



## Partnering to Deliver

Engaging clinicians in the development of an Electronic Health Record



BC CHILDREN'S HOSPITAL  
SUNNY HILL HEALTH CENTRE  
BC WOMEN'S HOSPITAL+  
BC MENTAL HEALTH & SUBSTANCE USE SERVICES

## A New Path...



Driven by Clinicians.  
Powered by IMITS.

## Past Experience



IMITS  
Clinicians

## Objectives

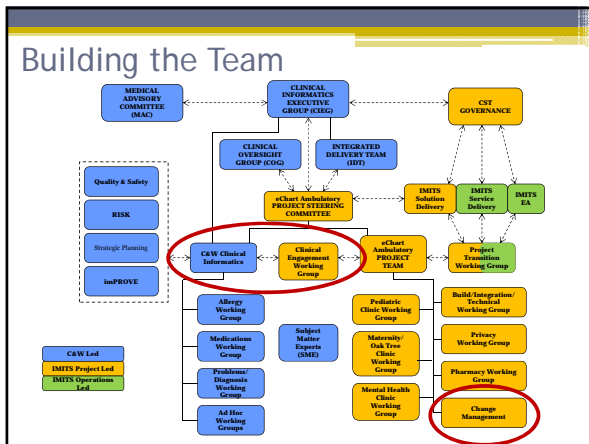
1. Identify 3 key elements in effective clinical partnership and engagement in all phases of an EHR project
2. Identify specific strategies used at C&W for engaging clinicians
3. Share outcomes
4. Talk to you ☺

### The Project...

- What**
  - Ambulatory Solution
  - Clinical Documentation, Allergies, Medication Management, Histories, Immunizations
- Where**
  - BC Children's Hospital - 5 clinics
  - BC Mental Health - 9 clinics @ Oak street Site
  - BC Women's Hospital - 4 clinics
- Who**
  - Multi-disciplinary
- When**
  - Arghhh... next week!

### Building Relationships

A map of the United States showing a blue flight path from Vancouver, BC to Kansas City, MO. An airplane icon is positioned over the route. An inset photograph shows a Shamrock gas station building.



### Building Relationships

Project Management Methodology provided a strong framework for key project events

- Project Kick-off
- System Review
- Demos!
- Design Review
- Learning and Adoption Workshop
- System Validation
- "Sneak Peek" Demos
- User Acceptance Testing
- Go-Live Readiness Sessions
- Training
- Go-Live!

*Event Check List*

- ✓ Send calendar invites early
- ✓ Ensure event has value and is meaningful to the clinician
- ✓ Plan, Plan, Plan
- ✓ Celebrate Milestones!

## Building Relationships

- Project Steering Committee
  - Weekly or bi-weekly based on project needs
  - Design decision approval
  - Strategy approval
- Clinical Working Groups
  - Weekly, bi-weekly or on an ad-hoc basis
  - Design decision review and recommendations



## The Challenge

65% of health information systems fail to be adopted.

## Building Trust

- Partnership with C&W Clinical Informatics
- Bi-weekly project status reports
- Project Status reviewed at each Project Steering Committee
- Timely response to emails
- Transparency



## Infoway CM Model

The "Doing"



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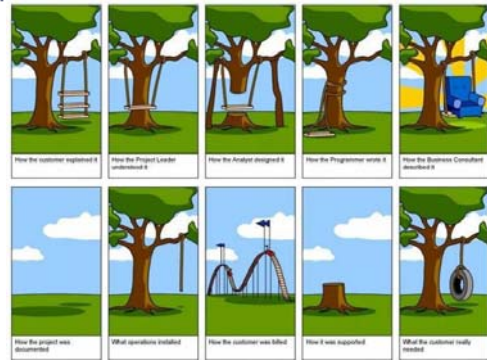
## Change Management

Understanding human behaviour



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## Expectations



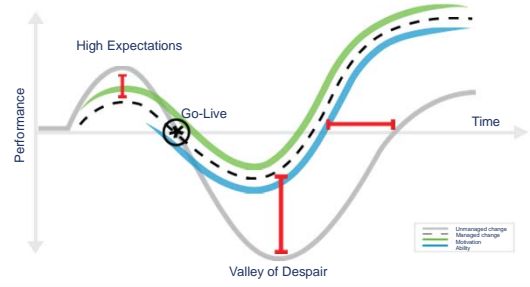
## Team Building



"Coming together is a beginning; keeping together is progress; working together is success."  
- Henry Ford

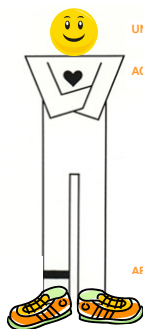
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## Managing Disruption



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## CHANGE IS POSSIBLE!



UNDERSTANDING

ACCEPTANCE

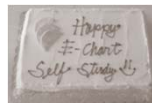
ABILITY

- All individuals and groups are capable of change in their own time when given the proper supports.
- *Be as prepared as you can be and ask for help when you need it!*

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## How Did We Do?

Over 100 clinicians and staff attended "Sneak Peek" Demo Event



Social Events!



A physician champion hosted and planned their own eChart retreat to engage staff



UAT complete and we are going live!

Quorum at all Ambulatory Steering Committee Meetings (even in the summer!)

"...as change practitioners, the secret sauce in our profession isn't in our heads, it's in our hearts."

~ Daryl Conner

- Reflections on Character and Presence

## Contact Information

- Deirdre Shirley, RN, BSN
  - C&W Clinical Informatics
  - [dshirley@cw.bc.ca](mailto:dshirley@cw.bc.ca)
- Adrienne Cousins, B.Sc.
  - Change Readiness Lead, Clinical Solutions Delivery, IMITS, PHSA
  - [adrienne.cousins@phsa.ca](mailto:adrienne.cousins@phsa.ca)