

IT Connect

January 2015



CDHA Technology Update

Highlighting the CDHA IT team's achievements and informing our customers of on-going projects as we move forward through the Healthcare transition.

“ IT services are key foundation pillars to enable the ongoing delivery of clinical services by providing and supporting key IT strategies to enhance clinical processes. On behalf of the eHealth team (Project Management Office – PMO & Service Management Office - SMO) and IT Infrastructure team (Datacentre/Networks; Helpdesk/Devices & Telecommunications), we want to thank all of our customers and key stakeholders, and pledge to convey a top notch service while striving to meet and exceed your needs. ”



*Cecil Snow, Director, Finance & e-Information Management and
Shauna McMahon, Director, Technology & Infrastructure Renewal*

Desktop Services
provides planning, design, management and direct customer support for all desktop technologies.

Desktop Manager:
Scott Wayte, Acting

Project Management Office & Standards (PMO) facilitates and governs requests for new applications.

PMO Manager:
Jim MacLean

Service Management Office (SMO) maintains ongoing support and sustainability of current applications.

SMO Manager:
Stephanie Leblanc

Infrastructure Services implements design, management and support for enterprise technology platforms.

Infrastructure Manager:
Cathy Brophy

Communication Services ensures the planning, management and support for all voice and voice related communication.

Communications Manager:
Natalie Klaus



QEII Wi-Fi Expansion Update

QEII Wi-Fi began broadcasting to the Public in early 2014 thanks to the generous gift by the Gauthier and David families to the QEII foundation.

The goal is to eventually make both of the QEII's sites (Victoria General site and Halifax Infirmary site) completely Public Wi-Fi accessible.

Over the past months the service has expanded to HI facility, NS Rehab and VMB as well as some specific areas within other QEII buildings – Dickson, Centennial, Victoria, and Abbie JLane. We continue to experience successful connectivity rates of over 4000 /day, 122,000/month reaching over 18,000 unique devices.

Currently there are 126 access points scheduled for wiring & install with Engineering.



Did you know?

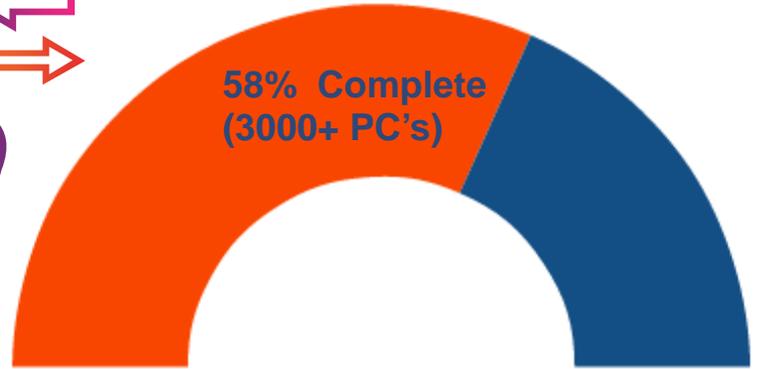
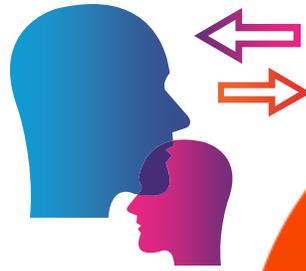
Across the CHDA enterprise...

Average Daily Response Time of a computing transaction on the network is **2.0 milliseconds**.

Total amount of data transferred across our network at peak hours is **7.9 terabytes**.



