

Winter 2026

NEWSLETTER

February 4th , 2026



WELCOME TO OUR QUARTERLY UPDATE!

Welcome to the third edition of the Bridge Northwest Quarterly Newsletter. As we continue to build a unified health record across Northwestern Ontario, this publication serves as a source for updates, highlights, and key milestones as our region transitions to Meditech Expanse. Through stories, progress updates, and shared resources, we'll keep you informed and connected throughout every stage of this journey. Thank you for being part of this work as we shape the future of healthcare in our communities.

bridgenw.ca

TOP NEWS

Where We Are Today

What to expect during Stage 2: Build, Test, Train.

New Resources Available

Explore new resources uploaded to the Bridge Northwest Training portal.

Clinical Corner

Clinical work and testimonials at partner organizations.

Program Progress

Progress highlights from several program workstreams.

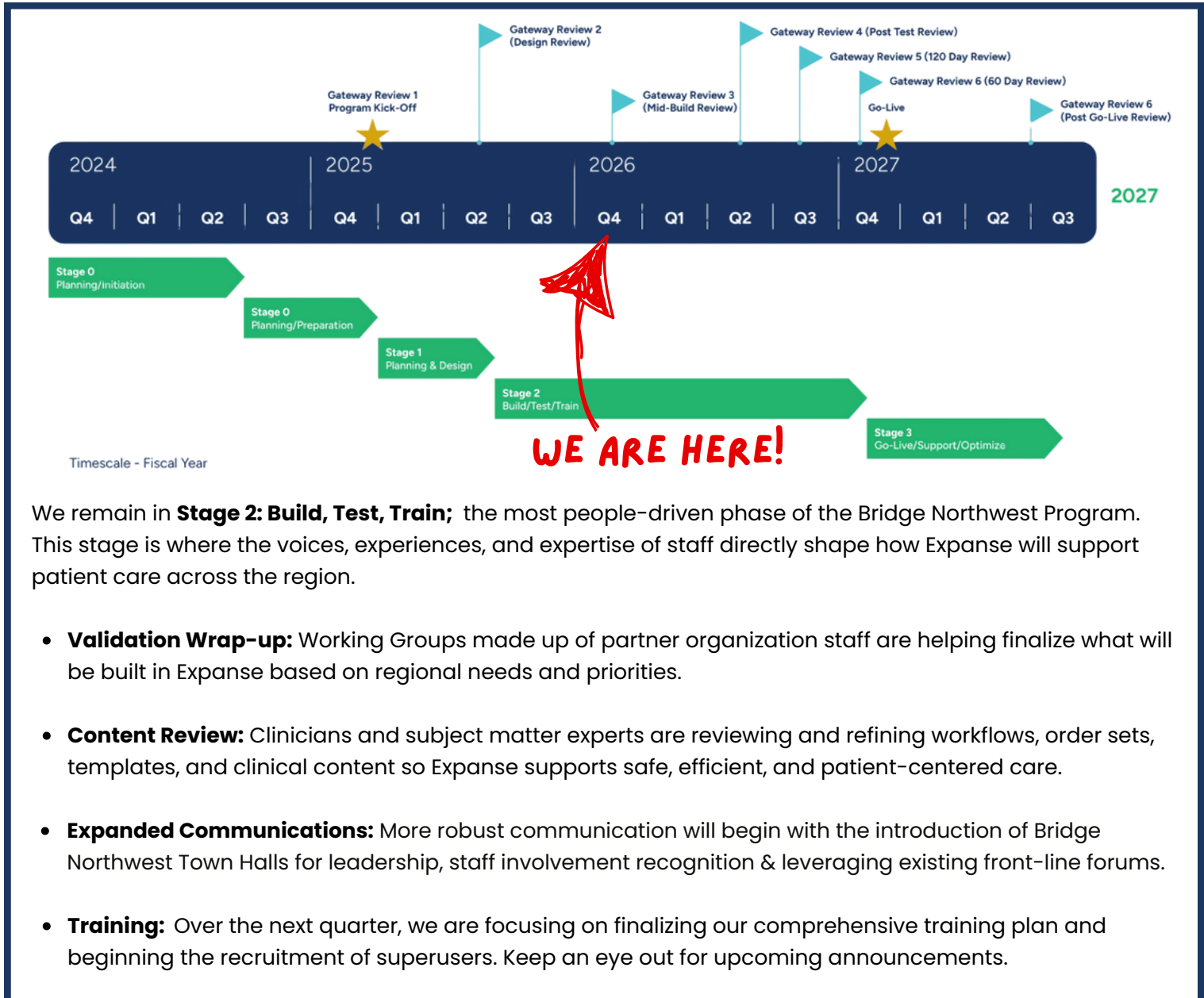
Stay Connected

Best ways to stay informed & involved.

