

Please Note:

During the October 18th presentation (30 minute), we covered these slides:
3-4, 6-10, 15-17, 21-24, 48-50, 53-56, 74-75

The following additional slides are provided for further details:
5, 11-14, 18-20, 25-47, 51-52, 57-73



NH / Regional Health Districts Joint Fall Meeting - October 18, 2021

Dana Cole, Co-Lead SaferCare + Regional Director, Pharmacy Services

Bjorn Butow, Co-Lead SaferCare + Director, Clinical Information Systems



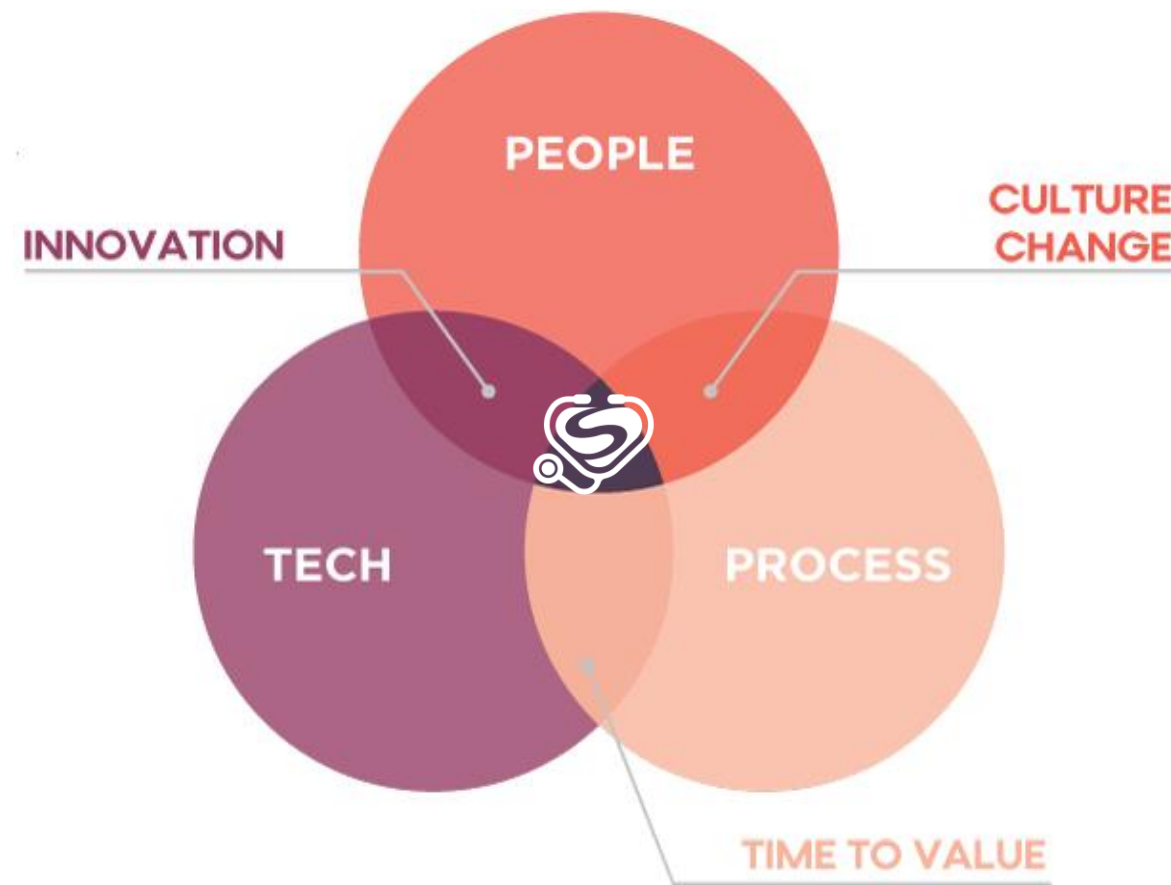
What is SaferCare?

YES
WE
CAN

NH's 10-year major **clinical quality improvement** + **digital transformation** initiative

Purpose

- To increase patient safety and effectiveness of care while digitally enabling clinical processes, practices, and documentation.
- To facilitate all Northerners to actively engage in their digital health information and support online health services.
- To improve staff and provider experience by advancing the use and functionality of our Cerner electronic health record (EHR) by implementing full electronic documentation and ordering.



