

Leaders and colleagues,

Over the past several weeks, we have heard clearly from IWK physicians, clinical teams, and administrative leaders about the ongoing challenges with the new clinical information system. We understand the strain this is placing on care delivery, workflows, and confidence in the system itself.

We want to acknowledge the frustration and fatigue that many of you are feeling. We know the IWK has been carrying an extraordinary load: adapting to a new system, managing issues, and responding to patient needs in real time. We hear you, and your concerns are driving our priorities.

Three issues are causing the greatest disruption:

1. **Routing** – leading to delays, inaccuracies, or misdirected clinical information.
2. **Ambulatory Care Workflows** – affecting scheduling, documentation, and access to essential information.
3. **Waitlist Management** (within Ambulatory Care) – limiting visibility into patient needs and affecting prioritization.

Additionally, we recognize there has been concern with the overall stability of the clinical information system. We are meeting with senior leaders at Oracle Health to assess the root cause, seek immediate solutions, and implement these with urgency.

Together, these issues are the top priorities for our technical, clinical informatics, and vendor teams. Work continues to address these areas through:

- **Dedicated cross-functional teams** assigned to each priority issue, working in partnership with IWK clinical and operational leaders.
- **Daily progress reviews** occurring to ensure solutions move quickly from development to testing to production.
- **Increased on-site presence** of OPOR and vendor experts to observe real workflows, hear feedback firsthand, and resolve issues as they arise.
- **Enhanced communication** so leaders, physicians, and staff receive timely updates as fixes are implemented.

We also understand the concerns being raised regarding upcoming implementations at Nova Scotia Health. We are actively evaluating all readiness considerations, including lessons learned from the IWK, to ensure the success of the upcoming wave 2 go-live in May. Implementing a single clinical information system across our province is foundational to achieving comprehensive patient information and standardized care practices across all of our healthcare settings for the benefit of the people we serve.



**One Person
One Record**

We are committed to resolving these issues and rebuilding your confidence in the system and in our OPOR team. The vision behind One Person One Record remains strong, and we believe in its ability to support better care, better coordination, and better outcomes.

Your feedback has been direct, constructive, and deeply appreciated. It reflects your unwavering commitment to patient care. Thank you for continuing to bring forward your concerns with candour. Your partnership ensures we get this right. Thank you as well for your patience, your leadership, and your relentless advocacy for the patients and families you serve. We will continue to update you frequently as progress continues.

With respect and commitment,
The OPOR Senior Leadership Team