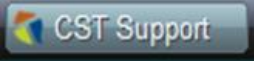



All Staff: C&W CST Biweekly Practice Update

Date: March 31, 2022



Zoom support is available 24/7 via *Launchpad*  and *Citrix Storefront/Enterprise Apps*  [Details](#)

<https://zoom.us/join> Meeting ID: 652 5721 0705 Password: 084973

See the new Zoom Help Guide [here](#)

Key Issues

5 New Practice Topics including:

- Using standard medication times
- CW CST Stabilization Supports and Sustainment (*repeat*)

View past Daily Practice Updates on:
[e-POPs: C&W CST Clinical Readiness Resources](#)

Topic	Why Is It Important?	Practice
Using Standard Medication Times	Standard administration times minimize the potential of missed medication administration.	<p>Medication administration time change requests should only be submitted when clinically necessary or on request from patient/caregiver.</p> <p>Nurses can reschedule tasks for 24h and can adjust the administration times back to standard administration times.</p> <p>Additional requests that could be handled on the unit, are leading to increased workload by pharmacy.</p> <p>Additional Info:</p>

Click here for the latest update [CSTCernerHelp](#)

CSTcw@cw.bc.ca our.CSTproject.ca/cw

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		<ul style="list-style-type: none"> • C&W Medication Standard Administration Times • VPP/CST Medication Administration Policy • Rescheduling Medications: CST Cerner Help
CW CST Stabilization Supports and Sustainment (<i>repeat</i>)		
Bi-weekly CW CST Practice Updates	Provides CW specific CST updates, reminders, tips and practice topics	<p>CW CST Provider and All Staff CST Practice Updates will be published Tuesdays and Thursdays. Practice Updates are posted on ePOPs C&W CST Clinical Readiness Resources with compiled Go-Live Practice Updates and CST Practice Pointers.</p> <p>Bi-Weekly Practice Updates will also be posted on on #CW_Practice_Update Slack channel.</p> <p>Suggest additions to the CW CST Practice Update on #CW_Practice_Update Slack channel or via learning@cw.bc.ca (for those without Slack access).</p> <p>For additions to the All Staff or Provider Practice Update, please include:</p> <ul style="list-style-type: none"> • Intended audience: Providers, Other Staff (specify group where relevant, e.g. nurses, clerks) • Why is this important? • What people should do (actionable message). This can be followed by what people should NOT do. <p>Archived Go-Live Practice Updates (prior to March 26) will remain on CST Cerner Help along with Optimization Materials, Special Bulletins and Help Topics.</p>







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<p>Access just-in-time CST Support</p>	<p>For a limited time, many supports remain available to assist you in mastering using CST Cerner in your work during the stabilization phase.</p>	<div data-bbox="814 310 1409 695" style="border: 1px solid #0070C0; padding: 10px;"> <h3 style="text-align: center; margin: 0;">CST Stabilization Support</h3> <p style="text-align: center; margin: 0;">(March 26 – May 20, 2022)</p> <p style="text-align: center; margin: 0; background-color: #0070C0; color: white; padding: 5px;">Three ways to get support:</p> <div style="display: flex; justify-content: space-around; align-items: center; margin: 10px 0;"> <div style="text-align: center;">  <p>Zoom Support</p> </div> <div style="text-align: center;">  <p>Peer Support</p> </div> <div style="text-align: center;">  <p>Phone Support</p> </div> </div> <p style="text-align: center; margin: 0;"> Learn more > </p> </div> <p>Details about CST Stabilization supports are available on CW Transformation Central including the new Zoom Help Guide here</p> <p>Many WOWs do not have cameras and microphones installed. However, you can use a FESR microphone, if available, during your Zoom meeting or dial the number below using your phone. Please ensure to unmute yourself before speaking.</p>
<p>CST Cerner Learning Support</p>	<p>Centralized access location and repository for CST documents and processes specific to C&W</p>	<div style="text-align: center; margin-bottom: 20px;">    </div> <h2 style="text-align: center; color: #0070C0;">Welcome to CST Cerner Learning Support</h2> <h3 style="text-align: center; color: #0070C0;">BC Children's Hospital & BC Women's Hospital + Health Centre</h3> <p>The CST Cerner Learning Support teamsite was create as a centralized access location and repository for CST documents and processes specific to C&W including processes for Access and Training . It links to, but does not replace, the how-to information and system updates found in the CST Cerner Help site, or the policies found in SHOP.</p> <p><i>You must be logged onto the PHSA Intranet or through Citrix to access this site.</i></p>

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CSTcw@cw.bc.ca our.CSTproject.ca/cw

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Contacts for CW CST Requests	Email Inbox Name	Use this for
	Tech Support 24/7 Service Desk 604-675-4999, press 2	<ul style="list-style-type: none"> ➤ Any post-activation access or training issues ➤ For critical (urgent) access requests ➤ Issues that phone support cannot answer will be forwarded to CW Clinical Informatics
	Access Questions CSTCernerAccess@vch.ca	<ul style="list-style-type: none"> ➤ An Access Request Form (ARF) must be completed for all new staff or staff returning from leave who do not have access prior to March 25th, 2022. ➤ User is emailed log-in credentials from IMITS Access and Provisioning once all of the required training is complete ➤ <i>Note:</i> Access requests and provisioning are only processed during regular business hours (Mon-Fri, 0800-1600, excluding holidays)
	Provider CWProviderAdoption@cw.bc.ca	<ul style="list-style-type: none"> ➤ Email ARF receipt when a new provider on boards to initiate scheduling on-site CW training
	Training Questions CSTCernerTraining@phsa.ca	<ul style="list-style-type: none"> ➤ User receives mandatory training requirements from this email within 2 business days of submitting ARF
	CW Professional Practice topics CWCSTPractice@cw.bc.ca	<ul style="list-style-type: none"> ➤ Share an identified practice or workflow change ➤ Ask questions about potential practice or workflow changes
	CW Learning – New Knowledge & Innovation learning@cw.bc.ca	<ul style="list-style-type: none"> ➤ Questions about sustainment learning

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