Windows 7 Upgrade



“ Desktop hired 9 additional staff members to help achieve this monumental task of upgrading over 6000 computers. ”

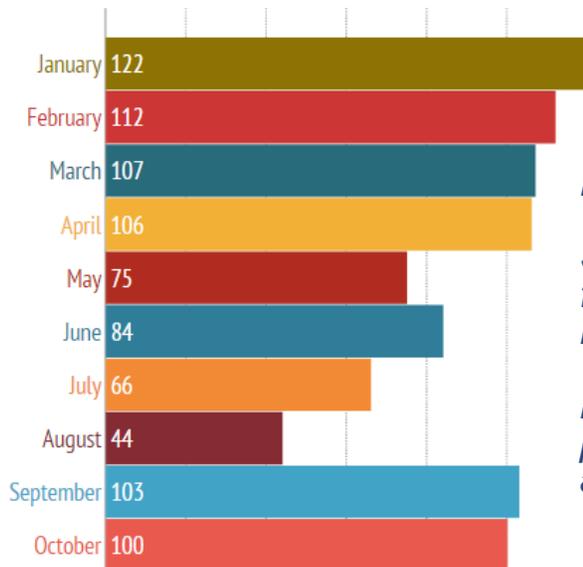
Scott Wayte, Supervisor, Desktop Services

In April 2014, Microsoft stopped security support and operating updates for the Windows XP operating system. At that time, 91% of the desktop environment at Capital Health was running Windows XP which posed a security and operational risk.

Desktop hired 9 additional staff members to help achieve the monumental task of upgrading over 6000 computers before December 2014, while at the same time replacing approximately half of them with updated hardware under our leasing agreement. I'm happy to report that we should have this complete by the end of December.

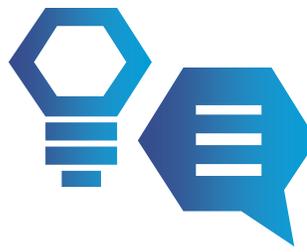
The remaining 20-25% which are running non-Windows 7 compliant software will be tackled in the new year as other systems are upgraded over time.

IT Changes Implemented



*Between January 1st and October 31st of 2014 the IT Service Management Office (SMO) have implemented **919 changes**. These changes include major upgrades to minor patches to a variety of applications.*

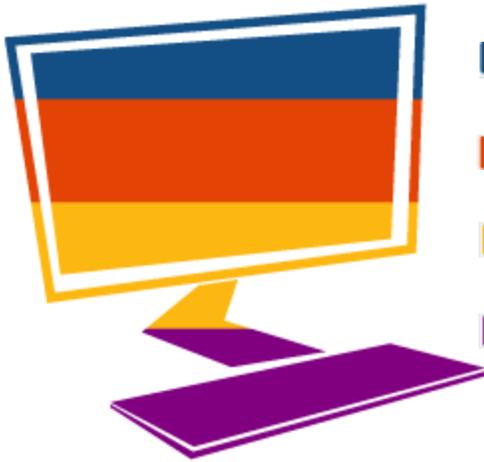
Submitting a New Request to the PMO?



If you have an inquiry about New Software contact Jim MacLean at jim.MacLean@cdha.nshealth.ca

PMO Project Accomplishments

The PMO have already completed 45 out of a total of 155 new project requests with another 75 currently being processed and evaluated.



- Evaluating (32)
- On Hold / In "Q" (35)
- In Progress (43)
- Completed (45)



Did you know the SMO provides support for over 270 applications?

A team of 3 Service Delivery Managers work with 25 staff in the SMO to ensure end users have the support they need for each application. A key role in assisting our customers is understanding our contracts and managing fair supporting budgets with the help of our Procurement and Budget team. Late in September, the Procurement Department at CDHA moved to the Internal Service Department (ISD). This move will give the ISD access to review

service contracts for all districts, enabling them to find cost savings by combining contracts with other DHAs. Although this will be a lengthy process, Capital Health has already seen cost savings of just over \$17,000 on one contract alone. The SMO is currently projecting to pay over 2 million in maintenance and support for applications per year. With the ISD in place, the SMO is hoping to reduce its spending.

A Few Current & Upcoming Upgrades

STAR Registration Upgrade

Patient Healthcare Scheduling (PHS)

Horizon Surgical Manager (HSM)

DI/LAB Millennium

Custom Built Applications

Integrated Chronic Disease Management Application

Requested by Integrated Chronic Care, this application was created to streamline the patient intake process. As patients access different chronic care clinics, the same questions regarding medical, social and psychological history are asked, yet the information was kept within each specific clinic. Chronic disease clinics will access ICDM from the Clinical Portal. The patient's history is entered once and is available to review or update quickly by staff or physicians. This app will increase productivity and patient safety while decreasing patient frustration and record duplication.

