

# *Technology – Enhancing Nursing Practice*

**Ottawa Public Health**

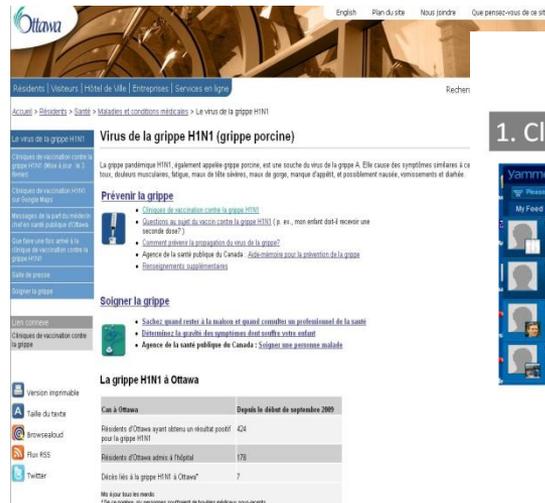
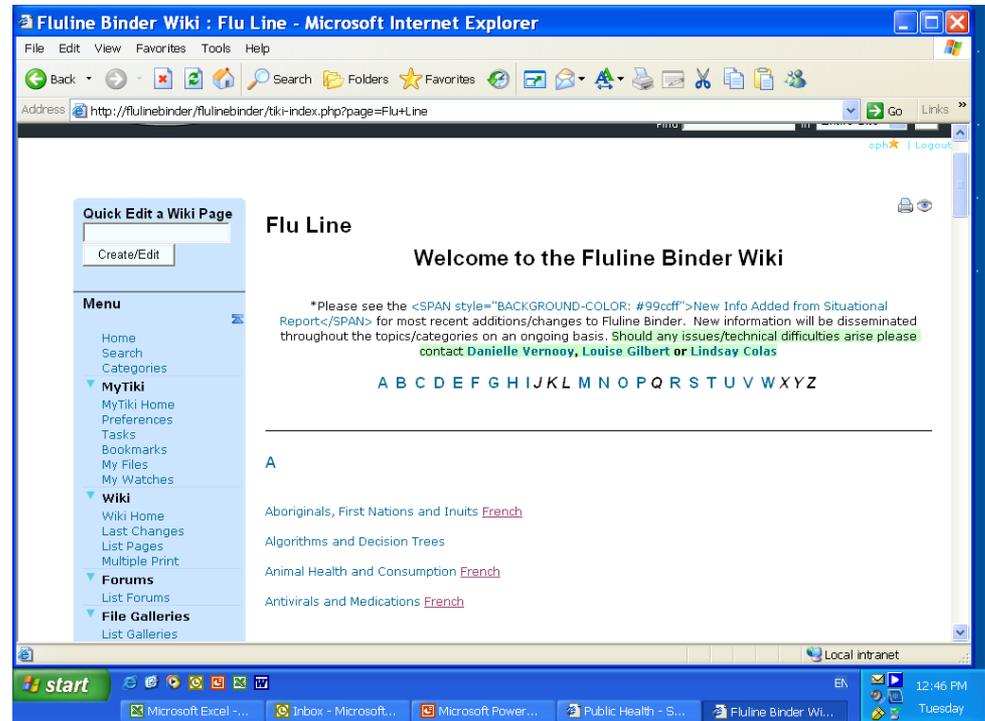
*Date: June 18<sup>th</sup>, 2010*

*Prepared by: Lorette Dupuis*

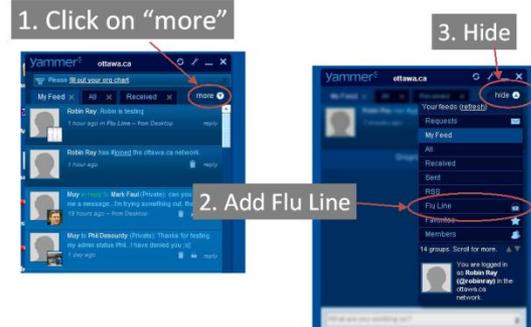
*R.N., B.N., CCHN, MPH*

# Overview

- Context
  - Issues
- Solutions:
  - Wiki
  - Yammer
  - Twitter
- Today
  - Questions



Just a few things left to do...



