

EMR Digest

This Week:
 EMR Revised Timeline
 Go-Live Planning
 EMR Interactives @ Clayton

EMR revised timeline

Many of you will have received details about the decision to revise our timeline for Go-Live of the Electronic Medical Record (EMR) by approximately three months.

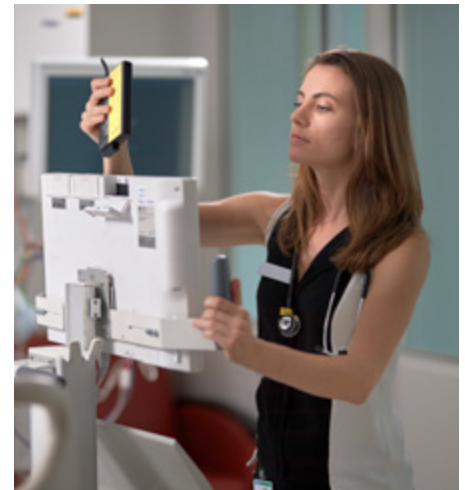
Our comprehensive system integration testing discovered an issue with integration between the EMR and an existing Monash Health system. Due to extensive clinical participation, the design of our EMR is of the highest standard and fit-for-purpose, however as with all the activities we undertake, patient safety and care are central to every decision we make.

In the past week, careful consideration has been given to the revised timeline for a safe and successful Go-Live. It's important that we take this opportunity to consult the expertise of our clinicians, IT specialist advisors, consultants, Cerner partners, and the EMR Program team.

Following these discussions, we will be in a better position to decide on timings that take into account our requirements for all systems to be integrated.

Our commitment to ensuring you are supported with the opportunity to learn, consolidate and practise your knowledge has not changed. We will continue to provide you with engagement and Go-Live readiness activities as scheduled. This includes EMR Interactives which have now commenced in Clayton.

The EMR Program team will continue their work to ensure a great result for our patients and you. If you would like to know more, there is an EMR Revised Timeline FAQ and Factsheet available to answer questions about annual leave, training, and devices. These are on the [EMR Intranet home page](#).



Further updates will be provided over the coming weeks, and we want you to continue to let us know your concerns or good news at:

EMRFeedback@monashhealth.org



Associate Professor Michael Franco

Go-Live planning is live

Planning for the EMR Go-Live has picked up the pace with the recent appointment of Deputy Chief Medical Information Officer, Associate Professor Michael Franco, to the EMR Clinical Go-Live Manager's role. "This will be a transformational change in the way we provide care for our patients and our community, and I'm excited to be overseeing the Go-Live planning and implementation. Managing the transition of the first stage of the EMR across Monash Health is a great opportunity, and I'm looking forward to it," said Michael.

The first stage of planning for Michael and the team has been to establish a support model to co-ordinate activities and governance processes. This will be in place throughout the EMR Go-Live, the post Go-Live transition period and all the way to the EMR operating as 'business-as-usual'.

The key objectives of Go-Live and the support model are to ensure:

- Go-Live is controlled and safe for our patients and employees.
- Governance and communication are well defined.
- Issues management and escalation pathways are clear.
- We can return to our usual operating rhythm as soon as possible after Go-Live.

The model includes a Centralised Command Centre that will run 24/7 during the Go-Live period and be scaled back during the post Go-Live support period. The Centralised Command Centre will be a



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Go-Live planning is live continued.

coordination point for the Clinical Transition Teams, employee support coordination via on-site Super Users and Champions, patient safety, issues management and communications.

There will be a Satellite Command Centre at each site during their Go-Live period to ensure localised support is coordinated and flows with the Centralised Command Centre activities.

We look forward to sharing the Go-Live model with you when it is finalised.

EMR Interactives – it’s your turn Clayton

Even with a revised timeline there is no time to put on the brakes in our preparations for Go-Live. The EMR Interactives are continuing at Dandenong Hospital, and now they are commencing at our Clayton sites. Interactives have been planned for Monash Medical Centre, Monash Children’s Hospital and Jessie McPherson Private Hospital.

