



# Connect Care: Launch Package Interim State Changes



**ROCKYVIEW GENERAL HOSPITAL**

**SOUTH HEALTH CAMPUS**

**AMH INPATIENT AND AMBULATORY**





## Interim State Changes in Calgary Zone

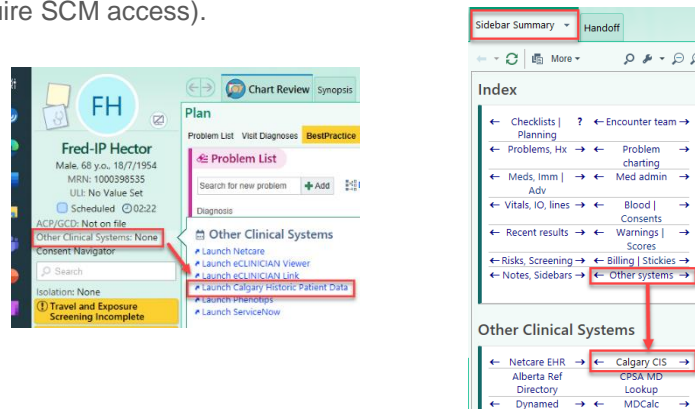
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### SCM Information & Resources

**SCM Decommissioning:** Read-only access to select clinical information from the SCM Application is available through the 'Calgary Historic Patient Data' viewer.

- The viewer is accessible in Connect Care directly from the patient's Storyboard & Sidebar (does not require SCM access).



- For more detailed information on the SCM Decommissioning Process/Project: [SCM Decommissioning Timelines - Sponsor Communication \(albertahealthservices.ca\)](#)
- [Calgary Historic Patient Data Pocket Guide and Frequently Asked Questions \(FAQ\) \(albertahealthservices.ca\)](#)
- [SCM to CC Transition - One Pager \(albertahealthservices.ca\)](#)

**Keynote:** Clinicians who need to make required updates to SCM documentation records will have approximately 6 weeks from Launch 6 to complete their tasks (May 6 to June 19, 2023).

**Keynote:** Approximately 6 months after Wave 6 has been completed in the Calgary Zone, SCM access will be disabled and icons removed from AHS desktops





### SCM Decommissioning Timelines

#### Issue

After Connect Care Launch 6 (May 6, 2023), all sites and services previously using Sunrise Clinical Manager (SCM) will have transitioned to Connect Care. The timeline for the subsequent decommissioning of the SCM Application will need to be finalized and communicated broadly across the impacted stakeholder groups.

#### Rationale

Decommissioning the SCM Application is necessary to focus work in Connect Care and to appropriately redirect support resources. Some extended access to the SCM Application is required to allow clinicians to complete remaining documentation. Read only access to select clinical information from the SCM Application is available through the 'Calgary Historic Patient Data' viewer, accessible from the patient's storyboard in Connect Care.

#### Key Messages

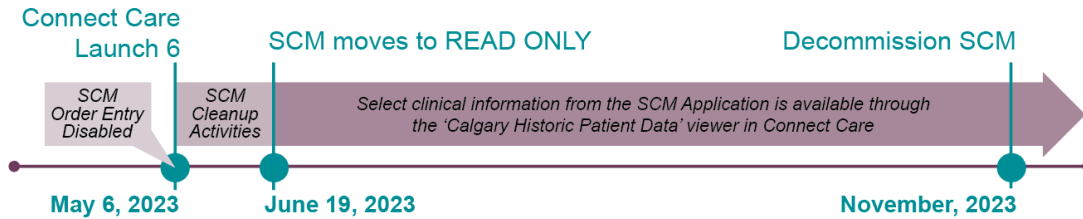
All sites using the SCM Application in the Calgary Zone have or will be transitioned to Connect Care by Launch 6 (May 6, 2023).

