Order Set Change / Enhancement Requests

Criteria for the process

1. Criteria for requesting Expedited Review- 2 Day Turnaround
   • High Patient Safety, Regulatory or High Reimbursement impact for which no workaround exists

2. Standards Change Request Approval- 1 to 2 month Turnaround
   Requires multi-ministry review in one or more governance committees:
   • Physician – Style and Format - EPAC (Enterprise PAC)
   • Physician – Clinical Content and Practice – RPAC (Regional PAC)
   • Clinical = MSC – Interdisciplinary committee to oversee changes
   • Revenue = RCS
   • Finance = FRSC

Process for submitting and approval

Criteria 1: Expedited: 2 day turnaround (Patient Safety, Regulatory Compliance, High Reimbursement)

1. End User/ Physician Identifies Change Request
2. End User/Physician contacts their Local CI Department (CMIO, CI Director, PL Manager, Other Physician Liaison) and explains the change and the reason for the expedited request.
3. CI works with that physician quickly to define the change needed and enter s an eChange Request in Sharepoint site
   a. PL verifies all the sites that are affected
   b. PL verifies with PHA any medication changes and identifies need for any site restrictions
   c. PL to work with CMIO/CMO to obtain appropriate Medical Staff signoff
4. eChangeRequest routed for appropriate expedited review
5. CI works with eCIS and others to test the change and verify that it resolves the issue
6. eCIS is given approval and change is moved to live or in case of no approval, requester is notified of reason
7. Education and communication of the change is planned and implemented before the change is brought LIVE

Criteria 2: Standard: 1-2 month turnaround (Standards Change Request)

1. End User/ Physician Identifies Change Request
2. End User/Physician contacts their Local CI Department (CMIO, CI Director, PL Manager, Other Physician Liaison) and the PL enters eChange Request in Sharepoint Site
3. PL works with the physicians to make sure the change request is appropriately reviewed at the Regional PAC level
   a. PL builds content in a “Downtime Format Form” defining the request and how it will work and sends form to CMIO
      i. PL verifies all the sites that are affected
      ii. PL verifies with PHA any medication changes and identifies need for any site restrictions
   b. CMIO to take the request to the appropriate OS Sectional Committee for approval
   c. After regional approval of the proposed change is received, the eChangeRequest is advanced through the appropriate Standards governance committees
   d. CI works with eCIS and others to test the change and verify that it resolves the issue
   e. eCIS is given approval and change is moved to live or in case of no approval, requester is notified of reason
f. Education and communication of the change is planned and implemented before the change is brought LIVE