

CODE GREY UPDATE

From Senior Executive



Update on IT Systems Outage Affecting Western Health-Nov 3, 2021

We are providing an update on the IT system outage (CODE GREY) which continues to impact a number of health-related services in our region.

Western Health is working with the Newfoundland and Labrador Centre for Health Information (NLCHI), and the Department of Health and Community Services to assess the situation and work toward resolving the matter.

We recognize there has been a lot of information being shared in a short time frame and we appreciate all for your excellent work in implementing the changes required. A meeting for all staff is scheduled for Thursday at 3 p.m. and invitations have been sent by email. We are also working on creating an intranet page which will contain all memos and updates that have been sent out so you can access them easily.

Due to current system outages and limited resources, logins to WestnetMe are limited. For this reason, it is critical that you refrain from using WestnetMe unless absolutely necessary. We will advise all staff the system is fully operational. Currently, the following features are not available on WestnetMe:

- Pay Stubs
- Benefit Bank Balances
- Email/Sms Notifications

Patient order sets and e-forms can now be access on our shared drive via the following pathways: X:\Operational Downtime Documents Read Only\Ordersets and X:\Operational Downtime Documents Read Only\Eforms. Note that users must be logged in to the network in order to access it via this route.

While the LEARN system is down, all requests for course registrations are to be sent to orgdev@westernhealth.nl.ca using the [Education Request Form](#). Employee Development will enter them manually once the LEARN system is fully functional

All payroll has been processed and will be deposited into your account as per normal pay cycle tomorrow (Nov. 4.) We anticipate the next pay cycle to be normal as well.

Due to the IT outage, there is a return to manual-based processes for ordering inventory. As such, we encourage staff to only request products that are most critical over the next couple of days. Please fax requests for Stores to 709-637-5372. If you need to reach Stores directly, please call 784-5512 or 784-5518.

The Clinical Safety Reporting System (CSRS) is currently operating under the downtime procedures. During this time staff will still be able to submit an occurrence using the interim reporting form available on the CSRS system. Please ensure the occurrence is documented in the client/patient/resident's chart and contact the appropriate manager immediately in the event of an occurrence of a serious nature. In addition, the Vanessa's Law Reporting System is currently unavailable and there is no interim form available. If you have an occurrence that meets the criteria for Vanessa's Law reporting, please notify the appropriate manager immediately and contact Risk Management at 784-6804 or 784-6807.

We will provide further updates as they are available.