

EMR Champions

June 2021

Monthly catch-up

'to create exceptional experiences for patients and staff through an integrated medical record'



Welcome!

Today's agenda

1. Understanding your role
2. What is our EMR + where are we up to?
3. Our role in managing change
4. Your toolkit
5. Q&A



Your role as EMR Champion

Why you are here

- ✓ You represent your team/area/location
- ✓ You know 'how things are done around here'
- ✓ You are trusted
- ✓ You're interested in the EMR
- ✓ You're keen to learn (you don't need to be a tech expert!)
- ✓ You're comfortable with a level of ambiguity...

Key roles

Role	What does it involve?	When?
Accountable Leader	<ul style="list-style-type: none"> Facilitate SME input in workshops Confirm workflows and make design decisions Promote the EMR, supporting teams and operational readiness activity 	<ul style="list-style-type: none"> April 2021 - 3 months post go-live
Subject Matter Expert (SME)	<ul style="list-style-type: none"> Represent a discipline/specialty in workshops, providing input for design and build decisions Provide data to EMR team 	<ul style="list-style-type: none"> April 2021 - Feb 2022
EMR Champion	<ul style="list-style-type: none"> Attend monthly 30 min EMR updates Share info with colleagues + answer their questions (or ask the team) Give the EMR team advice and suggestions Help prepare your area for go live (e.g. set up practice areas, run familiarisation etc.) Become a super user if willing 	<ul style="list-style-type: none"> June 2021 – go-live
EMR Trainer	<ul style="list-style-type: none"> Develop training materials including classroom materials, e-learning and reference guides Deliver EMR training 	<ul style="list-style-type: none"> Recruited in 2 groups (2021 + 2022) Deliver Training Staff support at go-live
EMR Super users	<ul style="list-style-type: none"> Trained first in the EMR Support colleagues' post training practice Support colleagues 'at elbow' at go-live Log issues and escalate to EMR trainers 	<ul style="list-style-type: none"> EOI early 2022 Staff support 4 weeks of go-live.

June – July champion activity



- **Learn about the EMR:**
 - EMR champion update (you're here now)
 - Browse EMR website (<https://emr.nh.org.au/>)
- **Share learnings with colleagues in their 'frame of reference'**
 - Have a conversation or share the slide pack with your team
- **Give feedback to the EMR team**
 - Complete a survey in each monthly meeting
 - Send questions to NH-EMRQuestions@nh.org.au
 - Visit us anytime

What's in it for me?

- Build EMR skills early
- Develop leadership skills – e.g. change management
- Direct access to the EMR team
- Help your area get ready for go-live – smooth transition for your team





About our EMR

The big changes



**Point of Care Devices
(WOW)**



Medication management
Inpatient setting (+/ OP)

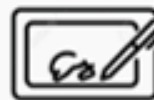


Barcode scanning
Wristbands + medications



**Clinical Communication +
task management**

**Real-time
patient data**



Clinical documentation
Inpatient setting (+/ OP)



Ordering for clinicians
Inpatient setting (+/ OP)



