Bacchus Marsh Melton Digital Health Transition

INFORMATION SESSIONS

DECEMBER 2023

Digital Health
CONNECTING BEST CARE

Western Health

Please note the following presentation includes photographs or video from an EMR test environment using test data and scenarios, no real patients are featured.

Acknowledgement of Country

Western Health acknowledges the Traditional Custodians of the land on which our sites stand. The Wurundjeri Woi-Wurrung, Boon Wurrung and Bunurong peoples of the greater Kulin Nation. We pay respects to Elders past, present and emerging.

We are committed to the healing of country, working towards equity in health outcomes, and the ongoing journey of reconciliation.

Western Health is committed to respectfully listening and learning from Aboriginal and Torres Strait Islander people and wholeheartedly supports their journey to self-determination.

Digital Health
CONNECTING BEST CARE

Western Health

Agenda

Paul Hampson, Digital Health Project Manager

- Project scope
- Timeline

Kylee Ross, Acting Chief Nursing & Midwifery Informatics Officer

- Current State and Future State reviews
- EMR key features

Kirby O'Callaghan, Change & Implementation Analyst BMM

- Super Users

Meilisa Lengkong, Acting Digital Health Learning & Development Manager

- Training
- Discipline specific scenarios
- Drop-in sessions

- **Questions**

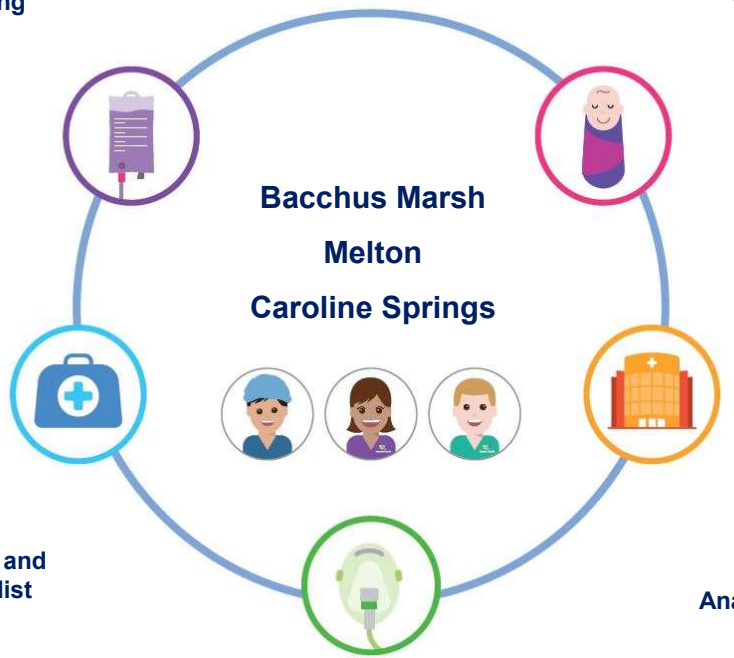
Electronic Medical Record (EMR)

- An EMR is an electronic version of a patient's paper medical record
- EMR information is up to date, easy to read and instantly accessible with multiple healthcare professionals able to access a patient record at the same time from different Western Health sites, allowing greater co-ordination of care
- The Oracle-Cerner EMR was first introduced to Western Health in late 2018 and was significantly enhanced in the EMR Phase 2.1 Go-Live over July – August 2023
- Once the EMR has gone live at BMM, future optimisations, including EMR Phase 2.2, will also Go-Live across BMM

Bacchus Marsh Melton (BMM) Digital Health transition project

- The BMM Digital Health transition project is extending the functionality which is used to document and manage patient care at Western Health's Footscray, Sunshine, Williamstown and Sunbury sites to the BMM sites
- Work on the Digital Health extension has been underway for quite some time and the transition of numerous applications has already occurred over the first stage of the project
- We are now in an exciting phase where work is underway on the second stage of the project which includes:
    - ✓ Extending the current Western Health Electronic Medical Record, the primary application for managing patient care across Western Health
    - ✓ Replacing BMM CPF with Western Health BOSSnet for scanned medical records
    - ✓ Transitioning BMM iPM to the Western Health iPM as a unified patient administration system

