

PROVIDENCE CST PROVIDER UPDATE

What you need to know right now



our.cstproject.ca/phc

By Dr. Charles Lo, Senior Medical Director for CST Implementation, PHC

May 16, 2019



The first Provider Champions meeting took place on May 15, 2019. The Provider Champion group is led by **Dr. Charles Lo**, Senior Medical Director for CST Implementation. Pictured above are just some of the Providers who will be on this CST journey with you. Not sure who your Provider Champion is?

[Check out Transformation Central!](#)

CST Project Update

- **Go-live for our acute sites - St. Paul's Hospital (SPH), Mount Saint Joseph Hospital (MSJ), and Holy Family Hospital (HFH) - will be the first two weeks of November 2019.** This includes the care homes at MSJ and HFH. The first wave of ambulatory clinics affiliated with these sites will also go live within this two week timeframe. Residential care homes including Brock Fahrni, Langara, and Youville will go live in a second wave (likely 2-3 months after the November go-live). We're also finalizing the list of remaining ambulatory clinics to determine the timing in order to minimize the gap between subsequent waves.
- **Formal provider training is expected to begin eight to ten weeks prior to go-live, taking on average 8-16 hours per individual depending on specialty.** Planning, development and validation of materials to support in-person provider training and e-learning is underway to get ready for training. Check out the Get Ready for CST section, below, to learn more.
- **Design and validation of the CST Cerner system continues with PHC provider champions, clinical informatics specialists, and subject matter experts (SMEs) actively participating.** These key players are important to the design process to ensure we implement a system that works for us. We may not get it perfect the first time around, but CST Cerner is the foundation for all the great innovations for our future of better patient care.
- It comes as no surprise that the go-live period will be extremely busy and logistically challenging. The PHC CST team is dedicated to supporting you through this journey. **A workforce plan is in development in order to identify the right staffing levels to match clinical volumes at the time of go-live to ensure quality patient and resident care is maintained at all times.**

Get ready for CST:

1. Register for FESR training



Getting started now allows providers time to learn front-end speech recognition (FESR) and get 1:1 support prior to CST go-live [Register for FESR training here.](#)

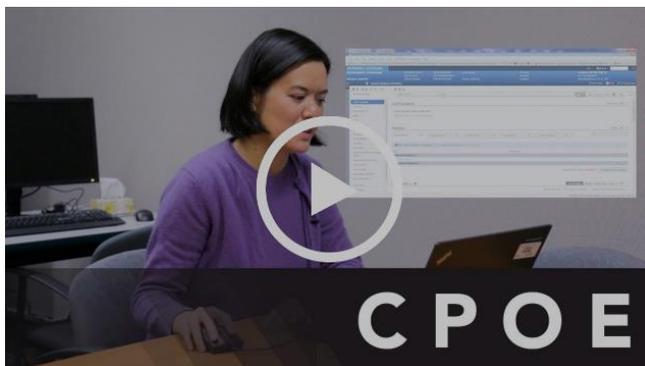
2. Ensure you have access to LearningHub

When we go live with CST Cerner, all providers and residents must have completed their mandatory training activities to show their competency in using the new system.

To make sure you are enrolled for all the required training (like e-learning and classroom training!), please make sure you have provided your information to your department or division head. Not sure what information you need to provide? Email PHC-CST@providencehealth.bc.ca!



3. Watch familiarization videos to get a sneak peek of CST Cerner

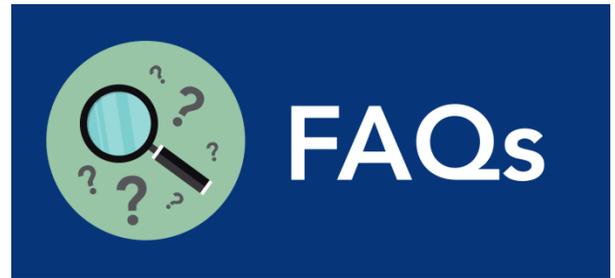


What will computerized provider order entry (CPOE) look like? Watch Dr. Lyly Le demonstrate how orders will be inputted in the new clinical information system.

[Watch more familiarization videos on Transformation Central!](#)

FESR & Clinical Readiness: Why Learn FESR Now?

Using front-end speech recognition (FESR) will help make documenting in the new clinical information system easier by allowing providers to translate speech into text in real time. There are a number of benefits for learning to use FESR in advance of the CST Cerner activation. Here's why we recommend it:

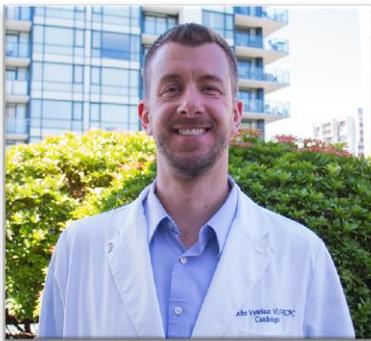


- Gain experience doing electronic documentation in advance, via the M*Modal Fluency Flex application, to reduce the learning curve prior to using CST Cerner.
- Improve your FESR voice profile and speech recognition in advance of CST Cerner.
- Set up your personalized FESR productivity tools that will carry over to CST Cerner.
- Improve timeliness of receiving documented reports now; your reports are distributed as soon as you electronically sign them.

Sign up to get one-on-one FESR training is available until August 30, 2019. After this, FESR training will move to a classroom setting and access to personalized support will be more limited.

Register for FESR training on LearningHub: <http://bit.ly/FESRFlex-PHC>

If you've already been trained in FESR Fluency Flex, you're 95% through your FESR learning for CST Cerner! A big thank you and congrats to over 330 PHC providers who have completed their training!



Hear from a colleague at Lions Gate Hospital who's already been through this change:

"I have found FESR to be extremely useful. I started using Fluency Flex about eight months in advance of CST Cerner going live. Learning Fluency Flex in advance made it easier to switch to CST Cerner, and meant there was less to learn when mastering all the details of the new clinical information system." – Dr. John Vyselaar, Cardiologist, LGH

Why change? This is why.



Eight of your peers shared why they're excited for CST and how it will improve patient care every day. Tune in here: bit.ly/phc-thisiswhy.

New site a one-stop shop for CST news and info

PHC's Transformation Central site (our.cstproject.ca/PHC) is now live and loaded with the latest CST news, communications materials and resources.

It's available anywhere, anytime to all PHC people - you just need your health organization login (instructions below). Whether you're at work, at home or on your mobile, this site is a key resource for leaders, physicians and clinicians who play a key support role or want to stay informed.

Be sure to save our.CSTproject.ca/PHC as a favourite!

How to access Transformation Central from home or on your mobile



STEP 1

Go to our.CSTproject.ca/PHC using Chrome or updated browser



STEP 2

Login with your domain\username and password (same info as logging in at work)



STEP 3

Visit the site regularly for the latest information and share with your peers

Contact Us

Share your CST question, excitement, or concern with us at PHC-CST@providencehealth.bc.ca