CREATING A CULTURE OF CONTINUOUS STAFF DEVELOPMENT FOR EMRS AND HEALTH IT

St. Michael's Hospital
Academic Family Health Team

Rajesh Girdhari, MD
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IT Committee Representative

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FACULTY / PRESENTER DISCLOSURE

Rajesh Girdhari, MD, MBA, CCFP

CREATING A CULTURE OF CONTINUOUS STAFF DEVELOPMENT FOR EMRs AND HEALTH IT

Conflict(s) of interest

NONE TO DECLARE

Commercial relationships / interests / support

NONE TO DECLARE

Potential bias

NONE TO DECLARE

FACULTY / PRESENTER DISCLOSURE

Bruce Kwok, MD, CCFP

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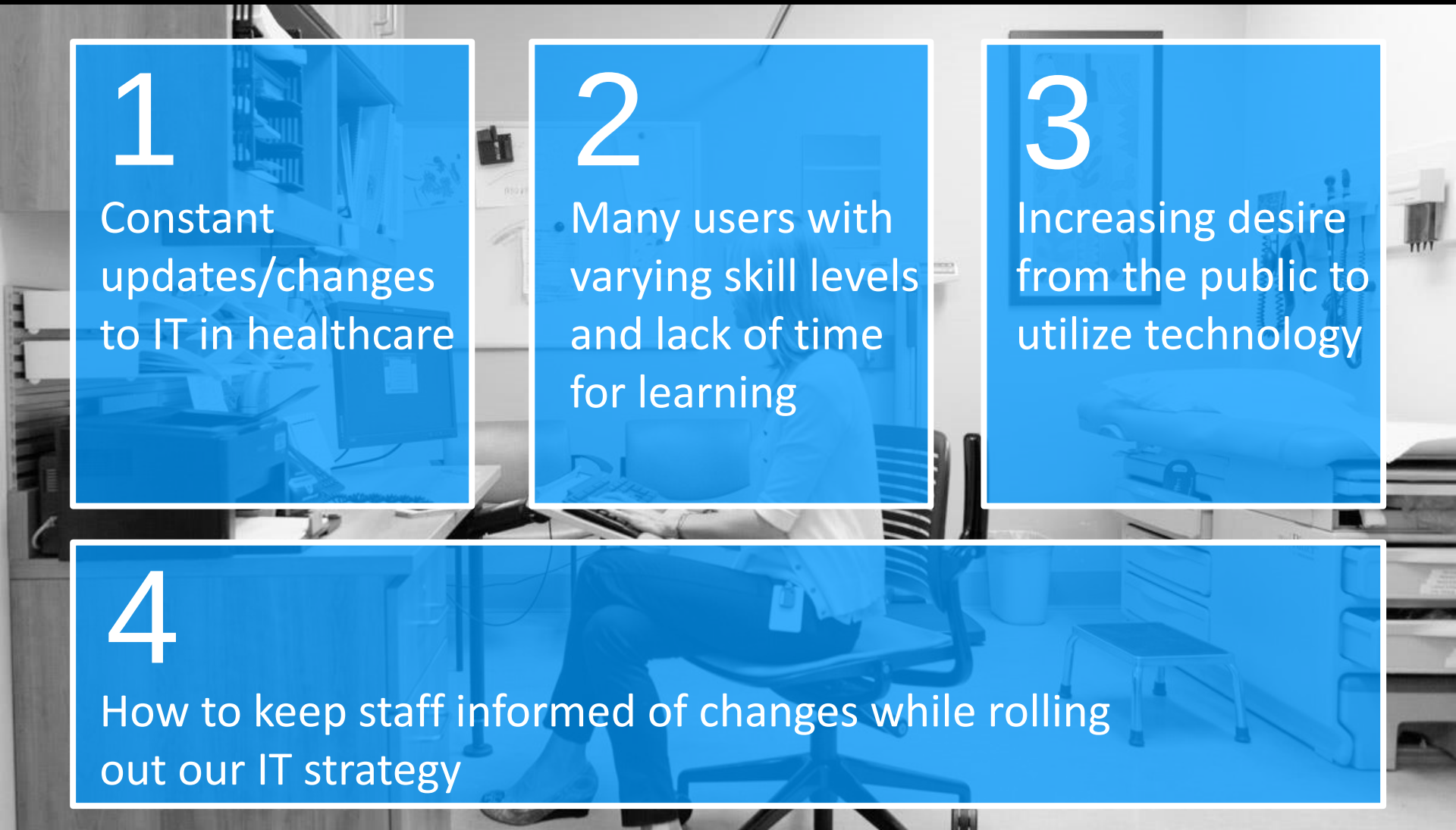
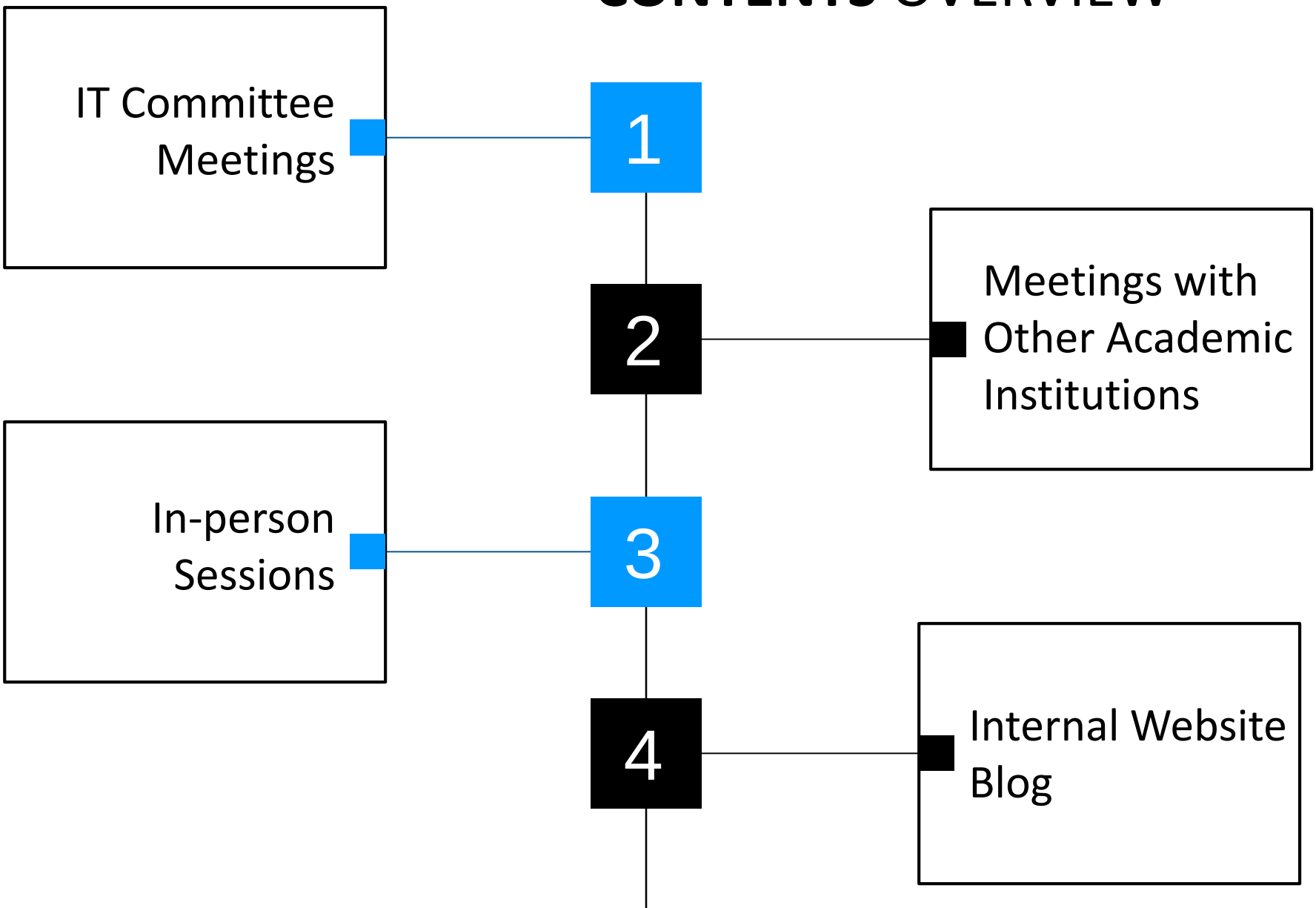
THE PROBLEM(S)