EMR scope



Medications management – including chemotherapy

Pathology and radiology resulting

Operational Reporting

Maternity

Statutory Reporting

Clinical documentation for Medical, Nursing & Midwifery, Allied Health, Pharmacy and Care Coordination in the Inpatient, Outpatient and Community settings

Registration

Emergency Medicine

Outpatient Registration and Scheduling for Specialist Clinics Outpatients

Anaesthesia

Locations setup and staff access

Surgery

BMM Digital Health Transition timeline

Recruitment, Preparation, Data Collection
2023

- Project team recruitment and on boarding
- Planning and establishing project structure
- Governance
- Training Needs Analysis undertaken
- Power and Data Needs Analysis undertaken
- Review of existing systems and interfaces
- Current State Review and data collection to inform design and build
- Continued engagement with stakeholders across BMM including on-site information sessions

Build & Validate Phase
2023 - 2024

- Continued engagement with stakeholders
- Power and data installation works then device deployment commences
- Workflow decisions made and validated
- Build commences, validation continues
- Early system and integration testing undertaken

Testing Phase
2024

- Optional introductory training sessions – a first look inside the EMR
- Super User recruitment commences
- Device deployment continues
- Change Impact Assessment undertaken
- System build is completed
- End to end workflow testing – system testing, integration testing and Western Health device testing
- Clinical sign off obtained

Training and Organisational Readiness
2024

- Online WeLearn training launches
- In person classroom training sessions available
- EMR Super User intensive training
- Access to the EMR Practice Environment provided
- Optional live or virtual EMR workflow demonstrations
- Quick Reference Guides and "What Goes Where" published
- Go-Live organisational readiness assessments conducted
- EMR Downtime Kits rolled out
- Technical Go-Live

Go-Live
2024

- Transition to the EMR and other Western Health digital applications
- Go-Live support- 24/7 technical and on the floor support

Optimisation
2024

- Transition to Business-As-Usual training and system support
- Monitoring and assessment of the new system/modules
- Opportunity for optimisation
- Monitor use and adoption

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Current State Review

- As part of every Digital Health project, the Digital Health Analysts work with the organisation to understand their clinical and operational workflows, i.e. the current state
- Current State has been reviewed at the BMM sites, and provided the Digital Health team the opportunity to assess if the existing Western Health EMR configuration will work
- Post Current State the Digital Health team identified gaps between BMM and Western Health workflows and is in the process of assessing options to overcome these
- These options could be either, BMM workflow or EMR configuration changes

Future State

Why?

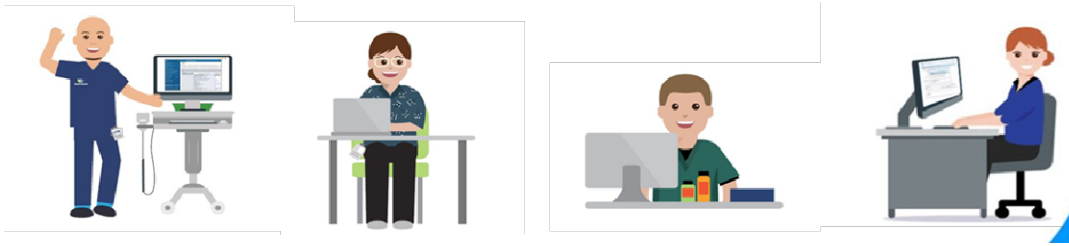
- Move towards Western Health having one primary application for managing patient care

What?