WHERE WE ARE TODAY

Stage 2 - Build, Test, Train Q4 2025/2026

The stages in this diagram follow the collective journey to go-live



We remain in **Stage 2: Build, Test, Train**; the most people-driven phase of the Bridge Northwest Program. This stage is where the voices, experiences, and expertise of staff directly shape how Expanse will support patient care across the region.

- **Validation Wrap-up:** Working Groups made up of partner organization staff are helping finalize what will be built in Expanse based on regional needs and priorities.
- **Content Review:** Clinicians and subject matter experts are reviewing and refining workflows, order sets, templates, and clinical content so Expanse supports safe, efficient, and patient-centered care.
- **Expanded Communications:** More robust communication will begin with the introduction of Bridge Northwest Town Halls for leadership, staff involvement recognition & leveraging existing front-line forums.
- **Training:** Over the next quarter, we are focusing on finalizing our comprehensive training plan and beginning the recruitment of superusers. Keep an eye out for upcoming announcements.

A NORTHWEST WELCOME

Bridge Northwest is pleased to welcome Mark Farrow as Interim Regional Chief Information Officer. Mark brings extensive experience leading large-scale healthcare IT transformations, including Meditech Expanse, and will work closely with hospital leaders and ONE Health Information Technology Services to advance regional alignment and modernization.



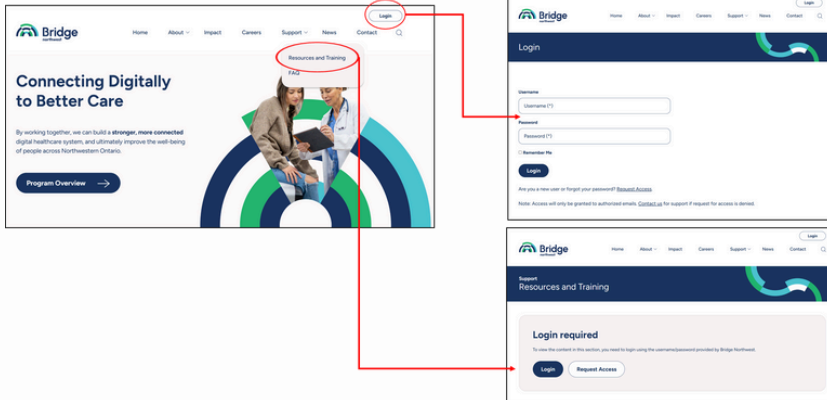
Mark Farrow
Interim Regional CIO

“This transformation is grounded in a shared clinical vision for the future - not simply a technology upgrade. By aligning people, patients, and clinicians, we are using our digital health system as an enabler to strengthen clinical workflows and deliver a more connected, patient-centered experience across Northwestern Ontario.”

NEW RESOURCES AVAILABLE

RECORDINGS

Whether you missed a session or would like to revisit one, recordings are now available through the Bridge Northwest Training & Resources Portal.



ACCESS INSTRUCTIONS

Step 1: Visit bridgenw.ca

Step 2: Login

- Username: `bridgenw`
- Password: `expanse`

Step 3: Navigate to Training & Resources

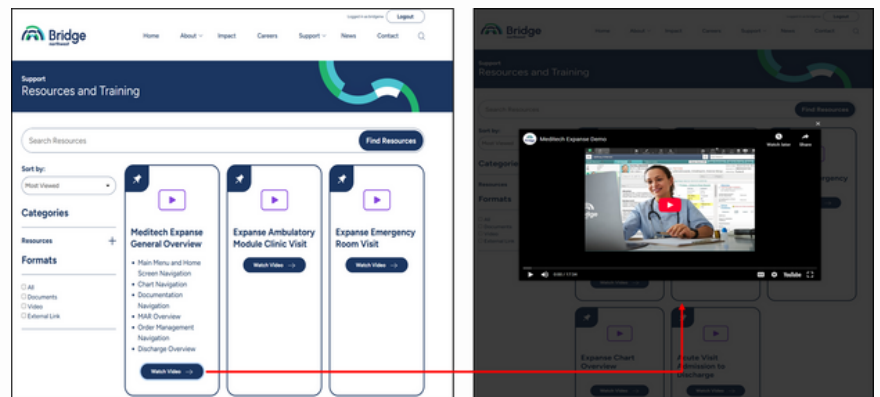
- (Under Support tab in Homepage ribbon)

Step 4: All set! Explore available resources.