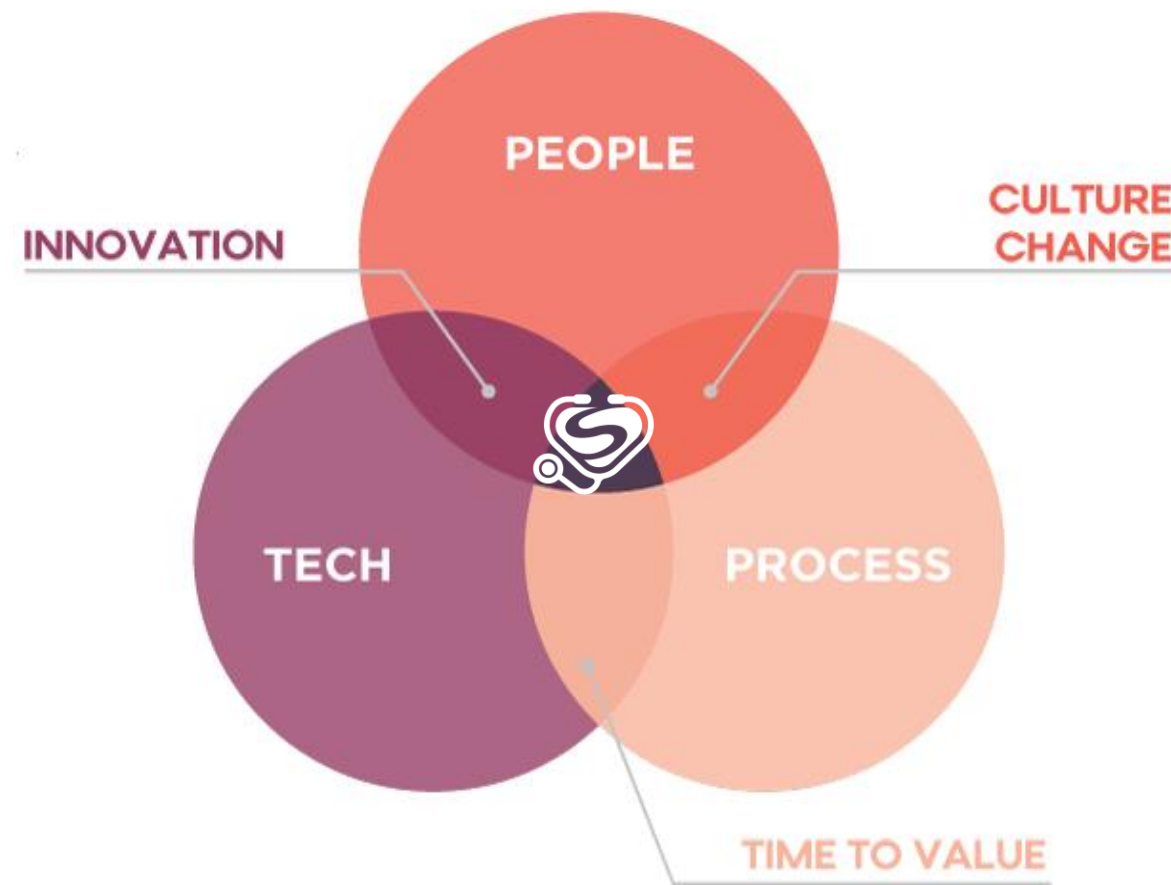
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Investments

- **People** - engagement, human change management - collaboration with Providers, Clinicians, Management
- **Process** - process and workflow maturity, consistent use of practice standards, that may feel “forced”
- **Technology** - Digital tools, IT and biomed devices, health information management



What is SaferCare? Human Change

Major change management - supporting our people through the difficult transition of change to new ways of working!

What we are hearing...

- **Fear** – loss of paper charts, how I've always done it
- **Discomfort** - temporary loss of productivity
- **Anger** - time/effort required to become competent
- **Resistance** - shift to more consistent processes
- **Embarrassment** - exposure to gaps in clinical practice



We're not migrating to a new system

