Project AMPLIFI:
Hospital Change Management Toolkit
MASTER

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Purpose

This Change Management Toolkit contains content to support the people side of change during the transition, as well as the skills and behaviours needed to support the technological side of change. The Toolkit uses *Prosci©* change management methodologies to support the adoption of digital workflows, optimize transitions between healthcare institutions, and improve the healthcare journey of patients.

Audience

- Hospital Leadership
- Change Leaders
- Hospital People Managers
- Clinical Educators

AMPLIFI Meter

The Change Management Toolkit is guided by our AMPLIFI Meter. As you enter a Phase, jump to that section of the Toolkit for resources to support successful change management.

PHASE 2:
Getting Ready
to AMPLIFI

PHASE 3:
Learning How
to AMPLIFI

PHASE 1:
Getting to Know
Project AMPLIFI

GO–LIVE

PHASE 4:
You've Been
AMPLIFIED!
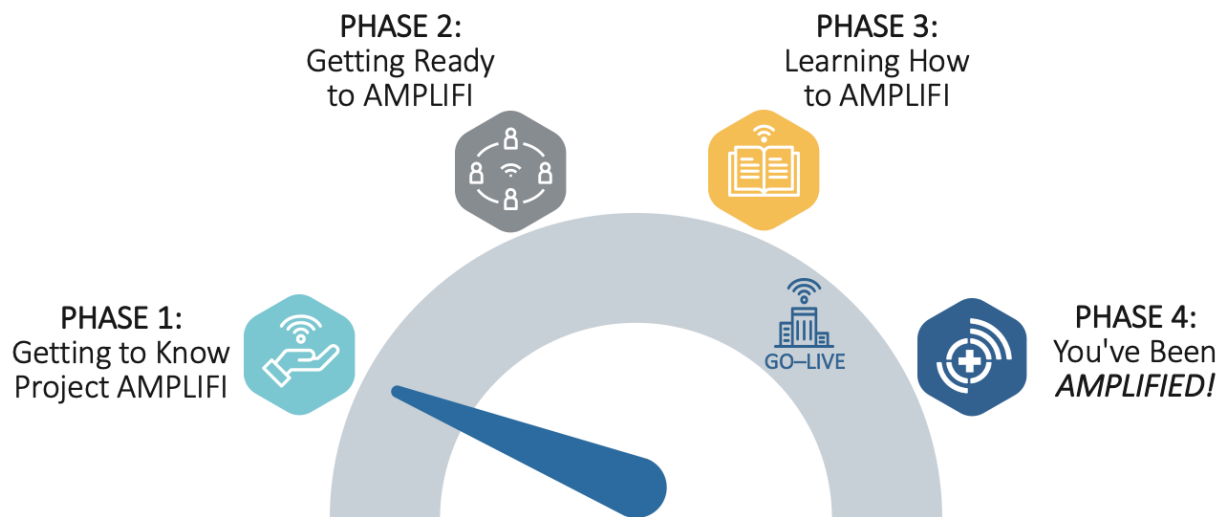
AMPLIFI Meter

Glossary

AMPLIFI
A = **A**llergies, **M** = **M**edications, **PL** = **P**roblem **L**ist, **I** = **I**mmunizations, **F** = **F**or, **I** = **I**ntegration
- Acronym for data that can be easily updated in a patient's chart utilizing Project AMPLIFI workflows

Care Everywhere
- An Epic module providing hospitals the ability to exchange patient clinical data with other Epic hospitals and non-Epic healthcare organizations (such as Long-Term Care homes).
- *Care Everywhere* supports the exchange of read-only data and discrete data that can be reconciled within the local patient chart

CCD (**C**ontinuity of **C**are **D**ocument)
- Electronic document containing patient health information that is digitally transmitted between hospitals and LTCH, and vice-versa

ED (**E**mergency **D**epartment)

EHR (**E**lectronic **H**ealth **R**ecord)
- Digital version of the patient's health record that is shareable across health systems; hospital EHR examples include Epic, Cerner, and Meditech

External Query
- A search for patient records from an outside organization using *Care Everywhere* in Epic; ideally performed during patient arrival to the ED

* see Phase 3 Training Materials for more information

Incoming Messages Work Queue
- Utilized by Health Information Management (HIM) staff to ensure client records are matched when there is a discrepancy in demographic information between the LTCH and hospital (i.e. Date of Birth does not match)

* see Phase 3 Training Materials for more information

LTCH (**L**ong-**T**erm **C**are **h**ome)

Patient Authorization
- Some hospitals require patient authorization to be obtained prior to searching for outside patient records
- Each hospital is responsible for ensuring staff are following internal hospital policies and procedures when accessing patient records

* see Phase 3 Training Materials for more information

PCC (**P**oint**C**lick**C**are)
- EHR used to store resident health information by the majority of LTCH in Ontario

Reconciling Outside Information

- The *Care Everywhere* folder icon indicates the functionality to access and add outside health care information directly into the patient's local chart. This reconciled information become part of the patient's hospital chart
- Reconcilable health data includes allergies, medications, problem lists, and immunizations

* see Phase 3 Training Materials for more information

Viewing Outside Information

- The *Care Everywhere* icon indicates the functionality to access and view health records from external organizations including documents, labs, and diagnostic imaging results
- This information is read-only and can assist with clinical decision making

