

Summer 2025

# NEWSLETTER

*August 1<sup>st</sup>, 2025*



## WELCOME TO OUR QUARTERLY UPDATE!

Welcome to the first edition of the Bridge Northwest Quarterly Newsletter! This publication is a source for updates, highlights, and important milestones as our region transitions to Meditech Expanse. Through stories, progress reports, and resources, we'll keep you informed and connected throughout every stage of this journey. Together, we're building a unified, person-centered health record to improve care across Northwestern Ontario. Thank you for joining us as we shape the future of healthcare in our communities.

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[bridgenw.ca](https://bridgenw.ca)

## TOP NEWS

### Program Launch

Connecting digital care with a person-centric vision.

### Kick-Off Recap

Celebrating regional teamwork and excitement.

### Demonstration Series

Exploring Expanse workflows with recorded demonstrations.

### Where We Are Today

Program timeline and respective milestones.

### Program Progress

Progress highlights from several Program areas.

### Expanse Facts

Quick insights into Meditech Expanse features and benefits.

# PROGRAM LAUNCH



# Bridge

northwest

**Connecting digitally to better care.**

## PROGRAM VISION

Our region recognized the need to move to a more advanced system—one that could streamline workflows, improve clinical processes, and support better patient outcomes. This transformation is about more than upgrading technology; it's about shaping the future of healthcare in Northwestern Ontario by working together across organizations.

At the center of our Vision, is a person. Each person is surrounded by a person-centric record, one where clinicians work seamlessly in a single record, regardless of where they work or how they are funded. Many other tools will both link into and leverage the single health record. As technology changes, we will continue to innovate. Our vision allows for new tools to link with the health record.



## PROGRAM IDENTITY

To guide this shared journey, the Bridge Northwest Program officially launched its identity on March 31, 2025, marking a major milestone toward a unified electronic health record. Built through strong regional partnerships, the Program established a clear name, visual identity, and direction to support the transition to Meditech Expanse.

## INTRODUCING THE PROGRAM DIRECTOR

The Program is directed by management consultant Ryan O'Connor, who brings deep experience supporting large-scale health system transformations. He has led digital health initiatives across organizations such as Fraser Health and the Provincial Health Services Authority. Ryan's experience guiding multi-partner projects and aligning clinical & technical teams provides valuable direction as Northwestern Ontario health organizations move towards Meditech Expanse.



*Northwestern Ontario is vast but deeply connected. This digital health transformation is about building something that brings our people and care systems even closer together.*

**—Ryan O'Connor, Program Director**

# KICK-OFF RECAP



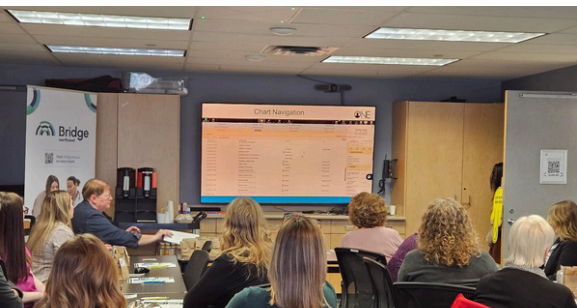
## COLLABORATION AT THE CORE

Kick-off was a collaborative effort between the Bridge Northwest Change Management Team, Executive Sponsors, Communications and dedicated Expanse Leads across our Partnering Organizations. Together, they provided valuable information, on-the-ground support, and took time to answer questions to ensure teams felt informed and supported throughout each event.



## KICKING OFF, TOGETHER

These events marked more than just a launch — they were a celebration of collaboration, insight, and regional involvement. We were thrilled to connect in person with so many of you and to see the energy and excitement for what's ahead.



Executive Sponsor endorsement played a key role in setting the tone for kick-off events across the region. Their visible support and participation reinforced the importance of the transition to Meditech Expanse and underscored the shared commitment at the leadership level. Bringing clarity, credibility, and momentum to the launch, made it clear that Bridge Northwest is a true partnership across organizations.



