



## QUESTIONS & ANSWERS for STAFF

November 8, 2013

Thanks to your feedback and contributions, we look forward to the first VCH clinics relocating to The Djavad Mowfaghian Centre for Brain Health in December. Multiple teams are at work to support you and minimize disruption to patient care and service. To help you prepare for the move, we've compiled common questions for response here. As preparations are still a work in progress, we may not have answers to all questions, but we promise to keep you up-to-date as new information becomes available.

### Treatment and clinical research rooms

**Q Are there enough rooms to accommodate patient treatment and clinical research?**

**A** Yes, the CBH has enough rooms to meet our needs. Based on the information teams provided, we mapped out the busiest days and plotted them against the space on the first and second floors, and we could accommodate all appointments as currently scheduled. To ensure this is the case once we move in, everyone must take care to book rooms only when you need them.

Should the mix of room use differ over time, the centre is built and equipped to accommodate that, too. The exam and interview rooms are the same size and interchangeable — it's just a matter of switching out the mobile furniture.

**Q How will exam rooms be outfitted?**

**A** All exams rooms will be outfitted with the standard furniture and item inventory, including:

- gloves
- prescription pads
- sanitizer

To minimize use of linen, we're also adopting what is standard practice at many of our clinics: roll paper for exam tables.



## Treatment and clinical research rooms, cont.

<b>Q</b>	<b>Will the infusion room have enough electrical outlets? Can outlets be placed higher?</b>
<b>A</b>	In response to staff feedback, we consulted an engineer and confirmed that we can safely use four-plug adapters in the current outlets to meet operational needs. Unfortunately, we can't place the outlets higher because a steel beam spans the wall.

## Patient records, files and secured storage

<b>Q</b>	<b>How will we protect patient health records and other files during the move?</b>
<b>A</b>	We've engaged a highly experienced expert who will assist us with the advance planning and relocating of files on moving day. The expert's system includes shrinkwrapping documentation in containers, which are then sealed and signed by a staff member. A layer of blanket wrapping is added on top and the consultant, with support of security, will personally relocate the files to the CBH via the second-floor bridge. The expert even has a system to ensure files are unpacked and repositioned in their original order.

<b>Q</b>	<b>How will we protect patient health records at CBH?</b>
<b>A</b>	<p>VCH Records Management has completed an audit of all clinics and provided us recommendations based on best practices for managing patient health records. We're currently working with the clinical leads to develop and/or revise standard operating procedures and processes to align with best practices and meet regulatory requirements.</p> <p>In addition, we'll protect patient records through restricted, card-only access to:</p> <ul style="list-style-type: none"><li>• staff-only areas</li><li>• file record rooms</li></ul>



## Patient records, files and secured storage, cont.

<b>Q</b>	<b>What's the storage plan for research documents and files?</b>
<b>A</b>	<p>The VCHRI has interviewed all clinical research areas and completed an assessment to determine security and storage requirements that will meet regulatory requirements and user needs. The report is in the process of release and over the coming weeks members of VCHRI will work with research coordinators and clinical trial teams to finalize a plan for implementing recommendations and develop and/or revise standard operating procedures and processes.</p> <p>We've also identified equipment to outfit the storage room for clinical trials, along with a back-up storage location. We have a file storage expert who will help us outfit the file storage space to maximize the space capacity.</p>
<b>Q</b>	<b>Will staff workstations have locked drawers?</b>
<b>A</b>	<p>Yes, the workstation will have locked drawers, but it's important to remember that we'll also have new standard operating procedures to ensure the security of patient health records and other documentation. For example — and based on best practice — removing patient health records from clinical space will no longer be an option. This is to protect patient confidentiality, as well as ensure our colleagues have access to records when they need them.</p>



## Staff spaces

<b>Q</b>	<b>Do I have options for when I want to make private calls?</b>
<b>A</b>	Yes, there will be shared, bookable space for private meetings and calls.

<b>Q</b>	<b>Will I have an assigned telephone number? How will patients contact me?</b>
<b>A</b>	If you have designated workstation, you'll have a dedicated phone number. We are still working with Telecommunications on how incoming calls will flow through the centre. Please stay tuned.