* see Phase 3 Training Materials for more information

Implementation Timeline
Key Milestones in Each Phase

AMPLIFI

AMPLIFI = The Project AMPLIFI Team is responsible for the milestone
Internal = Your hospital is responsible for the milestone

Phase	Week	Key Milestones
Phase 1: Getting to Know Project AMPLIFI	1	▪ **AMPLIFI:** Engages with Hospital Leadership
	6	▪ **Internal and AMPLIFI:** Technical Teams meet to establish and test data sharing workflows
Phase 2: Getting Ready to AMPLIFI	8	▪ **Internal and AMPLIFI:** Training Teams work together to upload AMPLIFI training content into your instance of Epic and hospital Learning Management Systems ▪ **AMPLIFI:** Emails Change Management Toolkit to Project Leads ▪ **Internal:** Distribute Toolkit to Change Leaders, People Managers, and Clinical Educators
	12	▪ **AMPLIFI:** Hosts virtual engagement meeting within your region for hospital and LTCH leadership ▪ **Internal:** Leadership announces Project AMPLIFI participation to staff ▪ **AMPLIFI:** Hosts virtual engagement session with hospital leadership, managers, trainers, and educators
Phase 3: Learning How to AMPLIFI	14	▪ **AMPLIFI:** Hosts virtual and in person People Manager/Clinical Educator training session ▪ **Internal:** Training materials made available to staff to review
GO–LIVE	16	GO-LIVE **Internal and AMPLIFI:** On-site support from Project AMPLIFI Team
Phase 4: You've Been AMPLIFIED!	20	▪ **AMPLIFI:** Continued support via email, newsletters, Virtual Learning Table meetings
	22	▪ **Internal:** Share staff feedback with our Project Team at projectamplifi@stjoes.ca

AMPLIFI

Call to Action

Checklist Broken Down by Phases

Phase	When	What	Resources	Who
Phase 1: Getting to Know Project AMPLIFI	4-6 weeks prior to Go-Live	Attend virtual Engagement session	Zoom link will be emailed by Project AMPLIFI Team	☑ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	4 weeks prior to Go-Live	Send email to staff announcing Project AMPLIFI - The number one indicator to success of an implementation is messaging from leadership to promote staff awareness and desire to participate	[Jump to email Template](#)	☑ Hospital Leadership/ Change Leaders ☐ People Managers/ Clinical Educators ☐ Front Line Staff
Phase 2: Getting Ready to AMPLIFI	2 weeks prior to Go-Live	Attend virtual Orientation to review training content and how to access the materials	Zoom link will be emailed by Project AMPLIFI Team	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	2 weeks prior to Go-Live	Further familiarize yourself with key training materials and how to access	[Jump to Phase 3](#)	☑ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff

	2 weeks prior to Go-Live	Send email to staff announcing Project AMPLIFI to build awareness and desire to participate	[Jump to email template](#)	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	2 weeks prior to Go-Live	Post screensavers and/or internal social media templates to promote Project AMPLIFI within the organization	[Jump to Screensaver/ Internal Social Media Templates](#)	☑ Hospital Leadership/ Change Leaders ☐ People Managers/ Clinical Educators ☐ Front Line Staff
Phase 3: Learning How to AMPLIFI	1 – 2 weeks prior to Go-Live	Discuss Project AMPLIFI at Team Huddles	[Jump to huddle template](#)	☑ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	1 week prior to Go-Live	Send email to staff with Go-Live date and how to access training materials	[Jump to email template](#)	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	1 week prior to Go-Live	Support staff in reviewing training materials, assist with questions, and promote Go-Live dates	[Jump to Phase 3](#)	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☑ Front Line Staff

	1 week prior to Go-Live	Post training materials on CQI boards, bulletin boards, WOW's, and computer stations	You can locally print training materials to post and/or Project AMPLIFI team will provide printed materials	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
GO–LIVE GO–LIVE	Day of Go-Live	Send email announcing Go-Live of Project AMPLIFI to all staff	Jump to email template	☑ Hospital Leadership/ Change Leaders ☐ People Managers/ Clinical Educators ☐ Front Line Staff
	Day of Go-Live	Support staff on Go-Live day by encouraging utilization of Tip Sheets, Quick Cards and eModules	Refer staff to printed training materials, Epic Learning Home Dashboard, and <insert name of LMS>	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff
	Day of Go-Live	Be available to staff during Go-Live by being visible and demonstrating support of the change		☑ Hospital Leadership/ Change Leaders ☐ People Managers/ Clinical Educators ☐ Front Line Staff
Phase 4: You've Been AMPLIFIED!	1 – 2 weeks post Go-Live	Check-in with staff on comfort level in adopting workflows into daily practice Garner feedback from staff (What's working? What's not?) - email feedback/questions to projectamplifi@stjoes.ca	We truly appreciate feedback to improve our implementation process as we AMPLIFI across the province!	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☐ Front Line Staff

4 weeks post Go-Live	Encourage staff with questions/concerns to attend "You've Been AMPLIFIED! Virtual Learning Table"	30-min Zoom session hosted by Project AMPLIFI Team. Invite to be sent.	☐ Hospital Leadership/ Change Leaders ☑ People Managers/ Clinical Educators ☑ Front Line Staff
~6 weeks post Go-Live	Email staff to request feedback about Project AMPLIFI Project AMPLIFI will provide survey link to include in email distributed to staff	Jump to email template	☑ Hospital Leadership/ Change Leaders ☐ People Managers/ Clinical Educators ☐ Front Line Staff

