

# PHYSICIAN CONNECT All Providers



Nov. 27, 2018

## In the Know with Your CMIO

### Patients Over Paperwork: Returning Your Focus to What Matters Most

Physician burnout is real, and largely due to burdensome documentation requirements. In a recent [CMS letter to clinicians](#), CMS Administrator Seema Verma outlines several measures CMS is taking to reduce administrative burden through its “Patients Over Paperwork” initiative. Verma affirms that, “We need clinicians to be able to leverage their full skill set and provide high-quality patient care, instead of being consumed by paperwork.” I couldn’t agree with her more.



*Dr. Nicholas Desai  
Chief Medical Information Officer*

In a recent article in [The New Yorker](#), Dr. Atul Gawande highlights the collective frustration echoed by providers who feel that “a system that promised to increase my mastery over my work has, instead, increased my work’s mastery over me.” We’ve all felt the increased administrative burden of EHR documentation, but I want to reaffirm two key points. First, EHRs were not originally designed with you in mind, so we have work to do. Second, our Houston Methodist IT team is committed to developing and deploying solutions designed for you and based on your input.

On Sunday, Nov. 11, we smoothly transitioned to Epic v2018. With this upgrade you have additional efficiency tools, including streamlined order entry and reconciliation, the ability to write an H&P interval update using mobile tools and integration of your OR schedule/Outlook calendar (you must opt in). In IT, our focus is helping you return your focus to what matters most – your patients and your families. As I reflect on this time of thanksgiving, I am sincerely grateful for your continued support and for all you do for our patients.

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## Key Updates

### Epic v2018 Upgrade Highlights: What it means for you

The new look and feel of Epic continues to enhance your work experience by providing you with more customized tools. Notable upgrade highlights include:

#### **Discharge Med Reconciliation**

See a real-time preview of the After-Visit Summary (AVS) as you complete discharge reconciliation. The connection between your reconciliation decisions and what your patients see is clearer than ever, helping you make sure your patients understand your discharge medication instructions.

#### **A Tidy New Notes Activity**

The look and feel of the Notes activity is easier to read, prioritizes information and provides more space dedicated to actual note content.

## Location of Orders Placed (Ambulatory only)

The visit taskbar is your new home for placing and signing orders in outpatient encounters. Available in nearly every activity, the taskbar appears at the bottom of the workspace throughout the encounter so that you can place a new order at any point during the visit.

### Important Note

While workflows are customized to suit Houston Methodist requirements, design and visual aspects of Epic are based on usability studies from all Epic customers. As we move to quarterly Epic upgrades, you will notice some changes that may appear to be cosmetic. These changes are driven by Epic Systems Corporation similar to the upgrades on your smartphone.

## Connectivity Matters

### *Houston Methodist Explores Community Connect Program*

To improve interoperability and access to patient data, Houston Methodist is exploring the opportunity to offer our affiliated physicians Community Connect – a unique program that allows us to extend Epic to your practices.

You will soon receive a letter from your affiliated hospital's CEO, requesting your participation in a brief survey that will help us gauge your interest level. Please complete this survey to ensure your needs and interests are heard!

## Intelligent Medical Objects (IMO) Update

### *Diagnosis Codes with Hierarchical Condition Category (HCC) Risk Adjustment Model Designations*

On Oct. 1, diagnosis codes in Epic were updated to include a Hierarchical Condition Category (HCC) designation next to the code description in accordance to CMS guidelines. Additionally, a column in the diagnosis list now displays what category a diagnosis belongs to.

HCC is a risk-adjustment model designed to estimate future health care costs for patients. HCC coding helps communicate patient complexity and provides a wholistic view of the patient.

In addition to helping predict health care resource utilization, Risk Adjustment Factor or RAF scores are used to risk-adjust quality and cost metrics. By accounting for differences in patient complexity, quality and cost, performance can be more appropriately measured. Note: this update has no impact on provider workflows or documentation. The HCC designation solely appears for informational purposes.