THE PORTAL

The Bridge Northwest Training & Resources Portal is a member-access platform built to support your transition to Meditech Expanse and related digital tools.

This portal ensures that employees & professional staff across Northwestern Ontario have on-demand access to practical learning materials—anytime, anywhere. Resources will continue to grow as the program evolves.



AVAILABLE RESOURCES



- Ambulatory Module: Clinic Visit
- Emergency Department Visit
- Chart Navigation Overview
- Acute Visit: Admission to Discharge
- Mental Health Outpatient
- Zynx Digital Order Set Demo
- Meditech Expanse: General Overview
- Device Vendor Presentations
- Working Group Orientation Recording & Materials
- Subject Matter Expert Q&A

CLINICAL CORNER

DEPARTMENT WALKTHROUGHS

In December, Bridge Northwest completed a series of clinical walkthroughs across all partnering organizations in the Northwest. This is an important step to prepare for Meditech Expande while keeping patient care at the forefront. They were designed to better understand how care is delivered in real clinical environments and to listen directly to the people who provide that care every day.



The team met with frontline clinicians, physicians, and department leaders within care spaces and clinical support areas to gain insight into clinical work flows such as bedside care and documentation to patient movement, and decision-making. These conversations highlighted practical considerations that directly affect care delivery. Being on site allowed teams to see what supports clinicians today, where challenges exist, and how future workflows can better align with clinical realities.

Insights gathered through these walkthroughs will now inform next steps as readiness activities continue into the new year. Most importantly, the voices of clinicians and physicians will remain central as the program moves forward.



THANK YOU!

A sincere thank you to the frontline staff, physicians, department managers, and local teams who welcomed us into their spaces and shared their expertise. Your voices are shaping how this transformation unfolds across Northwestern Ontario.



CLINICAL TESTIMONIAL

“As a leader with a background in practice and education and having experienced the transition of paper to electronic health record keeping, Meditech Expande has the opportunity to provide a simultaneous clinical and safety benefit.

Accurate, efficient ordering systems with imbedded safeguards will ensure the community members we serve receive the correct treatments, on-time, and with reduced risk of error and negative consequences.

Clinical providers will ensure their documentation accurately reflects the client's health status and allows for in-the-moment qualitative and quantitative measurements of patient outcomes that will guide the care they receive. Meditech Expande has the opportunity to reduce inefficiencies in bed flow management, ultimately reducing patient wait times and bottlenecks inhibiting their access to appropriate, quality care. ”



H Riverside Health Care

Rebecca Brooks, RN
Nursing Supervisor

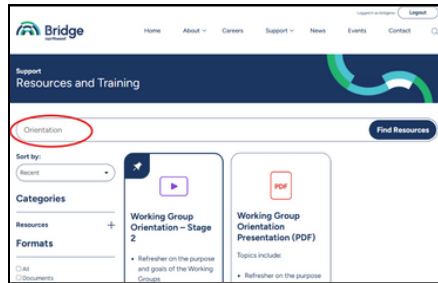
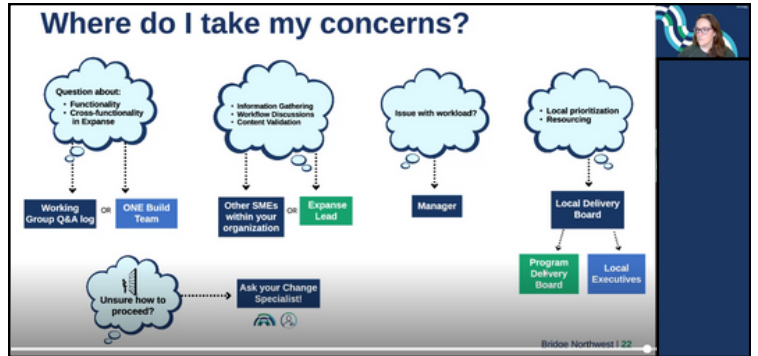
PROGRAM PROGRESS