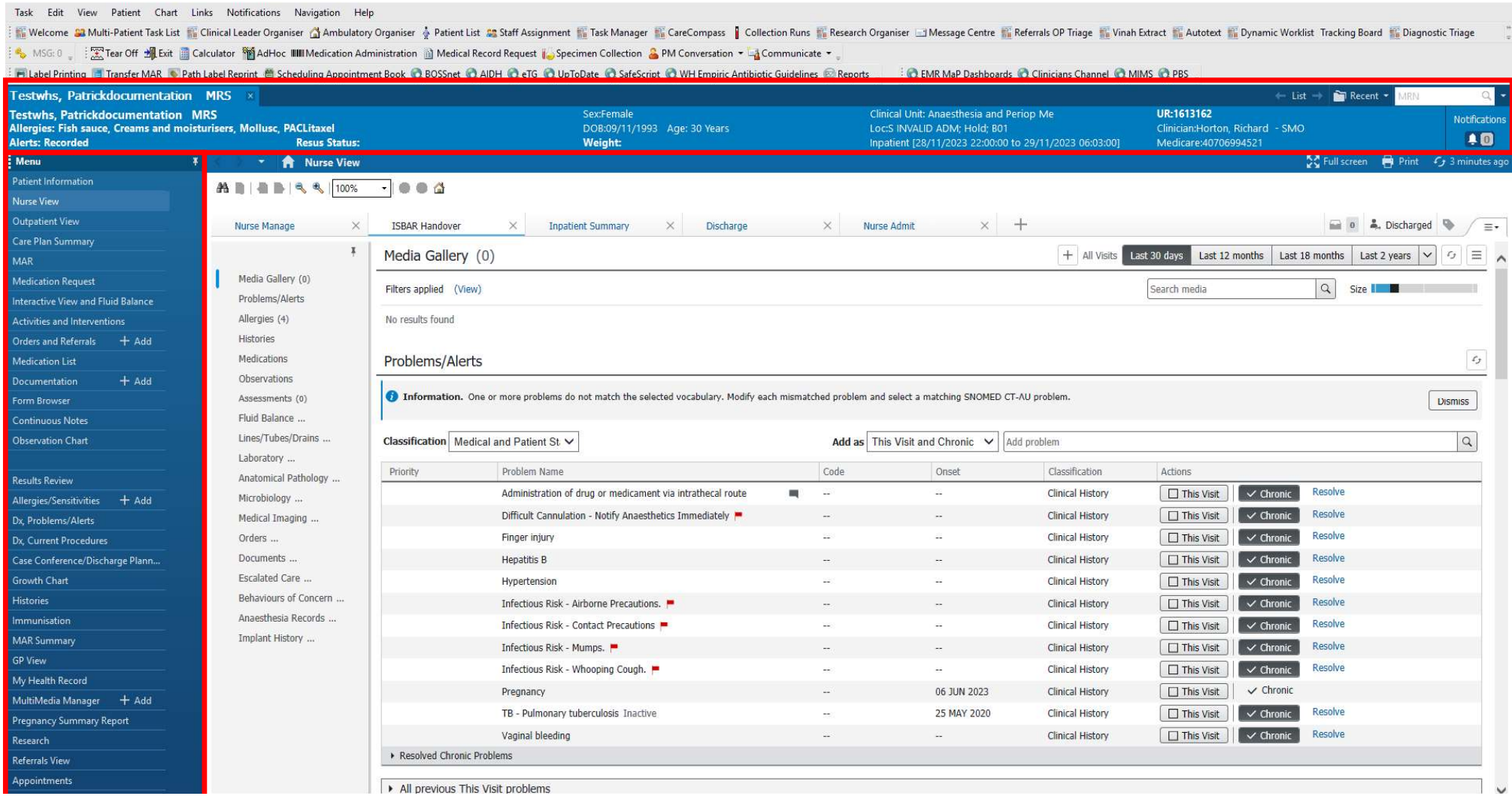
- Extending the current Western Health EMR to Bacchus Marsh and Melton sites

How?

- Transitioning BMM iPM to the Western Health iPM as a unified patient administration system
- Replacing BMM CPF with Western Health BOSSnet for scanned patient documentation. This includes:
  - Scanned external referrals and correspondence
  - Internal scanned paper documentation
  - External pathology and radiology
- Reduction of paper-based forms

