Top Issues

1. Revenue Issues Overall – variety of charging issues from various departments throughout the Network
2. Miscellaneous Printing Issues – group focused on working through all printing issues through multiple Epic applications, such as Beaker & ClinDoc
3. Acudose Dispensing & Pharmacy Charges – put a group together to focus on these issues.
4. Accommodation vs Patient Class Codes - which results in revenue lose – education & analysis to be completed tomorrow to make final solution – solution is going in this morning.
5. Missing ED Charts Resolving in Revenue Loss - approximately half of the charts have been found; the other charts are in HEC and are unsigned.
6. Lab Analyzer Issues – the WAM analyzer fix was completed. We are still working through a few more issues with the lab analyzer.
8. TOC (transition of care) notification not being received in Ascripts

IMPORTANT END-USER COMMUNICATION:

- Clinical EAD 2.0 when you are leaving your workstation you MUST click on the red door. If you do not “red door out” of EAD it will cause issues when staff are transporting patients. (this is related to patient movement)
- Providers are to use Nursing Communication Order (i.e. “HOLD lovenox in AM”) or discontinue the medication order (if an nurse sees an order on a sticky note, they must notify the provider to palce an appropriate order)
- The appropriate there are occasional times that a patient is admitted from the ER to Inpatient but cannot be moved to the floor. This may cause overdue warnings on reports and should not be viewed as a cause to change the workflow. It is important to keep the workflow intact for billing purposes.
- Patient Moment Confusion? Remember the Click by Click patient movement document (found in your Learning Home Dashboard)
Tip Sheet Update

New Tip Sheets on LHD:

Heparin (Willow)
Entering Pre-Operative Orders from Paper (Willow)
Charge Poster One Time Supply and Implant
Procedure Care Complete (OpTime)
Charge One Time Supply and Implant (OpTime)
How to Look Up Supplies and Implants (OpTime)
Discharge readmits Workflow (ClinDoc)
Bar Code Scanning Tip (updated to reflect changes)
Transferring a Patient
Using your In Basket ED Providers (ASAP)
Trauma Quick Tips on Workflow (ASAP)
Trauma Evaluation Order Trauma (ASAP)
Trauma Airway Note Documentation (ASAP)
Direct Admit (Orders)
Discharge /Readmit & Direct Admit (Orders)
Charge Poster One Time Supply and Implant (OpTime)
Procedure Care Complete (OpTime)
RN review of Home Medications (PTA): RNs
Admitting a patient in APU: Unit Clerks
Canceling a Case: Surgical Staff
Modify a Cases Length
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
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

Updated Tip Sheets on LHD:

Legacy Insurance Registration – RTE Payor (Awaiting build & final review)
Cosign/Attest ED Provider
Care Everywhere
Treatment Team Assignment for Trauma Providers
Changing Patient Accommodation Code (Clin Doc)
Monitoring Packing Lists (Beaker)
Updated bar code scanning tips
Bloodwork – New Collection (esp. AM Blood Draws)
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!):

Physicians finding their discharged patients
Advanced Dashboard: Customizing workspace
I/O Flow Sheet Documentation
In Basket ED Providers
Trauma Workflow
SmartList to pull Labs for Providers
MEWS
Lab Misc. Charge WQ (Lab)
Patient movement OR to Floor
Patient movement Floor to OR
Accudose PRN due times
Expired Orders
Reorder Button
Timed out RTE Responses
Using Patient Lists
Using Worklists
Legacy Insurance Registration – RTE Payor
Cosign/Attest ED Provider
Care Everywhere
Physicians finding their discharged patients
Advanced Dashboard: Customizing workspace