



The SaferCare Initiative Update

January 21, 2026



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

SaferCare go-live date confirmed for Nats'oojeh Hospital and Health Centre!

SaferCare implementation will be happening April 21, 2026, at Nats'oojeh Hospital and Health Centre in Fort St. James.

Training timelines

All staff at will take part in a mix of self-paced e-learning and in-person classroom training. E-learning for starts February 2026 and classroom training starts March 2026.

Medical staff will receive more communication soon on these topics. We recognize there are numerous staffing challenges, and the intent is to work with the site and be as flexible as required.

Clinical Transformation Roles

Clinical transformation roles are crucial to the success of SaferCare. These positions are **frontline practice champions** who help teams adopt and sustain safer, standardized ways of working when clinical workflows and digital tools change.

Fort St. James is looking for someone to fill the clinical transformation role for this site. Terrace is also looking to fill some of the roles. So far, five roles have been successfully filled, but we are still looking to fill some gaps, some of which are for permanent positions.



Clinical transformation roles are embedded at the site, work shoulder-to-shoulder with clinicians, and translate project plans into day-to-day practice so that change sticks. In Northern Health, these roles span multiple disciplines (e.g., RN/RPN, clinical practice lead (CPL), physiotherapy/occupational therapy/social work, and clerical such as a nursing unit assistant) to support the full care team. These roles are local, discipline-informed support that are present to support their colleagues in the transition and sustainment of SaferCare.

Why are clinical transformation roles necessary for success?

- **They make change real at the point of care.** Projects succeed when bedside teams can see, try, and trust the new way of working with expert help right beside them. Clinical transformation roles provide that bridge.
- **They are local and accountable to operations.** Being site-based and aligned to local leadership creates credibility and ensures changes match the realities of each unit. This model mirrors approaches used successfully in other BC health authorities.
- **They accelerate adoption and reduce rework.** By catching workflow issues early, Clinical transformation roles shorten stabilization time and prevent avoidable quality/safety problems after go-live.
- **They support the whole team, not just one discipline.** NH's model includes nursing, allied health, and clerical roles so that all parts of the care journey are supported.
- **They sustain change beyond launch.** Clinical transformation roles continue rounding and coaching, ensuring updates and optimizations are adopted, not just announced.

Please talk to your site leadership or check the job boards for this opportunity.

New SaferCare MyNH pages

There are two new SaferCare MyNH sub-pages now available:

- [Nats'oojeh Hospital and Health Centre resource page](#)
- [Kysen Regional Hospital resource page](#)

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

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 & build



- **Digital order sets (PowerPlans):** 69 digital order sets required for Nats'oojeh Hospital and Health Centre; only 1 needs medical sign-off. Focus now shifts to completing remaining plans for Ksyen Regional Hospital.
- **Integration Testing 3 (IT3):** Final integration testing completed; issue resolution in progress.
 - **Purpose:** Ensures all system modules work together correctly.
 - **Why It matters:** Confirms readiness for go-live and validates design/build phases.
 - **Focus of IT3:** Simulated pre-go-live steps, including activating key functionality.
 - **Why three integration tests?** Multiple rounds ensure stability and allow fixes to be retested.
 - **Next steps:** All issues targeted for resolution by **Jan 16, 2026**.

Testing & training prep

- Key activities for the SaferCare train domain are complete, including testing and system build. The team is now finalizing workflows and creating training materials based on those workflows.

Implementation and change management preparations

- **Testing:** User acceptance testing is planned for Nats'oojeh Hospital and Health Centre between January 12 and 29, 2026. This testing gives staff the opportunity to practice navigating the clinical information system in a controlled environment to confirm user readiness.
- **Training:** eLearning (Learning Labs) start in February; classroom training starts in 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 have started, including the facility assessment, site kick-off with leadership, and planning sessions around departmental kick-offs which will occur in January.

