

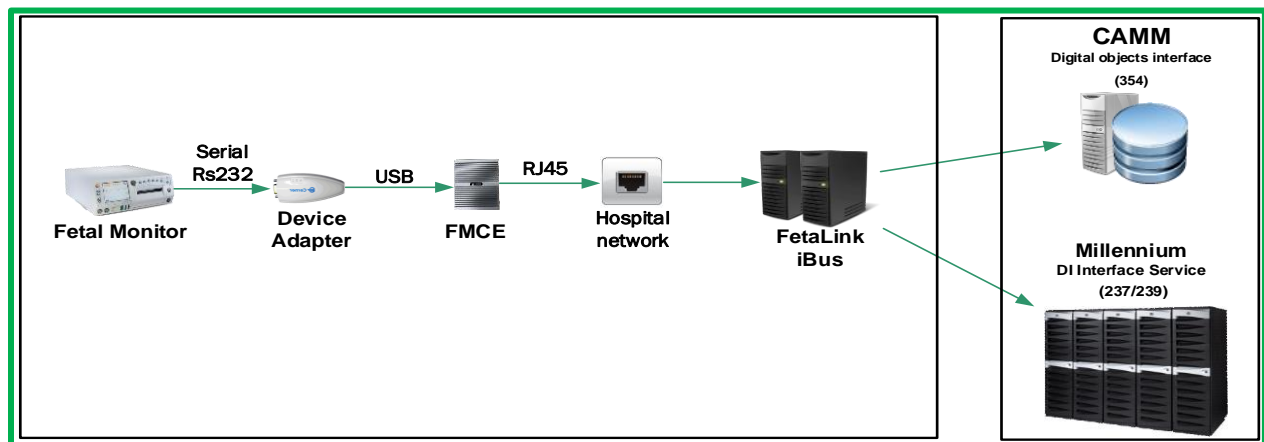
Health PEI

eHealth Newsletter: November 2024

Women's Health Project

On **October 4, 2024**, HPEI's Clinical Information System team brought PowerChart Maternity & FetaLink on-line at the **Queen Elizabeth** and **Prince County Hospitals**. PowerChart Maternity is an integrated system to care for its pregnant patients and their newborns.

Device Architecture:



- Fetal monitor connects to the Cerner device adapter with interface cable (serial or RJ45)
- Cerner device adapter connects to Fetal monitor connectivity engine (FMCE) via USB
- Fetal monitor connectivity engine (FMCE) transfers data (real-time) to iBus
- Feta Link iBus sends RAW data to CareAware Multi-Media (CAMM) on an interval via the CAMM Digital Objects Interface (354)
- FetaLink iBus servers are dedicated and can store data for 48+ hours depending on storage capacity before sending to CAMM for permanent storage.
- Millennium DI Interface Service downloads data from iBus every 60 seconds (239)
- Discrete data (Maternal BP, Heart Rate, SpO₂)

It was a momentous occasion highlighted by multiple births at both facilities in the first few days of go live. Momentous in that a step forward towards addressing the reduction of the hybrid chart was taken and secondly, it was our first foray into the medical device integration space with FetaLink waveforms now being ingested into the electronic chart in a digitized format. Hopefully, this will be the first of many clinical devices that will travel the path of electronic ingestion on our continuous improvement journey.

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Highlights:

- Tracking boards for quickly reviewing and updating patient status.
- Displaying summary overviews of mother and baby clinical information.
- Linking mother's record to baby's record to allow for integration of maternal clinical data in the care of the newborn baby.
- FetaLink displays waveforms and annotations which provides a graphical display of the relationship between fetal heart rates and contraction data, integrating this fetal and maternal monitoring data into the mother's electronic record.



Real Image: Fetal Mobile Cart with a GE Fetal Monitor and PC related hardware mounted. CE and UPS to be installed (WIP)

Special thanks go out to all our front-line labor and delivery staff and physicians at both facilities, who provided the invaluable input to help shape our PEI solution, who participated in multiple validation events, attended multiple training sessions and worked hand in hand continuously with our CIS Support Team to bring this into production.

We would be remiss if we did not also recognize the efforts of our solution partner Oracle Health (Cerner) for their support and expertise, our technology partner IT Shared Services whose support and guidance were instrumental in our success.

Finally, to the members of our ***CIS Team*** who all played a part in the delivery of this solution with a special shout out to our Clinical team members, who stepped up to the challenge of this 15-month project and delivered an electronic solution to this clinical area who have been long left working tirelessly in the background in a paper world with resounding success.



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For any support issues/requests, below is the contact information:

SN	SCENARIO / SUPPORT NEEDED	TEAM TO CONTACT	RESPONSIBLE TEAM / PERSONS	MODE OF CONTACT / COMMUNICATION	DETAILS PHONE, EMAIL, SW TICKET?	COMMENTS
1	End user's primary source of contact for any issue or need.	Service Centre (SC)	Service Centre (SC)	Phone call	(902) 620-3600	<p>For any issue encountered by an End User that cannot be resolved by the End User or person(s) on ground. The End User should contact the SC on (902) 620-3600.</p> <p>The Service Centre representative will ask a few questions to determine the issue, raise a ticket on SW and assign it to the right queue, with the appropriate priority level.</p>
2	FetaLink Application installation request (on Desktops or laptops)	Service Centre (SC)	Service Centre (SC)	Phone call / SW tickets	(902) 620-3600	<p>The End user will either call the SC or raise a ticket on SW. The SC will handle the installation request. The appropriate FetaLink application package (either for QEH or PCH) will be installed on the computer remotely.</p> <p>The FetaLink application is already available via INTUNE; groups have been created in the HEALTH domain for access / deployment (QEH and PCH versions). The documentation and steps (How To) are almost ready (WIP); to be shared with SC soon.</p>
3	Network Issues (General network issues affecting all connections, not PowerChart/ FetaLink alone)	Service Centre (SC)	ITSS BIS Operations (Server / Network)	Phone call / SW tickets	(902) 620-3600	<p>SC to raise a "High" priority ticket to the ITSS BIS Operations team to resolve the network issue.</p>

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4	Hardware (QEH or PCH): Fetal Monitors	Service Centre (SC)	Biomed Team	Phone call / SW tickets	(902) 620-3600	SC to page Biomed with the appropriate priority level (via Switchboard). The Biomed team will determine if it is a Biomed matter or Building Maintenance (for QEH and PCH).
5	Hardware Issue: PC related (Desktop, Laptop, Monitor, connection cables)	Service Centre (SC)	ITSS BIS Operations (EUS)	Phone call / SW tickets	(902) 620-3600	SC to raise a ticket (with the appropriate priority level) and assign the ticket to the ITSS BIS EUS team at QEH or PCH.
6	Hardware Issue: Mobile Cart and UPS	Service Centre (SC)	Building Maintenance Team (QEH or PCH)	Phone call / SW tickets	(902) 620-3600	SC to raise a ticket (with the appropriate priority level) and page the Building Maintenance team through the switchboard, to the Building Maintenance team at QEH or PCH.
8	PowerChart and/or FetaLink Application issue	Service Centre (SC)	CIS	Phone call / SW tickets	(902) 620-3600	SC to raise a ticket (with the appropriate priority level) and assign the ticket to the CIS team. CIS team to work with the Cerner team to resolve the issue (Cerner ticket to be created and tracked to resolution).