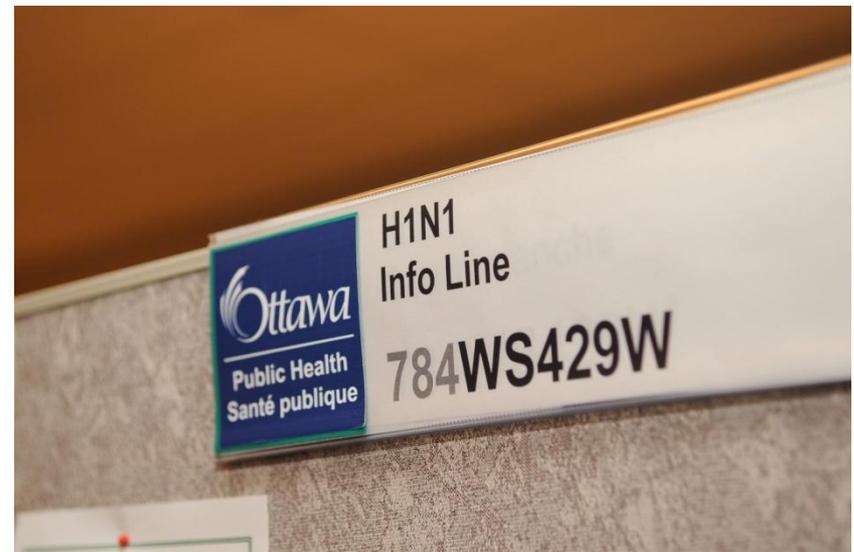
# Acknowledging the Team



# The Goal

“Flu Line” goal:

- provide telephone health assessment and counselling
- disseminate accurate health information to callers inquiring about the influenza pandemic and OPH’s response.



# The Context -

- Wave 1 – April to August
- ➤ Established a system for staffing the line and created rotations for ongoing orientation
- ➤ Established working relationships with Communications and Outbreak Management and implemented resource development and OMT referral process;
- ➤ Collaborated on the creation of an electronic binder that had current useable information for nurses to respond to callers.

# The Process

Community Health Nurses presentation.doc - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Heading 7 Arial 14

MAP Corporate Templates Template Functions

**RiU Line: Draft Information Development Process**

```

    graph TD
      Start([Start]) --> Step1[1. Identify Information Need and/or need for Ongoing Operations Information]
      Step1 --> Decision1{ }
      Decision1 -- No --> Skip[Skip, Record, OHT/Manager]
      Decision1 -- Yes --> Step2[2. Consultation for RiU Line usability with one of RiU Line or OPHIL Director]
      Step2 --> Step3[3. Resource development OHT/Staff responsible]
      Step3 --> Step4[4. Seek OHT/Manager approval as needed OHT/Manager]
      Step4 --> Decision2{ }
      Decision2 -- No --> Step5[5. Bring to RiU Line Team meeting for informational approval as needed Operations Chief]
      Decision2 -- Yes --> Step6[6. Internal OHT/Staff responsible OHT/Manager]
      Step5 --> Step7[7. Modify resource for web audience as needed Information Officer]
      Step6 --> Step7
      Step7 --> Decision3{ }
      Decision3 -- No --> Step8[8. Send to OPH contact for distribution needed Liaison Officer]
      Decision3 -- Yes --> Step9[9. Post on website Web Manager]
      Step8 --> Step9
      Step9 --> End([Consent to start RiU Line Chart])
  
```

\* Please ask both teams to discuss, this will be for RiU Line Resources etc.

Community Health Nurses presentation.doc - Microsoft Word

File Edit View Insert Format Tools Table Window Help

Header Times New Roman 12

MAP Corporate Templates Template Functions

**RiU Line Chart**

```

    graph TD
      Start([Start]) --> Step1[1. Drafting & analysis to be done on RiU Line Chart to be RiU Line Resource Nurses]
      Step1 --> Step2[2. Content development consultation with Clinical Reference Personnel as needed OPH Resource Nurses]
      Step2 --> Step3[3. Consultation Operations meeting as needed Clinical Reference]
      Step3 --> Step4[4. Consultation of RiU Line Team by Operations Chief]
      Step4 --> Step5[5. Consultation to RiU Line Resource Nurse OHT/Manager]
      Step5 --> Step6[6. RiU Line Resource Nurses RiU Line Resource Nurses]
      Step6 --> Step7[7. Final RiU Line Chart OHT/Manager]
      Step7 --> End([Final RiU Line Chart])
  
```

\* RiU Line Chart is required. Necessary when document from RiU Line since RiU Line guidelines are not always considered. RiU Line Chart is required. Necessary when document is considered or small representative body, as determined by Clinical Reference Personnel. Necessary when document is considered or small representative body, as determined by Clinical Reference Personnel. RiU Line Chart is required. Necessary when document is considered or small representative body, as determined by Clinical Reference Personnel. RiU Line Chart is required. Necessary when document is considered or small representative body, as determined by Clinical Reference Personnel.