Next steps

- SaferCare received its funding confirmation and approval to hire a set of new roles, and most of the positions have been filled.
 - The new resources include (some of whom were already existing staff supporting SaferCare who moved into new roles):



- Kaili Keogh, Lead, HIM Business
 - Candace Hickey, Classification & Terminology Informaticist (HSPBA)
 - Joanna Cross, Clinical Application Analyst Nurse
 - Tyler Scott, Clinical Application Analyst Nurse
 - Jeni James, Nurse Analyst
 - Terra De Cooman, Nurse Analyst
 - Fatima Khan, Specialist, Clinical Informatics
 - Sarah Munt, Specialist, Health Information Quality
 - Amanda Wier, Lead, SaferCare Implementations (temp)
 - Rebecca Obzera, Implementation Lead (SaferCare) (temp)
 - Jim Condon, Architect, Data Analytics
 - Erin Gable, Engineer, Data Analytics
 - Anel Meintjes, Lead, SaferCare Provider Engagement
- Site engagement activities continue, with an increasing number of upcoming on-site events, including User Acceptance Testing, equipment installation and updates, training preparation, and workflow review sessions.
 - 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.

Ksyen Regional Hospital facility assessment completed in December 2025

From December 1 to 5, 2025, the SaferCare team completed a comprehensive devices facility assessment at Ksyen Regional Hospital. The objective was to validate device numbers and placement and clinical & departmental readiness across priority units to enhance clinical workflows.

Key highlights

- **Unit walkthroughs:** Covered the emergency department, long-term care, and inpatient units to ensure a thorough review.
- **Adaptive scheduling:** The team adjusted mid-week to accommodate KRH's operational needs, ensuring all areas were assessed.
- **Device placement review:** Verified numbers of devices and locations and explored how optimized placement can improve efficiency and workflow.
- **Outstanding collaboration:** KRH leadership provided exceptional support throughout the assessment.

Next steps

- Finalize Ksyen Regional Hospital assessment report and review the findings with site leadership and key interested parties.



Names, from left-right:

- Bryan vanDinter – Solutions Architect (Device & App. Delivery)
- Sandra Barnes – Director, Access & Flow
- Rebecca Obzera – Site Implementation Lead, SaferCare
- Abby Giesbrecht – Clinical Informatics Specialist
- Marit Keen – Clinical App. Analyst Nurse, SaferCare Hospital & LTC
- Andrea Beckett – Regional Manager SaferCare & Regional Pharmacy CIS Manager
- Emily Leblond – Director of Care, KRH Terrace
- Ashley Scheffer – Director, Ambulatory & Diagnostic Services NW
- Amanda Weir – SaferCare Implementation Lead
- Cyril Ugbem – Project Coordinator, SaferCare

Passing of our Colleague – Joan Vanderlee

With sadness, we share that our colleague, Joan Vanderlee, Regional Manager of Hospitals and Long-Term Care Systems, passed away over the Christmas break.

Joan was a deeply valued member of our organization and the IMIT team and will be missed for her longstanding dedication and contributions that were made in her 35 years with Northern Health. Her dedication to getting digital ordering and digital documentation into NH was unmatched. She showed up day after day reliably and



without fail to try and get us to this goal, often coming up with creative and innovative solutions to move the needle in our digital transformation journey. We would not be where we are today without her. She shaped the work, the people, and the journey to get us to being digital in acute care. She had a truly incredible career, and her influence will continue with us even now that she is gone.

Joan was a trusted advisor who brought an incredible amount of experience and knowledge to every interaction with the intent to help the other person succeed in their goals. She carried herself with integrity and accountability that many of us modelled ourselves after. More than this, she was a kind and thoughtful person who many of us relied on for advice, humour, and guidance.

This news may be difficult for those who knew Joan. Please take care of yourselves and each other and seek out Northern Health's [Employee Assistance Program](#) if needed. Our thoughts are with her family and friends in this difficult time. We will share any information about ways to honour her passing as they become known.