## KICK-OFF FUN FACTS

**17+** Organization Locations Visited



**2,726** Swag Items Handed out



**404** Persians Bought





# VIRTUAL DEMONSTRATIONS



## FIRST LOOK INTO EXPANSE

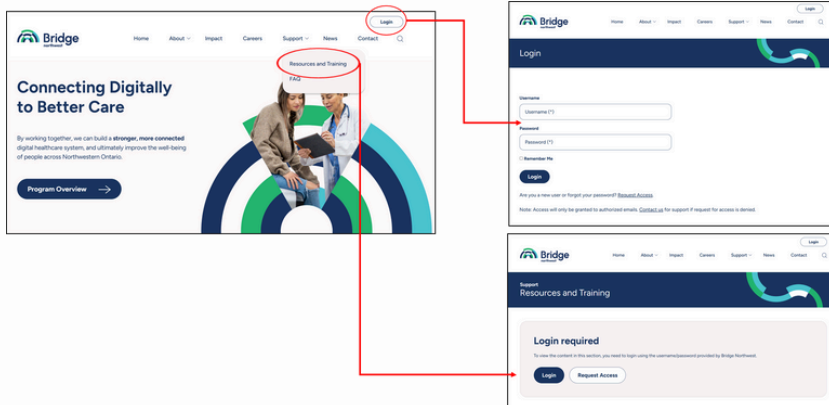
Bridge Northwest hosted a live Virtual Demonstration Series to showcase the new Meditech Expanse system that will soon be implemented across partnering organizations in Northwestern Ontario.

These sessions offered employees & professional staff a first-hand look at how Expanse will support clinical workflows in various care settings. The demonstrations were tailored to key areas and roles, including:

- Meditech Expanse: General Overview
- Ambulatory Module: Clinic Visit
- Emergency Department Visit
- Chart Navigation Overview
- Acute Visit: Admission to Discharge
- Mental Health Outpatient

## RECORDINGS

Whether you missed a session or would like to revisit one, recordings are now available through the Bridge Northwest Training & Resources Portal.



## ACCESS INSTRUCTIONS

**Step 1:** Visit [bridgenw.ca](https://bridgenw.ca)

**Step 2:** [Login](#)

- Username: [bridgenw](#)
- Password: [expanse](#)

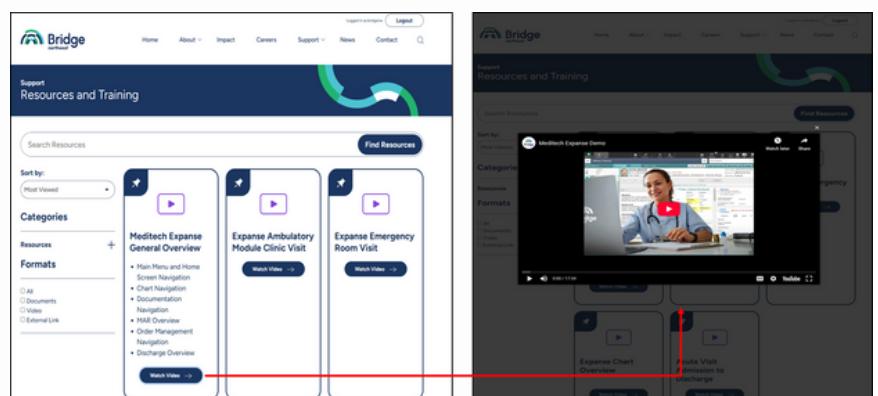
**Step 3:** Navigate to [Training & Resources](#)  
• (Under Support tab in Homepage ribbon)

**Step 4:** All set! Explore available resources.

## THE PORTAL

The Bridge Northwest Training & Resources Portal is a member-access platform built to support your transition to Meditech Expanse and related digital tools.

This portal ensures that employees & professional staff across Northwestern Ontario have on-demand access to practical learning materials—anytime, anywhere. Resources will continue to grow as the Program evolves.