1. Constant updates/changes to IT in healthcare
2. Many users with varying skill levels and lack of time for learning
3. Increasing desire from the public to utilize technology
4. How to keep staff informed of changes while rolling out our IT strategy

CONTENTS OVERVIEW



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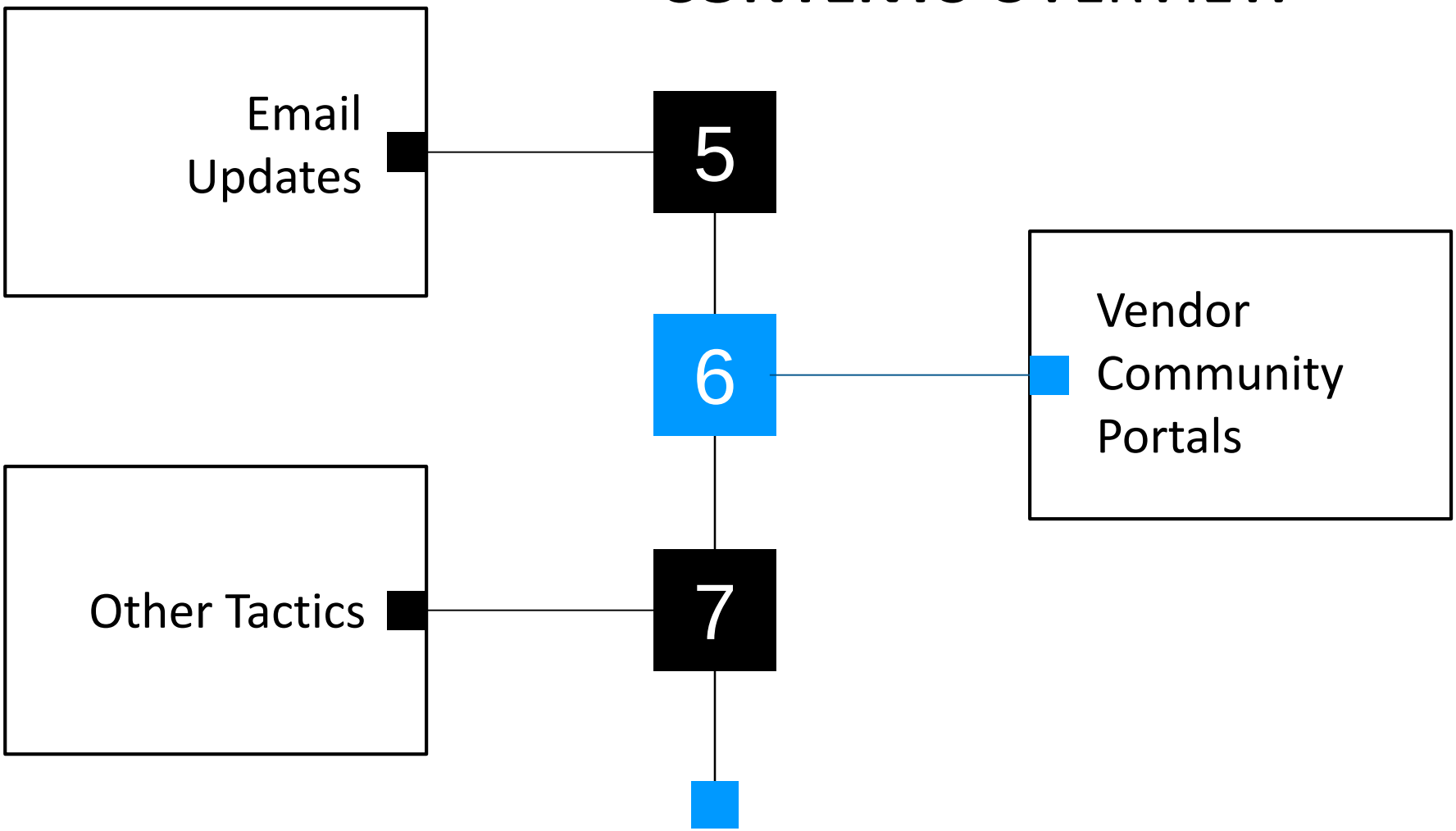
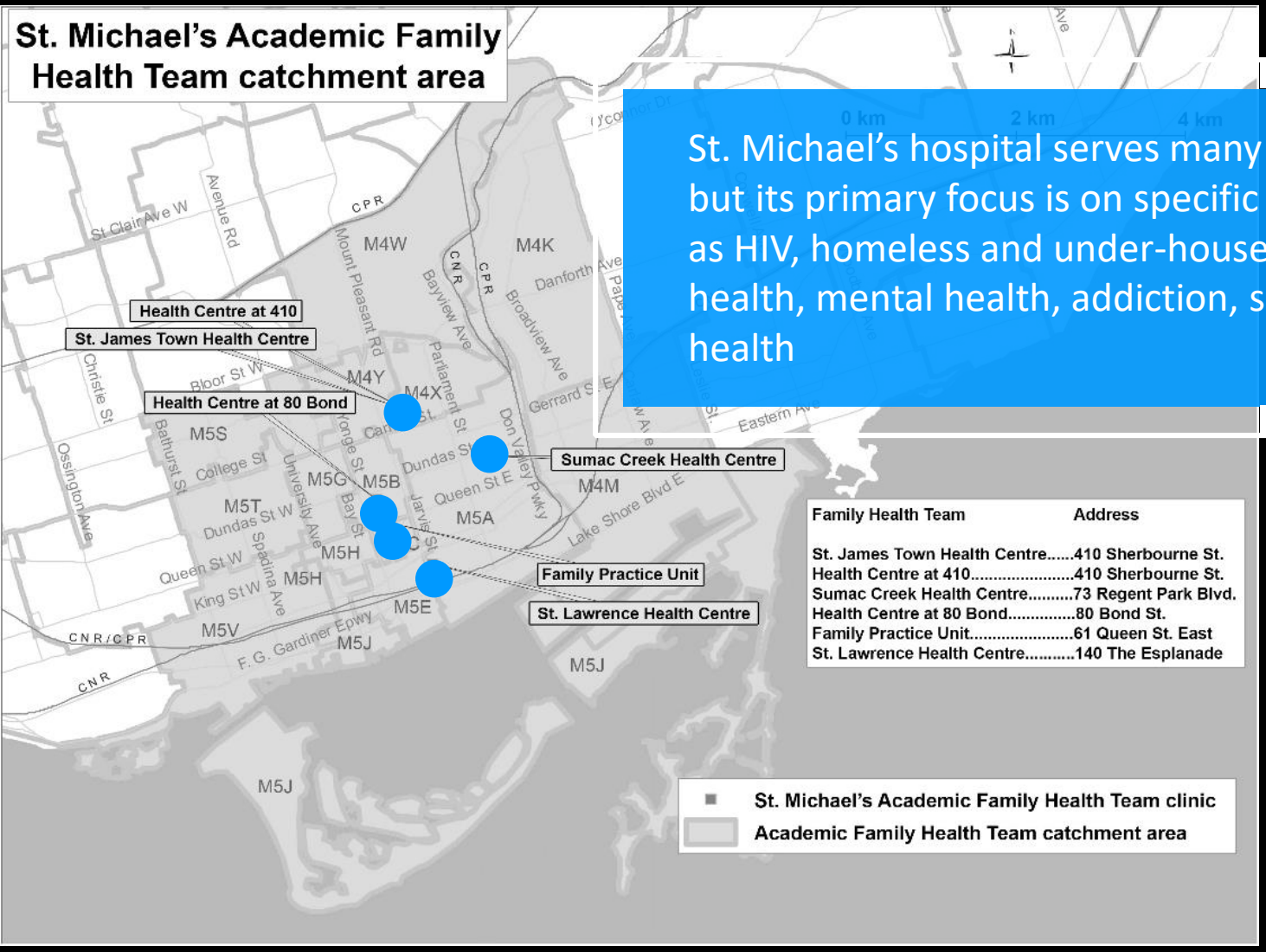