CHANGE MANAGEMENT

Working Group Orientation – Stage 2

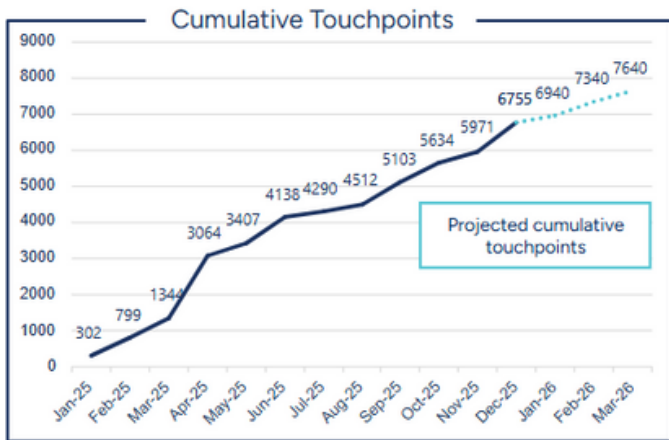
- 5 Identical sessions held
- Involvement across all partner organizations
- 235 attendees

This session provided a reset as we revisited the purpose and goals of the Bridge Northwest Working Groups and talked through what to expect in the months ahead. We reviewed roles and responsibilities within the working groups and back at home organizations, and discussed expectations for communication, collaboration, and manager support. The session also clarified how information will flow and where to go for support as the work ramps up.



The recording & presentation are available on the website.

TRAINING & RESOURCES PAGE



Involvements & Touchpoints

500+

People actively involved in the Program across the region in: Working Groups, Governance, Local Boards & other Forums.

6,500+

Individual touchpoints to date – where our team has been able to share information about the Program.

Touchpoints – Attendance at an event, demo, meeting, etc. where the focus is on the program providing information or an update.

Change Team Available for Meetings & Events!

Does your team or organization have regular meetings or special events you would like the Bridge Northwest Change Team to attend to provide information or answer questions? We are happy to help! Please reach out to your Change Specialist or bridge.nw@tbh.net.



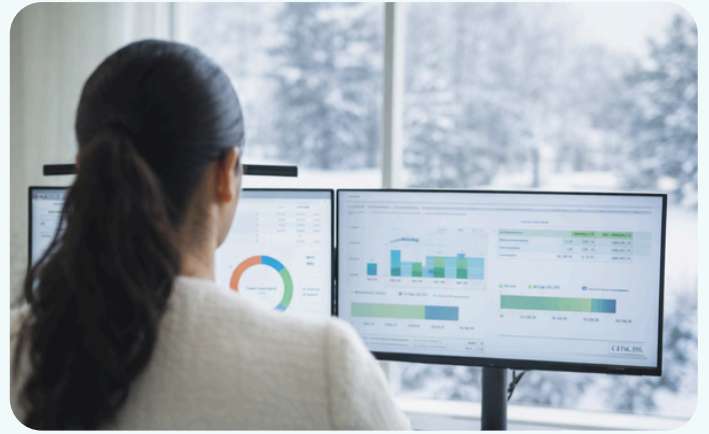
RESEARCH

People Assessment Update

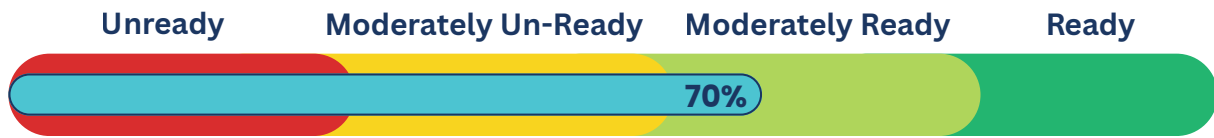
Thank you to everyone who participated in the Change Readiness surveys and interviews last year! Over the past quarter, the Research Team worked closely with Change Specialists to analyze and share these findings, helping inform more tailored, organization-specific supports across the region.

Data Recap

Survey results showed that, on average, **staff across partnering organizations** report a moderate level of readiness to move forward with Meditech Expanse. These results reflect awareness, engagement, and confidence as the program progresses.



Readiness Scale



What's Next?

As the program continues to move forward, the next round of surveys will launch in early 2026 to understand how perspectives and experiences are evolving. By sharing your experience, you help ensure upcoming supports and resources are practical, relevant, and useful for your role.

 Keep an eye on your inbox for the upcoming survey—your voice continues to shape what comes next.

