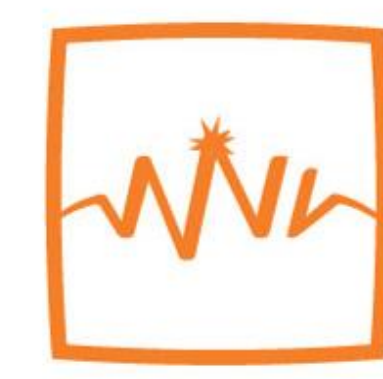# Transition of NNI Neuroscience SOC to Next Generation Electronic Medical Record (NGEMR) system

National Neuroscience Institute
SingHealth

Lee Kok Liang, Clinical Support Ops
Mike Koh Wee Loong, Clinical Support Ops
Dr Chiew Hui Jin, Neurology
Grace D/O Krishnan, NSOC
Meneka D/O Chand, NSOC

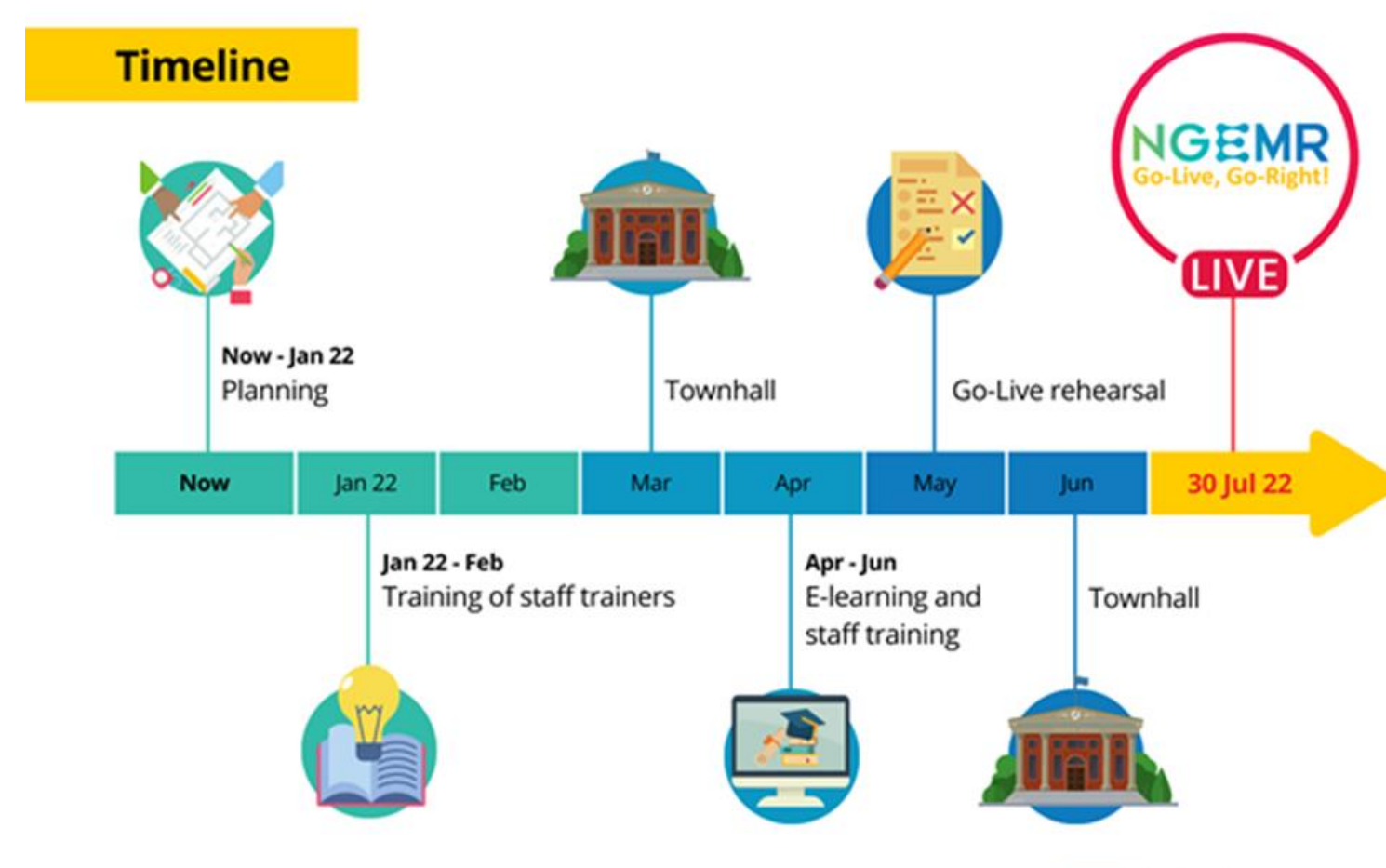## Introduction

NGEMR
Go-Live, Go-Right!

Next Generation Electronic Medical Record (NGEMR) integrates and replaces existing EMR systems in both NHG (including NNI@TTSH Campus) and NUHS clusters, which allows for more efficient and coordinated care management, ultimately improving patient safety and outcomes.

