



The CARE4 Build Team and Regional Command Centre has closed 600 of the 2000 tickets that have been logged since GO LIVE. The volume of tickets is quite typical for an implementation of this magnitude. We are seeing the daily rate of new tickets decrease, which is a testament to the perseverance of our staff and providers.

After the initial GO LIVE period, September 18 to October 1, Superusers and CAREbots will return to their units to resume their regular work alongside staff and providers. As savvy Expanse users, these individuals will still be there to support you as you continue to become confident with the new system. Later this week, more information regarding the transition of support post- GO LIVE will be circulated.

Keep up the great work!

### Top Regional Issues

**Manage Transfer *\*NEW\**:** When transferring a patient from the OR to an inpatient unit –BOTH the surgeon AND anesthesiologist use the manage transfer to ensure that the patient has orders before they are physically moved to an inpatient unit. Please review the scenarios [here](#).

### ED Left Without Being Seen (LWBS) and Against Medical Advice (AMA)

***\*UPDATED\**:** If patients are received and/or triaged but leave before registration, you now have the ability to register the patient as “**Left Before Registration**”. This status will not require a physician to put in a discharge order. Click [here](#) to view the disposition.

### Diabetic Ketoacidosis (DKA) Nursing Protocol:

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](#). ***\*UPDATED\**** A Medicine order set is currently in the approval process and will be communicated when complete.

### Tip Sheets

- [Discharge Medication Reconciliation Finalization and Prescriptions \*\\*NEW\\*\*](#)
- [Ordering Body Fluid Cell Count \*\\*NEW\\*\*](#)
- [Manage Transfer OR to Inpatient Unit \*\\*NEW\\*\*](#)
- [Left Before Registration Disposition \*\\*NEW\\*\*](#)
- [How to modify specimen collection](#)
- [Bed Reservation](#)
- [Provider Access to Historical Information](#)
- [Diet Ordering Protocol](#)
- [BPMH and Admission](#)
- [Medical Surgical Social and Family History](#)
- [DKA Nursing Protocol](#)
- [Manage Transfer – Nursing](#)
- [Hourly Intake & Output](#)
- [Inpatient Unit Transfer](#)

**Provider Mnemonic Information: Registration Clerks** please clear the family physician field, ask patients for their family physician and enter or re-type the name in the field. The Family Physician Mnemonic identifier reverted back to the old system and it is not aligning with Expanse. It is important to validate family physician with each visit/registration.

**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.

**Allied Health Referrals:** The Build Team is working closely with those experiencing issues and are determining the proper configurations of referral flows.

## Resolved Issues and Wins

**Bedside Medication Verification:** We are seeing the use of bedside medication verification (BMV) starting to increase. Thank you to all staff who continue to actively use the beside scanners.

**Inactive Sessions:** The session time out for inactive Expanse sessions has been reduced from 8 hours to 90 minutes.

## Reminders

**TC-52:** If you experience an issue with the TC-52 hand-held devices, please [document](#) what occurred leading up to the error and call the Regional Command immediately so someone can come and investigate.

**ConnectingOntario:** In Expanse, you must record the province associated with the patient's health card number. Reminder for [Registration Clerks](#) to ensure this is completed as part of every new patient's registration.

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

**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](mailto: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.

## 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

### CARE4 Quotes ~

*"I found the roll-out of Expanse to be excellent in regards to the over-the-shoulder training we had. I'm really enjoying the new program and find it will make patient care much easier instead of coming from computers to charts and back to computers."*

- **Dr. Richard Thomas GBGH**

*"Staff have said they see the benefit and value of the new system. They are early on in the learning curve but confidence is growing. As we teach in Change Management they have gone from unconscious competence to conscious incompetence or conscious competence."*

- **Valerie Smith, Chief Strategy Officer, RVH**

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

