



Our Digital Future
IMAGINE WHAT'S POSSIBLE...

ieMR Advanced



Fact sheet

Frequently asked questions

ieMR

What is an integrated electronic medical record (ieMR)?

An integrated electronic medical record (ieMR) is a complete digital record of a patient's medical history and may include:

- a full medical history
- treatment and medication details
- results of medical tests, X-rays and scans
- information if the patient is part of a research study.

Is the ieMR safe?

The ieMR system is proven in Australia and overseas to improve patient safety in hospitals. Measurable benefits include reduced adverse effects previously resulting from medication errors, and faster response times for deteriorating patients.

Who can access a patient's ieMR?

A patient's ieMR is kept safe in the Children's Health Queensland (CHQ) computer system and only staff with authorised access can see a patient's file.

ieMR Advanced

What is ieMR Advanced?

ieMR Advanced builds on previous ieMR releases (Orders Entry and Results Reporting, and Enterprise Scheduling Management) and will introduce extra clinical functionality to enable a fully integrated electronic medical record. It will support a new way of working by changing the way patient information is managed across most parts of the hospital.

The project is clinically-led to ensure the system configuration and new workflows meet the needs of patients and staff.

How will ieMR Advanced improve patient care?

Digital technology will enable CHQ to deliver safer and more reliable care for patients and their families. Specifically, ieMR Advanced will:

- deliver a more integrated healthcare experience and provide fast, real-time access to patient medical records
- provide support for clinical decisions at the bedside
- minimise the chance of lost information
- improve service efficiencies by providing faster access to test results and scans, and greater medication accuracy.

The ieMR will allow clinicians involved in the care of a child or young person to have continuous visibility across their medical history. This will help ensure high quality care and improve management/care plan outcomes.

What extra clinical functionality is being introduced?

ieMR Advanced will introduce several new modules including:

- electronic clinical forms
- intra-op documentation for surgery (SurgiNet)
- an Emergency Department solution (FirstNet)
- electronic medications management
- electronic anaesthetic record keeping (SAAnaesthesia)
- clinical trials (PowerTrials)
- biomedical device integration for anaesthetics
- consistent and coordinated reporting across CHQ.

Contact the ieMR team for more information.

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Changes and benefits for staff

How will ieMR Advanced change the way CHQ staff work?

A number of patient information processes will be transitioned into one integrated system through ieMR Advanced. This will change how staff access and record clinical information for anaesthetics, medications, vital signs and fluids, and peri-operative scheduling. Some existing systems such as EDIS and ORMIS will be retired.

What are the benefits for staff?

ieMR Advanced will give staff and healthcare teams across the state:

- a fully-integrated single source of clinical information that is secure and current
- the ability to access and share accurate and consistent medical information with multiple health professionals in real-time
- improved technology, tools and data to offer improved and more coordinated patient care.

What key changes will affect staff?

ieMR Advanced represents a significant clinical change for most staff such as:

- Multiple paper forms will be moved online including treatment, observation charts, vital signs (CEWT), fluid balance, care plans and care activities.
- The existing EDIS system will be replaced with FirstNet.
- SurgiNet will replace the current ORMIS system.
- Anaesthetic records will be digitised.
- Anaesthetic devices will be integrated into the ieMR for continuous vital signs monitoring.
- An integrated research module (PowerTrials) will identify potential candidates for clinical trials and manage trial documentation and metrics.

- New reporting functionality will deliver tailored dashboards, alerts and operational reports.
- Existing processes and workflows will change across all health service areas for clinicians and administration staff.

Why is CHQ retiring ORMIS and EDIS?

CHQ is moving towards a digital healthcare service. This requires one integrated system that captures the entire patient journey. ORMIS and EDIS are separate and ageing systems and do not provide the functionality required for an integrated medical record.

Which paper forms are going online?

Several paper-based clinical forms will be moved online in April 2018 including:

- treatment
- observation charts
- vital signs (including CEWT)
- fluid balance
- care planning
- blood product administration
- consult orders
- care activities
- anaesthetic records.

Who is affected by these changes?

ieMR Advanced will introduce changes for almost all areas of the hospital including medical, nursing, pharmacy, allied health and administrative teams. More than 3,000 staff will be impacted.

How will the changes be rolled out?

Due to the size and scale of ieMR Advanced, the implementation will be staggered over a four-week period from April 2018. The implementation plan will be shared with staff in the weeks before go-live.

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Training

When will staff be trained?