- Order entry in the SCM Application will be disabled as Connect Care Launch 6 begins.
- Clinicians will have approximately six weeks to complete any outstanding documentation before the SCM Application moves to read only.
- The target date to fully decommission the SCM Application is November 2023.
- Direct access to the SCM Application (read only) will be available from all workstations for end users with current SCM access. The SCM Application desktop icons will not be removed until SCM is fully decommissioned in November 2023.
- Read only access to select clinical information from the SCM Application is available through the 'Calgary Historic Patient Data' viewer. The viewer is accessible in Connect Care directly from the patient's storyboard and does not require SCM access.
- A multidisciplinary clinical group has overseen the development of the viewer and has endorsed the comprehensiveness of the data elements that are available.
- Decommissioning the SCM Application will not impact Netcare. Netcare will continue to be used, and the Netcare viewer is also accessible in Connect Care directly from the patient's storyboard.





### Timeline:



#### 1. May 6, 2023

- SCM Order entry capability disabled.
- Order entry capabilities will no longer be possible.
- There are no clinics identified that require order entry in the SCM Application after Connect Care Launch 6.

#### 2. May 6, 2023 – June 19, 2023

- **SCM Cleanup Activities.**
- Clinicians who need to make required updates to SCM records will have approximately 6 weeks from Launch 6 to complete their tasks (May 6 to June 19, 2023). The application will remain available for clinical documentation, which may include completing outstanding discharge summaries and clinical notes.

#### 3. June 19, 2023:

- **The SCM Application moves to READ ONLY for all clinical users.**
- Read only access to select clinical information from the SCM Application is available through the 'Calgary Historic Patient Data' viewer. The viewer is accessible in Connect Care directly from the patient chart and does not require SCM access.
- Direct access to the SCM Application (read only) will be available from all current workstations for end users with current SCM access. The SCM Application desktop icons will not be removed until SCM is fully decommissioned in November, 2023.

#### 4. November 2023:

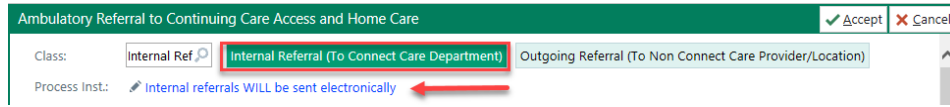
- **Decommission SCM.**
- For the six months following Connect Care Launch 6, the SCM Decommission Committee will work to ensure legacy information is migrated, retained, and accessible.
- Direct access to the SCM Application (read only) will end. The SCM Application desktop icons will be removed.
- Read only access to select clinical information from the SCM Application will continue to be available through the 'Calgary Historic Patient Data' viewer. The viewer is accessible in Connect Care directly from the patient's storyboard and does not require SCM access.





### Home Care Referrals

Beginning May 6, 2023, all Home Care Referrals will be 'internal' referrals (not outgoing)



**Keynote:** Home Care Patient Care Orders are NOT required for basic home care support services, only for the more invasive types of activities or medication administration.

**Inpatient & Emergency:** [Home Care Referral from Acute Care Quick Start Guide \(albertahealthservices.ca\)](#)

**Outpatient:** [Ambulatory Home Care Referral Quick Start Guide \(albertahealthservices.ca\)](#)

**Quick one-pager:** [Tip: Referral to Home Care \(albertahealthservices.ca\)](#)

**Keynote:** Use the **Interfacility Transfer (IFT) Navigator** **for all** patient transfers that are moving from one AHS facility to another AHS facility: **Discharge tab>Interfacility Transfer tab**