Ontario

Ministry of Health	Ministère de la Santé	Ministry of Long-Term Care	Ministère des Soins de longue durée
Assistant Deputy Minister Digital Health Division	**Sous ministre adjoint Division des solutions numériques pour la santé**	**Assistant Deputy Minister Long-Term Care Operations**	**Sous-ministre adjointe Opérations relatives aux soins de longue durée**
1075 Bay Street, 12th Floor Toronto ON M5S 2B1 Tel.:416-326-1582	1075, rue Bay, 12e étage Toronto ON M5S 2B1 Tél.:416-326-1582	438 University Ave., 8th Floor Toronto ON M5G 2K8 Tel.: (416) 327-7461	438, avenue University, 8e étage Toronto ON M5G 2K8 Tél.: (416) 327-7461

July 25, 2022

Dear Hospital Leadership Team,

Re: Project AMPLIFI: Acute Care and Long-Term Care Provincial Data Integration Project

We are writing to inform you of an exciting digital health opportunity, Project AMPLIFI, which will enable better clinical information sharing between long-term care homes and acute care facilities. One of the recommendations made in the Long-Term Care COVID-19 Commission Report highlighted the need for a coordinated continuum of care. As such, this project supports healthcare providers to focus more on patient care and spend less time manually entering patient information, leading to patients experiencing smoother transitions between the two care settings.

St. Joseph's Healthcare Hamilton is the delivery partner leading Project AMPLIFI over a three-year period and will be supporting sites to implement an Ontario-made data integration solution between long-term care homes and hospitals. As a result, healthcare providers will have access to up-to-date and accurate patient health records and patients will experience a reduced need to reshare their story and clinical history.

Funding has been made available for the duration of this initiative to support sites in change management, implementation costs, and annual licensing costs. A program evaluation will assess the success of the project to inform future sustainment funding. As the goal is to achieve provincial coverage, the Ministry of Health and the Ministry of Long-Term Care, as the funders of this project, are strongly encouraging all eligible Ontario hospitals and long-term care homes to participate in the project to ensure providers have greater access to patient information.

This initiative will strengthen provincial interoperability while improving data availability for healthcare providers and enabling higher quality of care for patients. We appreciate your participation in this project and contributions to improving patient care.

Should you require any further information or clarification, please contact Silas Ng at (647) 640-6166 or by e-mail at Silas.Ng@ontario.ca.

Sincerely,

Greg Hein
Assistant Deputy Minister, Digital Health Division, Ministry of Health

Jeff Butler
Assistant Deputy Minister, Long-Term Care Operations Division, Ministry of Long-Term Care

Vision

To improve the continuity of care for Long-Term Care residents by streamlining transitions between care institutions, leading to safer care for Ontarians, and more efficient workflows for providers.
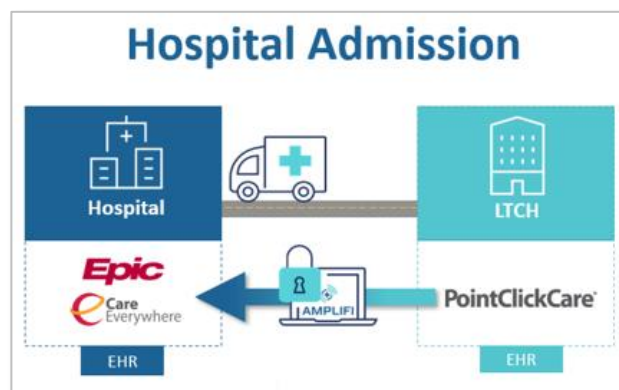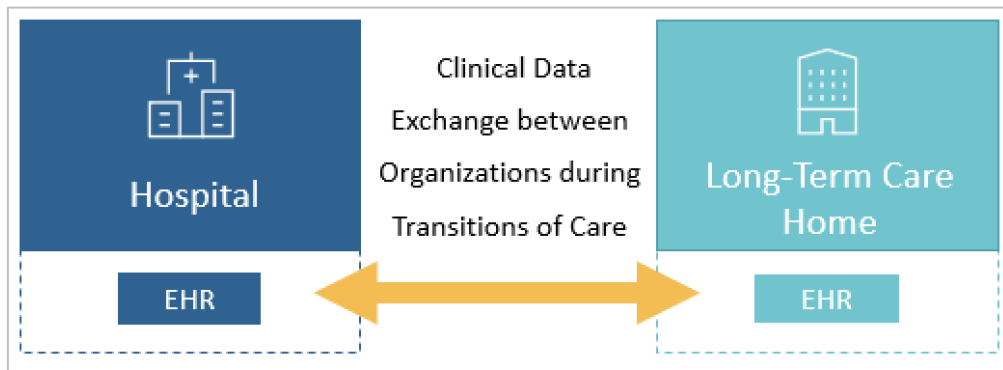
When a LTCH resident **presents to the hospital ED**, the following information is viewable in *Care Everywhere*, within the CCD:
- Medications Administered
- Results
- Vital Signs
- Procedures
- Assessments
- Patient Demographics
- Care Team and Insurance Information

