



## **Generational transformation - new system goes live October 1**

Patient care is improving. The way we work is changing.

For over two years that brief mantra has been used to define and motivate the planning, building, and training that has been necessary to launch a generational transformation in health care delivery at West Parry Sound Health Centre. A giant step in that transformation will begin at 4:30 a.m. on October 1 when staff and physicians reach 'go-live' with a new electronic health information system.

Known collectively as the ONE Initiative, WPSHC will be the first hospital in the regional partnership to launch a shared version of the sophisticated Expanse system, created by Meditech, North American leaders in health system technology. WPSHC's 'wave one' partners include Sault Area Hospital and North Bay Regional Health Centre. Physicians and departmental teams from the three hospitals have been working together for two years to build a synchronized system that will improve the way care is received, provided, and supported.

SAH and NBRHC will reach their go-live at the end of October.

"I am very proud of our staff and physicians who are making this exceptional transformation possible," said WPSHC CEO Donald Sanderson. "We are improving care for our patients and families with a system that is safer, better, smarter for everyone who receives, provides, or supports care. This transformation is also made possible by the generous donors who are inspired by the work of our Foundation. We are thankful to them."

The scale and value of the transformation is also being promoted by Chief of Staff Dr. Terence Fargher.

"This new initiative is very exciting and will impact positively on all involved, including patients, families, nurses, doctors and all allied health professionals," said Fargher. "It has been a long journey but we have finally arrived, thanks so much to everyone involved for their vision, commitment, and hard work."

Patients, families, and visitors to WPSHC during a two-week period following the go-live date will notice a large number of additional 'staff' in patient care and other areas of the health centre. These people are supporting the launch with various types of expertise from the vendor, the build consultants at Heathtech, along with departmental teams from the project partners.

This support is backing up many hours of mandatory training that has been provided to nurses, physicians, and staff in other departments now using the system. While becoming more familiar with the new technology, some processes may take longer than usual, but all health centre staff and physicians remain focused on providing the best care possible.

"During a meeting in 2016 the Board provided initial approval for participation in this project and we have been watching it closely ever since," said Board Chair Tom Shultz. "We recognize the investment of time, talent, and resources that have been necessary to reach this milestone. We are thankful to everyone who has made this success possible."

## WPHSC

West Parry Sound Health Centre is a highly integrated organization that includes: co-location with Lakeland Long Term Care, a 110-resident home; six primary care Rural Nurse Practitioner Led Clinics; management of the District of Parry Sound land ambulance and Ambulance Communication Service; and a full range of in- and out-patient programs associated with a 70-bed acute care hospital. WPSHC serves Ontario's most popular recreational area with an approximate year-round population of 25,000, reaching toward 100,000 during the summer peak.

## NBRHC

The North Bay Regional Health Centre (NBRHC) is a unique health care organization that provides acute care for North Bay and area, is the district referral centre for the region and is the specialized mental health provider for Northeastern Ontario.

## SAH

Sault Area Hospital (SAH) serves a catchment population of approximately 115,000. SAH provides primary, secondary, and select tertiary services to residents in Sault Ste. Marie and the District of Algoma. In addition to providing core services in Emergency and Critical Care; Medicine; Surgery; Obstetrics, Maternity and Pediatrics; Mental Health and Addictions; Complex Continuing Care; and Rehabilitation, SAH is also home to the Algoma Regional Renal Program and the Algoma District Cancer Program including radiation therapy services. SAH is extremely proud of our entire team of over 1,700 dedicated staff, 365 physicians, and 535 volunteers.

## The ONE Initiative

The ONE Initiative is transforming patient care in northeastern Ontario. The vision of the ONE Initiative is the delivery of patient and family-centred care through ONE electronic health information system across the region. The transition to a single health information benefits everyone who receives, provides, or supports the delivery of care in ONE Initiative hospitals. Starting in October, three hospitals will be sharing the system: North Bay Regional Health Centre (NBRHC), West Parry Sound Health Centre (WPSHC), and Sault Area Hospital (SAH). The patient record that resides in this system will be available to all health providers at the three hospitals involved in a patient's care. The health information system is MEDITECH Expanse.

## MEDITECH

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## For additional information contact:

Communications and Community Relations Officer Jim Hanna  
705 746-4540 extension 4144 - [jhanna@wpshec.com](mailto:jhanna@wpshec.com)

ONE Initiative Project Management Office Communications  
Christina Marshall - [christina.marshall@necare.ca](mailto:christina.marshall@necare.ca)



**ELECTRONIC HEALTH RECORDS**

TRANSFORMING PATIENT CARE

WEST PARRY SOUND HEALTH CENTRE

Another Project Fuelled by Donors

*Patient care is improving. The way we work is changing.*

*Thank you to everyone who is taking on additional work to learn our new system delivering improved Patient and Family Centred Care at West Parry Sound Health Centre and with our partner hospitals.*

*Thank you generous donors for supporting our delivery of care.*

# WPSHC



# CARES

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## What will the day the system goes live look like?

At 12:30 a.m. on October 1, a downtime procedure will be initiated at WPSHC. During this period of time, charting will be done in paper, while inpatients and patients in the emergency department are registered into the new system.

At 3:45 a.m., the command centre is activated.



At 4:00 a.m., the command centre staff arrive.



At 4:30 a.m., transition to Expanse begins, as access to it is rolled out systematically.



At 7:00 a.m., full go-live support begins.



By 7:30 p.m., all patients live in Expanse.