# E-Binder

- Divided into chapters
- Stored on a shared drive with all users having access

**\*Please See New Flu Line Binder effective September 17, 2009**

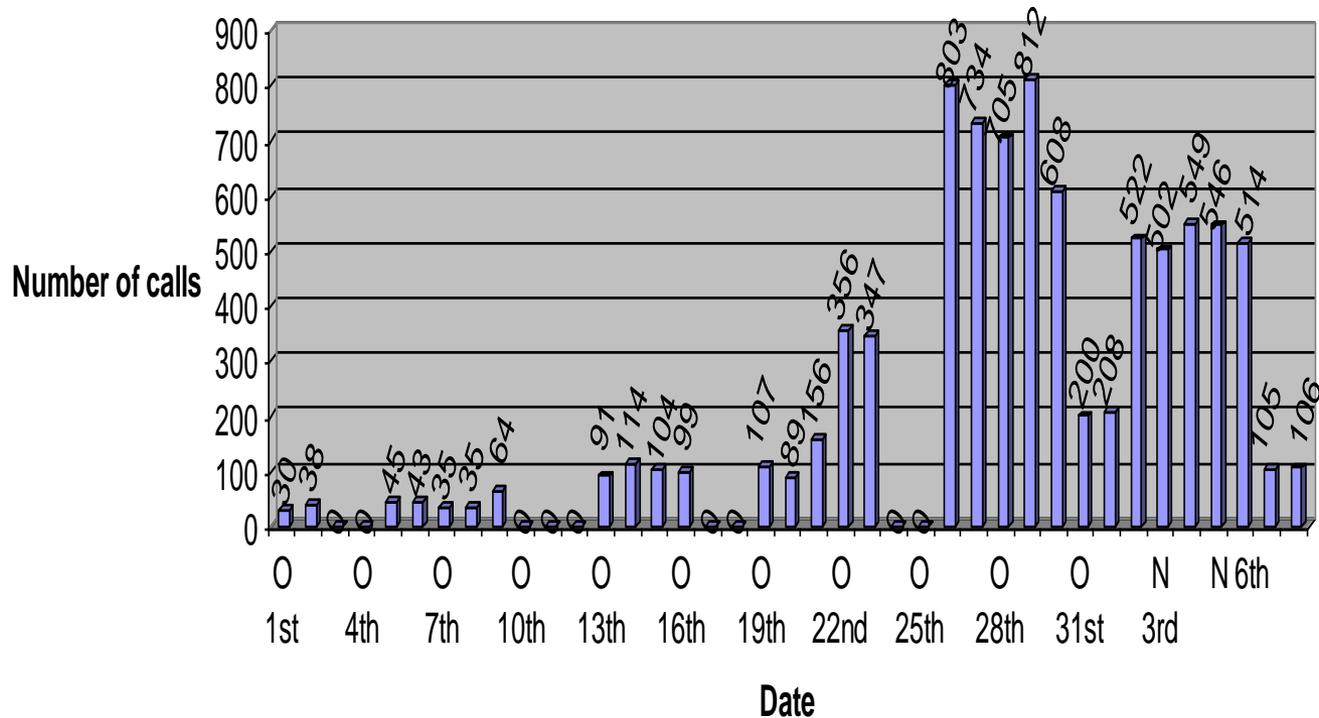
**PHONE LINE Novel H1N1 Influenza (September 15, 2009)**

[Outbreak Management Team - On Call for September](#)  
[Process for Novel H1N1 Flu Virus Info Line to Consult with OMT](#)

