



“SIRI, AM I SICK”?

Smart Electronic Surveillance Systems to Prevent Outbreaks in Healthcare Settings

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What is the Setting?

- Sunnybrook is a 1325 acute care tertiary care facility with 3 campuses that include acute care, LTC and Rehab
- 10,000 staff
- Developed in 1998 with OH&S department and external software company





What is E-Nurse

- Administered by OH&S
- An electronic surveillance system used by staff to report infectious symptoms and determine if they can work
- Available 24/7
- Accessible internally off main webpage; externally via VPN
- Can provide data on the number of staff reporting sick (i.e., outbreak tracking or signaling a pattern)
- Excludes some diseases that must be reported to OH&S immediately (infectious rash, open sores, pink eye, from outbreak unit)



What is the Problem?

- Via a multimodal outbreak prevention quality improvement project we were able to identify that the following weaknesses contributed to staff not reporting when sick:
 - Many staff were not aware that E-nurse was available to report sick symptoms
 - Some staff perceived it was for nurses only
 - Staff felt there would be reprisal for reporting sick through the attendance management program (AMP)
 - Staff were not aware that reporting through E-Nurse would exempt them from inclusion in the AMP
 - Managers needed to validate with OH&S if staff exempt
 - St. Johns Rehab is a satellite facility and live-coverage for OH&S is shared between other sites



Exploring E-Nurse

- E-Nurse Pros:
 - ✓ Online
 - ✓ Easily accessible
 - ✓ Easy to navigate
 - ✓ Provides some exclusion guidelines
- E-Nurse Opportunities:
 - Lacks real-time guidance on all symptoms which should exclude staff from work (consistency with policy)
 - Sensitive wording around affiliation with AMP
 - No print out for manager



What did IP&C do?

- Reach out to OH&S and created a working group
 - IP&C team which included coordinators, project manager, Medical Director and Director
 - Labour Relations (affiliation with AMP)
 - OH&S Manager and staff
 - Software company that developed the current system still in use
 - Communication department



What was the Outcome?

- A full overhaul of the existing system using an entirely new platform that was more intuitive and provided real-time guidance to staff on when they should be excluded or return to work
- Completed the work within 2 months; in time for respiratory season 2017/18
- Trained all staff at SJR
- Trained 80% of staff in Sunnybrook medicine and oncology program in April 2018
- Provided advertising and information on Sunnynet
- Received a name change to OH&S E-Nurse



Quick Poll of E-Nurse Understanding – March 2018

Quick Poll



Who should use [OHS eNurse?](#) to report illness symptoms?

Nurses only (24)

■ 5.5%

Staff members who provide direct patient care (41)

■ 9.3%

All staff members in the hospital (300)

■ 68.2%

I have no idea who should use OHS eNurse (75)