Decision support



**Care assessment &
planning**



**Orders and results for rad
+ path**



Specimen collection



Internal electronic referrals



Clinical monitoring
Through integrated devices



ECG integration



Reporting & analytics

Systems unchanged



Charm



HL7 Connect



VIDRL

VIDRL



Synapse



HMS



iPM



MessageMedia

SMS



OzeScribe



Delegate



iPharmacy



Q Flow



Endobase



IRIS



Xcelera



Riskman

Riskman

Systems that may change



CPF

Archive Scanned Medical
Record



BOS

Work in progress



EDIS

Replaced by Cerner EMR



Health Power

Replaced by Cerner EMR



Medtasker

Work in progress

Bed Portal

Work in progress

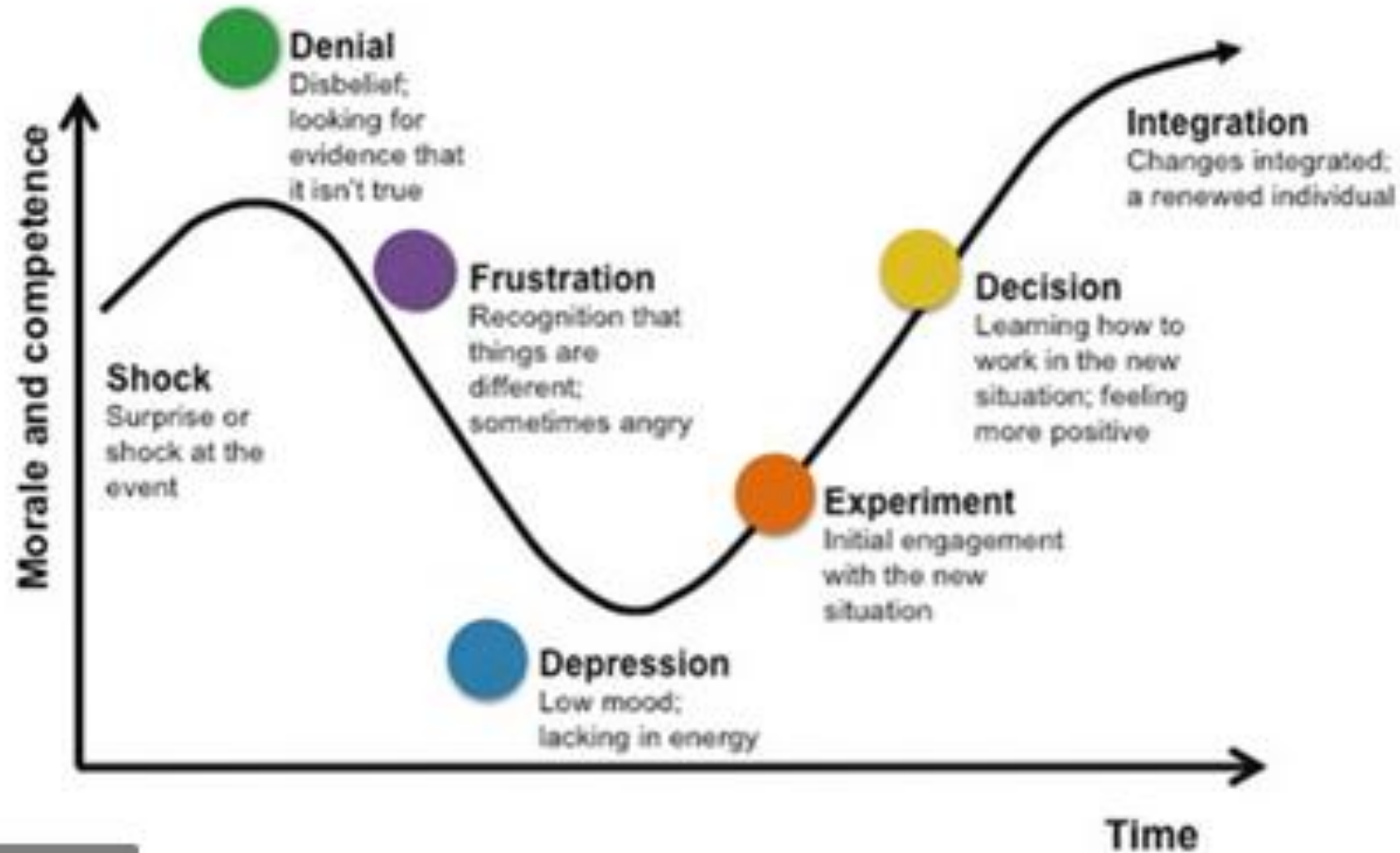
Program phases



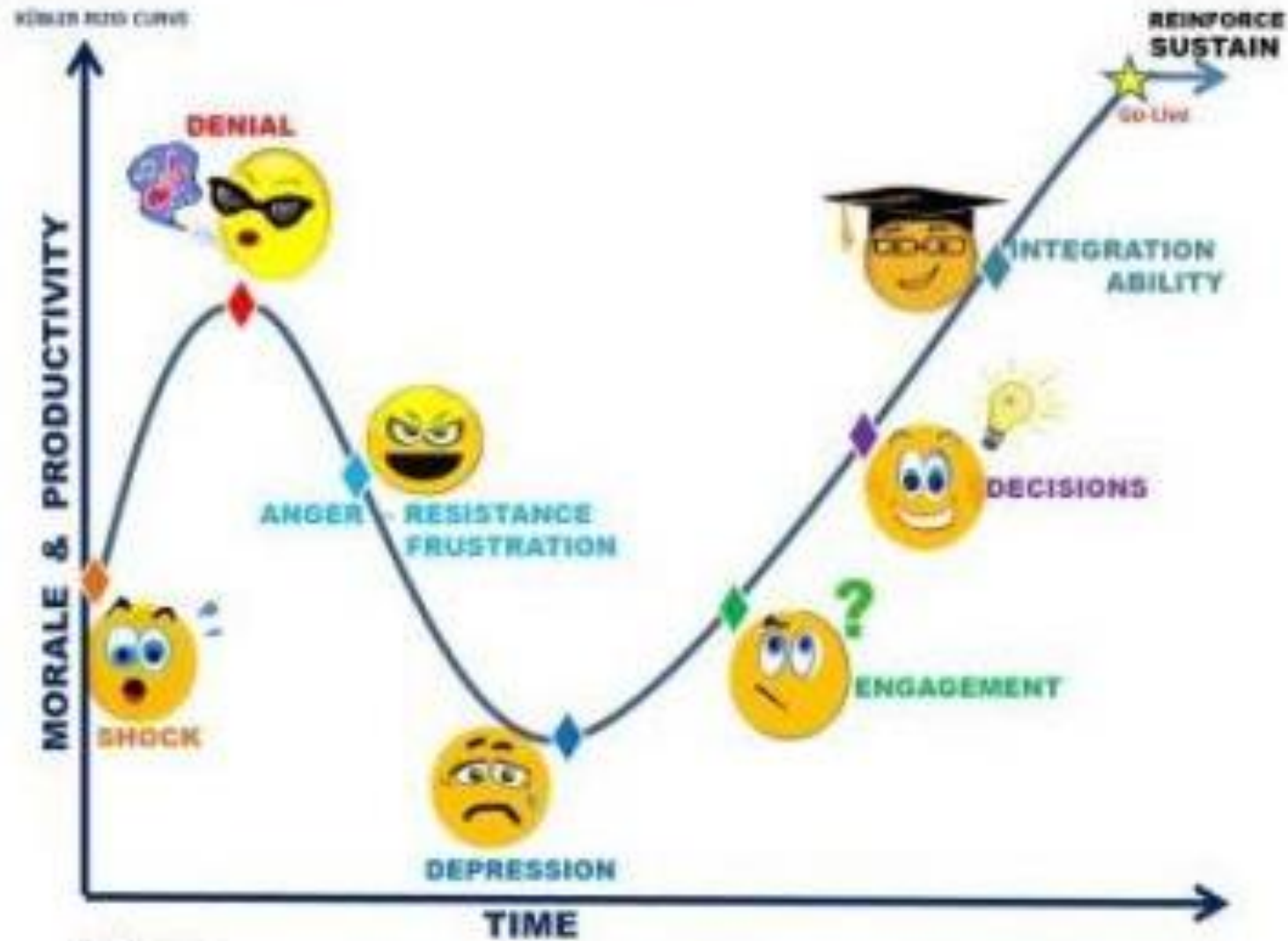


Our role in managing change

Responses to change



Responses to change



Understanding responses to change

Resistance is:

- ✓ Inevitable
- ✓ A natural function of change
- ✓ An attempt to protect what is known
- ✓ A sign you have touched on something important
- ✓ A learning process

Resistance is not:

- Necessarily logical
- A sign of disloyalty
- Something to fix
- To be taken personally
- Designed to undermine competence
- An indication of poor performance



Your toolkit

- EMR website – Champion page
- Your ppt presentation to share with your team
- Open door to the EMR team...visit any time
- Optional monthly change management workshop

Q & A

Q: Does EMR means that we are going paperless?

Q: Do I get remuneration for being a EMR Champion?

Let us know your thoughts

Please fill in this quick survey by scanning the QR code or using the link below.



<https://forms.office.com/r/q81AMVnsQy>

Stay in touch

If you have any questions or feedback, please email:

NH-EMRQuestions@nh.org.au

Visit our EMR website at

<https://emr.nh.org.au/>