we've used Cerner in our 26 NH sites for +10 years, we're just investing further and going "all in"

SaferCare: Part 1 and Part 2

Part 1 (first ~5 years)

- replaces variable hospital paper charts with consistent electronic documentation and ordering in NH's Cerner EHR
- enables patients/families access to digital records and digital health services in NH's Cerner HealtheLife patient portal

Opportunity for NH

Successful service-based industries with multiple locations and regular people turnover/gaps (eg. hotels), invest heavily in process maturity, training, and digital technologies

Part 2 (~5-10 years)

- closed loop medication administration
- bedside biomed device integration
- long-term care & other specialty modules of NH's Cerner EHR.
- Also achieves higher process maturity and transitions to integrated advanced analytics and reporting with new NH's Cerner HealtheIntent

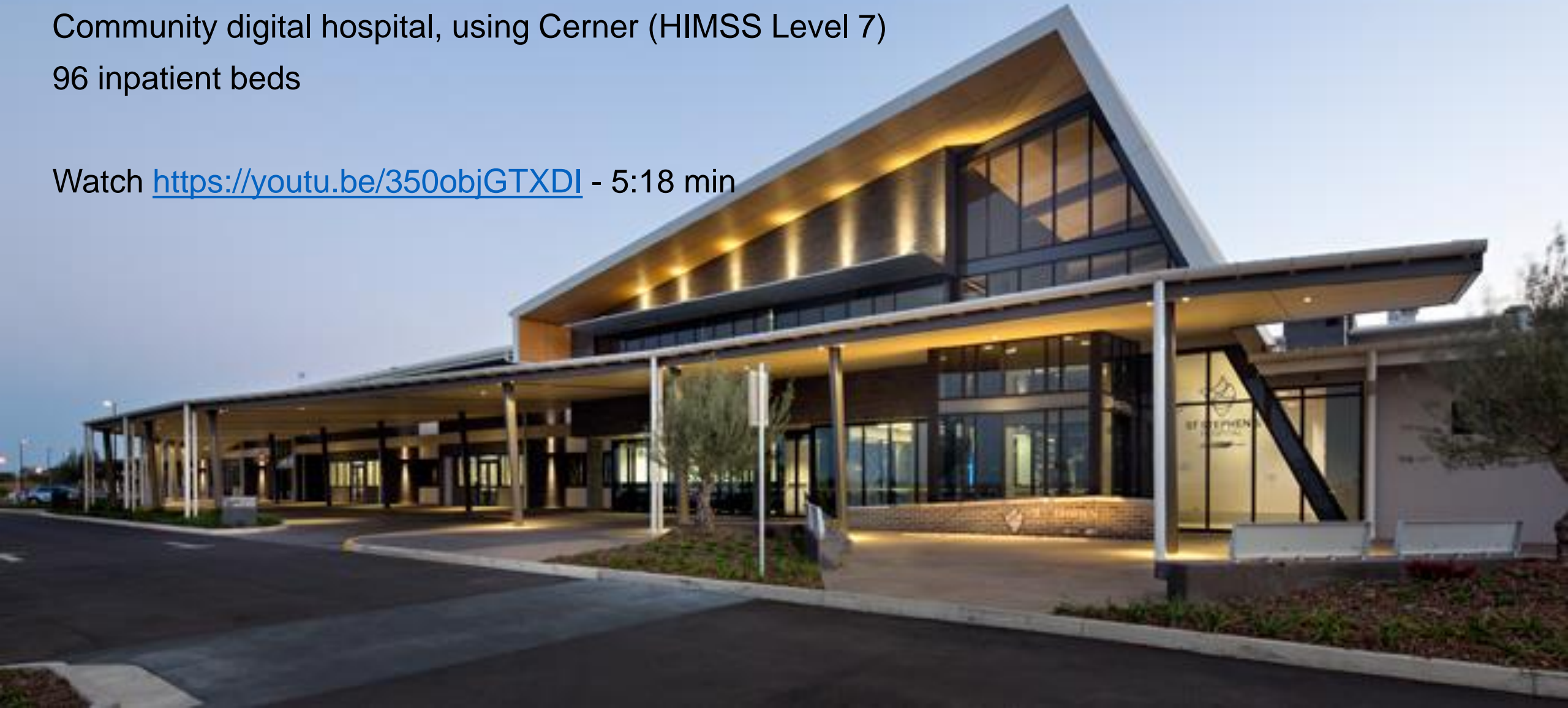
SaferCare Video: St. Stephen's Hospital, Australia