**Keynote:** Do not use the 'Transfer' tab when sending a patient to another AHS facility

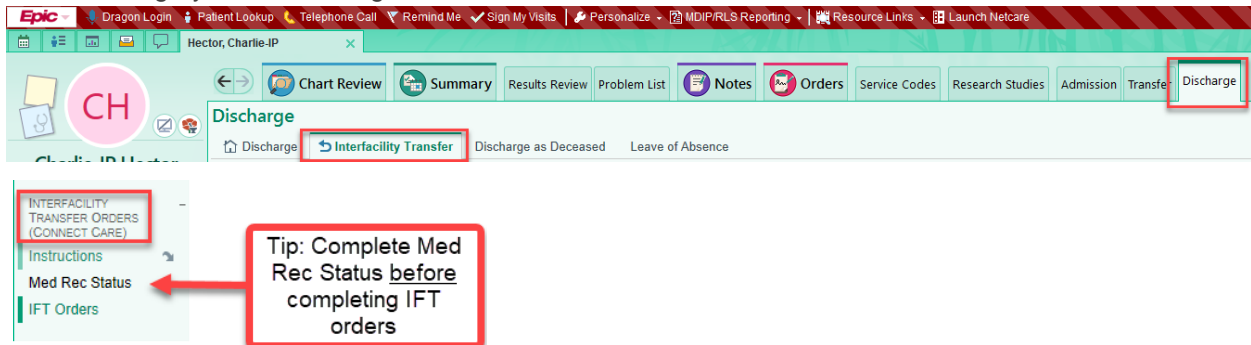
### Patient Transfers

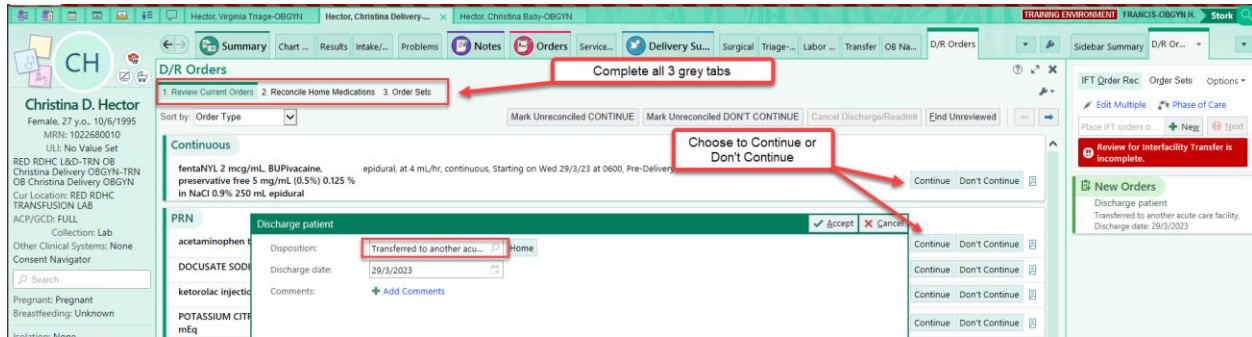
#### IFT - Connect Care site to Connect Care site:

If the Sending and Receiving Sites are using Connect Care:

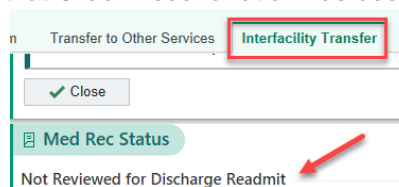
- Discharge tab>Interfacility Transfer Orders (Connect Care)

Note: All Calgary sites are using Connect Care



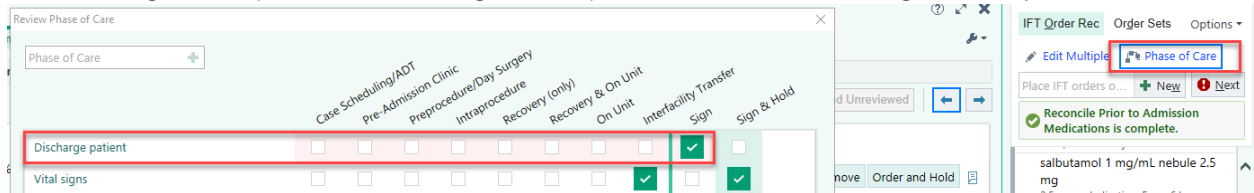


**Med Rec Status:** Check to ensure that Order Reconciliation has been completed:



**IFT Orders:** Complete each section

- Complete the order for **Discharge > Transfer 'to another acute care facility'**
- **Review Current Orders** – provide direction for each of the current orders. Note: the bulk order buttons are available for mark Unreconciled orders as continue or discontinue
- **Reconcile Home Medications** – Review home meds and make any changes that are needed for current inpatient medications. Keynote: Review all orders in shopping cart to ensure there are no duplication orders
- **Order Sets** – Add any 'additional orders or order sets' [purple] in this section if needed
- **Phase of care:** Click on Phase of Care (above order box) and ensure "sign" is clicked for Discharge order (do not leave as Sign & Hold). All other orders are in Sign & Hold phase of care.