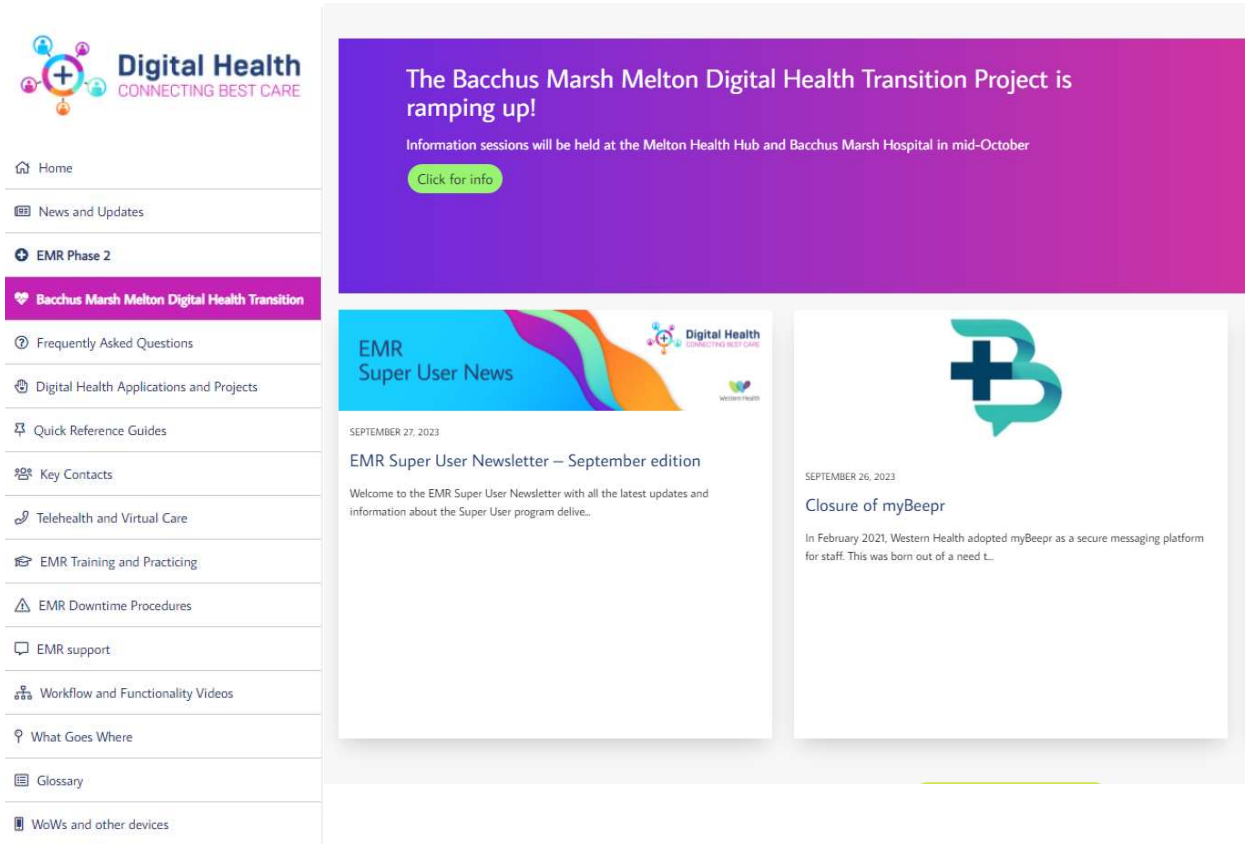


EMR Key Features and Tips



Digital Health information site - digitalhealth.wh.org.au

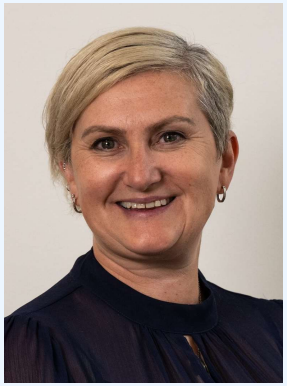
- ✓ Dedicated page for the Bacchus Marsh Melton Digital Health Transition
- ✓ Frequently Asked Questions
- ✓ Glossary
- ✓ Training Information
- ✓ Quick Reference Guides
- ✓ Workflow and Functionality videos
- ✓ Key Contacts



Key Contacts – digitalhealth.wh.org.au/meet-the-team/

Nursing & Midwifery

Kylee Ross
Acting Chief Nursing & Midwifery Informatics Officer



Barbara Lennon
Acting Deputy Chief Nursing & Midwifery Informatics Officer

Pharmacy

Stephanie Cox
Chief Pharmacy Informatics Officer

Allied Health

Alison Qvist
Chief Allied Health Informatics Officer

Medical Officers

Ann Boo
Deputy Chief Medical Informatics Officer – Digital Applications

Rick Horton
Chief Medical Informatics Officer – Capital Infrastructure

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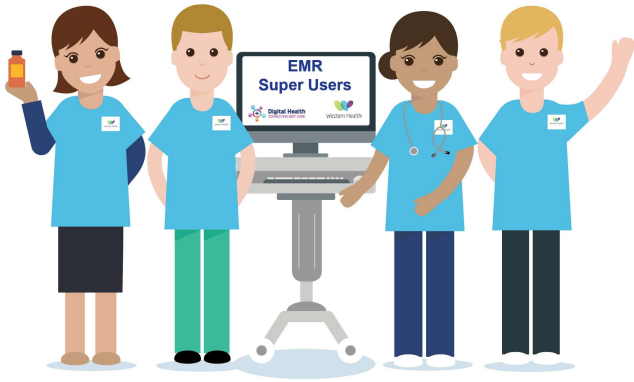
Super Users

