# March 2024

OPOR Engagement Activities

OPOR Awareness Survey

The first in a series of OPOR change readiness surveys has been launched. We are asking all IWK Health and Nova Scotia Health employees and physicians to participate in the OPOR Awareness Survey to help us determine the current understanding of the program across the systems. The survey was launched on Feb. 12 and will remain open until March 15.

Please use the SURVEY LINK or scan the QR Code to provide your feedback.
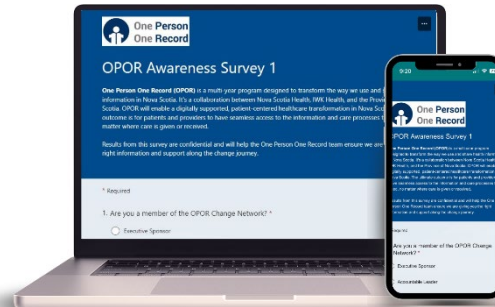
Site Visits and Virtual Town Halls

One Person One Record has been conducting site visits around the province to speak with front-line staff in each zone about the program. These visits have been wonderful, with lots of great questions asked and information shared. However, due to conflicts with March Break, and OPOR prioritizing data collection catch up for our Design Workshops, we will be operating at a reduced schedule of site visits for the month of March.

Team members from the OPOR Clinical/Department team will be conducting operational assessments at two sites in Eastern Zone in March and have offered to make some engagement site visits along the way.

Eastern Zone *REVISED*

Date	Location	Time
March 12th	St. Martha's Regional Hospital	8:00am – 4:00pm
March 13th	Cape Breton Regional Hospital	8:00am – 4:00pm
March 14th	Taigh Gradach	8:30am – 9:15am
	St. Anne Community & Nursing Care Centre	11:00am – 12:00pm
	Strait Richmond Hospital	2:00pm – 3:00pm

OPOR will be in the **Western Zone in April** for site visits. Watch for the blue shirts and candy carts!

The **Eastern Zone Virtual Town Hall on March 20, from 1:30pm – 2:30pm.** This is an opportunity for employees to hear the latest information and ask questions about OPOR. This meeting is held via Teams, and can be added to your calendar using this link: https://forms.office.com/r/VSwdKetXuv

Thank you to everyone for your support on these site visits and with the Virtual Town Halls. If you have any questions, please email us at OPOR@nshealth.ca

OPOR Clinical Governance Update

As of February 28, **Subject Matter Experts have made 2559 individual decisions** to design the OPOR Clinical Information System!

Most design decisions are made by Embedded Working Groups, which are groups of interprofessional Subject Matter Experts who participate in Design Sprint workshop sessions. An example of an Embedded Working Group would be Mental Health and Addictions, where multiple Subject Matter Experts come together to bring front-line voices to design decisions.

Over 2000 decisions have yet to be made for the design of the CIS. These decisions on specific design elements are the core work of the Design Sprint Workshops with our incredible Subject Matter Experts, representing care areas, specialties, and areas of impact for the CIS.

OPOR Key System Highlight: Computerized Provider Order Entry

The OPOR-Clinical Information System (CIS) will integrate the use of **Computerized Provider Order Entry (CPOE)** to electronically view, place, and manage orders. This is another example of the digitization of our daily operations.

Currently orders are written on paper. Like other written documentation, this can lead to inconsistencies and trouble with legibility. CPOE will support clinical standardization across the province, IWK Health, and NSHealth, improving patient safety.

With CPOE, orders entered by physicians and providers will flow directly to the appropriate services and individuals for actioning. All orders and their status will be visible for tracking purposed and follow-up, supporting more efficient patient care.

As with the entire Clinical Information System, the CPOE will support efficiencies and accuracy of care for patients. Having timely access to patient information allows all clinicians, regardless of where they are located, to quickly review a patient's medical history, including medications, diagnoses, and laboratory results. This ensures the most up-to-date information is available when making treatment decisions.

Reduced Medication Errors & Adverse Drug Events

Reduction in Duplicate Testing

Enhanced Tracking & Reporting on Patient Safety Outcomes

Increased Speed of Care Delivery

How CPOE will Support Delivery of Care:

Orders at your fingertips: Orders available in several areas in the OPOR-CIS to support efficient ordering.

Quick Orders Catalogues: Commonly used orders for care areas are already prepopulated in your Quick Orders.

Order Sets: Predefined group of orders and tasks, commonly used for a specific condition, procedure, or clinical scenario, presented electronically in one place.