VALIDATION

Phase 3: Ongoing Content Review

Building on the detailed validation work completed in the fall of 2025, teams are now focused on ongoing content review to ensure Expanse continues to reflect real-world practice and organizational needs.

Ongoing Activity

Informing system build requirements:

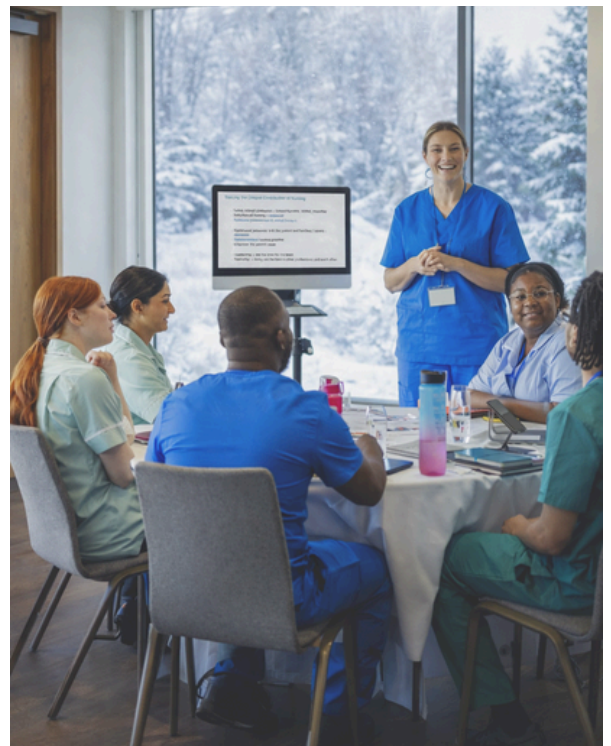
Confirming and refining content (such as assessments and interventions) that will be configured in Expanse based on validated scope decisions.

Supporting non-system readiness:

Identifying workflow changes, role adjustments, and policy or procedure updates required at each organization.

What's Next?

Regular reviews and updates remain essential to maintaining accurate, relevant content as build activities progress. Continued engagement from subject matter experts ensures that decisions made during validation translate into safe, practical workflows that support staff and patient care at go-live and beyond.



TECHNICAL READINESS

The Device Selection Process

Device selection followed a structured, transparent process, guided by front-line input, expert reviews, and use cases.

1. Hands-on Device Discovery Fairs

Device Discovery Fairs were held, bringing together frontline staff, department leaders and other stakeholders. Multiple manufacturers showcased devices through demonstrations, tutorials, and presentations, allowing participants to see, touch, and compare options while discussing real clinical and operational use cases.



2. Staff Feedback and Survey Results

Following the fairs, attendees shared feedback through a structured survey developed by the Program. Input related to usability, workflow fit, concerns, and needs was carefully reviewed and factored into device decisions – reinforcing transparency and ensuring staff voices were heard and considered.



3. Technical Readiness Working Group Review

The Technical Readiness Working Group reviewed survey results alongside clinical use cases, logistical considerations, and technical requirements. As subject-matter experts, Working Group members applied their collective experience to recommend devices that would work across diverse care environments.



4. Total Cost of Ownership Assessment

Devices were evaluated beyond initial purchase cost. Factors such as battery lifespan, replacement cycles, maintenance needs, and long-term support were considered to ensure selections are financially sustainable over time.

5. Learning from Regional Partners

Recommendations and lessons learned from ONE Health Information Technology Services (ONE HITS) and hospitals in Northeastern Ontario. Many of these partners already live with their devices which helped validate selections and reduced risk.



MANAGEMENT INFORMATION SYSTEMS

Management Information Software (MIS)

Corporate Management Software (CMS)

Universe (UNV)

These are the building blocks of Meditech Expanse. They connect clinical, technical and administrative functions. Core components built here include user access, security, system settings and shared dictionaries.



Highlights From This Quarter

Foundational work continued to support a smooth transition to Expanse, with increased focus on detailed configuration and decision making. Key efforts included finalizing naming conventions, facility and site identifiers, and system parameters to ensure consistency across a shared system. We also began reviewing custom reports in our current Meditech system - identifying which are high priority and required for go-live and determining if and how they will be migrated or rebuilt in Expanse, or replaced by a new functionality.