- We’re searching for BMM staff interested in becoming Digital Health Super Users to support colleagues in the lead up to, throughout and post the Go-Live
- Super Users have been integral in supporting previous EMR Go-Lives
- There are several reasons to join the Super User team:
    - Improve your skills and knowledge in the EMR and Digital Health systems
    - Build your personal profile and visibility in the organisation
    - Receive certification of the additional training you complete and add this role to your CV
    - Support your colleagues and play a vital role in this exciting project!



Super Users

- Super Users will receive additional training in the EMR, with the support of the Digital Health team to assist with the following:

  - ✓ **Before Go-Live:** preparing BMM sites for the EMR Go-Live by facilitating in-services and practice sessions and assist with the Go-Live readiness assessments and downtime planning

  - ✓ **During the Go-Live period**: Super Users will provide support as the first point of contact for BMM staff who need assistance, and be the conduits to the Digital Health team in the virtual command centre

  - ✓ **After Go-Live:** Super Users will continue to provide support to their colleagues and communicate any issues with adoption or functionality back to the Digital Health team

- To be an EMR Super User, you must:

  - ✓ Have your manager's approval

  - ✓ Be based at or working at the Bacchus Marsh and Melton sites

  - ✓ Be employed by Western Health at a minimum of 0.6 EFT

- If you're interested in being part of this exciting project, please speak to your manager and then nominate by completing the short Super User form. The link to this form is available on the BMM Digital Health Transition page.

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Training

Introduction to EMR Drop In Sessions 15th Jan – 9th Feb 2024

- What: Optional demo sessions for basic EMR functions
- Who: First time EMR users
- Where: Bacchus Marsh and Melton

Register on the day!

Mandatory Face-to-Face Training 2024

- Hands-on training session based on your work area and/or role
- Where: Bacchus Marsh and Melton sites

More information to come!