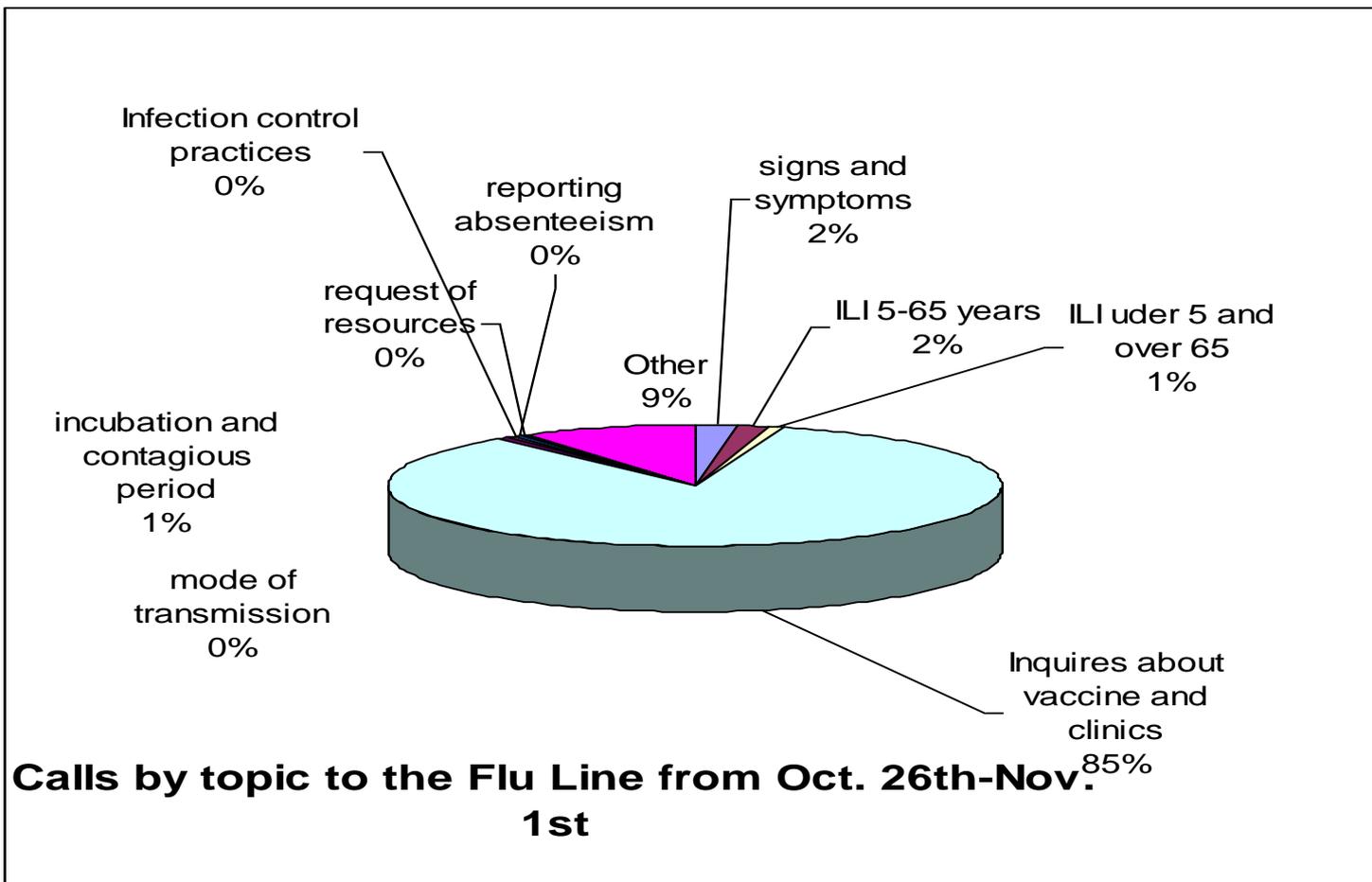
1. Screening Tool	<p><a href="#">Absenteeism Reporting In Summer Camps (English)</a> – OPH Internal Use ONLY July 2009</p> <p><a href="#">Decision Tree for Management of Calls for Symptomatic Clients</a> - OPH June 18, 2009</p> <p><a href="#">Screening Tool for Influenza-like Illness in Health Care Settings (English)</a> – MOHLTC May 11, 2009</p>
2. Important Health Notices / Guidelines – Ontario Ministry of Health	<ul style="list-style-type: none"> <li>➢ <a href="#">Guidelines for the Prevention and Management of Pandemic (H1N1) 2009 in Colleges and Universities (English) (French)</a> Sept 9, 2009</li> <li>➢ <a href="#">Guidelines for the Prevention and Management of Pandemic (H1N1) 2009 in Elementary and Secondary Schools (English) (French)</a> Aug 28, 2009</li> <li>➢ <a href="#">Summer Camps: What Parents Should Know (English) (French)</a> Aug 12, 2009</li> <li>• <a href="#">Info for Healthcare Professionals – H1N1 Update Issue 17 (English)</a> Aug 18, 2009</li> <li>➢ <a href="#">Guidelines for the Prevention and Management of Novel H1N1 Flu Virus in Summer Camps (English)</a> July 30, 2009</li> <li>• <a href="#">Info for Healthcare Professionals – Update Issue 14 (English)</a> June 11, 2009</li> <li>➢ <a href="#">Guidance for Management of Patients with Influenza-like Illness in Emergency Departments (English)</a></li> </ul>