A vision for our new NH *digital* hospitals

Community digital hospital, using Cerner (HIMSS Level 7)

96 inpatient beds

Watch <https://youtu.be/350objGTxDI> - 5:18 min

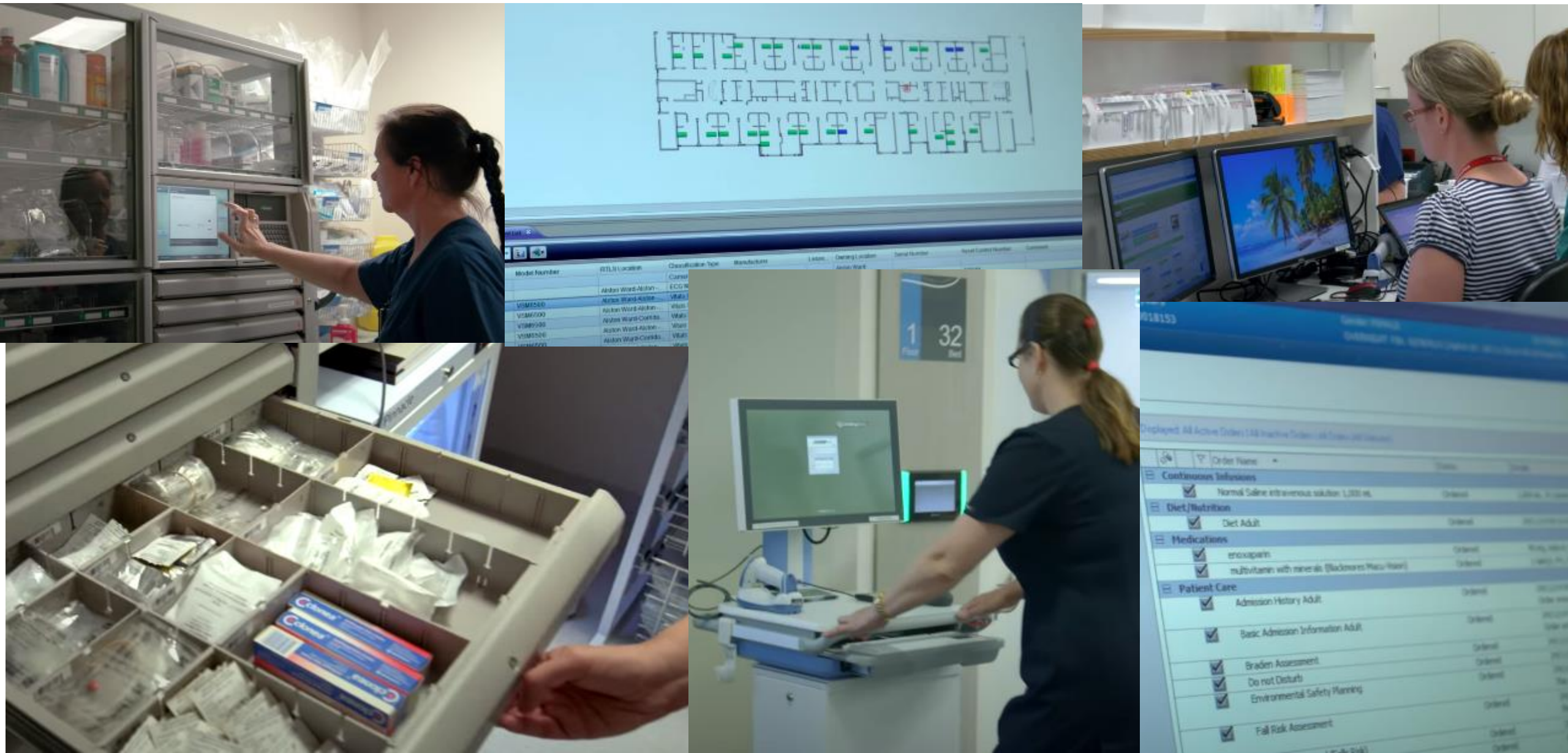


SaferCare: St Stephen's Hospital Video

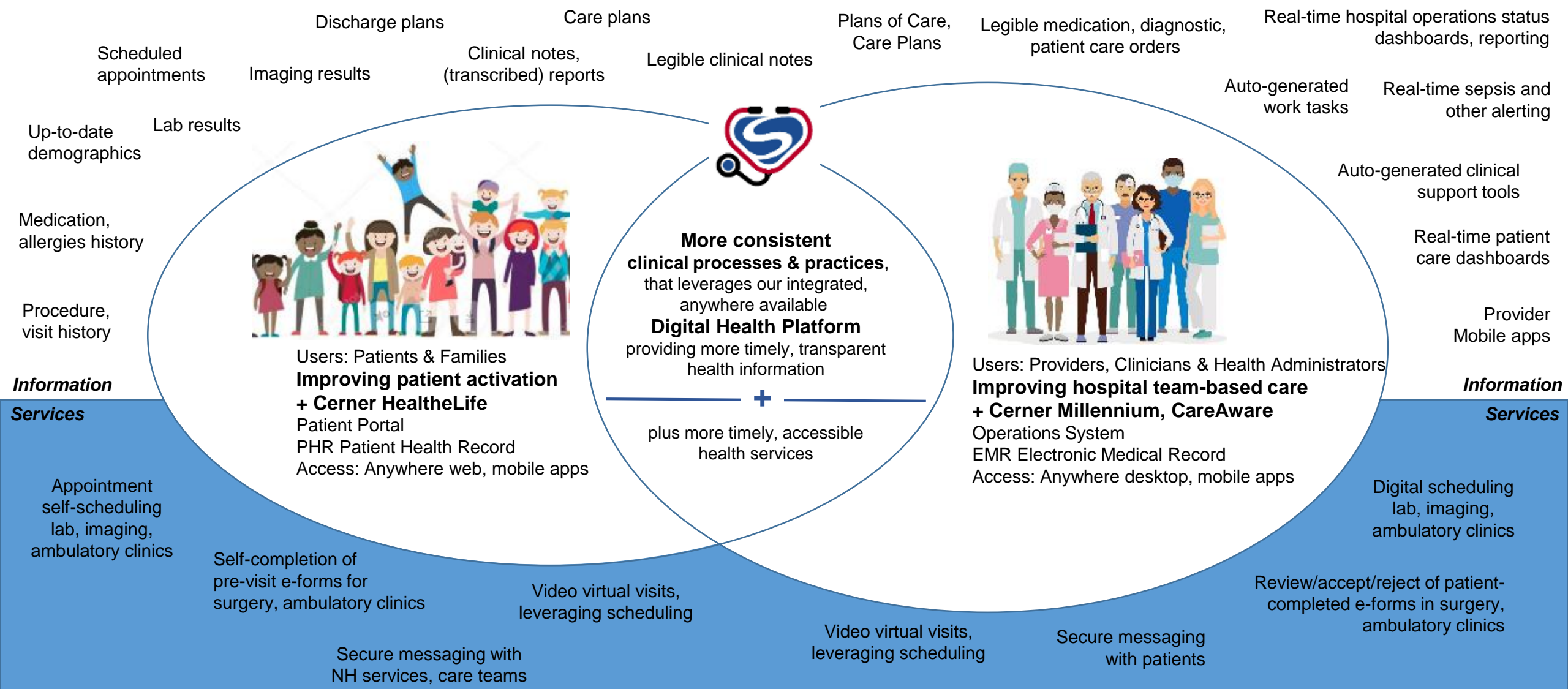
YES
WE
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SaferCare: St Stephen's Hospital Video



How SaferCare Makes Care Safer and More Effective?



SaferCare: Two Major Sections of Work

Next 12+ months*

Design, Build, Validation

- Change management supports for staff and providers
- EHR training
- Digitally-enabled workflows and consistency in processes, practices
- Cerner EHR – digital orders, documentation, alerts etc.