- Review orders in shopping cart > **Click on** **Sign & Hold - Will be Initiated by Receiving Unit**

**Keynote:** All patient transfers (except to South Zone and some LTC sites) are all CC to CC IFTs (Interfacility Transfers)

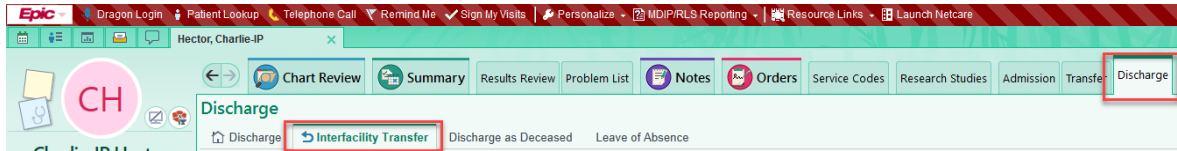
### IFT - Connect Care site to Non Connect Care site:

**If the Sending Site is using Connect and Receiving Site is not using Connect Care:**

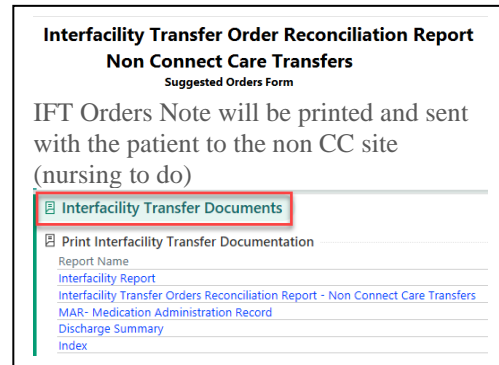
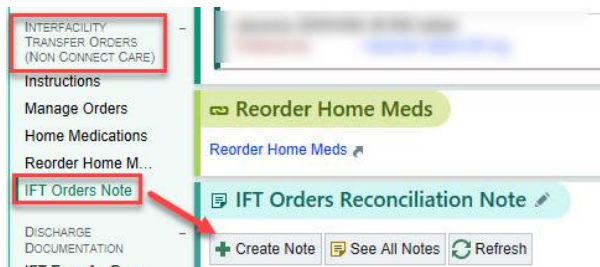
- **Discharge tab>Interfacility Transfer Orders (Non Connect Care)**

Note: South Zone and some LTC sites are not using Connect Care. To determine if a site is live on Connect Care, click this [link](#) and search by site name or other keyword. If a site has not launched on Connect Care, it will not appear on the list.





**Keynote:** IFT Orders Note must be completed for each patient transferring to a Non Connect Care site



## Transfusion Medicine Downtime (Blood)

### Key Messages

There will be a **10 hour downtime** of the Transfusion Medicine (TM) Laboratory Information Systems starting at **1900h on Friday May 5th until 0500h on May 6th, 2023**. This will occur at all sites fully live on Connect Care sites and all Connect Care launch 6 sites, including the launch 4 and 5 Calgary Zone and the North Zone sites (Fort McMurray as well as former Aspen facilities) currently in a Transfusion Medicine interim state. Haemobank refrigerators will also experience downtime windows of variable durations that will be communicated directly to their primary users and locations.

**A.** For Launch 6 sites and the Calgary zone sites that launched in Launches 4 & 5, preadmission clinic (PAC) patients with procedures scheduled on or after May 6th, should not have their type and screens collected until after 0500h on May 6th.

- 1)** For patients **with valid testing** completed prior to the downtime (confirmed in either NetCare or Connect Care):
  - o Do NOT remove the patients TSIN band if the type and screen would still be valid on May 6th.
    - Blood components and derivatives/plasma protein products will be available throughout the downtime. □ 4 serologically crossmatched units will be set aside for any patient with antibodies unless TM is informed of higher requirements.
    - All requests need to be submitted on the downtime request form and faxed to the TM laboratory.
    - Any urgent requests should also be called to the TM laboratory.
    - For launch 1-5 sites ONLY, please be aware that Connect Care's Blood Product Administration Module (BPAM) will not be receiving unit information to allow for system checking of units during this downtime window.