# Context – Wave 2

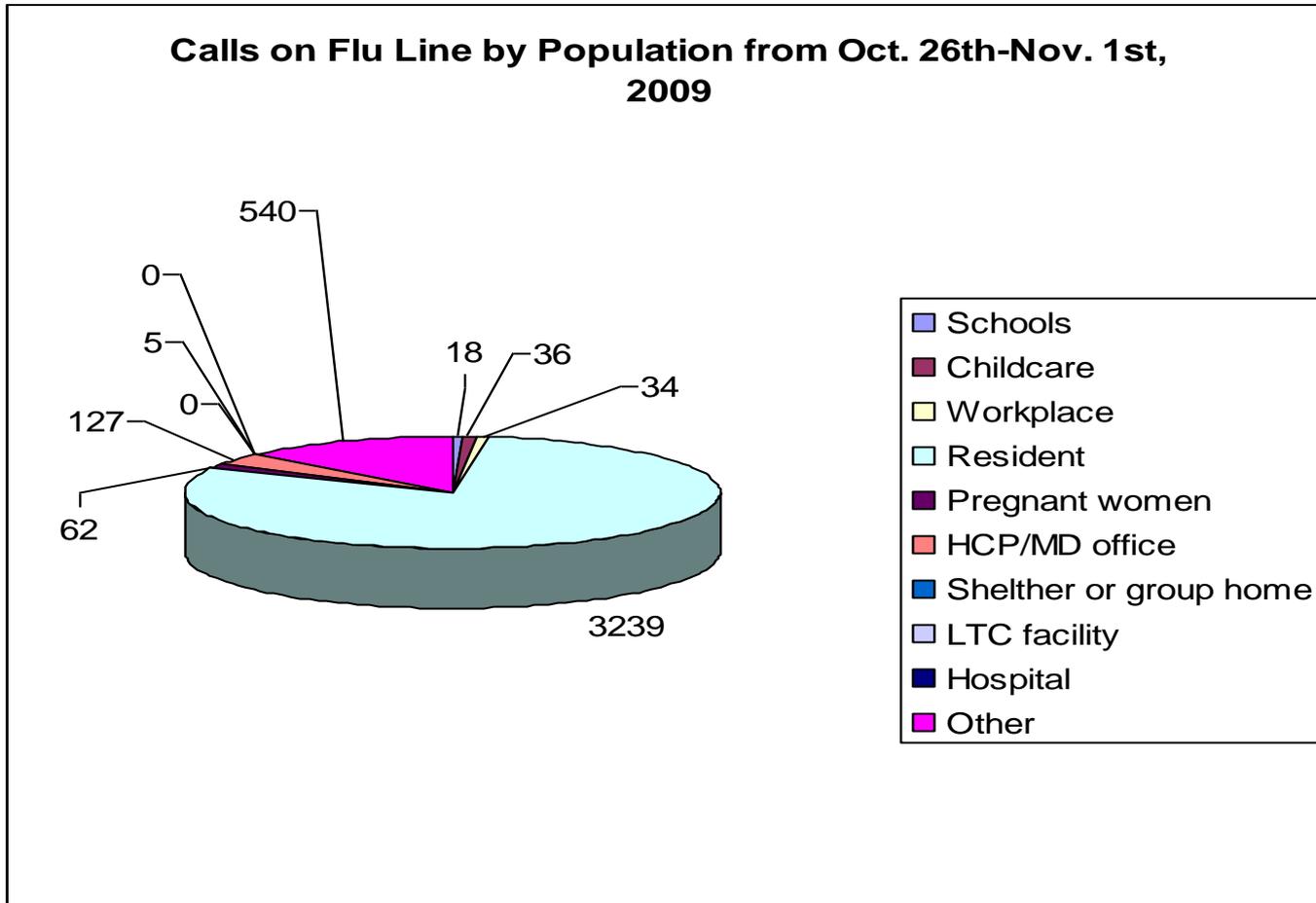
Number of Calls on Flu Line since Oct. 1st, 2009