Ad hoc Order Catalogue: Allows providers to adjust aspects of the orders, and common doses and frequencies are pre-populated.
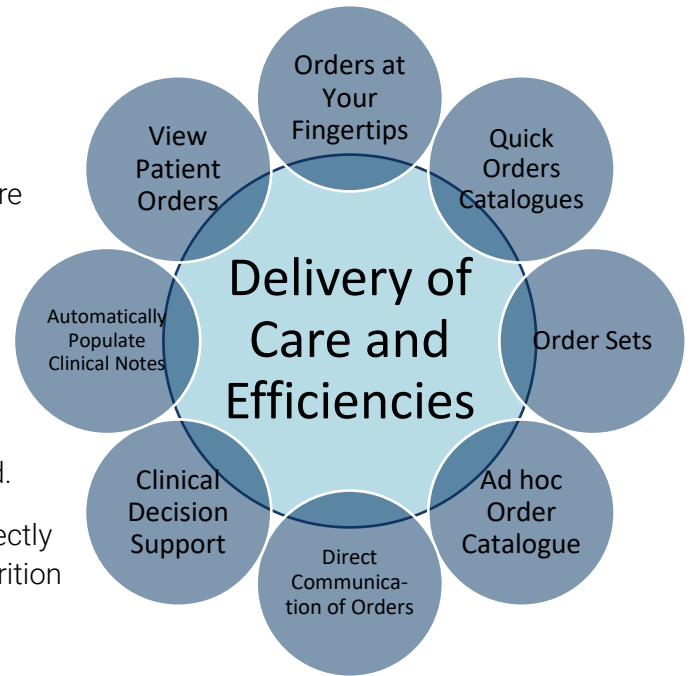
Direct Communication of Orders: Orders placed via CPOE flow directly to nursing, pharmacy, laboratory services, diagnostic imaging, nutrition services, etc.—no longer requiring transcription, faxing and other inefficient and error-prone methods.

Clinical Decision Support: Enhance clinical decision-making with CPOE-facilitated Clinical Decision Support

- Medication orders are automatically screened for allergies, duplicates, contraindications, and interactions.
- Reduce redundant labs and diagnostics with intentional alerting of duplicates recently placed or resulted.

Automatic Clinical Notes: Orders that have been placed for a patient can be automatically populated into clinical documentation with ease.

Viewing Patient Orders: Providers and clinicians can view all orders in one area, organized by type. The status of each order is clearly indicated, and additional details are available for each order, upon selection.

Delivery of Care and Efficiencies

- Orders at Your Fingertips
- Quick Orders Catalogues
- Order Sets
- Ad hoc Order Catalogue
- Direct Communication of Orders
- Clinical Decision Support
- Automatically Populate Clinical Notes
- View Patient Orders

OPOR Support Topic: Clinical Engagement

With the implementation of such a large transformation, OPOR has program resources available to support the change management across IWK Health and NSHealth. The Clinical Engagement Team is a collaborative group of change management and communications leads.

OPOR has adopted the **ADKAR change management model**.

Awareness → Desire → Knowledge → Ability → Reinforcement
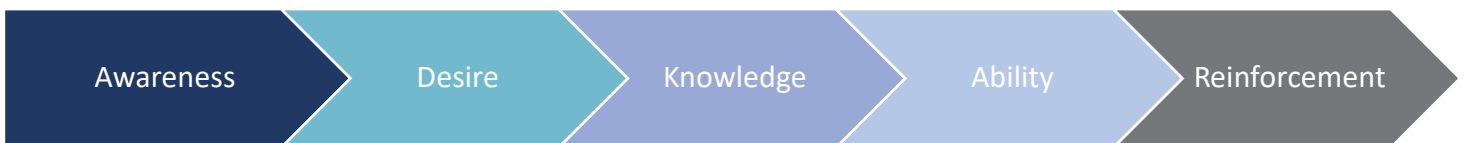
The **Organizational Change Management** leads coordinate engagement activities such as **site visits** and the **virtual town halls** to build awareness and eventually desire for OPOR. As we get closer to implementation of the system, we will have activities and resources to build knowledge and ability among the user groups.

A large part of the engagement plan for OPOR is the **Change Network**. The OPOR Change Network is a robust group of people in different roles, all with the intention of supporting the change process. Many of these roles are held by the frontline healthcare employees who will be using OPOR every day. With their help, we will support all users of OPOR through the transition from paper to digital.

Accountable Leaders and Change Champions are two important roles within the Change Network.

Accountable Leaders in our Change Network are People Leaders within IWK Health and Nova Scotia Health, such as managers or directors of clinical and operational teams. By doing what they already do as engaged leaders, these people will build capacity to further support their staff through the implementation and standardization. As leaders do, OPOR Accountable Leaders will work through questions and concerns from their teams with the support of OPOR.

Change Champions play a key role in taking the change message to a personal and peer level within their facility, department, or unit. These people serve as the trusted "go-to" person and acts as a conduit of information.They encourage engagement among their colleagues and support Go-Live efforts. Click Here **to become a Change Champion for your site.**

The OPOR **Communications Team** supports the entire program. They produce content for publications such as newsletters, and for the OPOR website and NSH and IWK intranets. They are the go-to for material development advice, and for questions related to branding.

The Communications Team develops communications plans and strategies to support change management. They are the people behind the messaging and information shared about OPOR.