OUR **SITES**



St. Michael's hospital serves many different populations but its primary focus is on specific priority groups such as HIV, homeless and under-housed, women and child health, mental health, addiction, seniors and aboriginal health

WHO WE ARE

75
Physicians
38
Residents
34
Nurses
6
NPs
44
Clerical
26
Health
Disciplines
13
Non-clinical

IT COMMITTEE **MEETINGS**

Regular meetings every 2 months

Interprofessional team approach

Representation from IT and Privacy

Invited guests

TEST TEAM

MEETINGS WITH OTHER ACADEMIC SITES

Quarterly meetings with various sites

Forum for sharing of resources between sites, brainstorm new solutions

Forum for coalition-building for evaluation and implementation of new technologies (e.g., third party applications)

IN-PERSON SESSIONS

Staff Meetings

allows broad dissemination of knowledge; infrequent

Local Site Meetings

more frequent; led by IT leads

Small Group Sessions

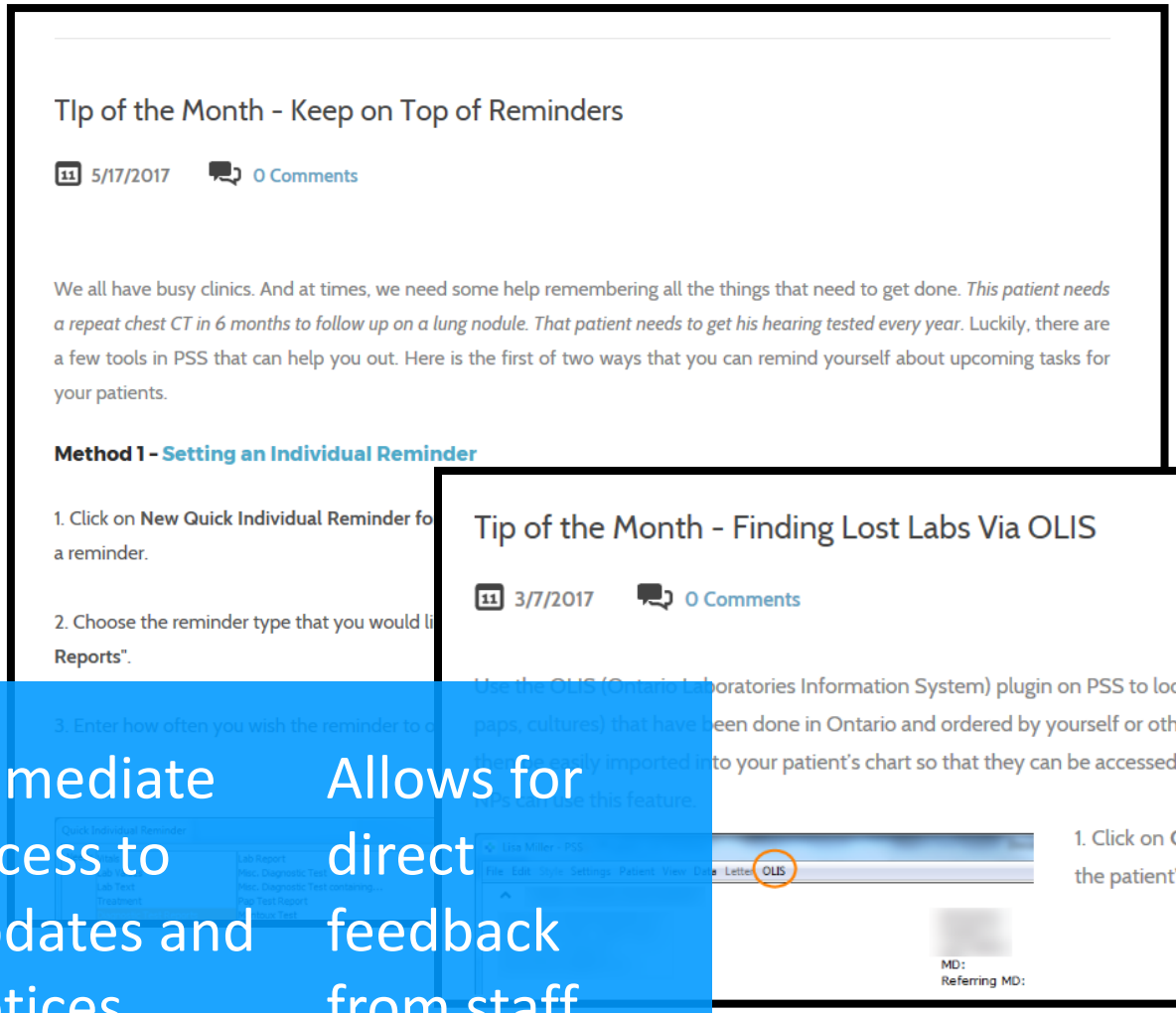
role-specific

Individual Sessions

new staff training; refreshers

HANDS ON LEARNING

INTERNAL WEBSITE BLOG



TIp of the Month - Keep on Top of Reminders

5/17/2017 0 Comments

