Top Issues

1. Infusion Start & Stop Times Education – The infusion drip must be stopped in Epic. Skipping the stop time prevents charges. Pushing Re-education.
2. Lab Specimen – Source & Collection, the analyzer expects the information to cross in the interface. If the information is not entered in the system, the analyzer will stop. This is a workflow concern, not an issue with the analyzers.
3. AP/OR Workflow issues – Beaker & Optime Teams are working on a process with the OR’s to standardize this concern
4. Chemo Drug Charging - drug charges are expected to be coded and worked on this coming Monday.
5. Misc. Bed Charges Accommodation Code – ADT patient class and accommodation codes are mismatched on patient charts causing the wrong charges to drop. Issue is being worked on. The last piece is an observation bed decision awaiting answer on Monday
6. Printing Overall – Misc. printers being worked on throughout the Network
7. Runtime Error in Hyperspace – 17 open issues – teams are exploring what might be causing these issues – when user experiences these issues, they are able to click past it, not stopping their work.
8. Various Charging – There are various departments that have minor charging issues that are being worked on as they present
9. CCDA – Fix was issued on Friday night and we awaiting validation on Monday
10. TOC with SLPG Tasking – Interfaces are built, waiting on Allscripts build and validation

“At the end of the week, I am 25% more efficient without customizing any note templates. The speed and system is great!”
- Justin Psaila, Chief of Medicine

Attention End Users!
If you see an alert, please make sure to Read and understand what the system is trying to tell you.
Not sure what the alert means? Reach out to your Epic floor support.
When in doubt, reach out!

Keep in mind the 5 rights during all blood and medication administrations. Right medication, right dose, right time, right route, and right patient.

If the medication or blood product orders do not match during scanning or if there is any doubt about whether you are administering the correct product to the right patient

STOP ASK QUESTIONS!
**IMPORTANT END-USER COMMUNICATION:**

- 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.
- 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.)
- LAB PSC: When sending Epic accessioned samples for LabCorp from a PSC, Please remember to send all specimens to your designated hospital campus using the campus temperature specific packing list. The hospital location will forward the tests to LabCorp via their designated account and the test orders will transmit electronically. PSC’s should not be placing accessioned specimens on a default packing list with a destination of LabCorp. Exception to this is Brown St Lab; they can send Epic accessioned samples directly to LabCorp using their assigned LabCorp packing list & account number.
- Documents for Medical Records Scanning: Please ensure all documents being sent for scanning have patient labels.

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**Blood Administration Tips**

The addition of barcode scanning prior to blood product administration is a new for all of us. This workflow not only provides for efficient documentation but when used correctly can greatly improve patient safety. Following a near-miss situation earlier today we would like to reinforce the following key points when administering blood products:

1. Prior to transfusion the patient and the blood product must be verified by two personnel, one of whom is a RN/MD/DO/PA
2. Using the patient ID bracelet the Patient Name, Medical Record Number and Date of Birth should be compared to the Unit Tag
3. Confirm ABO and Rh compatibility by comparing the Unit Tag and the Blood Product Label
4. Check bag labels for Expiration Date and Time
5. Resolve any discrepancies with the Blood bank prior to administration

Remember, barcode scanning provides an additional safety check but does not replace your responsibility to positively confirm the patient and the blood product. By following this process earlier today a safe experience was assured for our patient!
Tip Sheet Update

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

- 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

**Capturing Pictures**
- Charge One Time Supply and Implant (OpTime)
- Charge Poster One Time Supply and Implant
- Check in a Patient (CADENCE)

**Cosign a Note with and Attestation**
- Daily Device Assessment Process
- Daily Round Activity
- Direct Admit (Orders)
- Discharge /Readmit & Direct Admit (Orders)
- Documenting Override Pull Medications in Epic: Nurses

**Electronic Signatures and scanning**
- Entering Pre-Operative Orders from Paper (Willow)
- Faxing for AP: AP users
- Heparin (Willow)
- How to Look Up Supplies and Implants (OpTime)
- I/O Flow Sheet Documentation (ClinDoc)

**Infusions and Injections**
- Lab Misc. Charge WQ (Lab)
- Medicare Number for IME (Pre Encounter Center)

**Electronic Charging**
- Mismatched Bed Accommodation Code and Updating
- Modify a Cases Length
- OB Discharge from Triage

**Payment Posting**
- Payment Refunds (ADT/Cadence)
- PCA/PCEA and Medication Infusion Time Out
- Physicians assigning themselves to patient care-team: ED doctors and APPs.

**Printing Work Around ADT Labels**
- Procedure Care Complete (OpTime)

**Reprinting Receipts (ADT/Cadence)**
- Restraint Compliance
- RN review of Home Medications (PTA): RNs

**Sign In and Sign Out (ED Tech)**
- Transferring a Patient
- Trauma Airway Note Documentation (ASAP)
- Trauma Evaluation Order Trauma (ASAP)

**Troubleshooting Rover**
- Unit Charge Entry
- Using your In Basket ED Providers (ASAP)

**Updated Tip Sheets on LHD:**

- MEWS
- Add-on Tests: Lab Techs
- Barcode Scanning Tips
- Barcoding for medication and patient identification: Barcode scanner users
- Bloodwork – New Collection (esp. AM Blood Draws)
- Care Everywhere
- Changing Patient Accommodation Code (ClinDoc)
- Cosign/Attest ED Provider
- Legacy Insurance Registration – RTE Payer (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
- 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
- Expired Orders
- Homecare face to face
- In Basket ED Providers
- Patient movement Floor to OR
- Physicians finding their discharged patients
- Reorder Button
- SmartList to pull Labs for Providers
- Timed out RTE Responses
- Trauma Workflow
- Updating and Understanding Privacy Status
- Using Patient Lists
- Using Worklists
- Expiring Orders
- Modifier 25
- Private and Anonymous Patient encounters
- Lab Smart Links Policy
- Reviewing Old Data from OAS/3M

**REMINDER!**

*Training classes* for new hires begin on Monday 01/18/2016!
Please have them report to 1110 American Pkwy Allentown,
PA (St. Luke’s Center) for their Epic training!