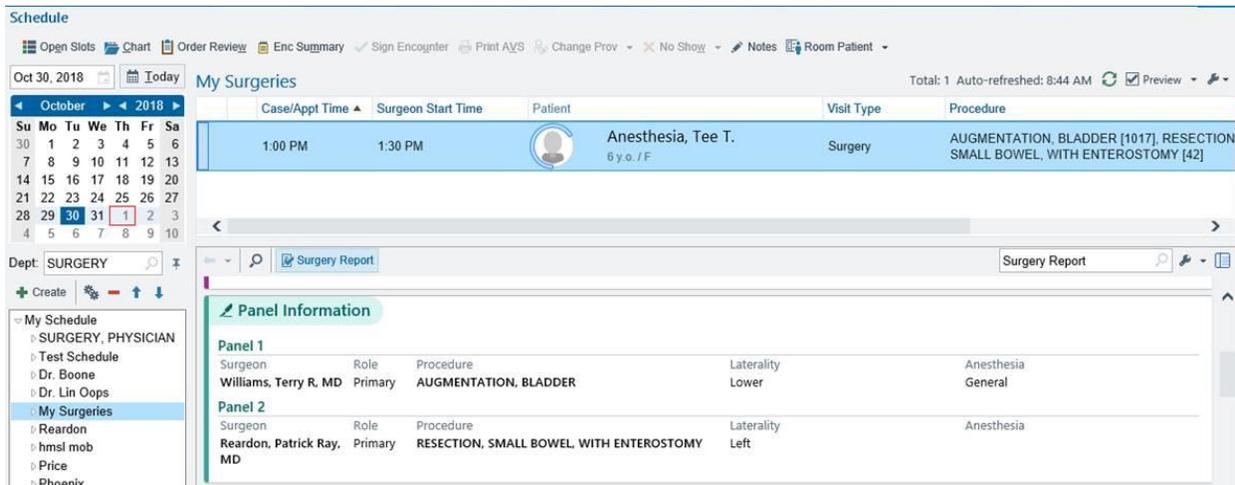
ID	ID	Name	ICD-10	HCC Mod
93889	193889	Diabetes (HCC)	E11.9	18
1141027	1241027	Diabetes ins, managed as type 1 (HCC)	E10.9	19
1141028	1241028	Diabetes 1 5, managed as type 2 (HCC)	E10.9	19
948841	1048841	Diabetes due to underlying condition w oth circulatory comp (HCC)	E08.59	18
948871	1048871	Diabetes due to underlying condition w oth complication (HCC)	E08.69	18
948851	1048851	Diabetes due to underlying condition w oth diabetic arthrop (HCC)	E08.618	18
948534	1048534	Diabetes due to underlying condition w oth oral comp (HCC)	E08.638	18
948450	1048450	Diabetes due to undrcl condition w oth diabetic kidney comp (HCC)	E08.29	18
948202	1048202	Diabetes due to undrcl condition w oth diabetic neuro comp (HCC)	E08.49	18
948275	1048275	Diabetes due to undrcl condition w oth diabetic opth comp (HCC)	E08.39	18
1142778	1242778	Diabetes education, encounter for	Z71.89	
221927	321927	Diabetes in pregnancy	O24.919	
619044	719044	Diabetes in undelivered pregnancy	O24.919	
156943	256943	Diabetes insipidus secondary to vasopressin deficiency (HCC)	E23.2	23
113267	213267	Diabetes insipidus, nephrogenic (HCC)	N25.1	23

HCC Mod is the HCC Category by number that a diagnosis belongs to.

# New Columns Added to the Multi Provider Schedule (MPS) for Surgeons

The **Time** column on surgeon schedules has been changed to ensure surgeons can differentiate between the actual case time and the surgeon scheduled start time. Two new columns display on the MPS:

- **Case/Appt Time:** The time that the appointment or case starts (this column will display a clinic visit and a surgical visit in the same column).
- **Surgeon Start Time:** The time that the surgeon is scheduled to start.

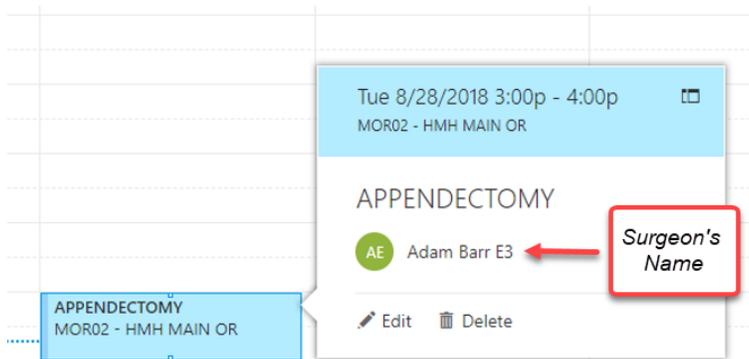


## Sync Your OR Schedule and Outlook Calendar

Surgeons and Proceduralists may opt in to new functionality that integrates your OR schedule with your Outlook calendar. Once a procedure is scheduled or updated in Epic, your Outlook calendar will automatically be updated if you're using a Houston Methodist email address. This eliminates the manual work your staff had to previously do and is more convenient for you – a win for staff and you.

Note: no PHI will display in Outlook. If you're interested in syncing your schedule, email the following information to [cmio@houstonmethodist.org](mailto:cmio@houstonmethodist.org)

- Campus
- Location/department
- First/last name
- Network ID
- Houston Methodist email address (if you have one/know it)
- Best method to contact you and contact information (i.e., personal email/phone)



You can also ask OR leadership at your campus to email on your behalf.

- You will receive instructions for accessing Houston Methodist email from anywhere, including mobile devices

# New Discharge Summary Template

When accessing the **Discharge Summary** from the Discharge navigator, for admitted or observation patients, the **Discharge Summary** note template will be the default discharge note when the **Create Note** button is selected.

If you don't want the **Discharge Summary** note to appear as the default, follow the steps in this [tip sheet](#) to learn how to customize your **Discharge** navigator settings.

Additionally, when you're in the **Notes** activity and select **Discharge Summary** as a note type, the **Discharge Summary** note template will appear in the body of the note.

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## Remote Access: Registering a Phone Number to Use Apps Center

Before you can use the Apps Center to access Houston Methodist documents from any device, you must have a phone number registered with Houston Methodist. This is required to perform two-factor authentication. To register your phone number, follow the steps outlined in the guide [here](#). For more Physician FAQs visit the [Physician FAQ page](#).

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## More Physician Resources Available on the Houston Methodist IT Website

Visit <https://it.houstonmethodist.org/physicians/>

Find answers to your IT questions, with more up-to-date information and resources available on the Houston Methodist IT website. The site includes:

- [Frequently Asked Questions](#)
- [Direct admission and pre-op order sets for Epic](#)
- Resources and support for [Dragon](#), [e-prescribing controlled substances](#) and [Epic mobile apps](#)
- Updates on [IT projects and system applications](#)
- The latest IT-specific news, including details on planned and unplanned [downtimes](#)
- And more!

We update news, tips and resources regularly, so bookmark the site and come back often.