When a LTCH resident **presents to the hospital ED**, the following four (4) data sets can reconcile directly into the patient's hospital chart:

- A – **A**llergies
- M – **M**edications
- PL – **P**roblem **L**ist
- I – **I**mmunizations
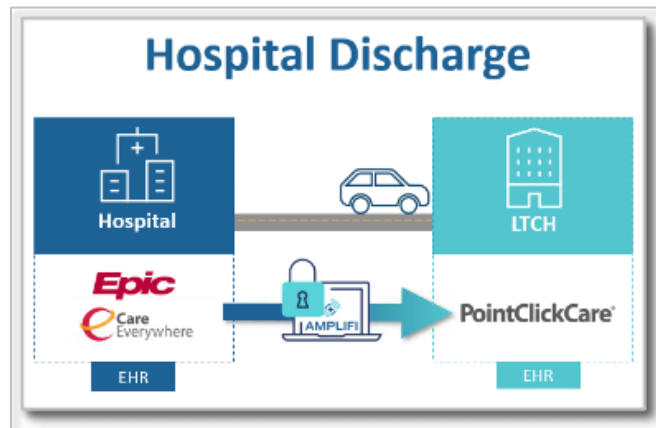
When a patient is **discharged back to the LTCH**, the following information is viewable by staff at the LTCH:

- Reason for Visit
- Encounter Details
- Allergies
- Immunizations
- Social History
- Vital Sign Data (Last Filed)
- Nutrition
- Discharge Summaries
- Plan of Treatment
- Procedures
- Results
- Visit Diagnosis
- Administered Medications
- Additional Health Concerns
- Advance Directives
- Care Team and Insurance Information

When a patient is **discharged back to the LTCH**, the following two (2) data sets can be reconciled in the LTCH resident chart:

- M – **M**edications
- PL – **P**roblem **L**ist

Workflows

Emergency Department Triage

- *Care Everywhere* functionality is already live and actively used within the ASAP module
- Training materials support the adoption of Care Everywhere to reconcile/review PointClickCare LTCH clinical information at the time of patient arrival to the ED

Inpatient Admission

- *Care Everywhere* functionality is already live, and actively used within the Clinical Documentation module
- Training materials support the adoption of Care Everywhere to reconcile/review PointClickCare LTCH clinical information for this patient population

Emergency Department & Inpatient Discharge

- During the discharge process, for both the ED and hospital inpatient units, the following items **must** be completed:
  - "Discharge destination" – must indicate LTC(H)
  - "Discharge disposition" – must indicate LTC(H)
  - "Discharge location" – must include name of specific LTCH patient is being discharge to
- Training materials reinforce the need for accurate discharge location documentation to support the push of patient health data from your hospital Epic system back to PointClickCare used by LTCH

HIM Patient Linking

- HIM staff will utilize a new work queue to support the review and manual matching (linking) of patient records between Epic and PointClickCare
- Specific training materials have been developed to support the use of the Workqueue

Change Impact Management Plans

Hospital Management & Leadership Teams

Change	Adoption Challenge	Mitigation
Implementation of a new data integration software	- Ability to address staff member questions about Care Everywhere functionality	- Review Project AMPLIFI training material - Communicate with the applicable Epic Trainer for Care Everywhere functionality
New functionality and workflows available	- How to get assistance when needed	- Connect with the Epic Training team for additional support - Connect with the Epic Site Lead for further assistance

Clinical Staff

Change	Adoption Challenge	Mitigation
Adoption of a digital health integration solution	▪ Ability to adapt functionality ▪ Hesitancy of reviewing and trusting of information from external sources	▪ Training ▪ Utilization of tip sheets, quick reference cards, and eModules ▪ Re-assurance from operational management and demonstration of support through change
Perform external query workflow during triage or EMS off-load	▪ Increase in the amount of time to complete triage process ▪ Patient linking challenges between software systems	▪ Utilization of tip sheets, quick reference cards, and eModules ▪ Connect with Clinical Educator or Department Leadership regarding clinical practice ▪ Re-assurance from operational management and demonstration of support through change
Ability to complete electronic reconciliation	▪ Hesitancy to make changes to a patient's chart ▪ Inability to find a match for reconcilable data type	▪ Utilization of tip sheets, quick reference cards, and eModules ▪ Connect with Clinical Educator or Department Leadership regarding clinical practice ▪ Re-assurance from operational management and demonstration of support through change ▪ Submit enhancement request with your Epic *Care Everywhere* Analysts

Health Information Management (HIM) Staff

Change	Adoption Challenge	Mitigation
Implementation of a new data integration software	▪ Ability to adapt to using the new Workqueue	▪ Utilization of tip sheets, and eModules ▪ Re-assurance from operational management and demonstration of support through change ▪ Connect with the HIM Epic Trainer for additional support
New functionality and workflows associated with linking patient charts	▪ How to get assistance when needed	▪ Connect with your Department Manager to discuss supplementary training and support documents ▪ Connect with the HIM Epic Trainer for additional support

Phase 2: Getting Ready to AMPLIFI

User Role Expectations

What are Emergency Department Unit Clerical Assistants Expectations?

Support for Patient Matching

In the event a possible match is indicated but not found in a search, the Unit Clerks and Administrative Support will be expected to contact HIM to reconcile the patient charts. If a clerk or administrator believes a patient link was made in error, the expectation is to contact HIM to report the incorrect link.