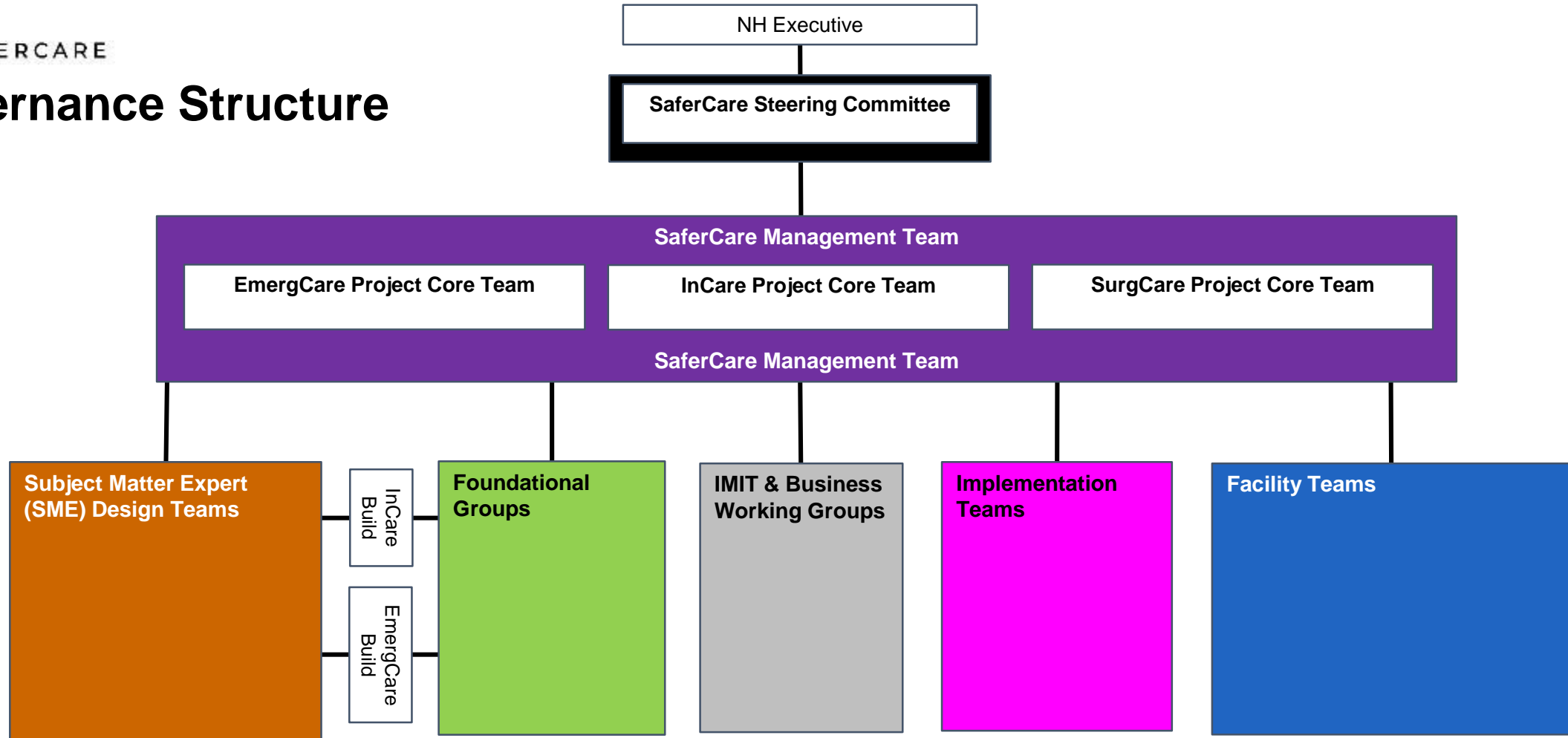
12-48 months*

Site Implementations

- Site go-lives – whole hospitals
- In-person at-the-elbow
- Virtual support
- Go-live lessons and improvements progressing from site to site
- Cerner EHR improvements and optimizations

**pending and adjusting for pandemic impacts*

Governance Structure



SaferCare + Digital Hospital/LTC

SaferCare

1. WHY - Safer and more effective care
2. HOW - Regional *integrated* initiative of multiple projects to improve clinical quality and transform from paper-to-digital tools
3. WHAT - Design, build and implement new ways of working + technology + human change management

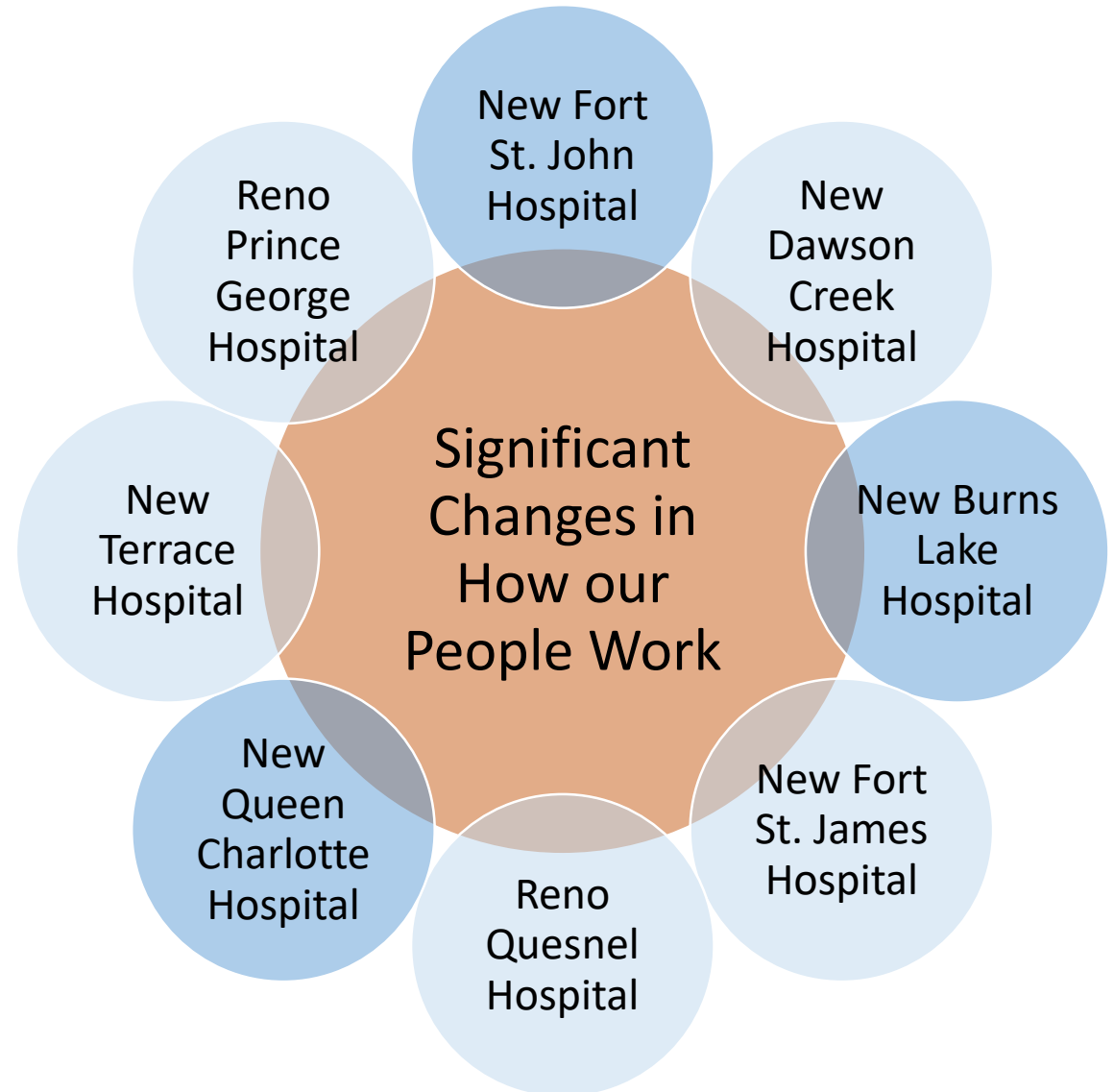


New / Reno Hospital & LTC

1. WHY - Better place to work and live
2. HOW - Local *discrete* projects to replace or upgrade hospitals and LTC homes
3. WHAT - Design, build and implement new physical spaces + equipment / furniture + technology

