

## ***healthnetBC* EMERGENCY DEPARTMENT ACCESS TO PHARMANET IMPLEMENTATION FRAMEWORK**

There are a number of confidentiality and connection requirements that must be met in order to activate Emergency Department Access to PharmaNet. The following Implementation Framework identifies these requirements in the context of a typical implementation project plan.

Emergency Department Access to PharmaNet (EDAP) is intended for use by physicians with additional support by nursing and clerical employees as required. Many physicians, nurses and other employees who work in ED work on rotating shifts. This makes training difficult. As well, physicians may only access the system occasionally and may not remember their password or some of the details of access. Technical difficulties may occur which may cause individuals to lose interest in using the service.

To avoid problems and ensure maximum participation by authorized users the pilot site hospitals made the following recommendations:

- Introduce the new service and ED access policy/procedures to all staff through an orientation session that allows time for questions and comment.
- Ensure appropriate technical and user support is available when the service is introduced.
- Train a core group, selecting those who will have several consecutive days of access over which they can develop confidence as users.
- Expand the service to others over time ensuring that they receive appropriate support as they learn.
- Encourage physicians to use the service directly so that they become familiar with all uses of the system, such as Drug Utilization Evaluation, Drug Monographs, changing their own passwords, etc.
- Hold a second "orientation" for those who use the service to answer questions, resolve problems and review available software functions.

The activities listed below are suggested implementation activities, in particular as they relate to *healthnetBC* standards for PharmaNet access and interactions with *healthnetBC*. Please review these activities. It may be useful to incorporate the activities listed below that are specific to *healthnetBC* and this initiative, into your hospital's standard project management methodology.

The *healthnetBC* Connections Coordinator is responsible for coordinating all of the details related to connecting your local software to PharmaNet. You can reach the Connections Coordinator by:

- **PHONE:** Ministry of Health Services HelpDesk (250) 952-1234
- **FAX:** (250) 952-1119
- **EMAIL:** hlth.hnetconnection@gems1.gov.bc.ca

Implementation Activity	PharmaNet Environments (Training and/or Production) Access Requirements
Obtain organization approval/commitment to proceed considering which departments need to be represented on the project team, cost of hw, sw, etc. and user training time.	
Identify implementation team members (see table below for recommendation).	
Familiarize project team with ED/PharmaNet professional and technical standards. Contact the Connections Coordinator to obtain: <ul style="list-style-type: none"> <li>• An extract of <i>healthnetBC</i> Application Services Professional and Technical compliance Standards.</li> </ul>	This document is designed primarily as a specification for software developers. However, key members of the implementation project team must become familiar with the business requirements for ED Access to PharmaNet in order to ensure that implementation decisions meet connection and access requirements.
Evaluate and select appropriate software. <ul style="list-style-type: none"> <li>• For and in-house demonstration accessing PharmaNet, you must contact the Connections Coordinator to arrange for access to the PharmaNet test/training environment for demonstration purposes. <ul style="list-style-type: none"> <li>○ Allow sufficient lead-time (several business days).</li> </ul> </li> <li>• The Software Support Organization (SSO) providing the demonstration(s) can be obtained from the Connections Coordinator.</li> </ul>	You must provide the following information to connect to PharmaNet for purposes of software demonstration or training: <ul style="list-style-type: none"> <li>• name and address of site;</li> <li>• Manager of IS contact name;</li> <li>• phone and fax # of IS contact;</li> <li>• type of access (which service);</li> <li>• Software Support Organization (SSO);</li> <li>• version # of software;</li> <li>• number of terminals;</li> <li>• IP address(es);</li> <li>• type of connection: SPAN/BVC, Ubiquity, firewall, WAN, etc;</li> <li>• planned activation date.</li> </ul>
Obtain, reallocate or arrange sharing of necessary ED hardware including PC(s) and printer(s). <ul style="list-style-type: none"> <li>• Identify secure and private workstation locations(s).</li> <li>• Each workstation must be <i>healthnetBC</i> connected (this is likely via your hospital LAN).</li> <li>• Prepare appropriate surfaces for locating hardware in a secure and private setting.</li> </ul>	
Develop and document ED policy and procedures, which reflect the manner in which the ED will implement PharmaNet access. Documentation should include such things as: <ul style="list-style-type: none"> <li>• who in the dept. will be an “authorized user”;</li> <li>• what the ED policy is regarding when a profile will be requested;</li> <li>• if a medication profile is printed how it will be managed (attached to chart, destroyed, etc.);</li> <li>• conditions under which the ED will make medication updates:</li> <li>• procedures to followed for detection of browsing etc.</li> </ul>	Required for Access to PharmaNet production.