What are Inpatient Unit Clerical Assistants Expectations?

Support for Patient Matching

In the event a possible match is indicated but not found in a search, the Unit Clerks and Administrative Support will be expected to contact HIM to reconcile the patient charts. If a clerk or administrator believes a patient link was made in error, the expectation is to contact HIM to report the incorrect link.

Discharge

Inpatient Unit Clerical Assistants must follow the discharge workflow to ensure the patient's health information is exchanged with the LTCH upon leaving the hospital.

What are Nursing Expectations?

Reconciling Outside Records

Nurses (ED & Inpatient Units) will be expected to reconcile all available information from the external facility to ensure the most up-to-date information is in the patient's chart for review by the healthcare team. If this workflow is not completed during triage, the receiving nurse should query and update the chart. The following data elements can be reconciled by nurses:

- Allergies
- Medications
- Problems List
- Immunizations

NOTE: Reconciling medications DOES NOT create an order. Reconciled medications from the Long-Term Care home become part patient's Home Medications and can be reviewed in this section per usual practice.

Discharge
Nurses (ED & Inpatient Units) must follow the discharge workflow to ensure the patient's health information is exchanged with the LTCH upon leaving the hospital.

What are Physician and Pharmacist Expectations?

Reconciling Outside Records
Ideally, reconciliation of LTCH health information (utilizing Care Everywhere) will be completed by nursing staff prior to assessment by a physician or review by a pharmacist. In the event that reconciliation has not been complete, physicians and pharmacists should be aware of process on how to reconcile the information retrieved from the LTCH.

Physicians and pharmacists can reconcile all available information from the external facility to ensure the most up-to-date information is in the patient's chart. The following data elements can be reconciled by physicians and pharmacists:
- Allergies
- Medications
- Problems List
- Immunizations

NOTE: Reconciling medications DOES NOT create an order. Reconciled medications from the Long-Term Care home become part patient's Home Medications and can be reviewed in this section per usual practice.

What are HIM Staff Expectations?

Incoming Messages Workqueue
HIM will be expected to check the "Incoming Messages Workqueue" daily (at minimum), to ensure prompt matching of demographic information for patients transferred from LTCH Mismatched demographic data may include spelling of names or patient date of birth. Matching patient charts is crucial to allows the exchange of data between the hospital and LTCH.

What are Health Record Staff Expectations?

Health Records will be expected to manage policies and procedures associated with patient authorization scans, patient linking/unlinking, and patients opting out of Care Everywhere.
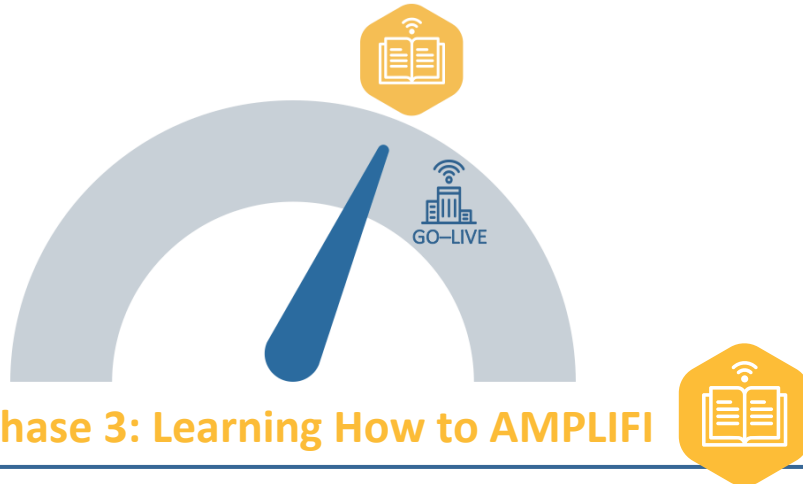
Phase 3: Learning How to AMPLIFI

The purpose of Phase 3 is to develop the skills to complete Project AMPLIFI workflows. Training content is developed to:

- Communicate the purpose of Project AMPLIFI
- Support adoption of clinical and non-clinical workflows
- Reconcile discrete data exchanged with Long-Term Care homes
- Reinforce the importance of completing the discharge activity, including documenting the discharge destination, discharge disposition, and discharge location

Type of Training Materials

Tip Sheets

Tip Sheets are printable quick reference documents that guide end-users through the following workflows. Tip Sheets will be posted in the Epic Learning Home Dashboards (press **F1**), as well as in *<insert name of LMS>*. Tip Sheets can be printed and delivered by the Project AMPLIFI Team.

Quick Reference Cards

Quick Reference Cards are printable post-card size documents to be used as quick reference resources in clinical areas as a reminder of Project AMPLIFI workflows. Quick Cards can be printed and delivered by the Project AMPLIFI Team.

*e*Modules

*e*Modules will be available in *<insert name of LMS>*. The *e*Modules contain videos and provide access to the Tip Sheets that review Project AMPLIFI workflows.

Training Materials by Role

Clinical Staff (Nurses, Physicians, Pharmacists)
Estimated time for clinical staff to independently review training materials is 20 minutes.

