

All Staff: C&W CST Daily Practice Update



Date: March 10, 2022

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Zoom support is available 24/7 via *Launchpad*  and *Citrix Storefront/Enterprise Apps* 

Key Issues

7 New Practice topics including:

- Effective team communication
- Images in Documentation
- Transport Tickets

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Topic	Why Is It Important?	Practice
Patient Safety Alert Prevent delays in care with effective team communication	CST cannot replace effective team communication practices.	Continue using closed-loop communication to follow up on urgent patient care issues (urgent/STAT orders), as well as coordinated care practices (transfers, discharges, etc.) for best practice in patient care.
Do not copy and paste or scan images into documentation	Scanning images into the system is unsupported and causes multiple downstream issues, such as Excelleris distribution failures.	Only text is to be inputted into dynamic documentation. Documenting images, pictures, or other visuals should continue to be placed in the patient's chartlet. Scanning images into the system is not currently supported and causes multiple downstream issues, such as Excelleris distribution failures.
Access & Learning for New Hires/Returning Staff	Requests for CST Cerner Access & Learning will change on	Note that until Friday, March 25:

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	<p>March 26th as we shift to sustainment learning</p>	<ul style="list-style-type: none"> The CST Learning team will continue to offer a variety of training modalities for C&W staff members and providers who have an immediate need for further training, or who need to complete additional training to get access to the system (e.g. missed a scheduled session). All drop-in learners will need to check in at the CST Hub after 08:00 to be reviewed for outstanding training requirements. CST Hub is located in Room 1H15. <p>For more information, see Transformation Central</p> <p>After March 26th, for CST Cerner access for new users:</p> <ul style="list-style-type: none"> Use this form to request access CST Cerner Access Request form, located on POD: https://pod.phsa.ca/workplace-resources/computers/CST-cerner-training-access Once all fields are completed, the IMITs Sustainment team will enroll them into training. These staff will not have access to the system until training (and the request) is completed. <p>How do I obtain access to CST Cerner?</p> <ul style="list-style-type: none"> If you are at one of the PHSa sites currently using CST Cerner, submit a <div data-bbox="1024 816 1373 899" style="border: 1px solid red; padding: 5px; text-align: center;"> <p>CST CERNER ACCESS REQUEST FORM</p> </div> <p>The form must be submitted by the manager/delegate for all staff, providers, visiting residents, fellows, and post-grad trainees. Please account for at least 5 business days for training completion and access to be granted.</p>
<p>Use of Transport Tickets</p>	<p>Providing patient specific information during patient transport supports patient safety</p>	<p>While thorough review for CW continues, <i>interim guidance</i> on the use of transport ticket is the following:</p> <ul style="list-style-type: none"> Transport tickets are to be used: <ul style="list-style-type: none"> at all times when patients are transported with the porter alone, including Medical Imaging, Lab, etc. (e.g. no nurse/health care provider accompanying the transport) and when patients are transported by a nurse/ health care provider who is not the patient's primary nurse/ health care provider. If the primary nurse is accompanying the patient transport, they can use the transport ticket at their discretion.

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		<ul style="list-style-type: none"> Place Transport Ticket in chartlet, when applicable. <p>Porters are responsible to take transport ticket from sending area and provide to receiving area. To maintain patient confidentiality, receiving area staff to return Transport Ticket within chartlet or please dispose of appropriately.</p>		
Changing Blood Collection Details	To ensure safest patient care regarding lab collection, communicate changes to collection details effectively in a timely manner.	Current Order Detail	Desired Order Detail	Steps and Rationale
		Unit Collect = No (Lab Collect)	Unit Collect = Yes (Nurse, clinician collect)	<p>If the collection is noted to be ordered incorrectly in advance of the collection time, the Provider or Nurse needs to cancel/discontinue the incorrect orders and place new orders with the correct collection detail.</p> <p>Nurse can view all lab orders in Clinical Collect and can collect specimens that were ordered as Lab collect without re-placing the orders.</p> <p>Please call the lab to inform them so lab staff are not dispatched.</p>
		Unit Collect = Yes (Nurse, clinician collect)	Unit Collect = No (Lab Collect)	<p>The Provider or Nurse needs to cancel/discontinue the incorrect orders and place new orders with the correct detail.</p> <p>Nurse must Cancel/Reorder the "Assign to Lab" function in Clinical Collect to make this change as this will NOT notify the Lab to perform the collection.</p> <p>If the collection is within the next hour, please cancel and place a new order with "Urgent" priority.</p>
ARO Swabbing	The disease alert by itself is no longer a reason to automatically swab for AROs.	<ul style="list-style-type: none"> If a nurse completes the infectious disease screening PowerForm, and there are other risk factors noted, then the appropriate ARO swabs will be triggered. It is not necessary to swab for a known ARO, but it is <i>still necessary</i> to swab for a <i>different ARO if there are risk factors</i>. 		

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| | | <ul style="list-style-type: none">• <i>For example:</i> Patient has MRSA Disease Alert – the nurse does not need to swab for MRSA. However, this patient had health care outside of Canada within the last 12 months and therefore needs to be swabbed for CPO and VRE. |
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Practice and Workflows Under Review

The following issues have been raised and are under review:

- Orders Management/Chart Hygiene
 - First step: A Chart Check Checklist has been created to support initial orders management and will be available on ePOPS, under “Practice Pointer” for documentation
- PEWS/Sepsis Alerts age parameter ranges
- Patient Transfers

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