers are working together to build confidence with Expanse and are brainstorming future improvements they would like to see.

Top Regional Issues

Diabetic Ketoacidosis (DKA) Nursing Protocol ***NEW***:

With the introduction of the regional standardized order sets, we introduced a [nursing DKA Protocol](#) as well. The tip sheet for nursing staff on how to approach the Critical Care DKA Nursing Protocol clinically can be found [here](#).

ConnectingOntario *NEW***:** In Expanse, you must record the province associated with the patient's health card number. Reminder to ensure this is completed as a part of every new patient's registration.

Printing *NEW***:** If you are having issues printing, please remember to contact your local ITS service desk for support.

ED Tracker: Many requests to modify the ED Tracker have been submitted. A working group of Providers & Non-providers has been formed and they are meeting this evening to discuss potential modifications.

Access for Residents & Students: ***UPDATED***

When requesting access for residents and students, please ensure that you provide ample time to the access team and include specific information about what unique access they require. **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: 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

- [How to modify specimen collection](#) ***NEW***
- [DKA Nursing Protocol](#) ***NEW***
- [Manage Transfer – Nursing](#)
- [Hourly Intake & Output](#)
- [Inpatient Unit Transfer](#)
- [Bed Reservation](#)
- [Provider Access to Historical Information](#)
- [Diet Ordering Protocol](#)
- [BPMH and Admission](#)
- [Medical Surgical Social and Family History](#)
- [How to View Nursing/Allied Health Notes in Web](#)

Resolved Issues and Wins

TAR: 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](#).

General Ledger (GL): The Administrative Stream successfully completed copy to live of the General Ledger this weekend. They are finalizing validation this week.

TC-52: There has not been any dropped sessions or freezing reported with the TC-52's at CGMH, GBGH and HHCC. At RVH they are investigating 5 reports of issues with the hand-held devices. Each hospital will continue to monitor.

Reminders

Incident Management System (CGMH, GBGH, RVH) *NEW*: The QRM team will be hosting a virtual drop-in session Tuesday Sept 28 from 1030 – 1230. If you have questions on how to enter an incident OR manage a referred incident please join anytime during the 2 hour window.

Use the following link to join: [Click here to join the meeting](#) Or call in (audio only) [+1 705-986-1110,,446056719#](#) Phone Conference ID: 446 056 719#

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.

Diet Orders: 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](#).

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](#).

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



DID YOU KNOW?

Since GO LIVE on September 19, our amazing CARE4 Command Centre Telephone Triage team have answered over 5800 calls. Working day and night they triage Expanse questions from staff and providers across our four partner sites. The team is available 24/7 until October 2. You can easily access them by dialing ext. 5800 (CGMH), ext. 5700 (GBGH), ext 5700 – and then enter 57771 (HHCC), ext. 57000 (RVH) or call 705-797-2953.

CARE4 Quotes ~

“While there was a lot of apprehension around the new system, physicians and employees alike have come together as a team to navigate Expanse, and are rapidly gaining confidence. As the wave of anxiety subsides, eagerness is taking its place, as we recognize the enhanced benefits this new system brings to patient care.”

- **Brittany Freund, Physician Assistant & Superuser, CGMH**

“Dictation is lighting fast and accurate and not having to look for charts anymore is an added bonus. I can see once we’ve passed the learning phase, this will make us more efficient. The Superusers have very helpful and at-the-elbow support while I chart has helped me troubleshoot quickly and move on.”

- **Dr. Vikram Ralhan, Chief of Staff and Emergency Physician, GBGH**

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