Tip Sheets	eModule	Quick Cards
- Care Everywhere Overview - Accessing Outside Information - Manual External Query - Reviewing & Reconciling Outside Information - Discharge	**15 minutes** in length Topics covered: - AMPLIFI Overview - External Query - Reviewing and Reconciling Outside Information - Discharge	- Automatic Query - Discharge to LTCH

ED Unit Clerical Assistants
Estimated time for non-clinical staff to independently review training materials is 10 minutes.

Tip Sheets	eModule	Quick Cards
- Care Everywhere Overview - Accessing Outside Information	**5 minutes** in length Topics covered: - AMPLIFI Overview	Automatic Query

Inpatient Unit Clerical Assistants
Estimated time for non-clinical staff to independently review training materials is 15 minutes.

Tip Sheets	eModule	Quick Cards
- Care Everywhere Overview - Accessing Outside Information - Discharge	**10 minutes** in length Topics covered: - AMPLIFI Overview - Discharge	- Automatic Query - Discharge to LTCH

HIM Staff
Estimated time for HIM staff to independently review training materials is 10 minutes.

Tip Sheets	eModule
HIM - Incoming Messages Workqueue	**5 minutes** in length Topics covered: - AMPLIFI Overview - Incoming Messages Workqueue

Go – Live

Who is the Project AMPLIFI Team?

The Project AMPLIFI Team is small, but mighty. We come from a variety of backgrounds, such as Nursing, Education, Business and Digital Health Leadership.

Our greatest commonality is our passion for improving transitions of care between hospitals and Long-Term Care homes for all Ontarians.

We look forward to meeting you in-person while providing on-site support during your Go-Live.

If you have any questions, contact us at projectamplifi@stjoes.ca.

Sincerely,
Andriana, Dan, Tyler, Rob, Sherri, Roberto, Nikita, Raneel, Emily, Hope, Cheryl, Shawna, and Andrei

Phase 4: You've Been *AMPLIFIED*!

Troubleshooting

What if a patient wants to opt out of Care Everywhere?
- Direct patients to contact Health Records to opt out of Care Everywhere.

What if a wrong patient link is made?
- If an incorrect link is made with a patient record at a LTCH, please contact your HIM Team/Health Records who will follow the appropriate chart correction process.

Go-Live Support & Incident Management Process

- Please follow your hospitals existing Incident Management ticketing process to Care Everywhere operational issues

- Post Go-Live incident management of Care Everywhere workflows are managed by existing internal hospital processes and software systems

- Hospital staff <u>are not required</u> to field calls from LTCHs related to data exchange issues. If a LTCH staff member does contact the hospital in relation to not receiving Project AMPLFII information, please direct them to follow their internal issue submission process with PointClickCare.

Templates
email Templates

### Phase 1: To be sent by Hospital Leadership/Change Leaders

email title: Getting to Know Project AMPLIFI!

Dear HIM, ED, and Inpatient Staff,

Each year in Ontario, there are more than 37,000 transfers from hospital to Long-Term Care Homes (OLTCA, Aug 2022). We know one of the keys to ensuring patients experience high-quality, seamless healthcare at these points of transition is through effective communication of critical health information between facilities and healthcare team members.

How can we ensure our patients arriving from Long-Term Care receive streamlined, high-quality, and patient centred care?

Through an exciting digital health partnership with Project AMPLIFI
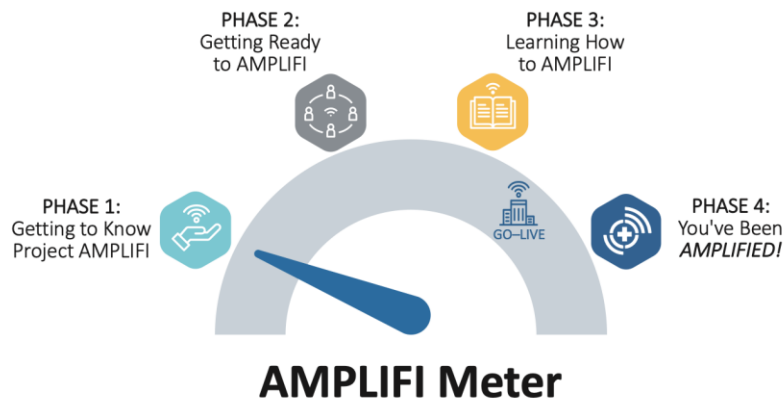
We are in Phase 1 of implementing Project AMPLIFI!

St. Joseph's Healthcare Hamilton is the delivery partner leading **Project AMPLIFI** over a three-year period and will be supporting sites across Ontario to implement a bi-directional data exchange between Long-Term Care homes and hospitals. **Project AMPLIFI** uses Epic's *Care Everywhere*, of which you may already be familiar, to exchange patient health data with Long-Term Care Homes in our region.

Hospital healthcare providers who work with patients arriving from Long-Term Care will be able to do the following:

- Upon arrival, immediately access to up-to-date and accurate patient health records from the Long-Term Care home
- Save time and resources normally spent faxing and phoning the Long-Term Care home
- Quickly and easily reconcile Allergies, Medications, Problem Lists, and Immunizations into the patient's hospital chart
- Increase patient safety by reducing transcription and medical errors during care transitions
- Upon discharge, instantly send digital documentation of the patient's hospital visit back to care teams at the Long-Term Care home

The goal is for our patients to experience a higher quality of care, a reduced need to re-share their story and clinical history repeatedly across care settings, and decreased readmissions to hospital.