Impact of SaferCare + Digital Hospital/LTC

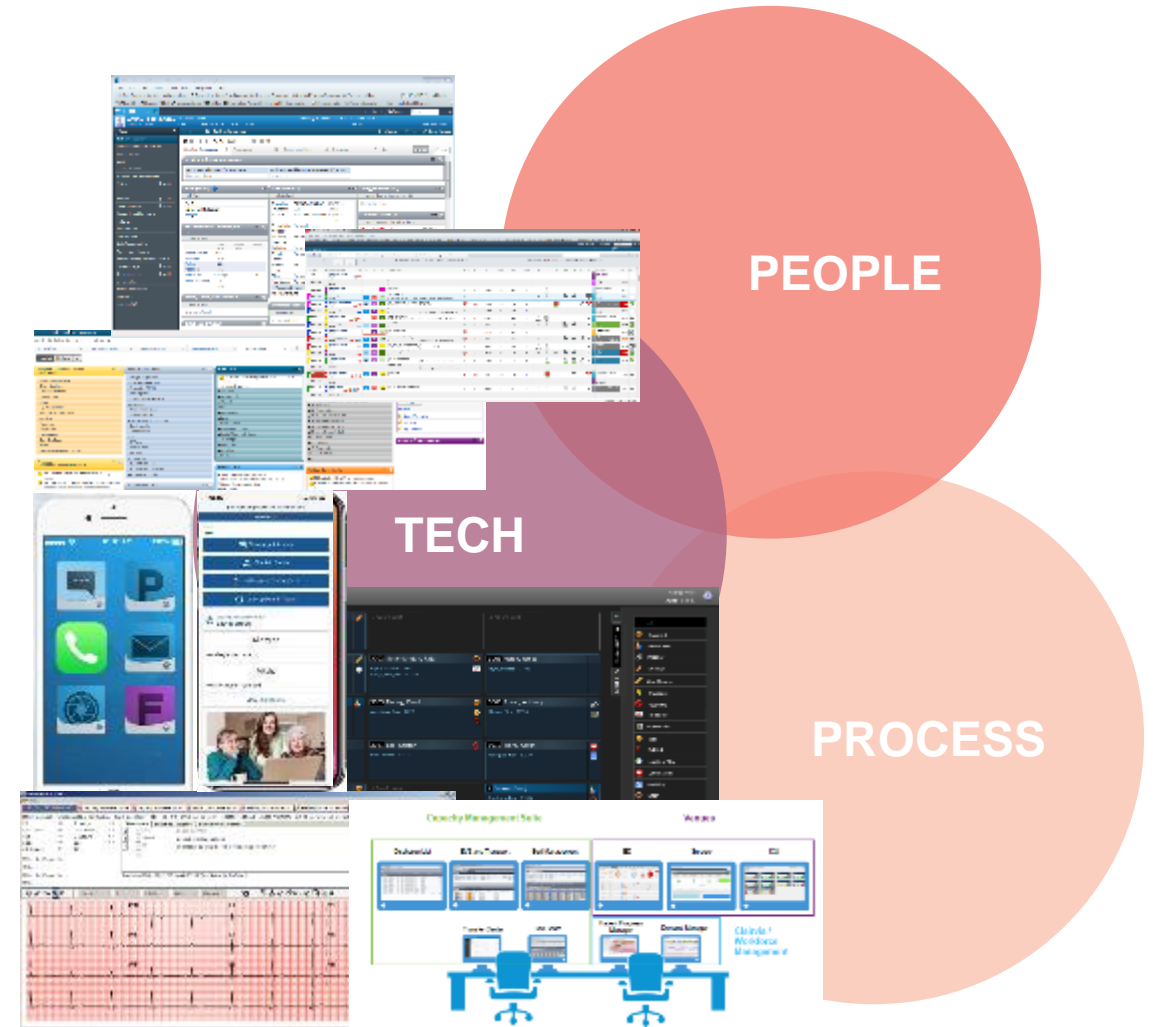
SaferCare will **“force” significant changes** in processes, practices, documentation, ordering / tasking, workspace design in existing and new hospitals / LTC



SaferCare + Digital Hospital/LTC Investments

SaferCare Budgets

- Regional investment (26 NH sites) in people + process + technology
- People – human change management
- Process (way of working) – consistency in clinical processes, workflows and practice standards
- Tech - Cerner integrated digital tools, tends to be more software, but also hardware - examples:
 - Patient apps (Cerner HealthELife portal, NH Tracks)
 - Documentation (Cerner PowerChart, FirstNet)
 - Ordering (Cerner PowerPlans, Zynx)
 - Scheduling (Cerner ESM, HealthELife)
 - Patient Flow and Capacity (Cerner CareAware CM)
 - Mobile apps (Cerner PowerChart Touch, Secure Messaging, Camera Capture, Housekeeping)
 - Extra workstations, tracking boards for current space



SaferCare + Digital Hospital/LTC Investments



New / Reno Hospital & LTC Budgets

- Local facility investment (1 NH site) in physical space + furniture + equipment (non-tech) + technology
- No investment in human change management or consistent ways of working across the north
- Tech – Equipment from multiple vendors (eg. BD, Phillips, GE, Dell) plus Cerner digital tool, tends to be more hardware, but also software – some examples:
 - Patient devices (self-registration / check-in kiosks, way-finding, nurse call, interactive education/entertainment)
 - Communication devices (telephones, public address, handheld / hands-free messaging)
 - Diagnostic devices (imaging x-ray, ECG cardiology carts, lab analyzers, bedside vital monitors, telemetry)
 - Medication devices (Med cabinets, infusion pumps)
 - Location and safety status devices (device tracking, patient wandering, smart beds, digital room signage)
 - Extra workstations, tracking boards for added space