One of the first sessions was held in the Birth Suite at Monash Medical Centre and here’s what participants had to say;

- “Awesome. The link to PROMPT...that’s really cool.”
- “The red alert for overdue medications is amazing!”
- “The staff assignment function is great.”
- “Doctors are able to place orders from anywhere. That’s so good.”
- “Well that’s great, midwifery standing orders are all listed there.”



EMR Interactive was well-received at Monash Medical Centre’s Birth Suite

Don’t worry Cranbourne, Kingston, Casey and Moorabbin, you won’t miss out, the interactives will be on their way soon.

New dates and sessions are being added continuously so check back regularly on the **EMR Intranet page (EMR Events)** for details.

Maternity End Users find EMR not-so-testing!



End User testing is an important part of preparing the EMR for Go-Live

There are four key phases of testing the EMR system. One of the final and key parts of testing involves the people who will be using the EMR itself; our people. End User testing involves many of our clinical and non-clinical employees and patients, to ensure the end product will suit the environment it will be used in.

Last week, members of the maternity team got a chance to ‘test drive’ the EMR. It was promising to hear what they had to say about the experience;

- “The midwifery autotext is so exciting.”
- “The IV chart is fabulous.”
- “Wow, look at the midwifery standing orders.”
- “The phototherapy chart for baby is really exciting!”
- “Counting the hours!”

End User testing is one of the many activities that will continue to run on schedule to ensure a great Go-Live experience for you.

Device advice

We have received queries regarding the EMR device rollout and the revised Go-Live timeline. Some devices have been delivered and installed at Dandenong and Cranbourne. You may have noticed our Support Crew wearing their light blue EMR polos!

The devices that have been installed are mostly label printers that will only work when connected to the EMR devices they are paired with. If these have been delivered to your work area or ward, it is fine to switch them off and leave them in a safe place. Please note the devices are



Examples of EMR printer devices and scanner



This symbol indicates key information that warrants extra attention and is ideal for sharing at team huddles and handovers.

Device advice continued.

monitored and tracked and cannot be moved to different work areas or wards.

The remaining devices will be rolled out in alignment with the revised timeline and communications will be sent to your managers prior to this commencing.

The choice of devices and accessories was guided by principles that fit the new workflows that will come into effect once the EMR is live. EMR devices Factsheet and FAQs are available on the **EMR Intranet Devices Page** (please note

dates for rollout on factsheet will change).
If you have queries regarding devices already delivered to your work area, please contact:
EMRFeedback@monashhealth.org

Training team update

From Friday 12 April, our training administration team will be contacting managers of clinical and clinical support areas across Monash Medical Centre, Monash Children’s Hospital, Jessie McPherson Private Hospital, Kingston, Casey and Moorabbin. This is similar to contact that was made to managers at Dandenong and Cranbourne last year. This is so that we can find out more information about your team for EMR training.

We will be asking about the number of people in your team per day and per shift and planned annual leave dates as well as questions regarding people who may be suitable to be trained as Super Users or Champions.



The Training team are continuing their work to ensure you are Go-Live ready

If you do not receive a phone call or meeting request from us before 10 May 2019, please email:

EMRTraining@monashhealth.org

Super Users and Champions - we want your feedback

Over 670 of our employees attended 63 Super User training sessions for

Dandenong and we want your feedback. The Training team are working full steam ahead to review schedules, courses and training materials prior to classes recommencing. They’d like your help to inform and refine future training so please fill in the **Super User and Champions training survey before 26 April.**



Go to a HIS session and get on top of iPM and SMR changes

iPM and SMR sessions for EMR Go-Live readiness

There will be changes to how we use existing Monash Health systems such as iPM and SMR to support Electronic Medical Record (EMR) Go-Live. These changes will take effect from Wednesday 15 May 2019.

Sessions will run across Monash Health sites from 15 April to 8 May to ensure you have the opportunity to adapt and embed the changes as part of your daily work before EMR Go-Live.

Clerical employees and frontline managers are encouraged to attend including:

- Ward staff representatives, e.g., ward clerks and/or Nurse Managers/ Associate Nurse Managers.
- Any service that registers, admits, transfers or discharges patients (including Community).
- Patient Services.

Further details and session times can be found on the **Intranet iNews article.**



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