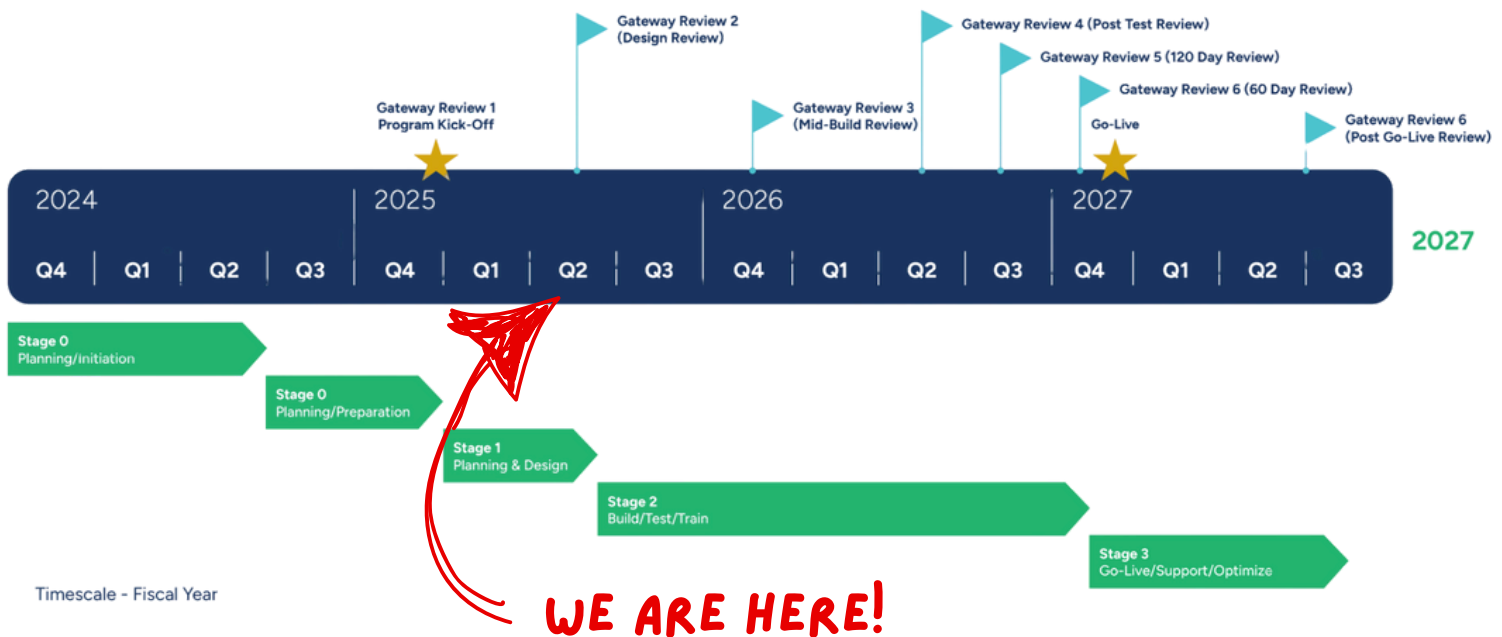
# WHERE WE ARE TODAY

Q1 2025 – Q2 2025

## Stage 1 - Planning & Design



The stages in this diagram follow the collective journey to go-live



We are now completing **Stage 1: Planning and Design**. This is a foundational stage where the plan for a shared, region-wide electronic health record is beginning to take shape.

This stage is all about building the framework for success. Our focus is on:

- **Engagement & Preparation:** Connecting with teams, leaders, and partners across the region to introduce the Program and set expectations.
- **Establishing Governance & Structure:** Defining working groups, identifying Subject Matter Experts (SMEs), and forming a collaborative network that will shape the project moving forward.
- **Tool and Process Design:** Working closely with SMEs and partners to begin early design discussions and identify how regional workflows and tools will align with Meditech Expanse.

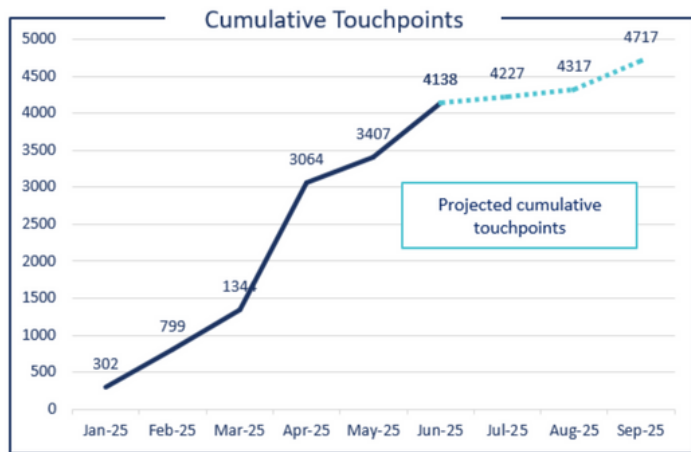
This is a critical time to lay the groundwork for collaboration, trust, and co-design — and ensure we are building a system that reflects the diverse needs of all care settings in Northwestern Ontario.

Everyone is a builder.

# PROGRAM PROGRESS

## CHANGE MANAGEMENT

The Change Management Team led successful Kick-Off Events at all 12 hospital organizations, building awareness and excitement across clinical and support teams. Tailored demos and in-person visits helped employees & professional staff visualize future workflows, while ongoing planning and leadership engagement are laying the groundwork for the next stage.