INTEROPERABILITY

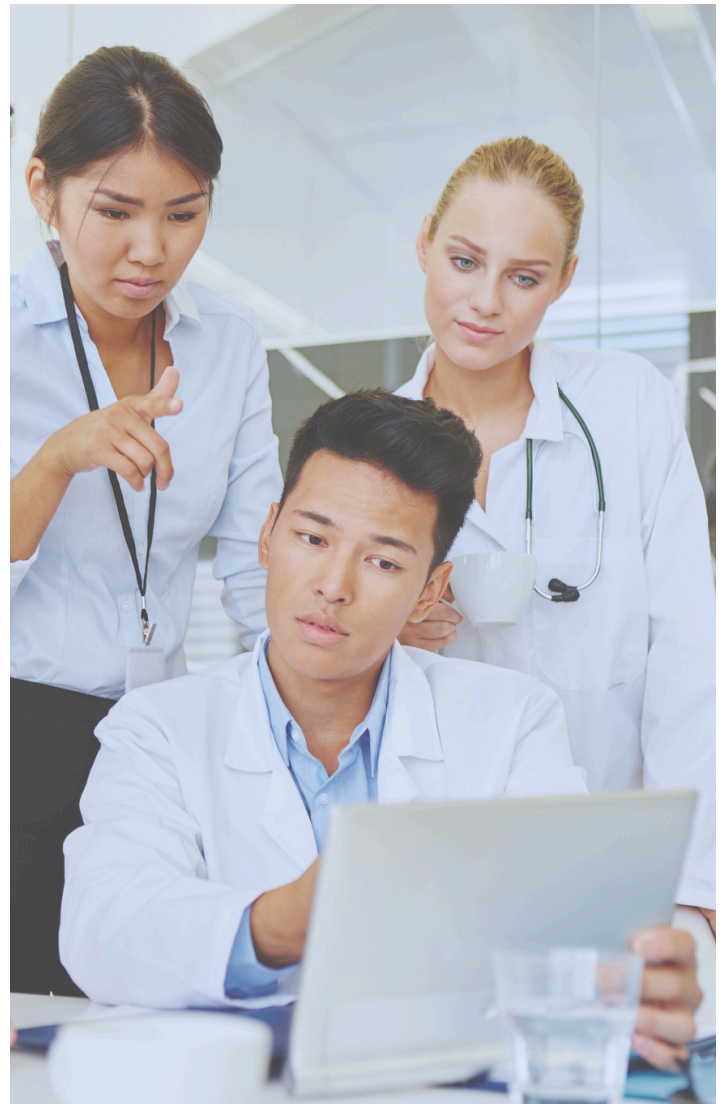
The automated exchange of data

Connectivity

Behind the scenes, our interoperability team has been working closely with clinical, technical, and vendor partners to establish connectivity between the Expanse Test environment and the Test Conductor Interface Engine. This milestone allows the team to review HL7 messages together, understand how information moves across systems, and identify where adjustments may be needed to support safe, reliable information exchange—ultimately helping ensure the right information is available to care teams when they need it.

Staffing

This quarter also focused on strengthening the people supporting interoperability work. Interviews and technical assessments were completed to fill key roles required for Expanse, and planning is underway to onboard new team members. A structured onboarding approach is being developed to help new staff quickly build relationships, understand workflows, and contribute meaningfully to the work—supporting a people-led approach that keeps patients and care teams at the center of every integration.



STAY CONNECTED

Website

The Bridge Northwest website acts as a centralized hub for all employees & professional staff across the region to stay connected through news, updates, and resources related to the Meditech Expanse transition.



COMMUNICATIONS

Social Media

Follow Bridge Northwest social platforms to stay in touch with public facing announcements, highlights, career postings & more.



News Updates

Quarterly newsletters & bi-weekly "Bridge Bytes" serve as touchpoints to keep you informed, spotlight local efforts, and celebrate progress.



GIVE IT A TRY!

Fill in the blank!

Hint: *Those who read the Newsletter have the best chance!*

1. Phase 2 (Build, Test, Train) is the most _____ - driven phase of the program.
2. "Interoperability" is the _____ exchange of data.
3. At the center of our vision is a _____.



For a chance to win a prize, take a picture of your completed *fill in the blanks* and submit to:
bridge.nw@tbh.net

Newsletter Wall of Fame

Summer Newsletter 2025

Martina Agostino, Clinical Trials Compliance Officer, TBRHSC

Fall Newsletter 2025

Dwayne Hunking, Support Services Supervisor, GDH