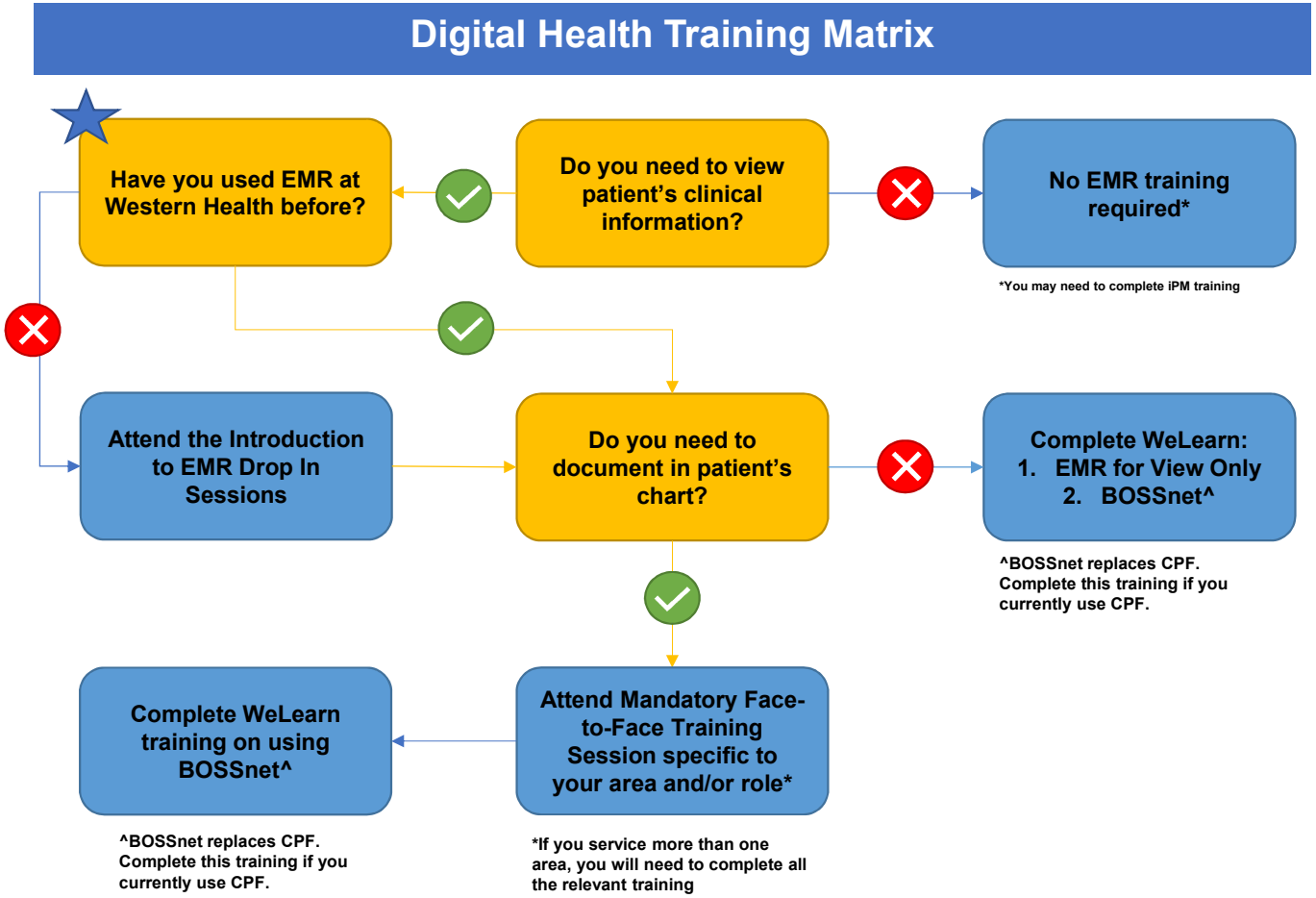
WeLearn Online Training 2024

Our new and improved WeLearn will be ready in the new year!

- Can't attend face-to-face training?
- Want to supplement your face-to-face training?

Complete relevant WeLearn online courses based on your area and role

Training scenarios by discipline



Introduction to the EMR Drop-In Sessions: January/February 2024

Dates	Bacchus Marsh	Melton	Topic
Week 1 15th - 19th January 2024	Conference/Training Room 10:30 – 11:30 am 1:30 – 2:30 pm	Melton: Group Room (Room 38) 09:45 – 10:45am 2:15 – 3:15 pm	• Accessing the EMR
Week 2 22nd - 25th January 2024 (No session 26th January 2024)	Conference/Training Room 10:30 – 11:30 am 1:30 – 2:30 pm	Melton: Group Room (Room 38) 09:45 – 10:45am 2:15 – 3:15 pm	• Searching for a patient in the EMR • Creating a patient list in the EMR
Week 3 29th January – 2nd February 2024	Conference/Training Room 10:00 – 11:30 am 1:30 – 3:00 pm	Melton: Group Room (Room 38) 09:30 – 11:00 am 2:00 – 3:30pm	• Navigating through a patient's chart in the EMR
Week 4 5th – 9th February 2024	Conference/Training Room 10:00 – 11:30 am 1:30 – 3:00 pm	Melton: Group Room (Room 38) 09:30 – 11:00 am 2:00 – 3:30pm	• Viewing clinical information in the EMR

Mandatory Face-to-Face Training

Q. What should I do if I attend the in-person training session and feel I need more help?

A. Check with your manager and then book to attend another in-person training session

Q. Where will the in-person training sessions be held?

A. We are aiming for most of the sessions to be held in training rooms at Bacchus Marsh and Melton. Some sessions may need to be scheduled at the Braybrook Corporate Campus, Footscray or Sunshine Hospitals.

Q. Will the training sessions be tailored to each area?

A. The training sessions will be tailored based on your area and/or role. We will make sure to chat with managers to organise suitable training for you.

An EMR Phase 2.1 training session at Western Health's Braybrook Corporate Campus

WeLearn Online Training

Q. What sort of training will I receive?

A. Training in EMR and BOSSnet (replacing CPF) will be available via WeLearn to complete at your own pace. This is to supplement your in-person training or if you cannot attend in person training.