Extensive training and support will be provided to clinical and administrative staff in the lead-up to go-live and will commence in February 2018.

What other learning opportunities are available before go-live?

Practice labs and dress rehearsals will be available to help staff prepare for go-live.

Practice labs are scheduled from early March 2018. Dress rehearsals will run from early March to April (go-live).

Who needs to attend training?

Training will be mandatory for:

- administration staff
- doctors
- nursing staff
- allied health staff
- pharmacists.

Will staff have enough time to learn the new system?

A comprehensive schedule will deliver a combination of training, practice labs and dress rehearsals before go-live. The schedule will provide staff with many opportunities to learn, ask questions and work through how the changes will change their daily workflows.

Additional support will be available through change partners, change group coordinators and super users who will work with hospital areas to prepare for the change.

Staff access

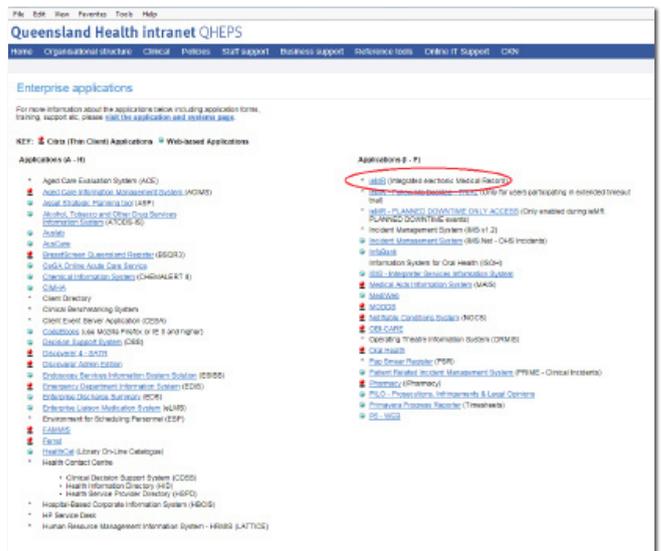
How will staff access ieMR Advanced?

The ieMR icon on the desktop will remain the gateway for accessing ieMR Advanced. User access will be determined based on role type. The ieMR project team will allocate appropriate permissions and logins to individuals before go-live.

To log in to ieMR, click on the ieMR icon on the desktop of the laptop or PC and use your Novell log in.

If you're unable to locate the icon on your desktop, you can also access ieMR via QHEPS using the following steps:

1. Go to the QHEPS home page
2. Click on Applications and tools (under the Tools and templates section on left of screen)
3. Click on ieMR at the top of the second column



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Technical support before, during and post go-live

What support will be available before go-live?

Staff can access a number of support options before and after go-live:

1. Staff can ask their change partners, change group coordinators, super users or line managers for support and information.

In the lead up to go-live, staff should raise any concerns or questions they have at local and leadership meetings for follow-up and action.

2. The ieMR team is available for:
 - General support and questions
Please email the ieMR project team at CHQ_DigitalFuture@health.qld.gov.au
 - IT issues
Please contact IT support on 1800 198 175.

What support will be available at go-live?

Staff will have 24/7 support during the go-live period from the week of 9 April 2018 onwards through a dedicated hotline and floorwalkers. Other essential resources and reference materials, including quick reference guides, business rules and workflow videos will also be available on the Our Digital Future website.

Consumer impacts

How will our patients and their families be informed about this change?

Consumers and their families will be notified about the system improvements and potential service delays through various communication channels such as the hospital e-noticeboards, flyers, consumer newsletters and other appropriate materials.

Will this change impact service for consumers?

While every effort will be made to keep service disruptions to a minimum, some consumers may experience minor delays during the go-live period as staff transition to the new system.

How do I use a laptop and still maintain good rapport with my patients?

While this will change your current work flow practices, your relationship with the child or young person remains the most important thing in any consultation. Working out how to manage the technology at the same time becomes easier with practice – and you may need to consider your local environment to make sure you are effectively communicating and engaging while providing care. As an example, consider how you interact with your own general practitioner when you see them and how they have set up their environment and work practices to work with their online medical record systems.

More information

Who should I contact in my area if I have questions?

Change group coordinators have been nominated within each division to support staff through the changes.

Where can go for more information?

Support will be available to you at every stage as we transition to new digital ways of working with ieMR Advanced. If you have any questions, please contact your divisional change partner or change group coordinator, or the ieMR Digital Future team at CHQ_DigitalFuture@health.qld.gov.au

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