Our leadership and management teams are very excited about this opportunity, and here to support you through the implementation!

We are in Phase 1 of implementation. Over the next few weeks, your manager will provide more information, such as where to find training materials.
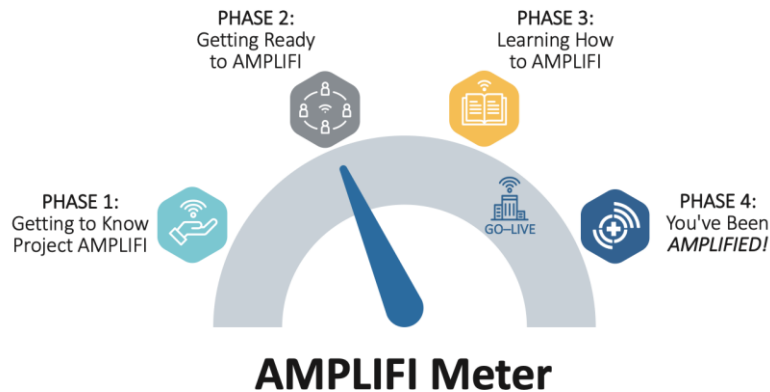
If you have any questions about **Project AMPLIFI**, you can email your manager or the Project AMPLIFI Team at projectamplifi@stjoes.ca

AMPLIFI

Phase 2: To be sent by People Managers/Clinical Educators

email title: Let's Get Ready to AMPLIFI!

Dear Staff,

PHASE 2:
Getting Ready
to AMPLIFI

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Learning How
to AMPLIFI

PHASE 1:
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Project AMPLIFI

GO-LIVE

PHASE 4:
You've Been
AMPLIFIED!

AMPLIFI Meter

We are in Phase 2 of implementing Project AMPLIFI!

Project AMPLIFI enables data exchange using *Epic's Care Everywhere*, creating a seamless communication exchange between physicians, nurses, and caregivers on both ends of the care continuum. The goal of this instantaneous, secure transfer of patient health information is to reduce delays in care, inconsistencies in patient information, unnecessary diagnostic tests, and readmissions to hospital.

By eliminating the time staff spend sorting through fragmented data – we create more time to focus on what matters – caring for our patients.

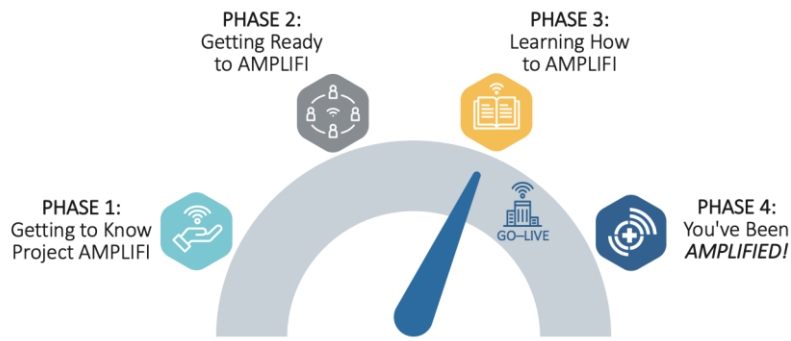Training materials will soon be available within your *Epic Learning Home Dashboard* (press **F1**) and *<insert name of LMS>*.

If you have any questions about **Project AMPLIFI**, you can email me or the Project AMPLIFI Team at projectamplifi@stjoes.ca

Phase 3: To be sent by People Managers/Clinical Educators

email title: Let's Learn How to AMPLIFI!

Dear Staff,

We are in Phase 3 of implementing Project AMPLIFI!
Our Go-Live date is set for <enter date>.

Our Go-Live date for Project AMPLIFI is <enter date>!

Project AMPLIFI will enable <enter hospital organization> Epic hospitals to utilize *Care Everywhere* to exchange health information with our local network of Long-Term Care Homes.

Long-Term Care Homes in the region will be phased onto the AMPLIFI over the next few weeks.

If you are admitting or discharging a patient from Long-Term Care, think AMPLIFI!

TRAINING
- Training materials are quick to review (10 – 20 minutes dependent on your role)
- Materials are available within:
  - *Epic Learning Home Dashboard* (press **F1**)
  - *<insert name of LMS>*
- Training materials have been developed and designated for specific roles

In **Epic**, press **F1** to view "Project AMPLIFI" Tip Sheets:

Clinical Staff (Nurses, Physicians, Pharmacists)	ED Unit Clerical Assistants	Inpatient Unit Clerical Assistants	HIM Staff
▪ Care Everywhere Overview ▪ Accessing Outside Information ▪ Manual External Query ▪ Reviewing & Reconciling Outside Information ▪ Discharge	▪ Care Everywhere Overview ▪ Accessing Outside Information	▪ Care Everywhere Overview ▪ Accessing Outside Information ▪ Discharge	▪ HIM- Incoming Messages Workqueue

> Delete the columns not applicable to your staff

In *<insert name of LMS>* for *e*Modules:

Clinical Staff (Nurses, Physicians, Pharmacists)	ED Unit Clerical Assistants	Inpatient Unit Clerical Assistants	HIM Staff
▪ *e*Module is 15 minutes in length Topics covered: ▪ AMPLIFI Overview ▪ External Query ▪ Reviewing and Reconciling Outside Information ▪ Discharge	▪ *e*Module is 5 minutes in length Topics covered: ▪ AMPLIFI Overview	▪ *e*Module is 10 minutes in length Topics covered: ▪ AMPLIFI Overview ▪ Discharge	▪ *e*Module is 5 minutes in length Topics covered: ▪ AMPLIFI Overview ▪ Incoming Messages Workqueue

> Delete the columns not applicable to your staff

If you have any questions about **Project AMPLIFI**, you can email me or the Project AMPLIFI Team at projectamplifi@stjoes.ca

AMPLIFI

We are
AMPLIFIED!

