

October 2, 2017

The purpose of *Go-Live Insight* is to provide a status update on the Epic implementation. The communication will be distributed (electronically) daily for the first several days of go-live and as needed thereafter.

Day 2!



Epic Survival Kit that Tri-River greeted each employee with today when they arrived.

REMINDER: When reporting a patient safety issue, please indicate to the IS Support Center that it is a patient safety issue for escalation and routing purposes. Please also report safety issues to your manager/chair for more rapid escalation

Top Issues Reported issues are addressed in the order of severity and the resolution is communicated back to the individual who reported the issue. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

TOP ISSUES		
Site/Area	Overview	Mitigation
Allscripts	Unable to sign notes, tasks and complete charges for patients seen prior to 9/30. Additionally, results prior to 10/1 are not populating to Epic In Baskets as initially planned	Allscripts has modified access to include the ability to verify results in Allscripts in addition to access to create, edit and sign notes. Result letters will need to be printed if you want to send the results to the patient, and staff will need to know to check the print tasks
Prescription Forms	Prescription forms are printing incorrectly.	Working to update the report for prescriptions
Prescriptions not printing	Prescriptions are not printing in some inpatient areas.	ePrescribe if possible, or use prescription pads if necessary
Handoff forms	Handoff printouts are not optimally formatted.	Actively addressing issues
Blood transfusions	Lack of understanding of new workflow between Emergency Department and Blood Bank (emergency blood release, stat blood transfusion and massive transfusion protocol).	Please see attached job aid. Job Aid is also posted on IS/Epic Central here
ePrescribing	Some providers not configured for ePrescribing.	Actively addressing issue; Submit a ticket to the IS Support Center if ePrescribing is not working for you

TOP ISSUES	TOP ISSUES	TOP ISSUES
Overview	Overview	Overview
Radiant (Radiology)	Some imaging studies not visible for review by providers	Submit a ticket to the IS Support Center if you are not able to view specific images on specific patients. RIS-IC access to historic images has been restored.
All	Operating Rooms, Radiology and Endoscopy are not following correct ordering/collection/packing list workflow for lab specimens. The lab is receiving specimens for these areas that do not have orders entered, do not have AP labels on them and were not sent on packing lists. Without orders for these specimens, the lab cannot process the them.	Go-live support being sent to areas assist, IS team is working on label printing issues and job aids being drafted and distributed.
Medications and Allergies	Need to manually reconcile converted medications and allergies from Allscripts. Third party vendor (IKS) working on scheduled patients.	Job aid distributed earlier today. Click here to review.
ASAP (Emergency Department)	Multiple WOWs are not mapped correctly to printers and lab labels are not printing correctly	Epic Project Team is remapping printers as requested by end users. Change implemented into Epic to correct label printing issues from lab.
HealthAlliance Anesthesia	HealthAlliance Anesthesia carts having significant response issues. Anesthesia physicians are currently on paper	Anesthesia physicians are on paper while issue is being addressed UPDATE: Epic and Infrastructure teams actively addressing the issue
Printing issues	Some documents are printing incorrectly or to incorrect locations	Submit a ticket to the IS Support Center for further investigation
Security	Physicians accounts not configured for all of their requirements	Access and security requirements being addressed as tickets reported
Printers at CMG offices	Printers were not configured in Epic for approximately 14 CMG offices	List of offices has been submitted to the IS Infrastructure Team

RESOLVED ISSUES		
Site/Area	Overview	Mitigation
AGFA (PACS)	Radiologist could not view images	Technicians must complete their workflow in order for physician to view image
Critical Results	Not all lab critical results populating to the Lab call list	RESOLVED. Critical results populating to the lab call list

To Know

- The IS Support Center is getting a lot of calls regarding duplicate patients. End users have the ability to mark these for merge for HIM operations to complete. Please see the related [Job Aid](#).
- It's important that Preop SACU/PACU RNs designate a specimen as collected, whether or not it actually has. This action prints the label for the type and screen, and allows the blood bank to begin processing the sample for a cross-match.
- The HIM Team has created the Scanning Document Directory, which lists nearly 2,000 previously scanned documents that have been condensed to fewer than 300 document types with Epic. The [Scanning Document Directory](#) can be found on the [Changes Coming With Epic](#) page of [IS/Epic Central](#).
- Requests for new order sets will be reviewed at a later time. If there is a critical issue with an existing order set or there is a critical need for a new order set, please submit a ticket to the IS Support Center.
- Radiology images can be viewed in Epic via the link to AGFA Xeroviewer. Please refer to the AGFA [Xeroviewer video](#) posted on IS/Epic Central.