**Touchpoints** – Interactions where individuals receive Program info or updates.



**Involvements** – Participation in a group or activity to provide input to the Program.



**4,138** Touchpoints recorded to date



**60+** Events that Change Specialists have participated in



**295+** Cumulative stakeholder involvements



**400+** Virtual Demonstration Participants

## COMMUNICATIONS

The Bridge Northwest Program identity was officially launched this Spring 2025! Our Program name, logo, values and tagline were created to reflect the spirit of collaboration across Northwestern Ontario as we move toward a shared electronic health record.



- We launched the Bridge Northwest website, giving employees & professional staff across the region a single destination for news, updates, and resources related to the MEDITECH Expanse transition.
- Quarterly newsletters & regular updates serve as touchpoints to keep you informed, spotlight local efforts and celebrate progress.
- Our social media presence was introduced to support awareness and reach the participating audience.

### Subscribe

Stay up to date with ongoing news and updates

Your email\*

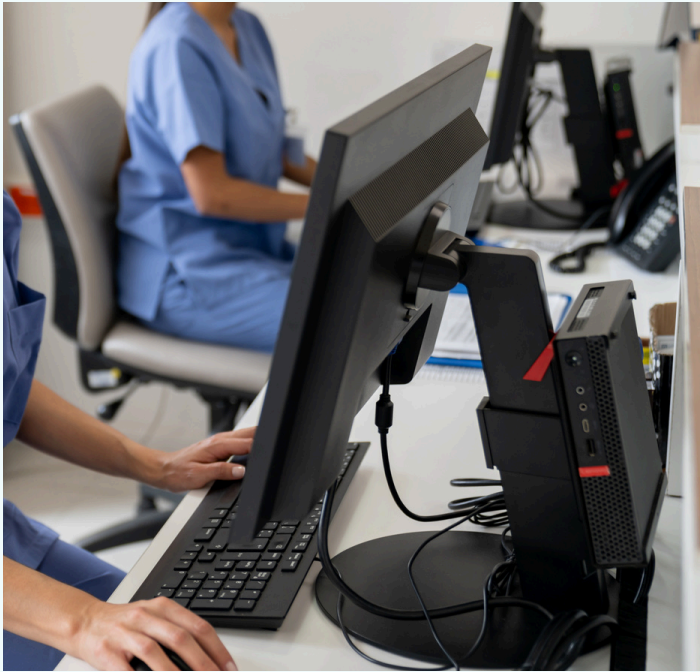
☐ Yes, I agree to receive email notifications about news, updates, and upcoming events. I understand that I can unsubscribe at any time.



CLICK TO SUBSCRIBE



CLICK ICONS TO FOLLOW



## TECHNICAL READINESS

Our goal is to ensure everyone has the devices and infrastructure to optimize the use of Expanse on Go-Live. Behind the scenes, the Technical Readiness team is collaborating closely with IT departments across the region—first to assess existing systems and then to develop a plan to upgrade and prepare their technology for Expanse.

Many departments are going from paper charting to 100% computer charting, so the technology needs and computer reliance will increase. Device needs will change due to clinical workflow changes.



Medical Grade keyboards & mice



Upgraded wireless networks



Updated IPAC procedures



Wireless barcode scanners



Handheld devices for specialized workflows



Upgraded computer carts

## INTEROPERABILITY

*The automated exchange of data*

The ability of different systems and applications to seamlessly exchange and use data—is a key focus of this work. A migration plan is in development to outline what's needed—and what's new—in the future system, with the goal of delivering a smooth, effortless experience for Meditech Expanse users!

**Interfaces:** Send registration data to other systems (like dietary or the oncology software)

**Data Exchange:** Includes pulling data from modules in Meditech and converting to useful information, like a patient flow dashboard,

**Robotic Process Automation:** Which is the simulation of keystrokes on a keyboard.

- i.e. printing daily reports without manual input.

**Document Automation:** including when results are faxed to a provider's office.







**Preliminary Content Validation**

July - August 2025

**Detailed Content Validation**

September - October 2025

**Ongoing Content Review**

# VALIDATION

The main goal of content validation is to guide how Meditech Expanse is built by creating clear, detailed plans for each area of work.

**Phase 1 - Preliminary Content Validation**

- Foundational information gathering.
- Walkthrough of priority workflows.
- Review of potential changes to practice standards, policies, and procedures.
- Review clinical build standards.