AMPLIFI

- As of <date>, <insert name of hospital/health system> is now live on Project AMPLIFI!
- <insert name of hospital/health system> hospitals can now share health information with the following LTCHs:
  - <add names of LTCHs>
  - LTCHs will continue to be phased in

Training Materials Available

In *<insert name of LMS>* search "Project AMPLIFI" for eModules

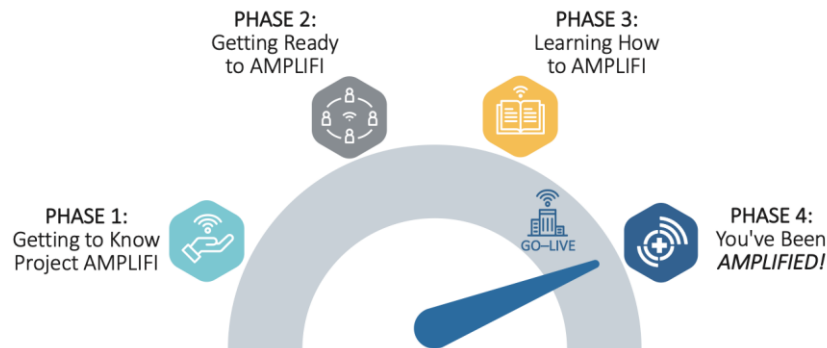In **Epic**, press **F1** to view "Project AMPLIFI" Tip Sheets

Questions?

For more information, ask your manager or email projectamplifi@stjoes.ca

AMPLIFI

Phase 4: To be Sent by Hospital Leadership/Change Leaders

email title: Lessons Learned from being AMPLIFIED!

Dear Staff,

AMPLIFI Meter

We have been Live on AMPLIFI for <enter length of time>.
We would truly appreciate feedback on your experience.

AMPLIFI

Some prompting questions:
1. Has AMPLIFI enhanced your ability to provide care to patient's arriving from Long-Term Care homes?
2. Has AMPLIFI been easy to integrate into your daily practice?
3. Has AMPLIFI saved you time reviewing and reconciling patient health data in their chart (such as allergies, medications, problem lists, and immunizations)?
4. Has AMPLIFI reduced faxing and phoning between the patient's Long-Term Care home and the hospital?

Your feedback is extremely valuable in relation to the continued implementation of AMPLIFI in our hospital system. In addition, the Project AMPLIFI Team greatly appreciates your expertise as they move across the province connecting other hospitals to their local Long-Term Care homes.

If you have any questions about **Project AMPLIFI**, you can email you can email me or the Project AMPLIFI Team at projectamplifi@stjoes.ca

AMPLIFI

AMPLIFI

Screen Saver/Internal Social Media Templates

These images are created in PowerPoint. Editable versions will be sent alongside Change Management Toolkit.

Team Huddle Script for People Managers/Clinical Educators

Rationale for Using this Resource

Team huddles present an opportune time for people leaders (i.e., Managers, Clinical Educators, Charge Nurse) to communicate new, upcoming, or key pieces of information to their team members. The below script has been prepared for use by people leaders who are responsible for management of staff whose work is directly impacted by the implementation of Project AMPLIFI. The primary staff groups tasked with applying the elements of Project AMPLIFI within Epic include emergency department nursing and administrative staff and hospital health information management teams.

Key Points for Discussion during Team Huddle

- **What is Project AMPLIFI? Key pieces for end users:**
  - Project AMPLIFI allows for the exchange of clinical information between hospitals and Long-Term Care Homes (LTCH)
  - The exchange of information will be facilitated through the Care Everywhere module on Epic
  - Clinical information including allergies, medications, problems, and immunizations will be readily available and reconcilable directly in the patient's chart
  - Project AMPLIFI aims to improve continuity for our patients from LTCH and increase patient safety by reducing transcription and medical errors during care transitions

- **How does this impact me?**
  - Reduce time spent manually entering key clinical information into the patient's chart at time of triage by quickly and easily reconciling this data
  - Reduce time and resources spent manually reviewing and transcribing printed records or faxes
  - Minor changes to current triage, discharge, and health information management workflows that can be readily learned by accessing the available resources

- **Where can I find more information about training materials and how to integrate Project AMPLIFI into my daily workflow?**
  - Tip Sheets can be accessed through the Learning Home Dashboard within Epic. **Press F1** to access theses resource in Epic.
  - eModules can be found and accessed at any time through the hospital's *<insert name of LMS>* Learning Management System; the eModules take approximately 15 minutes to complete
  - Quick Cards and Tip Sheets will be/have been printed and distributed throughout the unit