<p>Complete Privacy &amp; Confidentiality Requirements</p> <ul style="list-style-type: none"> <li>• Contact the Connections coordinator to obtain confidentiality document and other documentation: <ul style="list-style-type: none"> <li>○ Service Level and Confidentiality Agreement (SLCA);</li> <li>○ Acknowledgment of completion of Confidentiality Procedures;</li> <li>○ ED Sign wording;</li> <li>○ ED Information Sheet</li> </ul> </li> <li>• Review hospital pledge for relevancy or prepare pledge and obtain signatures as required. All employees who will access PharmaNet and technical support employees who may have access to PharmaNet functions/data must have signed a pledge acknowledging their responsibility for following confidentiality and privacy policy and Procedures.</li> <li>• Fax signed SLCA to the Connections Coordinator. Send Original by courier or mail.</li> <li>• Fax signed Acknowledgment of completion of Confidentiality Procedures;</li> <li>• Locate sign in ED.</li> <li>• Locate Information Sheets in ED.</li> <li>• Designate ED personnel who will respond to patient questions/concerns re PharmaNet access.</li> <li>• Complete confidentiality undertaking with your Software Support Organization (SSO).</li> </ul>	<p>To be signed by health authority CEO</p> <p>To be signed by Chief of ED and Chief Administrator of the facility.</p> <p>Required for access to PharmaNet production.</p> <p>Required for access to PharmaNet production.</p> <p>Required for access to PharmaNet production.</p> <p>Required for access to PharmaNet production.</p> <p>Required for access to PharmaNet production.</p>
<p>Determine ED internal support procedures (i.e. who to call when the user experiences a problem).</p>	
<p>Determine hospital training plan (training by vendor, training by hospital trainers, etc.).</p>	
<p>Complete installation of software &amp; hardware.</p>	
<p>If connection to test/training environment is outstanding contact the Connections Coordinator to arrange for connection to test/training environment.</p>	<p>See above for connection information requirements.</p>
<p>Train ED users (physicians, nurses, clerical employees) on ED/PharmaNet access software, privacy/confidentiality requirements and related ED policy and procedures as required.</p>	<p>Required for access to PharmaNet production.</p>

<p>Contact the Connections Coordinator to arrange production activation date.</p> <ul style="list-style-type: none"> <li>• Allow sufficient lead-time (several business days).</li> </ul>	<p>For connecting to PharmaNet for production use the information requirements are:</p> <ul style="list-style-type: none"> <li>• all of the information provided for access to test/training environment;</li> <li>• production live date</li> <li>• signed SLCA;</li> <li>• signed Acknowledgment of Completion of Confidentiality Procedures;</li> <li>• signed confidentiality agreement with your SSO;</li> <li>• the Software Support Organization (SSO) SLA with <i>healthnetBC</i> must be in place (is confirmed by Connections Coordinator).</li> </ul>
<p>Go-Live in production environment.</p>	

## **healthnetBC EMERGENCY DEPARTMENT ACCESS TO PHARMANET – PROJECT TEAM MEMBERS**

The implementation of ED Access to PharmaNet is likely to require the participation of a variety of hospital departments/services. It is recommended that the departments identified below be included on the implementation team to ensure that any issues are identified and addressed prior to using ED Access to PharmaNet in production. The responsibilities listed are suggestions only and may be addressed by any member of the team. *healthnetBC* may be contacted at any time for information and support. Please review this information. You may wish to incorporate it into your existing project management methodology as necessary for this project.

<b>Role</b>	<b>Responsibility</b>
Project Leader	<p>Primary contact.</p> <p>Role could be performed by any team member.</p> <p>Develops and manages implementation task list.</p> <p>Ensures team resources available as required.</p> <p>Manages issue resolution.</p>
Chief of Emergency Department	<p>“Primary” User/Project “Champion”</p> <p>Sets project vision, assumes overall responsibility, overcomes roadblocks.</p> <p>Informs physicians working in ED about the requirements and (privacy and confidentiality issues related to PharmaNet access.</p>
Nursing Representative	<p>End user of PharmaNet information.</p> <p>May be responsible for obtaining information from or submitting information to PharmaNet on behalf of Physicians working in ED.</p>
Clerical Support Staff Representative	<p>End User</p> <p>May be responsible for obtaining information from or submitting information to PharmaNet as directed by physicians and nurses working in ED.</p>
Trainer	<p>Role could be performed by:</p> <ul style="list-style-type: none"> <li>• one or more persons: implementation team member(s) or hospital trainers.</li> </ul> <p>Provides on-going training on policy, procedure and use of software to ED PharmaNet users.</p>
Health Records Representative	<p>Provides assistance/direction on managing patient information obtained from PharmaNet.</p>
Admitting Representative	<p>Provides assistance/direction on items, which may affect the registration function or management of patient information.</p>
IS Manager or designate	<p>Provides technical direction/support in accordance with hospital IS policy/procedure.</p>
Pharmacy Department Representative	<p>Provides assistance on establishing and maintaining drug information tables.</p>
FOI Administrator	<p>Assists by providing direction on privacy &amp; confidentiality issues.</p>