- **For launch 6 sites** (including the Calgary zone sites that launched in launches 4 & 5 as well as the Grey Nuns and Misericordia Community Hospitals but not the North zone interim state sites) - new Type and Screen orders must be placed and collected after 0500h on May 6th, 2023 to allow ongoing issue of crossmatched products. □ The old TSIN band can be removed once testing has been completed and resulted in Connect Care.
  - Request and collect new type and screen – these will be processed using downtime procedures if urgent. Non urgent requests will be held until after 0500h.
  - All component and product requests need to be submitted on the downtime request form and faxed to the TM laboratory.
  - Any urgent requests should also be called to the TM laboratory.
  - Connect Care's Blood Product Administration Module (BPAM) will not be receiving unit information to allow system checking of units during this downtime window.

2) For patients **without testing** completed prior to TM downtime – all sites:

Request and collect new type and screen – these will be processed using downtime procedures if urgent. Non urgent requests will be held until after 0500h.

o All component and product requests need to be submitted on the downtime request form and faxed to the TM laboratory.

o Any urgent requests should also be called to the TM laboratory.

o Connect Care's Blood Product Administration Module (BPAM) will not be receiving unit information to allow system checking of units during this downtime window.

### Background

To allow for sufficient time to do data extraction, quality assurance of extracts and cutover of data from Meditech and Millennium laboratory information systems into the WellSky platform, a Transfusion Medicine downtime is required. Unfortunately, sites that are already live on WellSky will also require a downtime to allow the data to be uploaded. This necessitates downtime procedures to be put in place for both the transfusion medicine laboratory as well as for the prescribers and clinical teams needing transfusion medicine testing or blood component / plasma protein product support.

### How this will impact you

Orders for transfusion medicine testing or blood components / plasma protein products will be affected at all Connect Care Launch 1-6 sites and interim state sites from Launches 1, 4 and 5.

### Action Required

Familiarization with downtime processes for ordering testing and blood components.

**Effective** May 5, 2023

### Questions/Concerns

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### Key Lab Information & Notifications

DynaLIFE Community lab collection services in both the Calgary and South Zone will have **reduced capacity** for routine collections from **May 6<sup>th</sup> to May 19<sup>th</sup>**, while we implement the new systems. Wait times during this timeframe may be longer than expected and patients are encouraged to book appointments.

- Please print the Connect Care laboratory orders as a requisition if your patient is to have the testing collected as an outpatient.
- If you need the outpatient collection to have a specific collection window, please indicate in the order comments or directly on the requisition

### **! Action Required**

- Where clinically appropriate and lab testing **is not required urgently**, please ask patients to hold on routine visits to the lab in Launch 6 locations until after May 19 to allow for system stability.
- Please be patient while our teams are transitioning to new systems and processes. (May 5 to May 19)
- Clinical staff are asked to have extra vigilance in ensuring tests have been ordered, interpreted, and received appropriately.
- Monitor unit and lab collection requests.
- Phone the lab if you are concerned about a possible missed collection.

## Specimen Ordering & Collection for Prescribers – Calgary Zone

### Background

Beaker is the lab application of Epic that all hospitals in the Calgary Zone will be utilizing for Launch 6. The following tables present a summary of relevant details for prescribers who would like to collect and document collection of their own samples.

Specimen collection labels will need to be printed that contain the following information:

1. Patient MRN
2. Patient Name
3. Collector name
4. Specimen Label Barcode
5. Date/ time of collection
6. Source (including anatomical region, if required)
7. Tube type



### INPATIENT

<b>Requisitions</b>	<ul style="list-style-type: none"> <li>• No longer printed</li> </ul>
<b>Labels &amp; Collection</b>	<ul style="list-style-type: none"> <li>• Documentation completed by nursing staff or</li> <li>• <a href="#">Prescriber Specimen Collection - Tip Sheet (albertahealthservices.ca)</a></li> </ul>





<b>Change Collection Status (after labels printed)</b>	<ul style="list-style-type: none"> <li>• Change in the storyboard to Lab</li> <li>• Go to Orders → modify the order → add a comment for lab to collect → Sign</li> </ul>
<b>Add-on Test</b>	<ul style="list-style-type: none"> <li>• Done when placing an order</li> <li>• Select Use Existing Specimen in the Add-on field</li> </ul>

