Top Issues

1. **All Epic Encounters flowing into Allscripts** – Allscripts was not receiving any encounters, change was put in place and now they are receiving all hospital encounters.
2. **Blood Admin Workflow Education** – If workflow is not followed, can cause issues downstream – Continued Education Issues. Please review tip sheets.
3. **OR/AP specimen matching up issue** – Pathology Specimens that the OR is collecting are not clearly marked impacting AP because they cannot match – Issues resulting back.
4. **Continued Revenue Issues Overall**
5. **Miscellaneous Printing Issues** – throughout the Network, group focused on working through all printing issues through multiple Epic applications, such as Beaker & ClinDoc.
6. **Lab Analyzer Issues** – Micro analyzer
7. **Acudose Dispensing & Pharmacy Charges**
8. **Physical Therapy scheduling & Billing issues**
9. **TOC (transition of care)** – Not tasking SLPG Staff
10. **PB Pathology & Cardiology issue with SLPG**

#FlashbackFriday
We’re Flashin’ Back to 1980s! A programmable calculator and printer which allowed physicians to more closely monitor dosages of antibiotics and other drugs ➔ To now **EPIC HYPERSPACE!**
I wanted to take a minute to let you know that EPIC has been a wonderful and welcome addition to SPD. The Supervisors, Coordinators, and myself have the ability to see the OR status board at all of the facilities. We have been able to plan instrument turnovers and staff assignments down to the minute. In addition, we are able to plan for the instruments needs for the next day a full day in advance. We can see every instrument that is needed and the time it is needed. SLB has not only zeroed out every morning with trays, but they are actually zeroing out every hour which is a sign of true lean processing for SPD. The case load has not changed, but we are able to be proactive instead of reactive. I have used EPIC in previous jobs, but forgot how much more efficient it makes SPD. I have been bringing each of the technicians into my office to show them EPIC’s capabilities and will do the same at all of the facilities. They are so excited to be involved, and appreciate the rounding that has been done in our department by Leadership. I know SPD is not a top priority in the EPIC conversion, but I wanted you to know how much we love it. We are excited that EPIC is already helping us work smarter and not harder, and in addition, we are thrilled that this will ultimately allow us to provide the best level of care to our patients.

“We are excited that EPIC is already helping us work smarter and not harder”
- Jen Burrell, SPD

**IMPORTANT END-USER COMMUNICATION:**

- **REVIEW BLOOD ADMINISTRATION Tip Sheet!** For Inpatient and Emergency Room Patients the provider must use an Order Set! This includes a prepare and transfuse order for administration of blood in that department.

- **BE CAREFUL WITH SPECIMEN COLLECTION AND LABELING**

- **PROVIDERS USE THE CORRECT DISCHARGE NAVIGATORS**

- **ED Providers** – when discharging to the floor use the discharge navigator not transfer; **Input** – when discharging to SNF use discharge navigator not transfer

- **Mismatched Bed Accommodation Codes and Updating** – please reference this tip sheet in your Learning Home Dashboard to learn more about accommodation codes.

- **SLPG accessing hospital census reports:** upon admission/discharge there will be a fax sent to the PCP office. This is how you go to get the census report.

- **Dragon Training for Providers:** We will be starting up our Dragon training courses on 1/25 at St. Luke’s Center. You can register for class through myelearning.com Please work with your practice administrators.

- **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)

**REMINDER!**

**Epic Training classes** for new hires begin next Monday! Please have them report to 1110 American Pkwy Allentown, PA (St. Luke’s Center) for their Epic training!

Majority of end users are pleased that we can help them immediately! We are happy our end users are happy!

**Brian Stauffer**
Radiant Analyst
Tip Sheet Update

New Tip Sheets on LHD:
See in red the important new tip sheets!

“RIS” Exams not ended-daily
Adding Reports to the Summary
Admitting a patient in APU: Unit Clerks
Bar CFaxing for AP: AP users
Bar Code Scanning Tip (updated to reflect changes)
Canceling a Case: Surgical Staff
Charge One Time Supply and Implant (OpTime)
Check in a Patient (CADENCE)
Direct Admit (Orders)
Discharge /Readmit & Direct Admit (Orders)
Documenting Override Pull Medications in Epic: Nurses
Enter charges after the exam reaches final
Entering Pre-Operative Orders from Paper (Willow)
Faxes for AP: AP users
Faxes Imaging Results to a Provider

Heparin (Willow)
How to Look Up Supplies and Implants (OpTime)
How to Schedule Anesthesia OOR
I/O Flow Sheet Documentation (Clin Doc)
Infusions & Injections at Discharge & Linking Lines
Lab Misc. Charge WQ (Lab)
Link multiple orders to one Appointment Using the Snapboard
Link order to End or Final Exam
Medicare Number for IME (Pre Encounter Center)

Mismatched Bed Accommodation Code and Updating
Modify a Cases Length
No Show Appointments
Order and Administer Contrast
PACU PCA/PCEA Pump
Payment Refunds (ADT/Cadence)
PCA/PCEA and Medication Infusion Time Out
Physicians assigning themselves to patient care-team: ED doctors and APPs.
Printing historical reports from HPF
Printing Work Around ADT Labels
Procedure Care Complete (OpTime)
Reprinting Receipts (ADT/Cadence)
RN review of Home Medications (PTA): RNs
Sign In and Sign Out (ED Tech)
TEE OR Technologist workflow
Transferring a Patient
Trauma Airway Note Documentation (ASAP)
Trauma Evaluation Order Trauma (ASAP)
Unit Charge Entry
Using your In Basket ED Providers (ASAP)
What you need to know about discharges

Updated Tip Sheets on LHD:

Add-on Tests: Lab Techs
Administering Vaccinations
Barcode Scanning Tips
Barcoding for medication and patient identification:
Barcode scanner users
Bloodwork – New Collection (esp. AM Blood Draws)
Care Everywhere
Care Everywhere
Changing Patient Accommodation Code (Clin Doc)
Cosign/Attest ED Provider
Cosign/Attest the Provider
Documenting Blood Products in Epic
Legacy Insurance Registration – RTE Payor (Awaiting build & final review)
Monitoring Packing Lists (Beaker)
Ordering Bloodwork
Rover (tap the plus sign) PCA and Nurse Managers
Ticket to Ride
Treatment Team Assignment for Trauma Providers
Understanding MEWs in Epic
Updated bar code scanning tips

Upcoming Tip Sheets (stay tuned!):

Accudose PRN due times
Advanced Dashboard: Customizing workspace
Attaching Clinical References to D/C Instruction
End User Technical Troubleshooting with Rover
Expired Orders
Homecare face to face
I/O Flow Sheet Documentation
In Basket ED Providers
Lab Misc. Charge WQ (Lab)
MEWS
Patient movement Floor to OR
Physicians finding their discharged patients
Reorder Button
SmartList to pull Labs for Providers
Stork OB discharge from Triage
Timed out RTE Responses
Trauma Workflow
Using Patient Lists
Using Worklists