



February 1, 2000

Dr. J. Cairns,  
Deputy Chief Coroner,  
15 Grosvenor Street  
Toronto, Ont.  
M4Y 1A9

2454

Dear Dr. Cairns:

Re Lisa Shore

You have asked about the KIDCOM orders as related to Lisa Shore. The following is a Chronology of the Doctors orders and the reports that would have printed noting the orders:

- 2314 - Dr. Lobo's orders ( suspended until admission )
- 2347/2348 - Dr. Schilly's orders ( suspended until admission )
- 2400 - Print out of all in-patient orders for last 24 hours ( Lisa not yet admitted, still in Emergency so no automatic print of orders ) ( example attached as "D" Daily order Summary )
- 0137 - Lisa noted as admitted in computer ( on floor at 0145 hours )  
in the old system no print out of orders would occur  
*new system automatically prints any suspended orders on Nursing Unit*  
( example attached as "A" Current Order Summary )
- 0615 -0630 - Auto print of Patient Care Summary for all patients which includes any new orders ( suspended or not ). This is a worksheet that is discarded at the end of each shift. These are not permanent records, only a summary of all treatments, medications, orders etc. that nurses use to plan their care for the shift.  
( example attached as "B" Patient Care Summary )
- 1544 - Kristen Farquharson discharged Lisa on computer. Medication, IV and Lab orders are automatically discontinued. On discharge, there is an auto print of all new orders (suspended or not) entered since 2400 hours. These were printed and added to final chart; this is what the Coroner received Dec. 23/98 - see attachment "C". For Lisa's orders, the suspended monitoring orders were entered pre 2400 hours, therefore they were not printed ( nothing further for Lisa but auto print process continues as described below for 1815 and 2400 )

- 1815-1830 -The second auto print of a Patient Care Summary for all patients which includes any new orders ( suspended or not ) This is a worksheet that is discarded at the end of each shift. (see above 0615 - 0630)
- 2400 - Auto print of Daily Order Summary ( example attached as "D" ) occurs shortly after midnight and is the permanent record of all doctors orders for the previous 24 hours.

Regarding Production of Records:

On December 17, 1998 the Coroner produced a warrant for the hospital record of Lisa Shore. The warrant was received in Health Records Department on December 21, 1998. On December 23, 1998, a copy of the chart held in the Health Records Department was sent by courier to the Coroners office, containing four pages of doctors orders (see attachment "C").

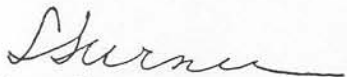
On January 26, 1999 the Health Records Department was notified by the **Risk Manager** that there seemed to be doctors orders missing. Health Records and Information Services did a search and located the PCA orders in suspended mode on the computer system. Once it was realized the suspended orders were not on the chart, the additional pages of orders were printed out. These new pages were substituted for the original order pages in the hospital record.

On January 28, 1999, the hospital sent by courier, a letter to Dr. Lucas which contained the two additional pages of orders, (See attachment "E").

I understand that Ms. M. Stevens subsequently met with you and explained the suspended orders and the above process.

Today, according to Information Services, suspended orders now print automatically when the patient is admitted to a unit from Emergency.

Yours truly,



Lynne Turner,  
Director, Health Records Department

**Summary of Audit Trail**  
**Chronological Sequence of Transactions on Kidcom for Lisa Shore**  
**1998-10-21 - 1998-10-22**

Date & Time	Location	User's Name	Role	Function
98-10-21 21:50	Emerg	Linda Milosevska	Information Worker	registration
98-10-21 23:14	Emerg	Joel Lobo	MD	entry of suspended orders
98-10-21 23:47	Emerg	Markus Schily	MD	entry of suspended orders
98-10-21 23:48	Emerg	Markus Schily	MD	entry of suspended orders
98-10-22 01:33	Emerg	Joe Pacheco	Information Worker	requesting a bed on 5A
98-10-22 01:35	Emerg	Sheila Elliot	Information Worker	admitted to system at 01:37 to 5A
98-10-22 02:05	5A	Ruth Doerksen	Registered Nurse	Nursing Assessment entry
98-10-22 04:58	Emerg	Joe Pacheco	Information Worker	Emergency Post Visit entry
98-10-22 07:46	Lab	Lab order		Sodium, Potassium, Chloride, Creatinine, Blood Gas (Art)
98-10-22 07:47	Lab	Lab Result		Blood Gas (Art)
98-10-22 07:52	Lab	Lab order & Result		CBC
98-10-22 08:03	Lab	Lab Result		Sodium ,Potassium ,Chloride
98-10-22 08:04	Lab	Lab Result		Creatinine
98-10-22 08:35	5A	Rose Ancona	Information Worker	Transfer out of Rm 5647; change Responsible M.D. to Dr. Wright
98-10-22 15:44	5A	Kirsten Farquharson	Registered Nurse	"Expire" entry