# Call Summary for Flu Line – Oct. 26<sup>th</sup>-Nov. 1<sup>st</sup>, 2009



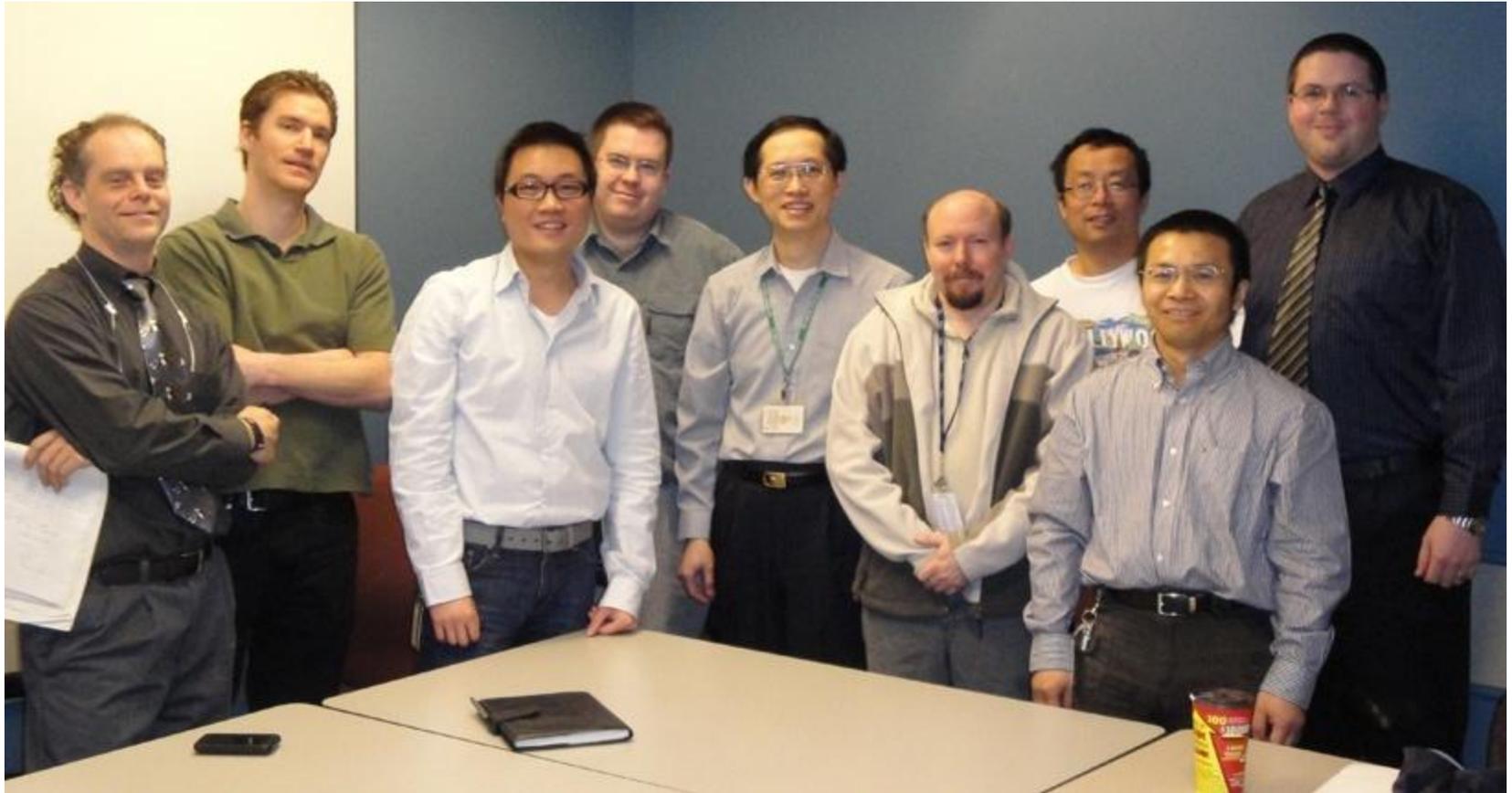
# Calls by Population type



# The Issues

- Information that is:
  - Timely
  - Reliable
  - Consistent
  - Approved for public release
- Distributed to a large number of staff
- Update without closing down to other users
- Available on an ongoing basis

# Information Technology



# Flu Line “Wiki”

Fluline Binder Wiki : Flu Line - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://flulinebinder/flulinebinder/tiki-index.php?page=Flu+Line>

oph | Logout

## Flu Line

### Welcome to the Fluline Binder Wiki

\*Please see the New Info Added from Situational Report for most recent additions/changes to Fluline Binder. New information will be disseminated throughout the topics/categories on an ongoing basis. Should any issues/technical difficulties arise please contact [Danielle Vernooy](#), [Louise Gilbert](#) or [Lindsay Colas](#)

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

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**A**

Aboriginals, First Nations and Inuits [French](#)

Algorithms and Decision Trees

Animal Health and Consumption [French](#)

Antivirals and Medications [French](#)