Over 45

Custom applications have been completed or are being worked on by our CDHA IT staff. These applications are helping clinical staff provide better patient care.



PMO Applications Developers; Left to Right: Darren Bishop, Avtar Sehra, Darryl Corkery



Communication Services: **Locating**

“Getting the right people to the right places at the right time.” Natalie Klaus, Manager, Communication Services

Voice Services Locating is the primary entry point for communication into our hospital facilities in an emergency situation. This group is responsible for taking and dispatching emergency calls for all of the major sites throughout Capital Health. It is their responsibility to ensure that medical and emergency personnel are dispatched in an accurate and timely manner.

Locating also offers Emergency Paging for hospital staff and offers reception and switchboard services to the general public. Locating plays an integral role in hospital procedures such as Acute Stroke Protocol, Bed Flow management and Code Census to name a few. They are truly the heart of communications for the hospital.

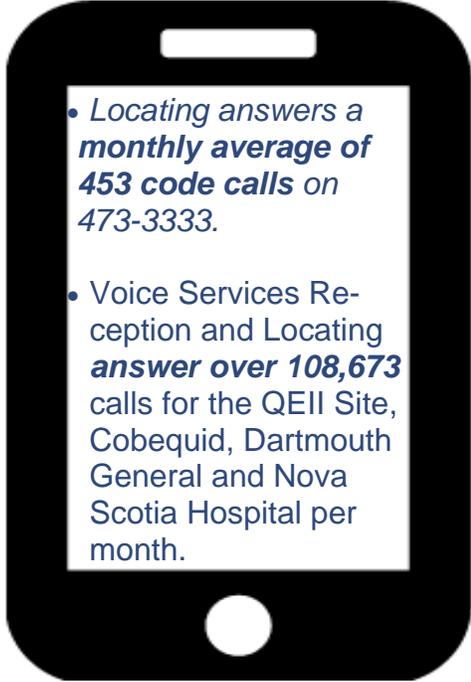
Telephone and Voicemail Systems Upgrades Status:

- **HI Site** completed June 2014
- **Cobequid** completed July 2014
- **VG Site** October 8th
- **DGH/NSH** October 29th
- **ESM** November 2014

Upcoming Telephone Upgrades:

- **Twin Oaks**
- **Hants, MVMH and East**
- **Coast Forensics** (sites to be scheduled)
- **Call Pilot Voicemail**

Did you know?



- *Locating answers a monthly average of **453 code calls** on 473-3333.*
- *Voice Services Reception and Locating **answer over 108,673** calls for the QEII Site, Cobequid, Dartmouth General and Nova Scotia Hospital per month.*



Xerox Managed Print Services

The Managed Print Services (MPS) project has officially kicked off.

Now and over the next two years activities are underway to replace the fleet of aging printers and multi function (fax/print/scan/copy) machines. Up to this point the Phase 1 effort has been focused on replacing the Ricoh copiers. This Phase 1 is scheduled to wrap up in the next few weeks.

Phase 2 has started with the focus on replacing and optimizing the remaining printing devices. As we move through this phase, the CDHA project team, in collaboration with a Xerox project team, will be working with each of the areas/departments to assess current state, plan future state and put into place the devices and setup of the agreed to future state. Any changes will be based on design principles around work requirements, distance, volumes and applications.

The benefits of doing this now include replacing aging technology, a 30 – 40% reduction of the environmental/carbon footprint, centralizing and standardizing processes around printing, faxing and copying, reducing costs for these functions and providing a more standard environment for support.



Xerox Team: Left to Right: Lauren MacLean, Robert Jeans, Colleen Byrne

Communications will be coming about the deployment/replacement schedule; meetings and assessments will be scheduled with the designated areas, training and education sessions coordinated and delivered as needed and ongoing project status will communicated to the CDHA staff.