

Putting Patients First Delivering on the eCare Promise

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St. Joseph's Health Centre is undertaking one of the largest projects in our hospital's history - moving our patients' paper health care records to an fully electronic version by April 2014.

Most people will know this as "eHealth", but as St. Joseph's continues to work towards our project's goal, we are realizing the word "eHealth" doesn't fully capture all the changes that need to take place right at your bedside and in the way we are going to provide care to you as you move through our hospital. That's why we are calling our program eCare.

eCare is about Putting Patients First by providing the safest care. It enables us to change and improve the way we practice and provide care to our patients and their families. The electronic health care record is one tool that will help our clinicians to provide the best possible care to our patients.

It provides all of us with an opportunity to reduce waste in our systems and redesign the processes we use throughout the patient's journey. The redesign of our processes and the way in which we deliver care is patient-centred and is being lead by our clinicians so we can deliver safer, timelier and more coordinated patient care.

Our eCare strategy is being implemented in three phases. Since January 2009 we have been laying the technical foundation and doing our detailed planning for the new systems and processes that we are rolling out in Phase 2.

Phase 1 focused on mapping out many of our current processes of care for our patients (in the past we have called this current state) This is the journey our patients currently follow from the point they enter the Health Centre and the care they receive from our interprofessional teams throughout the hospital. Phase 1 also focused on the planning for our Phase 2.

Phase 2 of our eCare program involves redesigning our current patient care processes. These are changes that will be made to the way we provide care at St. Joseph's as we introduce new technology that will capture, store and exchange data and information helping our clinicians deliver better and safer care to our patients. Phase 2 work includes:

- Bringing the Emergency Department onto the Eclipsys (Sunrise) platform
- Upgrading the Eclipsys platform to the latest version (5.5)
- Clinician Order Management with selected Clinical Documentation for most of the inpatient units in the Health Centre
- Introducing full Clinical Documentation for Emergency Department.

Phase 3 of our eCare program of work will stretch between November 2012 to April 2014 and focus on delivering full Clinical Documentation throughout the Health Centre.

One of our "big wins" in Phase 1 has been our Single Sign On application. During the development of the eCare strategy, our clinicians identified that it was time consuming having to enter multiple passwords for different applications throughout their shifts. Single Sign On is new functionality that allows clinicians and clerks to streamline the logon process and account management. Users in all of our inpatient units can now access multiple computer applications through a single logon. This has streamlined access to clinical applications so staff no longer have to type in and remember multiple passwords. On shared computers where there are multiple users, it has also allowed for fast user switching. Tap&Go devices allow users to use their hospital ID cards to just tap on the device and log onto the computer. And finally, it also provides greater security at the workstation.

Some of the work that is underway from Phase 1 includes:

- Single Sign on is being expanded to more areas in the Health Centre.
- Our Laboratory, Diagnostic Imaging and Pharmacy systems are being upgraded to prepare for Clinician Order Management.

- Work in our Emergency Department (ED) to develop and implement Electronic Forms, Bar Coding and Document Management. A new library of electronic forms will be created that will let us scan and store ED patient charts in electronic format. The goal is to have a scanned electronic ED patient chart available within 24 hours of patient discharge. From a patient perspective, this means the chart will be readily available if and when the patient returns for a subsequent visit, with minimal time spent looking for the chart. From a clinician perspective, this means streamlining workflows because a version of an electronic chart will be available for all care providers to access. And from the hospital's perspective, this initiative will stop the growth of paper records in ED. The target is to have this fully operational before the end of this fiscal year.

Phase 2 work underway includes:

Order Sets: Here at SJHC, we already have about 100 "Pre-Printed Orders" in use in various program areas. By standardizing our orders, and incorporating evidence-based best practices, we have been steadily improving the care that is delivered to our patients. In the electronic world, "Pre-Printed Orders" are known as "Order Sets". Work is now well under way in all of the clinical program areas to define and develop the Order Sets they want included in the Clinical Order Management functionality when it is implemented it early 2012. This work involves all members of the interprofessional team.

eCare Design Sessions: A key part of our design process for Phase 2 involves a structured series of working sessions. In these sessions, a good cross section of staff will be brought together to collaborate in making key decisions that redesign processes for patient care and leverage the capabilities of the electronic system. The redesign of our processes and the way in which we deliver care to our patients is being lead by our clinicians in partnership with their patients. Clinicians will be actively involved in the designing of our new processes that are being driven by our patients' needs for safer, timelier and more coordinated patient-centred care. "Super Users" and "Representatives" will be selected shortly to participate in the design process and are critically important to the design and testing stages.

You will start to see more frequent communications to help keep you updated and connected with all of the enhancements that eCare will give our clinicians to help them to continue to provide quality and safe patient centered care. One of the next steps in our eCare communications will be to look at how we can make the eCare portal on SJNet a more useful resource tool for all of our clinicians at the Health Centre. You will have a chance to give us feedback and direction on what information you want to see on this portal. Stay tuned....

Inspiring Our People

Addiction Recovery Awareness Week 2010: The Face Of Addiction & The Face of Recovery

The effects of addiction reach across the lifespan, across cultures, and across genders. No population group is immune to the devastation or destruction of what addiction can do to individuals and families. It affects those at all levels of society, including people we may admire or people we couldn't conceive of having an addiction.

Addiction is an equal opportunity destroyer. Drug abuse is a major public health problem that impacts society on multiple levels. Directly or indirectly, every community is affected by drug abuse and addiction, as is every family. Drugs including alcohol take a tremendous toll on our society at many levels.

Living with addiction or an addicted person is not easy, but people are resilient and help is available. This year we would like to acknowledge the wide spread impact of addiction. Most people suffer from addiction in some way, shape or form. To help combat this we would like to celebrate Addiction Recovery Awareness Week with you.

Please join us September 13-17 to share in guest speakers, a community fair, self-care opportunities, etc. There will be prizes, cake, pizza, refreshments and lots of fun!

If you or someone you care about is struggling with substance abuse, please call us at 416 530 6860. Help is at your fingertips.



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