We all have busy clinics. And at times, we need some help remembering all the things that need to get done. *This patient needs a repeat chest CT in 6 months to follow up on a lung nodule. That patient needs to get his hearing tested every year.* Luckily, there are a few tools in PSS that can help you out. Here is the first of two ways that you can remind yourself about upcoming tasks for your patients.

Method 1 - Setting an Individual Reminder

1. Click on **New Quick Individual Reminder fo**
a reminder.

2. Choose the reminder type that you would li
Reports".

Tip of the Month - Finding Lost Labs Via OLIS

3/7/2017 0 Comments

Use the OLIS (Ontario Laboratories Information System) plugin on PSS to look for
paps, cultures) that have been done in Ontario and ordered by yourself or other pro
to your patient's chart so that they can be accessed and g
NPs can use this feature.

OLIS

1. Click on **Query**
the patient's char

MD:
Referring MD:

Repository for memos and tips

Immediate access to updates and notices

Allows for direct feedback from staff

EMAIL UPDATES

TIP OF THE MONTH

Short and easily digestible
Step-by-step instructions
Covers a variety of topics

IT BULLETIN

Intended for all users and roles
Longer read
3 points model
Will occasionally insert side-bar tips

DFCM IT BULLETIN

FACULTY DEVELOPMENT FOR IT IN HEALTHCARE

DFCM IT BULLETIN

Look for your DFCM IT bulletin every month for updates related to the EMR, Ocean and other IT initiatives.

Check out our tips of the week on our new blog on the internal website!

