Top Issues

1. **AP/OR Workflow issues** – Beaker & Optime Teams are working on a process with the OR’s to develop a workflow around this concern.

2. **Missing Bed Charges** – need to provide ADT the accommodation code need to be updated to. From 68 down to 44 missing bed charges

3. **Willow Ticket volume** – Ticket volume remains high; the team is working in a war room and making progress

4. **Willow billing queue** – billing errors in willow continue to be in the 400s. Willow team is working on clearing out

5. **Patient Class Mismatching with Orders** – this issue is under investigation. Updates on this issue will be in the next edition

6. **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

7. **HARs, Cadence & SLPG** – Still need to correct errors on HARs that affect billing

8. **Order Fields Blanking Out** – certain fields are not taking text when trying to type an order

9. **Urgent Care Billing Issues** - Labs orders placed in all scripts creating a Bethlehem HAR. HAR’s being created with incorrect patient class and department – charge corrections needed.

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Attention End Users!

If you see an alert, please make sure to Read and understand what the system is trying to tell you.

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

ASK QUESTIONS!

The best part of the day is when the snacks roll through the PACU at the Allentown campus. ☺️
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!

IMPORTANT END-USER COMMUNICATION:

- Requests for EPIC TRAINING, please use Epictraining@sluhn.org: Include your end user role to assist in identifying your training needs and a valid contact number.

- **Patient Movement** – Staff members in the Unit Clerk role remember to update the patient chart when there is patient movement. This will ensure patient documents are printed to the department the patient is located.

- **Specimen Collection** – OR Nurses! Please make sure when you are in your patients chart that you are in the specimens section in order to add a collection.

- **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.

As we enter week 2 of our Epic Go Live, on behalf of the entire St. Luke’s Warren campus, I want to thank our IS Team, our internal Epic team and our friends from Epic, PTP and other consultants all of whom have made the first phase of our conversion a success! A constant theme leading up to, and since, Go Live last Saturday has been how invaluable you all were in preparing us for, and navigating, the many challenges brought by any change of this magnitude; and you performed your functions in a timely, supportive and collegial manner at all times, day & night!

Scott Wolfe
President of Warren Campus
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
- SmartList to pull Labs for Providers
- Timed out RTE Responses
- Updating and Understanding Privacy Status
- Expiring Orders
- Modifier 25
- Private and Anonymous Patient encounters
- Lab Smart Links Policy
- Reviewing Old Data from OAS/3M
- Cancer Support Care

New Tip Sheets on LHD:

- See in bold the important new tip sheets!

Adding Reports to the Summary
Add on Case Printing
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
Creating Accommodation Codes after Discharge
Charge One Time Supply and Implant (OpTime)
Charge Poster One Time Supply and Implant
Check in a Patient (CADENCE)
Choosing the Correct HAR
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)
Micro 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
Placing Referral Orders
Printing Work around ADT Labels
Procedure Care Complete (OpTime)
Reprinting Receipts (ADT/Cadence)
Restraint Compliance
RN review of Home Medications (PTA): RNs
Scheduling and Collect the ABN
SLUHN Admit Patient in APU
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)