# ANCILLARY

Ancillary working groups have formed and will begin validating key workflows over the next four months—ensuring the system is built to meet the diverse needs of all Bridge Northwest’s partnering organizations.

Work is underway to support the transition to Meditech Expanse for:



**Pharmacy**



**Lab Services**



**Diagnostic Imaging**



**Health Information Management**



**Small survey...**



**Big impact.**

# RESEARCH

Thank you to everyone who completed the Change Readiness Survey—your feedback is helping shape the Program’s next steps.

As we move forward, selected employees & professional staff will be invited to participate in one-on-one interviews, allowing us to explore your experiences in more detail and ensure voices across the region are heard.

# EXPANSE FACTS

## IMPACT

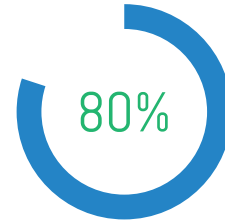


### CLINICIAN BENEFITS

- Familiar but Enhanced
- Improved Workflows
- Smarter Decision Support
- Greater Automation
- Improved Data & Insights
- Comprehensive Patient Records
- Seamless Device Integration

### PATIENT BENEFITS

- Patient Safety
- Fewer Errors, Better Accuracy
- Enhanced Provider Collaboration
- Improved Health Outcomes



OF EMPLOYEES & PROFESSIONAL STAFF WILL SEE CHANGES IN HOW THEY WORK EVERY DAY, WITH THE NEW TOOLS AND WORKFLOWS.

### POTENTIAL QUALITY BENEFITS

Digital Health Renewal, March 30th 2023. Phase 1: NorthWestern Ontario Health Record: Business Case



REDUCTION IN MEDICAL ERRORS (CPOE)



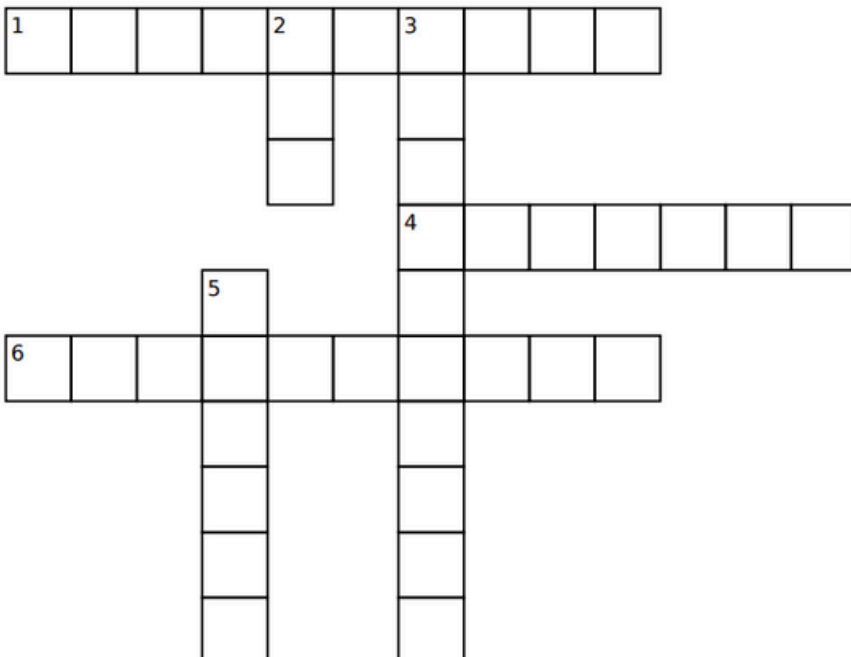
REDUCTION IN PATIENT LENGTH OF STAY



INCREASE IN END-USER SATISFACTION



## GIVE IT A TRY!



Across:

1. A phase in the Change Curve Model when people push back or feel uncertain about new ways of working.
4. The new version of MEDITECH coming to Northwestern Ontario hospitals.
6. The project phase where workflows and processes are reviewed and confirmed.

Down:

2. Acronym for Subject Matter Expert; someone who helps tailor the system to real-world needs.
3. A phase in the Change Curve Model when people start to embrace and adapt to the change ahead.
5. A customizable on-screen tool in Expanse that displays patient data or shortcuts.

**For a chance to win a prize, take a picture of your completed puzzle and submit to:**

[bridge.nw@tbh.net](mailto:bridge.nw@tbh.net)