

Date: April 30, 2018
To: VCH All Staff, Physicians and LMC teams
From: Mary Ackenhusen, President & CEO, VCH
Re: **Successful CST Go-Live at Lions Gate Hospital & Squamish General Hospital**

We did it!

At 6:15 A.M. on Saturday, April 28, we flipped the switch and successfully started using the new clinical information system (Cerner) at Lions Gate and Squamish General Hospitals. This is a momentous occasion for our organization, our health system, and for patients across the province – and it's a huge achievement for all those involved.

I was at LGH on Saturday morning where I witnessed "go live," that moment of more than four years in the making when everyone sprang into action. It was beyond moving to see our clinical teams start to make such a big adjustment – for the benefit of our patients – in how they deliver care. Now two days in, I can confidently say that the first weekend has been a success.

The teamwork and willingness of everyone, from leaders to frontline staff, to roll up their sleeves and get things done, have been commendable. It's the unwavering dedication of providers, clinicians and staff at Coastal, the CST project team, and leaders and staff from across VCH and our partner organizations, PHC and PHSA, who made this possible. A heart felt thank you to each of you.

Getting through the first weekend

- In advance of the go-live event, a cutover team worked tirelessly through the night to register and manually enter orders and medication profiles for more than 230 patients.
- At 6:15 A.M. a green light was given to proceed and the code gray announcement came through instructing clinical staff to stop using the downtime procedure and start using the new system.
- Several hundred support staff from our region, other health authorities and Cerner have been onsite at LGH and SGH providing at-the-elbow support across all clinical areas.
- The 24/7 clinical support command centres have been fully operational and specialized roamers have been dispatched to address both clinical and technical issues.
- Provider champions and peer mentors have played an important role in alerting the command centre and leaders about technical and clinical issues and they're been addressed rapidly. For example, issues with access and provisioning, front-end speech recognition, and Omnicell viewing have all been resolved.
- Leaders have been onsite 24/7 at both locations to visibly support providers, clinicians and staff, remove barriers and escalate important issues.

Ready for a busy week

On the whole, providers, clinicians and staff are adapting well to the new clinical information system and workflow changes. They have shared positive feedback about the calibre and level of at-the-elbow support and our Cerner partners have commented about the quality of the system and how smoothly the first few days have been. We expect to have some data related to adoption rates in the coming days but early signs are good.

We know that our sites are busier Monday through Friday and there are still a large number of providers, clinicians and staff set to come in for their first shift. We are ready and will continue to encourage quick reporting of problems so that they can be fixed. Starting today, the number of phone lines and call-takers in the command centres has increased to support this busier period.



Thank you and keep up the good work

We know that these first few weeks are not easy. Providers, clinicians and support staff at the sites remain positive and I encourage you to keep going. It will get easier and we'll all get there together.

Once again, thank you to all involved for your continued support during this transition. You can take pride knowing that your work will help to improve the safety, quality and consistency of the care we are able to provide now and into the future.

A handwritten signature in black ink, appearing to read "May".