### AMBULATORY

<b>Order Entry &amp; Requisitions</b>	<ul style="list-style-type: none"> <li>• Unit Collect = collected by clinic staff</li> <li>• Lab Collect = collected by lab staff</li> <li>• Normal = this visit (no requisitions to print unless under lab collect)</li> <li>• Future = any time after this visit (requisitions to print upon signing)</li> </ul>
<b>Labels &amp; Collection</b>	<ul style="list-style-type: none"> <li>• Documentation completed by nursing staff or</li> <li>• <a href="#">Prescriber Specimen Collection - Tip Sheet (albertahealthservices.ca)</a></li> </ul>

### HOSPITAL OUTPATIENT DEPARTMENT (HOD)

<b>Order Entry</b>	<ul style="list-style-type: none"> <li>• Unit Collect = collected by clinic staff</li> <li>• Lab Collect = collected by lab staff</li> <li>• During Visit (bed icon) = during this visit</li> <li>• After visit (house icon) = during this visit OR anytime after this visit</li> </ul>
<b>Requisitions</b>	<ul style="list-style-type: none"> <li>• Printed upon signing if order placed outside of a therapy plan</li> </ul>
<b>Labels &amp; Collection</b>	<ul style="list-style-type: none"> <li>• Documentation completed by nursing staff</li> </ul>
<b>Change Collection Status to Lab</b>	<ul style="list-style-type: none"> <li>• Change in the storyboard to Lab then</li> <li>• Go to Order Inquiry → Release</li> </ul>
<b>Reprint Requisition</b>	<ul style="list-style-type: none"> <li>• Go to Chart Review → Labs → preview (check box) → select order → Reprint Order Requisition</li> </ul>

### EMERGENCY DEPARTMENT

<b>Requisitions</b>	<ul style="list-style-type: none"> <li>• No longer printed</li> </ul>
<b>Labels &amp; Collection</b>	<ul style="list-style-type: none"> <li>• Documentation completed by nursing staff or</li> <li>• <a href="#">Prescriber Specimen Collection - Tip Sheet (albertahealthservices.ca)</a></li> <li>• Labels: <a href="#">tms-cis-tr-physician-specimen-labeling.pdf (albertahealthservices.ca)</a></li> </ul>
<b>Reprinting Labels (after documented collection)</b>	<ul style="list-style-type: none"> <li>• Go to Chart Review → Lab → select order → Reprint Lab Labels</li> </ul>
<b>Change Collection Status to Lab (after printing labels)</b>	<ul style="list-style-type: none"> <li>• Change in the storyboard to Lab then</li> <li>• Go to Orders → modify the order → add a comment for lab to collect → Sign</li> </ul>
<b>Add-on Test</b>	<ul style="list-style-type: none"> <li>• Done when placing an order</li> <li>• Select Use Existing Specimen in the Add-on field</li> </ul>





### SURGERY

<b>Order Entry</b>	<ul style="list-style-type: none"><li>• Unit Collect = collected by clinic staff</li><li>• Lab Collect = collected by lab staff</li><li>• Clinic Collect = Pre-admission Clinic (PAC) only</li></ul>
<b>Requisitions</b>	<ul style="list-style-type: none"><li>• No longer printed</li></ul>
<b>Labels &amp; Collection</b>	<ul style="list-style-type: none"><li>• Documentation completed by nursing staff or</li><li>• <a href="http://albertahealthservices.ca">Prescriber Specimen Collection - Tip Sheet (albertahealthservices.ca)</a></li></ul>
<b>Releasing Orders (Day Surgery &amp; PACU)</b>	<ul style="list-style-type: none"><li>• Completed by nursing staff</li></ul>
<b>Change Collection Status to Lab (Day Surgery &amp; PACU)</b>	<ul style="list-style-type: none"><li>• Change in the storyboard to Lab</li><li>• Go to Orders → Order Entry → enter order → Sign</li></ul>

### Additional Resources

- MyLearning Link: Epic – Specimen Collection Documentation – Transition State (10 min module)
- [High-Risk High-Volume \(HRHV\) Workflow Lab Specimen Ordering & Collection Manual](#)