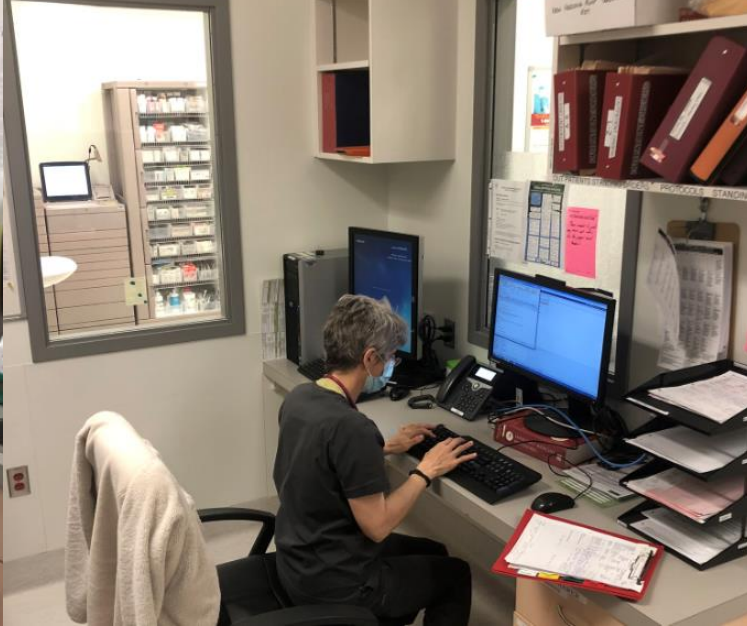
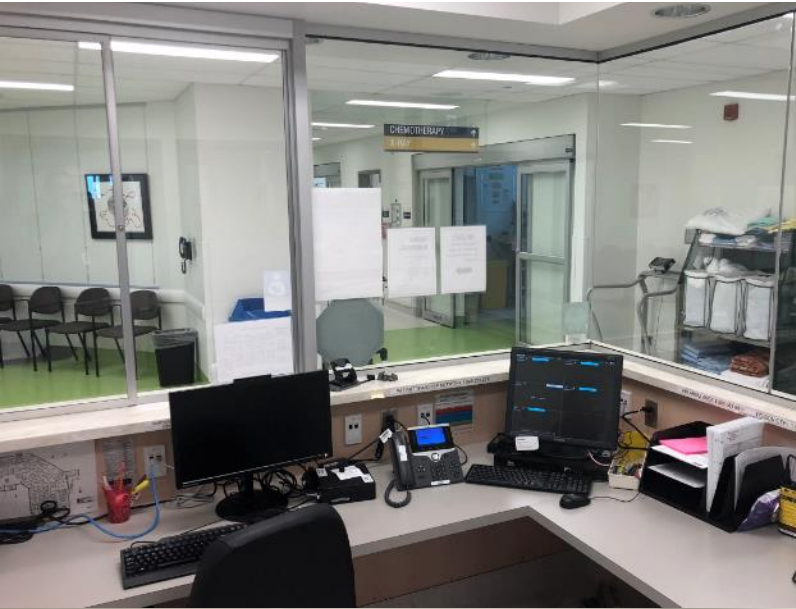
Haida Gwaii Hospital - Xaayda Gwaay Ngaaysdli Naay

NH *Digital* hospital and LTC home in Village of Queen Charlotte

Opened November 2016 - first within NH with an English and First Nations name
8 inpatient beds, 8 long-term care (LTC) homes



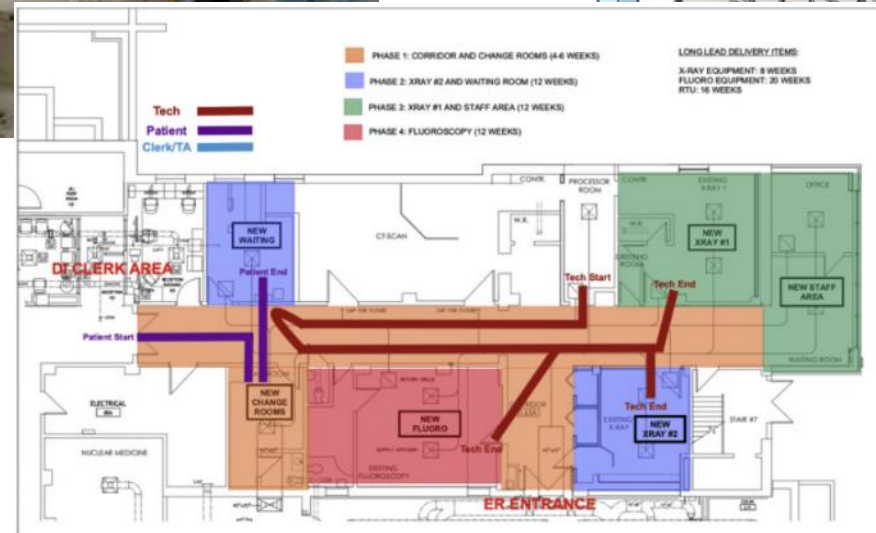
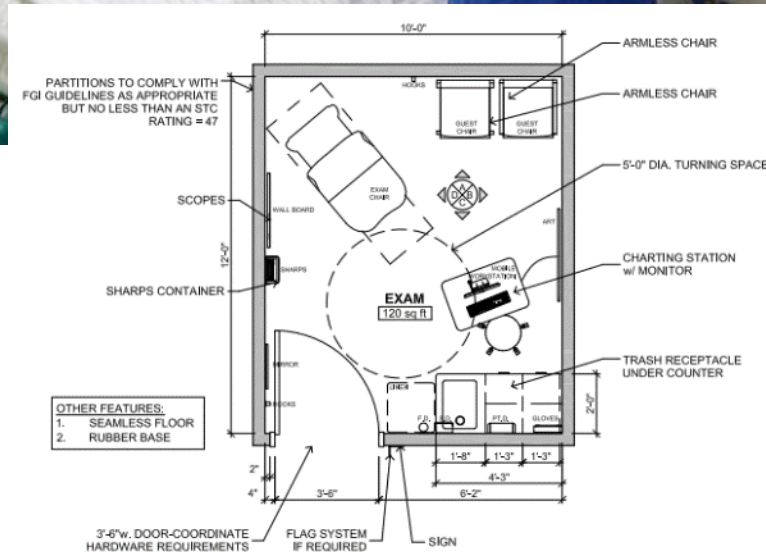
Haida Gwaii *Digital* Hospital/LTC Home



