



One Person  
One Record

# Monthly Update

## October 2024

### LEADERSHIP UPDATE



We are now less than a year away from the first Go-Live implementation of the One Person One Record Clinical Information System (OPOR-CIS)! Design work for the new system is wrapping up, and the program is now moving into integration testing. System testing has been ongoing since the spring, but with the design nearly complete, we are able to start testing how it will integrate with other applications. This is a critical stage to ensure the CIS and other applications function correctly in our future state.

Testing and validation work continues to be supported by Subject Matter Experts across the province, along with members of the OPOR Program Team and the system vendor, Oracle Health. Prior to each Go-Live, additional integration and regression testing will be completed based on specific requirements. All of this is done to learn and grow, and to ultimately limit the disruption to patient care while we transition to the new provincial CIS.



Workflows and planning for knowledge transfer is another large component of readiness preparations for the new system. Our teams are working to ensure leaders, managers, and front-line staff understand how the new system will impact their day-to-day lives. Thousands of workflows have been reviewed, and information will be provided to care areas and sites. How the CIS will change the work of a nurse in an Emergency Department will be different than how it will change the work of a pharmacist. These details will be shared with our end-users ahead of their Learning Journeys, where they will receive training on how to use the system.

Another exciting milestone is working with the Novari Health Technology applications that will integrate with the OPOR-CIS. Subject Matter Experts from across IWK Health and Nova Scotia Health will be engaged in designing how Novari will work with our existing systems to enhance patient care.



The Novari surgical wait list management system and referral central intake and medical imaging requisition management modules will be implemented as part of OPOR. The Novari platform will help improve access and the delivery of care across the province for medicine, surgery, endoscopies, medical imaging, and mental health and addictions services. This central intake model will integrate with OceanMD eReferrals and the OPOR-CIS to improve patient access to care by centrally receiving, triaging, and routing referrals to the most appropriate clinical setting, with the shortest wait time and as close to the patient's home as possible.

Leadership across IWK Health, Nova Scotia Health, and OPOR understand the significant change this implementation will have to the work done every day in our facilities. By working together, we are having the critical conversations to mitigate disruption and engage with future users. For those of you interested in being involved in the Go-Live Waves, please consider joining the **OPOR Change Network**. You can find more information about these roles on our website at [opor.nshealth.ca](http://opor.nshealth.ca).



## UPCOMING ENGAGEMENTS

### IWK Health OPOR Town Hall

Thursday, October 17

10:30am - 11:30am

Virtual and in-person at the  
Cineplex O.E. Smith Theatre

Click [HERE](#) to sign up for the  
virtual meeting invite

### Central Zone OPOR Virtual Town Hall

Wednesday, October 30

1:30pm - 2:30pm

Virtual

Click [HERE](#) to sign up for the  
virtual meeting invite

### Patient Safety Week

October 28 - November 1

OPOR is happy to be participating in  
Patient Safety Week activities  
across IWK Health and Nova Scotia  
Health sites this year. Watch for  
OPOR Team Members on site during  
planned Patient Safety Week events  
to learn more about the program and  
patient safety.

## PROGRAM UPDATE - OPOR IS ON TRACK!

We are on track for our upcoming critical path milestones. The team is actively working towards Integration Testing 1 in February 2025 and are beginning to focus on the site readiness activities. A couple of important metrics to note:

92%

Of CIS design decisions  
have been answered

70%

Of the CIS build is  
complete

83%

Of workflows have been  
approved

## OPOR FEATURE TOPIC: DIGITAL LITERACY

### Digital Literacy vs Digital Health Literacy



**Digital literacy** is a term people may not be familiar with. Having the skills to live, learn, and work in a society where communication and access to information is increasing through digital technologies such as internet browsers, social media, and mobile devices, are all examples of digital literacy. Being familiar, or literate, with the technology will support the transition from paper-based documentation to digital with the implementation of a provincial clinical information system (CIS). Being “literate” is much more than the ability to read and write – it means understanding and communicating knowledge.

**Digital health literacy** is the application of both health literacy and digital literacy. The World Health Organization defines digital health literacy as, “the ability to seek, find, understand, and appraise health information from electronic sources and apply the knowledge gained to addressing or solving a health problem.” Basically, when you take your digital literacy skills and apply them to delivering or receiving healthcare.