■ 17%

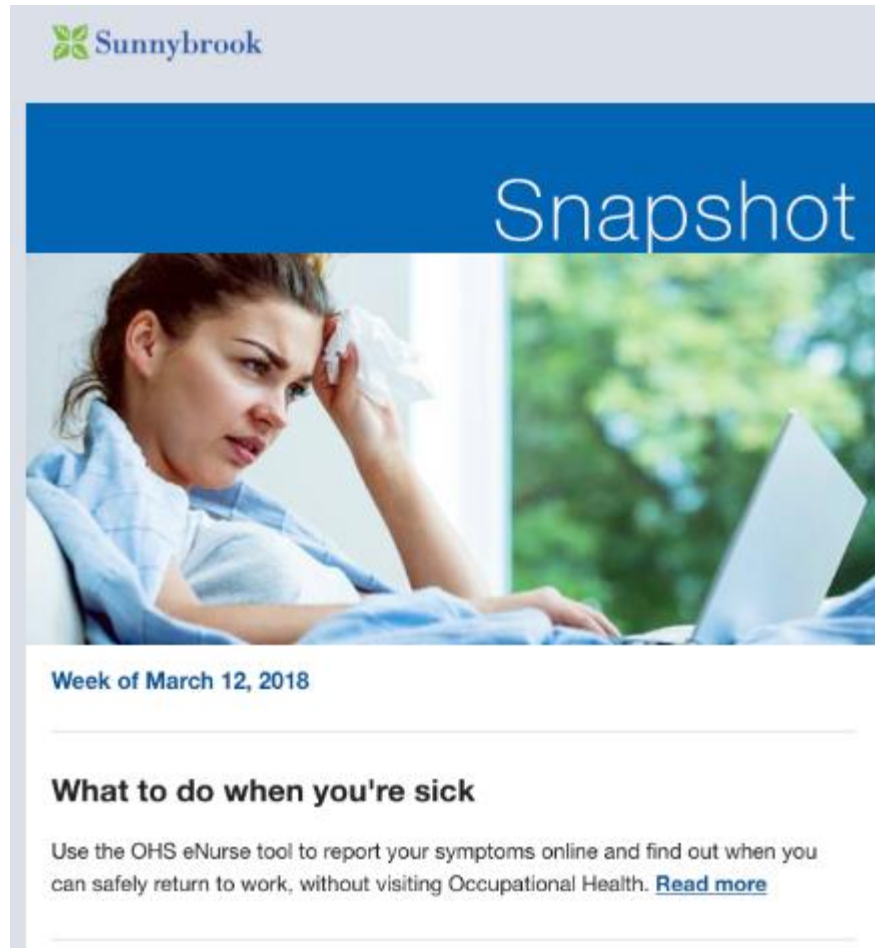
Total Votes: 440



Intranet Advertising – March 2018

Health and Safety


- ▶ Violence Prevention
- ▶ Outbreak info from IP&C
- ▶ iSpeakUp: Safety report & employee incident report
- ▶ OHS eNurse: Report illness symptoms / Return to work



The screenshot shows a web page header with the Sunnybrook logo and the word 'Snapshot' in a blue banner. Below the banner is a photograph of a woman in a hospital gown sitting up in bed, looking at a laptop. The article title is 'What to do when you're sick' and the date is 'Week of March 12, 2018'. The text describes the OHS eNurse tool and includes a 'Read more' link.

Sunnybrook

Snapshot



Week of March 12, 2018

What to do when you're sick

Use the OHS eNurse tool to report your symptoms online and find out when you can safely return to work, without visiting Occupational Health. [Read more](#)



What did this Cost?

- Staffing resources devoted internally to the success of this project (development and training)
- Software company:
 - Negotiated benefit to the software company
 - Allowed the company to receive free clinical expertise to develop a program that addressed healthcare needs
 - Software company waived all development fees and provided no additional increase to current licensing fees (for one year)




Advice Pre-Change

Thank you for submitting your Symptom Report.

Please contact the Occupational Health & Safety Department if you have any further questions.

You also indicated you were unsure of your temperature. If you do not have a thermometer, we recommend purchasing one

 [Start a New Form](#)

 [Close This Form](#)



Advice Post-Change

CONFIDENTIAL

Thank you for reporting your symptoms

Based on the answers provided, the following recommendations are made:

1. You should be excluded from work for infectious reasons.
2. You should not report to work until Sunday May 27, 2018.
3. Print and sign the Manager Report below and notify your manager immediately as per unit policy
4. If these symptoms persist for longer than 4 days, see a physician to obtain documentation pertaining to these symptoms and report to the OH&S department
5. Prior to returning to work, complete the Return To Work assessment.

[Print Manager Report](#)

to provide to your manager

[Print Personal Recommendation](#)

for your own reference

If you have any questions, please contact Occupational Health and Safety Below:

For employees at the Bayview campus & Holland Centre

Bayview campus - Room HG 46A
Hours of Operation: 7am to 4pm (Monday to Friday)
Phone: 416.480.4175
Fax: 416.480.4384

For employees at St. John's Rehab

St. John's Rehab - Room S266
Hours of Operation: 8am to 4pm (Monday to Friday)
Phone: 416.226.6780 ext. 7090
Fax: 416.224.4606

Confirmation Code:

A-1-654-57583