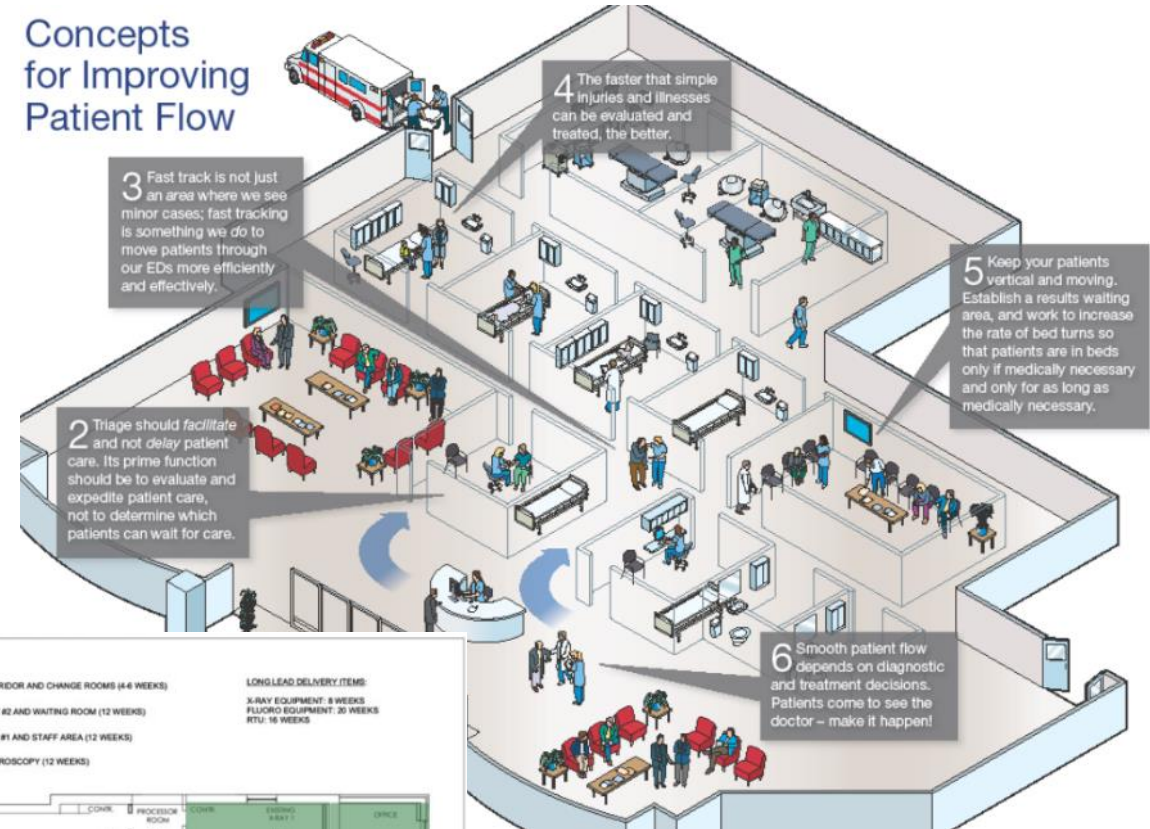
Haida Gwaii *Digital* Hospital/LTC Home



SaferCare + Digital Hospital / LTC – CareWorkspaces Design



Concepts for Improving Patient Flow



Digital Hospital – Eg. Dawson Creek** - Medication Devices

Sample of devices integrated today (or soon) with our Cerner EHR

- ✓ **Automated Medication Dispensing Cabinets
- ✓ Medication Compounding Video Verification System

Sample of devices integrated our Cerner EHR (SaferCare Part 2)

- ✓ **Infusion Pumps
- ✓ **Medication Carts with Bar Code Readers
- ✓ Medication Packaging Machines



Digital Hospital – Eg. Dawson Creek** - Diagnostic Devices

Sample of devices integrated today (or soon) with our Cerner EHR

- ✓ **Imaging X-Ray modality
- ✓ **Cardiology ECG carts
- ✓ **Lab analyzers
- ✓ Imaging MRI, CT, Ultrasound, Nuclear Medicine modalities etc
- ✓ Surgery cardiac monitors, anaesthesia carts

Sample of devices integrated in the future with our Cerner EHR

- ✓ **Bedside Vital Monitors
- ✓ **Telemetry (waveform)
- ✓ Respiriology PFT Stress Test carts



Digital Hospital – Eg. Dawson Creek** – Computing & Communication Devices



Sample of devices integrated today (or soon) with our Cerner EHR

- ✓ **Workstations – desktop, wall-mount, carts
- ✓ **Patient Tracking Boards
- ✓ **Physicians - mobility apps on their mobile phones

Sample of devices integrated in the future with our Cerner EHR

- ✓ **Nurse Call
- ✓ **Nursing & Others - mobile apps on unit handheld devices



SaferCare + Digital Hospitals/LTC

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SaferCare – In the North, For the North

1. Mitigates rural and remote healthcare challenges

- Better leveraging our NH network of staff, providers and facilities
- Virtually-enabling care, helping to bridge people capacity needs

2. Advances modern healthcare services in the north

- Better ways to connect (+ transfer) care within/between facilities
- Better clinical decision support tools to enable data-driven, team-based care

3. Enabler to advance consistency in care and quality improvement

- “Forces” uncomfortable but necessary changes
- #1 enabler for local operations, clinical service networks, diagnostics services, medication management, and professional practice