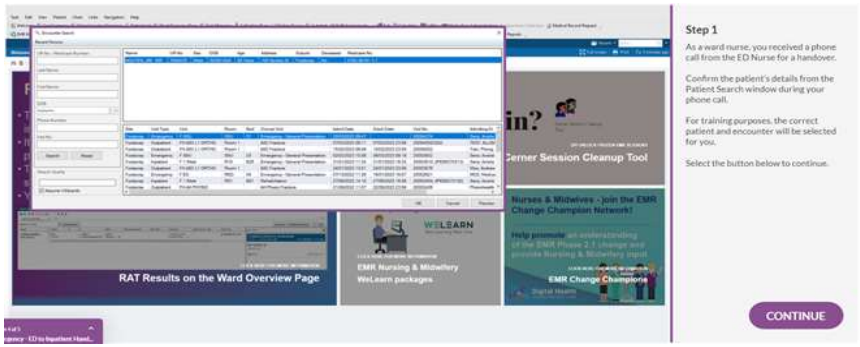
Q. How long will the WeLearn packages take to complete?

A. Completion of the online modules varies based on the learner's specialty, position and computer skills.

Q. What if I can't complete the module in the one go?

A. Each module does not need to be completed all at once, it can be saved so a learner can come back to it at another time.

Current Passport to Surgery WeLearn lesson



Current ED to Inpatient Handover WeLearn lesson

EMR Practice Environment

Q. Will we be able to practice what we learn in training?

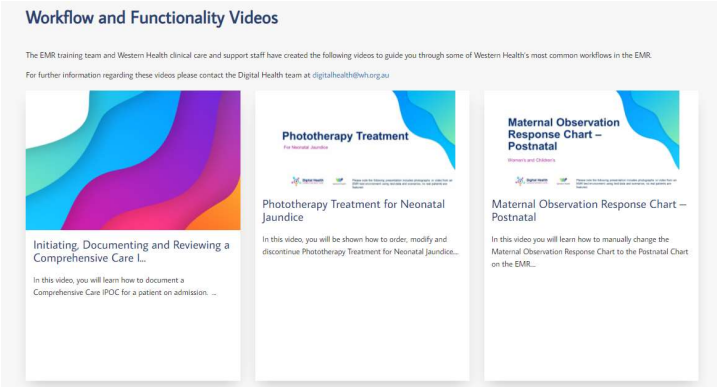
A. Yes. You can access the EMR practice environment via the EMR Super Users or the clinical nurse educators for your area. Each Super User and educators received an EMR practice environment login as they completed their training and have been encouraged to share this with their colleagues.

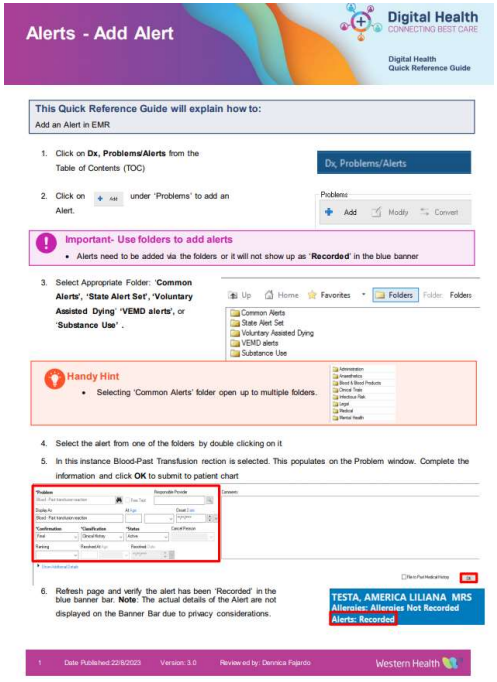
This practice environment is not linked to the EMR system that is used in everyday work, and the patients in the practice environment are test ones, not real. The system is refreshed every night, so the test patients are re-set for more practice the next day.

The practice environment is a simulated EMR environment and may look slightly different and contain less patient information compared to the real EMR environment.

Further support leading into the Go-Live

- Workflow videos available on the Digital Health information site
- Quick Reference Guides also available on the Digital Health information site, each guide steps through an individual workflow
- On request from clinical areas, the Digital Health trainers will also present virtual (Zoom) or in-person live demonstrations of specific workflows during in-service hours or team meetings





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