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Perley Rideau

The Perley and Rideau
Veterans' Health Centre

BETWEEN Us... Briefly

Newsletter for residents, tenants, family and friends, staff and volunteers of Perley Rideau

Special Bulletin!

The Perley and Rideau Veterans' Health Centre is proud to announce that the Point of Care (POC) system is being introduced in the Long-term Care Centre, starting with Gatineau 2 South and Gatineau 2 North beginning October 15th 2014.

This time last year, in your focus group sessions, you gave us many comments and some great suggestions. "We heard you." states Akos Hoffer, Health Centre CEO. "Making key investments in new technology will pay off in better care and more effective use of valuable staff resources. I made sure the funds were available in this year's budget, and asked Jennifer Ellis to take this project on."

Point of Care is an electronic, paperless, documentation system. Input devices will be mounted on the walls outside of residents' rooms. Once staff has completed providing care, they can simply log on and identify the tasks that were performed, at the point-of-care.

"We are thrilled to implement this electronic documentation system that will allow us to capture all of the excellent care provided by our staff" says Jennifer Ellis, Director of Nursing and the lead for the project. "The point of care system will allow for an integrated documentation system that can be readily accessed by all members of the care team in a timely manner. It will

allow for greater accessibility by staff in different parts of the facility and integration with our current electronic health record. Gatineau 2 South and Gatineau 2 North were selected as the first two units. This allows for implementation of the system on both a veteran and community unit, in stages to ensure adequate support during the transition and to smooth out any bugs in the system or our procedures.

Implementation in other units will be scheduled as soon as the system is running smoothly in the first two. We also intend to progressively expand the types of data we track in the system to ensure that we do not overload staff. We will be following up carefully in the weeks ahead to make sure that the benefits of the new system are being achieved.

Twenty-six "Super Users", who have received more intensive training on the system, will be available on the units and will be playing instrumental roles to support co-workers during implementation. Our Super Users will be circulating in Gatineau 2 across the shifts, introducing themselves. IT resources will also be on stand-by to assist with any glitches.

"This is really an important investment to improve how we communicate as a team", expressed Linda Hunter, Chief Nursing Officer. "Effective communication is an important part of team work and essential for high quality care. Congratulations to the

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many staff who participated on the project team.”

Staff is excited about the introduction of the Point of care system; many have been involved in updating care plans and resident task lists to ensure the system will reflect the needs of the residents.

This initiative has required the support of the entire management team as well as focused groups of individuals, as shown below. **“Thank you to all who have been involved.”**

Role/Contribution	Group/Team members
Project oversight	<i>Jennifer Ellis, Melanie McCully and Linda Hunter</i>
Point of Care configuration	<i>Melanie McCully and Jennifer Ellis,</i>
Procurement and budget	<i>Ross Quane</i>
Kiosk and hardware set-up and management	<i>Lorie Stuckless, Chad Haffner, Paul Quesnel (DVAI), Cheryl Kemp and Kerry Tubman</i>
Care plan updates, task management and review	<i>Kim Mayo, Yves Ricard, Megan Harris, Laura MacIntyre, Melanie McCully, Permjit Sandhu, Pat Faber and Barb Wilson</i>
Staff scheduling, support and training	<i>Kerry Tubman, Debbie Heika, Karen LaSalle, Jeannette De la Cruz and Boris Khavich</i>
Super Users <i>(This is the current list; however more are joining every day!)</i>	<i>Kim Mayo, Yves Ricard, Samantha Boulerville, Natalie Smith, Darlene Lewin, Sandy Forget, Megan Harris, Laura McIntyre, Karen Mahoney, Evangeline Agamos-Viegas, Sheila Cadangen, Darlene Yue, Boris Khavich, Sylvester Molano, Jennifer Ellis, Melanie McCully, Barb Wilson, Colleen Barbier, Bruni Vasques, Kerry Tubman, Samantha Diceman, Ursula Lamoureux, Doris Jenkins, Lorie Stuckless, Carolyn Vollicks, Terri Carter and Lisa Moylan</i>

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