Reminders

- **Again, when reporting a patient safety issue, please indicate to the IS Support Center that it is a patient safety issue for escalation and routing purposes**
- In order to troubleshoot and address a problem, you must submit a ticket. When submitting issues, please include as much detail as possible. If submitting a ticket via IS Self-Service portal, include a screen shot, if available
- Please remember that Epic devices are shared devices
- Remember to complete Medication Reconciliation on patients.
- The documentation of and terminology for code status has changed with the Epic go live. See Job Aid below
- Update the care team to include intern, resident, consultants...
- Nursing printing the After Visit Summary (AVS) is the last step in the discharge process – prior to the patient leaving the floor or unit and after orders and discharge planning have been completed. Providers should leave this step for the nurses to complete.
- Please DO NOT use your cell phone to take screenshots that include patient information when submitting a ticket to the IS Support Center. Confidential patient information on an end user cell phone is not HIPAA secure.

Job Aids

Job Aids are available on the Epic Learning Home Dashboard and in the [Job Aid Repository](#). During go-live, select Job Aids may also be distributed to end users via at-the-elbow support. The following Job Aids were recently created.

- [In Office PFTs](#)
- [Pre-visit Planning](#)
- [Medication Administration](#)
- [Managing In Basket Pools](#)
- [Lab Collection – Collection of Specimen](#)
- [Filter In Basket Messages](#)
- [Erroneous Encounter](#)
- [ECG - CardioPerfect](#)
- [Chart Review](#)
- [Immunization Clinic](#)
- [Restore Note Fat Tab](#)
- [Teaching Physician Documentation for Professional Outpatient/Office](#)
- [Teaching Physician Documentation for Profession Procedural Services](#)

Job Aids - *continued*

- [Code Status/Limitations of Treatment in Epic](#)
- [Ordering Endoscopy Suite Procedures](#)
- [Entry and Scanning of External Lab Results](#)
- [Fetal Echo Begin End Exam](#)
- [Resulting Fetal Echo](#)
- [Pediatric Echo ASR Workflow](#)
- [Scanning Media Manager](#)
- [Extract/Export Data For ICD](#)
- [Extract/Export Data for CathPCI](#)
- [Sharing In Basket](#)
- [Defaulting Order Mode on Echo Med Orders](#)
- [Short Stay Arrival Post Procedure](#)
- [HVIL Arriving a Patient](#)
- [Using DOT Phrases](#)
- [HVIL Supplies and Implants](#)
- [Update AGFA Password](#)
- [Tilt Table](#)
- [Short Stay Full Screen Status Board](#)
- [Vascular Treadmill](#)
- [Pharmacy Preference](#)
- [Admitting a Patient Note Using Bed Management](#)
- [Updating Accommodation Code](#)
- [Quick Disclosure for Financial Institution Clearance](#)
- [Release of Information to Medical Examiner or New England Organ Bank](#)
- [Scan Tissue Implant Into Epic](#)
- [Scanning Anesthesia Consents](#)
- [Capitated Implant Charging Workflow](#)
- [Non-Employed Physician Charges](#)
- [Sensitive Notes for Behavior Health Providers](#)
- [Prevent Care Everywhere Release of Behavioral Health Notes](#)
- [Viewing Quest Status Updates in Beaker](#)
- [Updating Users/Supervisors in Workqueues](#)
- [Patient Search Handout](#)
- [Setting an Advanced Filter in Workqueues](#)
- [Billing Review Needed](#)
- [How to Find Your Cash Drawer](#)
- [Advanced Practioner Workflows](#)
- [Encounter-On-the-Fly-Workflows](#)
- [Finding Converted Documentation in Epic](#)
- [Reconciling Converted Medications and Allergies](#)
- [myChart Patient Message Review](#)
- [Searching Using HAR or CSN](#)
- [Visiting Planning](#)
- [Post Transplant Order Groups](#)
- [On Call Organ Offer](#)
- [HLA Labs](#)
- [Additional Procedure and Imaging Results](#)