



CARE4 Update

September 29, 2021

While many staff and providers are becoming confident with Expanse and the new workflows, we recognize the need to continue to build capacity and confidence among our teams to support one another as they continue to learn. Starting next week, the CARE4 project will enter the Stabilization Phase of the project. There will still be continued support through your colleagues, Superusers and CAREbots, Daily Bulletins, website and the app. We are also developing a plan to respond quickly to any urgent or critical patient care issues related to Expanse.

Through the Stabilization Phase, the CARE4 Build Team will continue to work proactively on resolving issues and concerns that have been raised. They will also start to compile a work plan for optimization of Expanse. In time, Working Groups and CARE4 Committees will start to meet to address some of the more complex improvement requests.

The implementation of Expanse is not a point in time. We know it will take several weeks, even months, for staff and providers to become proficient with the new system. The Stabilization Phase of the project accounts for just that – the time needed for teams to feel stable and confident with our new technology.

What we are working on ***NEW***

As we continue to progress with our Expanse transformation, we are evolving to a new process for reporting top issues, resolutions and wins. This will allow us to provide more detailed information on current Expanse challenges, highlight some site specific issues, and communicate resolutions in a timelier manner.

Check back tomorrow for a refreshed list of *what we are working on* in our new format.

Tip Sheets



- [How to Access and Print Physician Reports](#) ***NEW***
- [Add or Update Patient Pharmacy – Ambulatory Module](#) ***NEW***
- [Reprinting Lab Labels from Work list/Status Board](#) ***NEW***
- [Lab Orders – Specimen Collection](#) ***NEW***
- [Form 1 Application by Physician for Psychiatric Assessment](#) ***NEW***
- [Birthing Unit Processes](#) ***NEW*** (This document provides instructions on how to document the application of cautery for C-Sections, closure of an OR case using the SUR Module, as well as the process for activation of the Medical Directive Newborn in the PCS Module.)
- [Expressed Breast Milk and Pasteurized Human Donor Milk Printing and Labelling](#) ***UPDATED***
- [IV Infusions and Titrations](#) ***UPDATED***
- [Discharge Medication Reconciliation Finalization and Prescriptions](#)
- [Ordering Body Fluid Cell Count](#)
- [Manage Transfer OR to Inpatient Unit](#)
- [Left Before Registration Disposition](#)
- [How to modify specimen collection](#)
- [DKA Nursing Protocol](#)
- [Manage Transfer – Nursing](#)
- [Hourly Intake & Output](#)
- [Inpatient Unit Transfer](#)

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.

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

Accessing Support

Refer to Resources	Superuser or CAREbot	Call the Command Centre	Subject Matter Expert
 <p>Refer to the CARE4 binder on your unit, CARE-4.ca website or CARE4 Project app to access to tip sheets & training materials.</p>	 <p>Ask your Superuser, CAREbot or a colleague for help. They wear a bright blue CARE4 vest or scrub cap.</p>	 <p>If you cannot access a Superuser or CAREbot, and need assistance, call the Regional Command Centre @ 705-797-2953</p>	 <p>The Regional Command Centre will ensure that you receive help over the phone, virtually or will send a Subject Matter Expert to assist you.</p>

Celebrating our Success

CARE4 Quotes ~

"This is a very exciting time for the four partner hospitals and I would like to congratulate everyone involved in bringing this project from planning to reality. I would also like to commend all the staff and credentialed staff for the patience and perseverance it takes to learn a complicated new system on top of their regular duties such as providing exceptional care to patients. I have heard that the support our staff and credentialed staff have offered to each other has been inspirational and the Board is very proud of the team for all their efforts to work together."

- **Tim Kastelic, Chair, GBGH Board of Directors**

"MEDITECH Expanse is a giant step forward in the delivery of patient care to all four communities. A fully integrated system will lead to improved patient safety and clinical outcomes. Congratulations to everyone involved in the launch of Expanse!"

- **Lesley Paul, Chair, CGMH Board of Directors**

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