Objectives

Smooth transition of NNI Neuroscience Specialist Outpatient Clinic (NSOC) to NGEMR. After multiple delays due to Covid-19 pandemic, **NGEMR went live on 30 July 2022.**

On 30 Jul 2022, NNI@TTSH Campus and TTSH will migrate to a new integrated electronic medical record system.

Timeline

Now - Jan 22 Planning — Now Jan 22 Feb Mar Apr May Jun 30 Jul 22
Townhall — Mar
Go-Live rehearsal — Jun
Jan 22 - Feb Training of staff trainers
Apr - Jun E-learning and staff training
Townhall

NGEMR LIVE

Methodology

PDSA methodology was implemented throughout NGEMR transition to ensure proper pre-planning setup for realistic timeline, change management, roll-out and intervention throughout, replacing decade old clinical and patient system (CPSS2) used in TTSH (including NSOC).

Plan – Being entirely new and unfamiliar with new NGEMR, it would pose a mammoth challenge getting buy-in to support rollout to users – doctors, nurses and patient service associates in NSOC. Hence, preparations for NGEMR roll-out started as early as 2018. **Planning Workgroups and Committees were formed**, which included NSOC representatives.

Countless **discussions and meetings** were held with internal and external stakeholders to ensure all users were competently trained and able to carry out the pre NGEMR roll-out activities. A series of communication channels such as Management Townhalls, newsletters, senior management walkabouts etc was effected for awareness and to address staff concerns of the new system.

Do – **Appointed NSOC Readiness Owners** participated in NGEMR content build, intra- and inter-departmental workflow conversations and adoption sessions as well as user acceptance testing. **Credentialled trainers (CTs)** were appointed and were trained by NGEMR trainers. These CTs in turn trained the end users using in-house developed specific training materials such as presentation slides, videos, online training links to training guides, 'live' demo through Zoom, one-to-one Q&A and user hand-on sessions. With management support, additional manpower for NSOC were hired on contract basis to backfill absenteeism due to the NGEMR trainings.

Study – **Dept champions were nominated to lead and encourage positiveness** in acceptance of NGEMR. Proficiency assessment results at the end of the training course allowed CTs to identify and to provide personal attention to staff who were less proficient with the new system. **Pulse surveys** were carried out to assess staff morale and go-live readiness. Management actively provided support such as care packs and healthy snacks to boost staff morale in the lead-up to the system's go-live.

Act – Upon completion of training, NSOC went through a series of pre go-live activities like **Full Dress Rehearsals, Downtime Exercises, and Soft Go-Live** in the lead-up to actual go-live. During the first few weeks of go-live, CTs provided on-the-ground elbow-support to users who required assistance. A Whatsapp chatgroup and physical **Command Post** was also set-up to gather ground feedback and issues which were then reported to NGEMR technical support for resolution.

Results
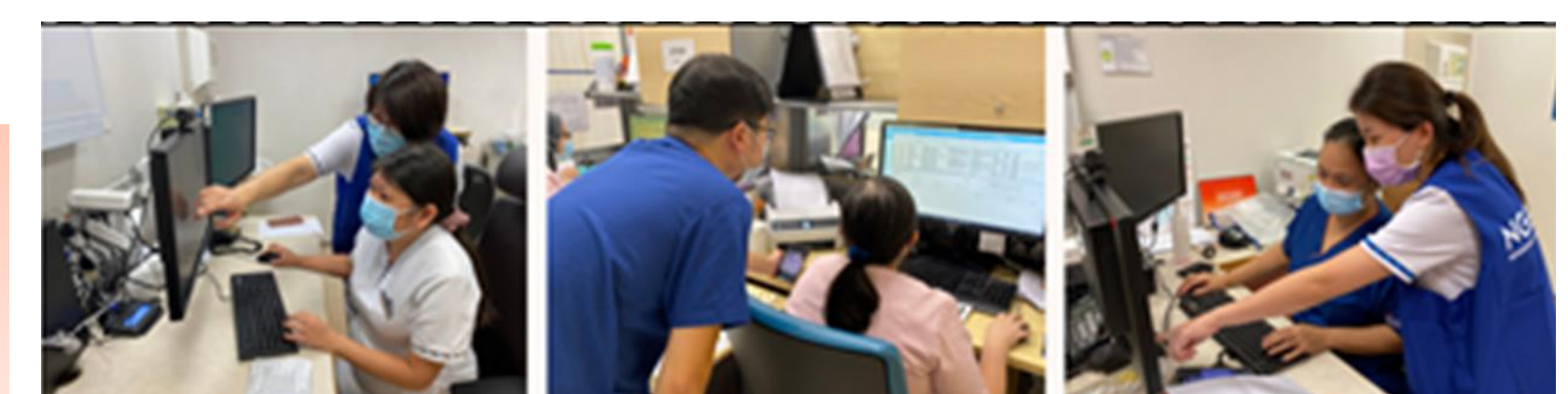
All clinical and non-clinical users completed the training, pre and post drills, rehearsals and pre go-live exercises on time. This led to the higher competency and post training effectiveness, boosting staff morale and confidence.

Conclusion

Next-Generation Electronic Medical Record System: Now Live at NNI@TTSH Campus!

With the extensive activities implemented, NGEMR was rolled out seamlessly with little hiccups on 30 July 2022 as users confidently managed the new system and built up their familiarity of the system as months go by.

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