The OPOR-CIS will be the **foundational electronic source of health information across the province**. In current practice, many physicians, providers, clinicians, and healthcare employees already use electronic sources of information. However, despite having digital skills using their personal technology, some people will not have experience transferring their familiarity with technology to their professional and clinical settings. OPOR is committed to meeting people where they are with a variety of supports, including education and learning opportunities, and At The Elbow team members onsite during Go-Lives.

**An increase in digital health literacy supports both patients and healthcare teams.** With applications like YourHealthNS, patients are becoming increasingly more comfortable with accessing their health information digitally. The OPOR-CIS will support access to information for patients, empowering them to become more involved in their care. Patients will be well positioned to increase their overall health literacy by having access to more information.

Healthcare teams, both clinical and administrative, have been working with technology for decades. Computers, printers, virtual meetings, and all the equipment and software that supports our operations every day are illustrative examples of digital literacy in various locations across our healthcare environment.

We want to ensure that all users understand the foundational concepts and terms that are relevant to our emerging digital environment and their specific roles. Users of the CIS will become familiar with terms like, “digital footprint” and “multi-factor authentication.” Both terms speak to the **enhanced security** with the CIS. A “digital footprint” is the trail of data left behind when a user accesses any location within the CIS. This enables IT Support to conduct audits and track everywhere users go within the CIS during a pre-defined range of time. This is important to ensure patient privacy and data security. “Multi-factor authentication” is a process of using multiple methods of verifying a user’s identify for security purposes. Some people will be accustomed to this practice when they shop online, or when using banking apps.

### How Will This Impact Patients?

Both non-clinical devices and biomedical devices are examples of tools that support digital health. Monitoring devices, such as glucometers for example, notify patients and their healthcare teams of actions that need to be taken (such as increasing an insulin dose). **The OPOR-CIS will integrate with different existing devices in our environment to populate patient information.**

As an example, the OPOR-CIS will digitize patient workflows. This shift in practice will require care teams to be comfortable with the hardware (computers, keyboards, mouse) and the new system. Digital health literacy will be a strong theme in our overall readiness work as we lead up to go-lives. OPOR will have materials and resources to support not only the changes, but also to increase comfort levels with the technology and digital literacy.



### The Patient Journey

Johnny G. arrives unconscious in an Emergency Department in a part of the province where he doesn’t live or regularly receive healthcare. Upon registration, the healthcare team can find accurate health information for the patient, including the medication he has been taking for high blood pressure through the OPOR-CIS.

While accessing his patient information in the CIS, the attending physician leaves behind a digital footprint when reviewing Johnny’s health history, and when entering a computerized provider order. The next clinician to treat Johnny can see what the provider did in real-time and can continue to provide appropriate care.

Members of the healthcare team can only access the appropriate information when they login to view the patient record. The scope of information available to the viewer depends on the professional role each person plays in Johnny’s care. This, along with multi-factor authentication when logging in, protects patient privacy.

Johnny is then admitted to an in-patient ward, and his care is transferred to the hospitalist and unit clinicians. The unit nursing staff can see which providers and clinicians supported the patient in the Emergency Department and can gather the information necessary to continue providing care. When an infection is detected through bloodwork, a provider orders antibiotics for the patient. The Clinical Decision Support (CDS) functionality in the CIS alerts the provider to a documented allergy to antibiotics, and they determine a new course of action to address the infection.



Both physicians and nurses provide patient care at the bedside, while accessing the most accurate and timely information through the CIS, which they access using “workstations on wheels.” Each healthcare team member has access to the patient’s record, with no one having to wait for a chart or paper record.

When the patient is ready to be discharged, his care plans are instantly available to his primary health care provider in the community. When home, he logs onto the YourHealthNS to see details of his hospital stay and treatment, bolstering his understanding of the care he received.

All the steps taken during this patient journey required both digital literacy and digital health literacy. The OPOR-CIS was involved all along the way, demonstrating how both healthcare teams and patients being familiar with digital literacy and digital health literacy supports care.