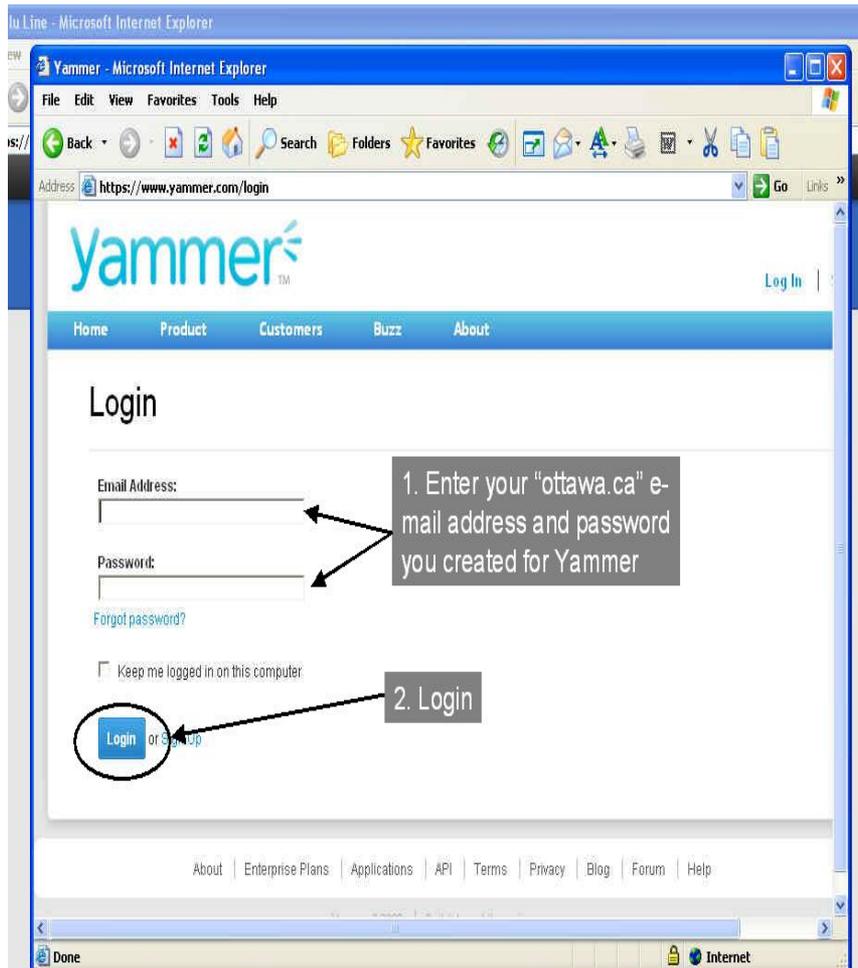
Local intranet

start

Microsoft Excel - ... | Inbox - Microsoft... | Microsoft Power... | Public Health - S... | Fluline Binder Wi...

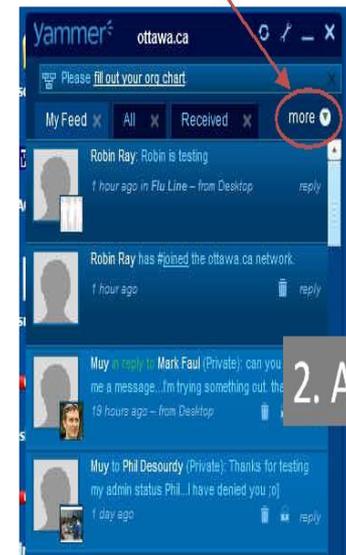
EN 12:46 PM Tuesday

# Yammer

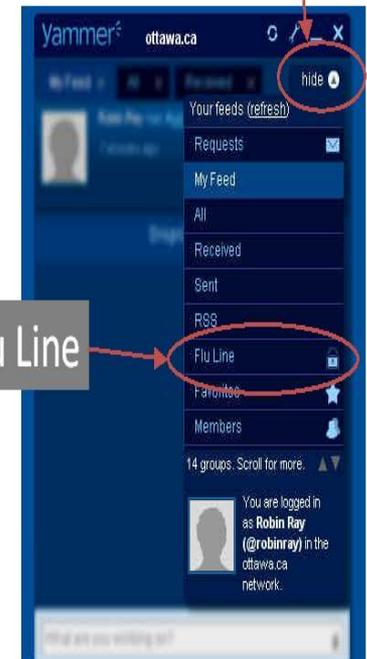


Just a few things left to do...

