**St. Luke’s Epic IT Command Center: Day 3**

Energy – the vibe. That is my favorite part of this go live.

*Stacey*
Instructional Designers

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Q: What’s your favorite part about go-live?

A: Best part, there is a lot of great things but it’s the hard work and dedication from the team. The amount of positive energy is amazing. The training that was given did work and despite the high ticket volume the people we talk to on the phone are positive and take this Epic go live as a learning experience.”

-JR Kushnir
Optime Instructional Designer

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Majority of end users are pleased that we can call and help them imitate over the phone. I have not had one person who was unhappy with our service yet!

*Brian Stauffer*
Radiant Analyst

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Tip Sheets

New Tip Sheets on LHD:

Bar CFaxing for AP: AP users
RN review of Home Medications (PTA): RNs
Admitting a patient in APU: Unit Clerks
Canceling a Case: Surgical Staff
Modify a Cases Length Node Scanning Tips
Adding Reports to the Summary
Printing Work Around ADT Labels
Printing Work Around for HP printer (label and wrist band issues)
Troubleshooting Printing Issues - Labels
Physicians assigning themselves to patient care-team: ED doctors and APPs.
Documenting Override Pull Medications in Epic: Nurses
View PACS Images Via Link in Chart Review: End-users who view images
View Text-Based Results in Chart Review: End-users who view images
Heparin Infusion Documentation: IP Nurse
IV Heparin Order Sets: Physician
Cancelling Incorrect Lab Orders: Patient Access
Monitoring Packing Lists: Phlebotomist and Lab Tech
Electrolyte Protocol: Nurses

Updated Tip Sheets on LHD:

Barcoding for medication and patient identification: Barcode scanner users
Rover (tap the plus sign): PCA and Nurse Managers
Add-on Tests: Lab Techs
Ordering Bloodwork
Barcode Scanning Tips
Printing Tip Sheet

Upcoming Tip Sheets (stay tuned!):

Working/resolving the I/O report (completing documentation in timely fashion)
Physicians finding their discharged patients
Advanced Dashboard: Customizing workspace
Advanced Dashboard: Customizing workspace
RT/Nurse Mechanical Vent Documentation workaround
Ordering Cord Blood Correctly in Epic – on hold (Beaker team, confirming orders)
Physicians finding discharged patients
Numerical Census: Nurse Managers and Supervisors
Sepsis bundle workflow/process: ED Physicians
Physicians assigning themselves to patient care-team: Physicians

Top Issues

1. External Coverage - import to decrease Reigstration Areas turn around time
2. General Registration Throughput – there are delays with tickets
3. Charge Conversion – Siemens batch is out and Star is in progress.
5. Acudose Dispensing - working the error queues.
6. Specimen Ad-Ons - staff should call the lab and notify the team the specimen is on the way. Working on changing the workflow in the system
7. Medication Scanning – we have a team out at each campus working on recalibrating scanners
8. Cardiology & IR Charges - issue with interface and charges not going through holding up billing

Things to Remember

WOWs
When WOW won’t power on, [Press CTRL-P] to reset.

Calibrating Scanners
If you are recalibrating a scanner using the correct scanning calibration sheet on the Learning Home Dashboard please pause between barcodes to make sure you give the scanner enough time to scan and calibrate. We are finding that when staff are calibrating the scanner it does not calibrate correctly when done fast.

Clinical EAD 2.0
ALL users need to be reminded to “badge-out” or “red-door out” when they are done with their workstation. It is the same protocol as pre-Epic to securely log-out of their workstation.
Bethlehem’s Go Live Fun!

Question to two employees walking in the hall .... How is it going? “Wonderful”

“Preparation for Go-Live was awesome!”

“I like it now but once I’m faster I know I will love it”

“My patients are more complex then Epic”