Future bulletins to include topics such as:

Check out our **IT BLOG!**

- Quick Tips
- New Features
- Billing Updates
- SMH Policies

IT SITE LEADS

410 Sherbourne	James Owen OwenJ@smh.ca
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FHT LEADS

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EMR Administrator
MillerLi@smh.ca

DFCM IT BULLETIN

Click here to check out our **IT BLOG!**

PSS DIABETES FLOW SHEET

GRAPHING

OMSC

QUICK BILLING

DIABETES EDUCATION PROGRAM

GRAPHING

01

DID YOU KNOW?

By clicking on the blue text in the **Lab Test** section on the PSS Diabetes form, the lab value will be graphed in a new window making it easier to track trends

VENDOR COMMUNITY PORTALS

Release Notes for Upgrades

Custom Tools Library

Post Ideas

Discussion Forums

Tutorials, Learning Videos

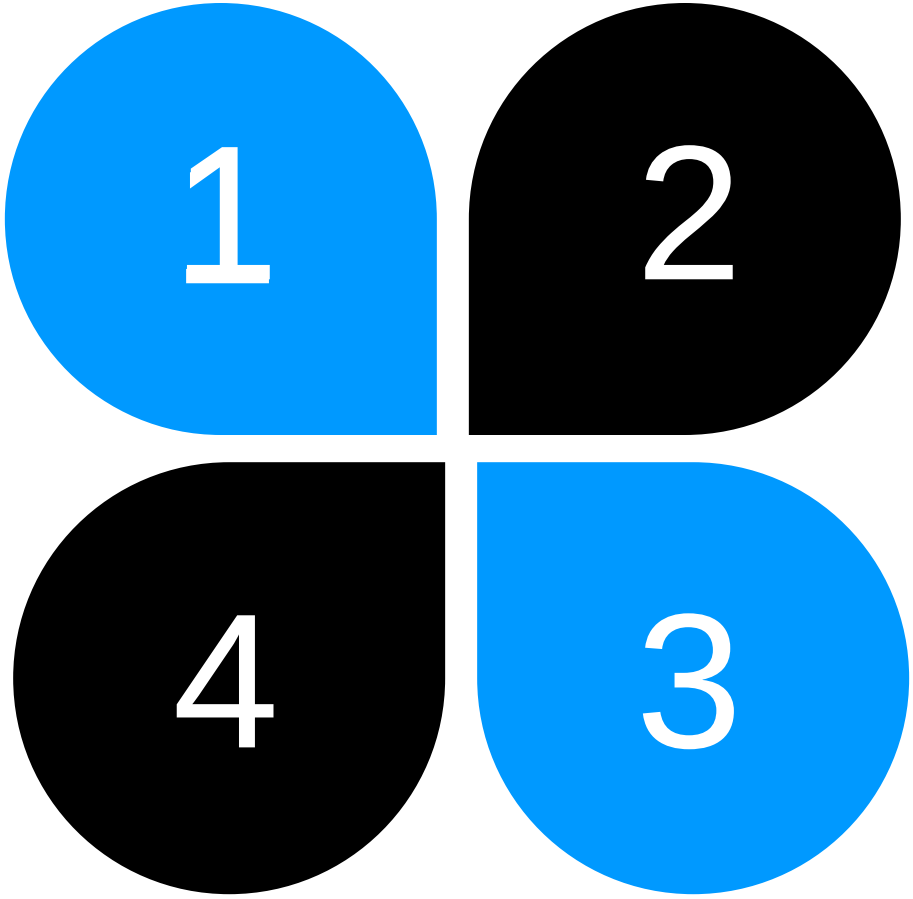
More suitable for more advanced users

Share knowledge with other sites

FAQs

OTHER TACTICS

Handouts section in EMR



Meetings with hospital IT department

Ad Hoc Updates Downtime management, EMR upgrades, Release notes & summaries

Meetings with Telus

OUTCOMES

Shift in training from one-time to on-going

Helpful to see what others are doing and share information

Positive feedback from staff

Always want **MORE** training

FUTURE IDEAS

Training sessions coinciding with upgrades and new product implementation

Videos and Tutorials

Mobile Alerts

THANK YOU
FOR LISTENING

QUESTIONS

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