Update: CST Cerner 1-year follow up survey

Thank you to 192 Vancouver centre staff and providers who shared their thoughts on Cerner support, communication, education and areas for improvement in our 1-year follow up survey.

What we heard:
- Most staff and providers:
  - Know where to find information about Cerner or who to contact when they have issues
  - Are getting the support they need from their managers/leaders
- Key sources of Cerner information continue to be updates from managers/leaders and e-newsletters/bulletins
- Areas for improvement:
  - Timeliness and effectiveness of BC Cancer Cerner support
  - Confidence in current workflows
  - Improved efficiency through system and related improvements
- Continued areas of frustration include: reduced efficiency, reduced time for patient care, increased time spent resolving issues and the need for more training and improved support

What we are doing:
Since we went live with CST Cerner in June 2021, your feedback has been highly valuable. Through your feedback and the issues you have raised have enable use to prioritize improvements and shaped the provincial team's approach to future implementations.

Currently, improvements in the works include:
- Greater CIS visibility and rounding through physical check-ins and presence in clinical areas.
- Continuing to improve the way request lists function and are prioritized.
- Orientation plan for new and returning staff/physicians
- Pharmacist role being explored to better support medication management.

As we heard through these survey results, there continue to be opportunities for improvement in the support provided. In addition to the above improvements, please see the details below on how to access support and resources.

If you have concerns about any operational issues, please speak with your supervisor or manager.

Building confidence with CST Cerner:
We heard from many staff and providers who do not yet feel a desired level of comfort with the system. Please reach out to your front line supervisor/manager if you don't know where your work standards/workflows are located and/or want to review again. Your front line supervisor/manager can also help in bringing forward system or related improvements, based on your suggestions.

BC Cancer Cerner support, training and education:
We heard that most – but not all staff – know how to access Cerner information and support.

For those who don't, here's what you need to know:

Where do I find information and/or contact when I have issues?
- For questions re: workflow or roles/responsibilities
  - Reach out to your **manager/front line supervisor**
- For CST Cerner questions → in priority order:
  - Refer to CST Help
    - **http://cstcernerhelp.healthcarebc.ca**
  - Reach out to your **manager/front line supervisor**
  - Contact IMITS Helpdesk
    - **Call 604-675-4299- – press "2"** for CST Cerner-related issues
  - Email (BCC_Vancouver_CST@bccancer.bc.ca)
    - This will be monitored 0800-1600 Monday to Friday (excluding Statutory holidays)
    - Your request will be triaged and addressed via email and/or the BC Cancer CIS will come directly to you

How do I know that issues I raised are being resolved?
- All improvements are submitted to Jira and tracked as JIRA tickets. These are reviewed with the Enterprise CST team
- BC Cancer CIS team regularly follows up on/escalates outstanding tickets
  - To receive JIRA follow up/updates request these via email bcc_vancouver_cst@bccancer.bc.ca
  - Our BCC Cancer CIS team members provide tremendous advocacy in the need for these changes and working to influence the priority of these across the Enterprise CST sites.
- To receive PSLS follow up/updates reach out to your manager/supervisor or division/department head

How do I receive updates about changes within the Cerner system?
- This information is contained with a special bulletins and is circulated by your manager/front line supervisor or division/department leader

How do I request more training or education?
- Reach out to your manager/front line supervisor or division/department leader as they'll help in addressing and/or escalating to the Clinical Informatics team