



The SaferCare Initiative Update

February 2026

46 **DAYS**
TO GO

Countdown to go-live at Nats'oojeh Hospital & Health Centre

What will go live look like?

Go live at Nats'oojeh Hospital and Health Centre (NHHC) is scheduled for April 21, 2026. This will be the first SaferCare facility in Northern Health, and we're excited that NHHC is leading the way. As with any first implementation, we're learning together. Our approach is based on lessons from previous go lives in the Lower Mainland, adapted thoughtfully to meet the needs of a rural setting.

What does this mean for staff working at the hospital?

To support a smooth transition, members of the SaferCare project team will be on-site at NHHC for two weeks starting April 20, 2026. Project support may continue beyond two weeks in key areas based on need, and in discussion with site leadership. Specific medical staff support has been arranged based on the schedule into May. The SaferCare team members will be easy to identify – they will be wearing black vests with the SaferCare and Northern Health logos, along with coloured lanyards that indicate the type of support they can provide.

More detailed information will be shared with NHHC leadership and staff in the coming weeks.



New SaferCare webpages

- **MyNH**
 - [What's changing?](#) is a new SaferCare MyNH page, outlining the benefits and changes staff will experience when SaferCare is implemented at their site.
- **Public NH website (northernhealth.ca)**
 - A new SaferCare webpage will be launching soon on the NH website. This page will offer information and resources for the public to learn more SaferCare.

Outcome of User Acceptance Testing

User Acceptance Testing (UAT) at Nats'oojeh Hospital and Health Centre (NHHC) wrapped up on January 30, 2026. Staff shared valuable insight into how using the system will change their workflows. They enjoyed exploring new features hands-on and navigating through real workflows – and appreciated being able to interact directly with the system rather than watching a demo.

A total of 15 NHHC staff and medical staff participated in the sessions. The Clinical Information Systems team provided excellent support across specialties and played a valuable role in peer-to-peer guidance. The staff members who participated in UAT are now helping validate workflows as part of ongoing readiness efforts. Workflow validation sessions have now increased to three times a week, up from twice a week. A workflow validation [schedule is available](#) for those participating.

Planning is currently underway for UAT at Ksyen Regional Hospital.

Introduction to SaferCare resources at Nats'oojeh Hospital and Health Centre and Ksyen Regional Hospital

Check out the two announcements introducing the Clinical Transformation Resource staff at [Nats'oojeh Hospital and Health Centre](#) and [Ksyen Regional Hospital](#), who support SaferCare at the site and are crucial to the success of the project. We're excited to welcome them all to the team!



What has the SaferCare team been working on and what's next?

Here are some key activities the project team has completed since the last SaferCare update:

Design and build

- **Integration testing 3 (IT3):** All issues found during testing have now been fixed as we prepare for the NHHC go-live. We're currently finalizing the steps needed to turn on the new functionality and move all NHHC staff into the updated positions that will give you access to it. At the same time, we're completing any required updates in the production system ahead of cutover and go-live.

Testing and training prep

- Classroom training programs have been finalized in preparation for end user training starting in March.

Implementation and change management preparations

- **Training:** ELearning modules have been assigned, users are working through the courses. Currently, around 30% of staff have completed their eLearning.
 - Train the trainer sessions started at the end of February and continue into early March.
- **Understanding new workflows:** Upcoming workflow review sessions will help highlight how the new functionality in the system will replace current paper and manual process and help support efficient electronic processes. Work is underway right now to understand Nats'oojeh Hospital and Health Centre specific changes.
- **Change management planning:** Site engagement activities are in progress, including the departmental kick-off sessions with staff at NHHC and ongoing medical staff engagement sessions.
- **New workstations and displays:** Assessments have been completed at both Nats'oojeh Hospital and Health Centre and Ksyen Regional Hospital, and new equipment has been ordered and is being installed. If you have questions about where things are being placed or what has been ordered, you can connect with your site leadership.

Next steps

- Site engagement activities continue, with an increasing number of upcoming onsite events, including workflow validation sessions, staff kick-off sessions, equipment installation and updates, and classroom training preparation.
- Meetings with the medical staff at Nats'oojeh Hospital and Health Centre and Ksyen Regional Hospital are underway to discuss the project in detail and to address staffing concerns.



Staff spotlight: Kaili Keough, HIM Business Lead, SaferCare Project



Kaili Keough has been with NH since 2005 and serves as the Health Information Management (HIM) Business Lead for Northern Health's SaferCare project. Based in Prince George, she supports a team of HIM informatics and quality professionals who contribute expertise to electronic health record design, workflow optimization, and operational readiness. The team collaborates closely with clinical and technical partners to ensure HIM practices are embedded in SaferCare in ways that strengthen information quality and patient safety.

A key area of their work includes developing Northern Health's point-of-care scanning service, introducing single-document capture to improve real-time documentation, helping ensure accurate information is available when and where it is needed.

Through strong collaboration and a commitment to continuous improvement, the HIM team plays an essential role in shaping integrated, sustainable solutions across SaferCare.

SaferCare MyNH pages

To stay up to date, check out the SaferCare MyNH sub-pages now available:

- [Nats'oojeh Hospital and Health Centre resource page](#)
- [Kysen Regional Hospital resource page](#)
- [What's changing?](#) **new**

These pages will have links to resources and provide site specific updates as we move closer to implementation.

Be in the know

Visit [Order Set Updates](#) on [MyNH Order Sets](#) page for the latest information.

Have questions, comments, or just curious about NH clinical Order Sets? Stop by the page and stay informed.