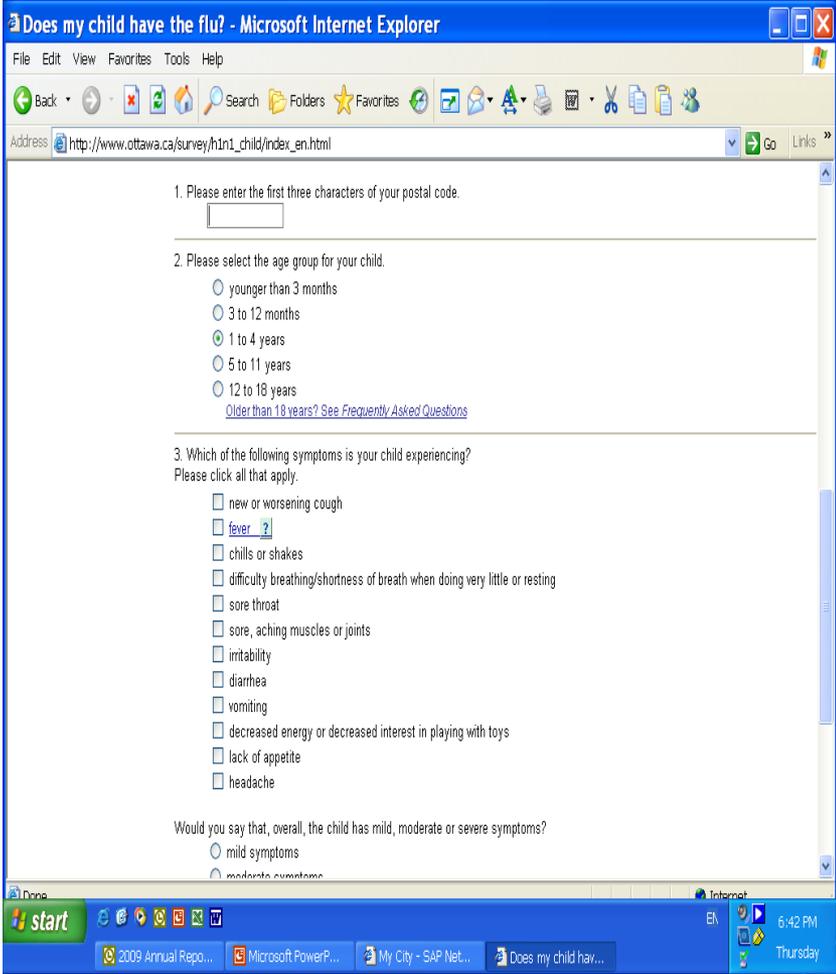
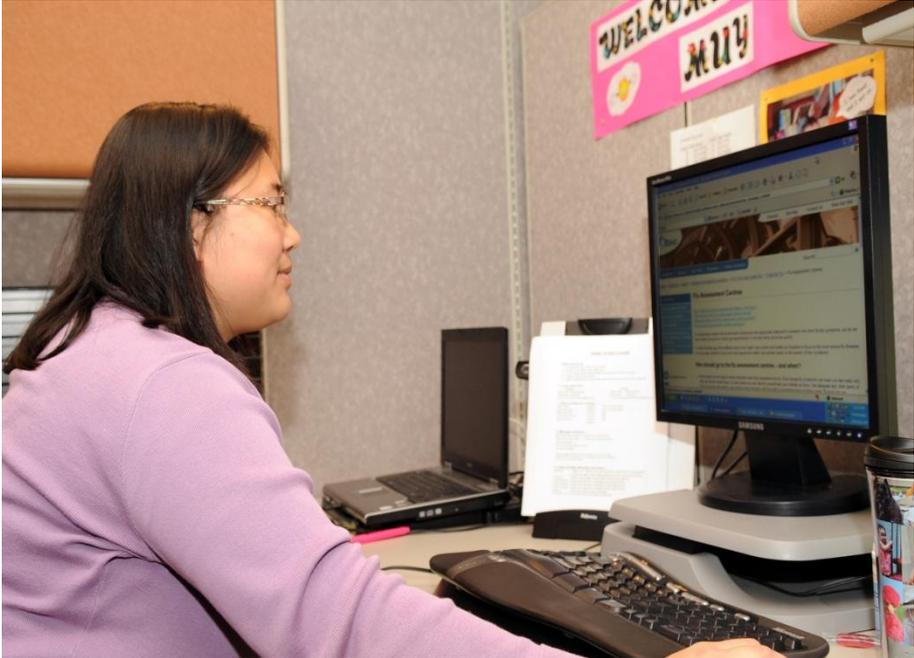
1. Click on "more"



2. Add Flu Line



# Web - solutions



# Twitter

The screenshot shows the Twitter profile for Ottawa Health (@ottawahealth). The profile header includes the name "ottawahealth", a verified account status, and a "Following" button. The bio states: "Name Ottawa Public Health, Location Ottawa, ON, Web http://www.ottawa..., Bio Questions? healthsante@ottawa.ca | 613-580-6744 | TTY: 613-580-9656". The profile statistics show 0 following, 2,216 followers, and 65 listed. The tweet content is: "H1N1 clinics will continue tomorrow. Wristbands handed out beginning at 9 am. Find the location closest to you: http://tinyurl.com/yfgmg4e". The tweet is timestamped "about 6 hours ago from web". Below the tweet are three additional text-based updates about clinic status at different locations: Montfort Hospital, Barrhaven Crossing Mall, and Ottawa Hospital's Riverside campus. The right sidebar contains "Tweets" (552), "Favorites", "Actions" (block, report for spam), and "Following" sections.

# Results

- Over 90% of the flu line staff found all the tools created and used throughout the pandemic response were helpful.
- Only 3 respondents (14.3%) DID NOT find the WIKI binder to be useful.

# Today -

- Ottawa Public Health Information Line (OPHIL) continued use and in process of updating their e-binder to a Wiki solution
- 5 different business units within City of Ottawa now using Wiki technology
- Yammer – continues to be used at OPHIL for instant real time updates when necessary

# Questions ?