<b>Q</b>	<b>How are we dampening noise and odours from the staff kitchen?</b>
<b>A</b>	Based on staff experiences at Blusson — they have a similar kitchen in the vicinity of workstations — we don't anticipate problems. The carpet, ceiling, workstation panels and staff lounge dividers are all made with acoustical panels to absorb noise. The kitchen is equipped with ventilation that will be sufficient in most every case. Should problems arise, regular user meetings will be held following relocation to address and resolve issues.

## Other spaces and storage

<b>Q</b>	<b>Is there enough waiting room space?</b>
<b>A</b>	Yes, we feel confident that the CBH offers sufficient space. In fact, the centre's total waiting room space exceeds the amount and quality of waiting space currently available.



## Other spaces and storage, cont.

<b>Q</b>	<b>How will we find patients with multiple waiting rooms?</b>
<b>A</b>	During the clinic dry runs December 2 to 13, staff will have an opportunity to run through a “typical” clinic day before seeing patients in the new building. This will give you a chance to work out flow and processes, including receiving and locating patients.

<b>Q</b>	<b>Is there space for dictation?</b>
<b>A</b>	Yes, satellite work spaces and staff workstations are two options.

## Centralized scheduling

<b>Q</b>	<b>How will centralized scheduling work?</b>
<b>A</b>	VCH has committed funding and expertise to work with our teams to develop a scheduling system for booking patients and scheduling and tracking room use. The development work has already begun, and the system should be available in the early part of 2014. To bridge the gap, an interim system will be available when we first move in. This interim solution won't be an electronic health record system, but it will support our needs for centralized scheduling and booking.

<b>Q</b>	<b>Will training be provided for the interim scheduling system?</b>
<b>A</b>	Yes — more details to come in the near future.



## Making the move

**Q** What is the move timetable?

**A** We're anticipating a phased-in move with the first clinics relocating December 19 to January 3. Over the next six months the balance of clinics and clinical trial teams will relocate. The move timetable is a work in progress. Please stay tuned.

**Q** Will decluttering for the move putting us at risk of discarding something we shouldn't?

**A** During the second week of December, a move consultant will be onsite to provide guidelines, coaching and support on how to declutter, pack and generally prepare for the move of clinic and personal belongings. With expert guidance and support, we believe the risk of loss is minimized.

**Q** Will our spaces be fully outfitted when we move in?

**A** You'll have all the essentials you need to operate "business as usual" in January. Having said that, completing our inventory is a work in progress. We've had to secure funding for some additional inventory, including computers and seven additional exam tables. The delay in securing funding has meant we've only just ordered some inventory which will be delivered through the month of January 2014.

**Q** How are we advising patients of the move?

**A** Over the coming weeks, a standard letter and map will be sent to teams and clinics for distribution to patients. New signage and site maps will be installed on campus shortly.

In December, the Vancouver Coastal Health website ([www.vch.ca](http://www.vch.ca)) will be updated to reflect your new contact information.



## Making the move, cont.

<b>Q</b>	<b>What kind of support will we have for the move?</b>
<b>A</b>	<p>For the move itself, we have support from VCH IT, UBC IT, the moving company and a VCH operations team — all dedicated to working with us for a smooth transition. All support services, including safety, security, facilities, IT, housekeeping and other services, meet weekly to ensure clinics are ready for the move. In addition, we have the expertise of a consultant to assist us with the move of confidential patient records and files.</p> <p>Work is also underway to provide support during and immediately after the move to help problem-solve and manage issues as they arise.</p>

<b>Q</b>	<b>What kind of orientation will we have to the new building?</b>
<b>A</b>	<p>To acquaint yourself with the building and how best to operate in the new environment, a number of activities are planned, including:</p> <ul style="list-style-type: none"><li>• Dec. 2 to 13: clinic dry runs</li><li>• Dec. 19 to Jan. 3: staff handbook and safety and code practice orientations</li></ul>

<b>Q</b>	<b>How can I learn more?</b>
<b>A</b>	<p>We encourage you to send your questions and any rumours you may be hearing to Madeline Goh (contact information below). We'll do our best to respond to you with accurate information in a timely manner.</p> <p>We also recommend staying informed by reading our newsletter "Of one mind", which is devoted to keeping relocating clinics informed.</p>

## Can't find an answer to your question?

Please contact us. Send your question to:

**Madeline Goh**  
Project Support  
Phone: 604 827-3635  
Email: [madeline.goh@vch.ca](mailto:madeline.goh@vch.ca)