

Epic Advisor

A Live-Site Newsletter for Clinical Care Teams / Ambulatory & Inpatient Staff

January 31, 2024



Epic Advisor Top Stories

Attn: Managers and Leaders!

These key items must be

addressed in your **Daily Huddles:**



Ambulatory and Inpatient Huddle Topics:

- Hello Jan, it's time to update your network password -- Tomorrow is "[Change Your Password](#)" day!
- [SPAR](#) / [CAM](#) requests are required.

Inpatient Huddle Topics:

- [Proper use of Secure Chat SBAR.](#)

Ambulatory Huddle Topics

- Create a SmartLink that will pull in a future date.

IT&S News for Everyone

February 1 is "Change

Your Password Day!"

Hello Jan,

Online security is critical at RWJBH. Take advantage of tomorrow's "**Change Your Password Day**" to [update your RWJBH network password](#).



Malachy McGrath, Director of Information Technologies and Services at Cooperman Barnabas Medical Center, reminds us that Thursday, February 1, is Change Your Password Day, an annual reminder to keep online data safe by updating passwords.



To reset your password at RWJBarnabas Health, click the Password Reset icon on your Desktop!

To improve the password reset experience, RWJBarnabas Health has enhanced the [Self-Service Password Reset \(SSPR\)](#) system to make it seamless, quick, and easy.

- [Click here for instructions to update your RWJBarnabas Health password.](#)
- [Click here for recommendations for choosing a secure, strong password.](#)
- Please submit all problem tickets and service requests through the [Enterprise Service Desk](#).

Sources: <https://www.cisa.gov/secure-our-world/use-strong-passwords>



Access Requests are Required for Epic Access!

Please submit a SPAR (SailPoint Access Request) for:

- All RWJBarnabas Health employees (excluding employed providers) for onboarding.

Please submit a CAM (Centralized Access Management) for:

- All non-employees (third party vendors, students, and residents) and credentialed providers (including employed) for onboarding and off-boarding processes.

Please access the EC-HARP (Epic Care Link Hyperspace Access Request Portal) for:

- All independent, community providers and their office staff
 - Submit requests via the [Care Link/Hyperspace Access Request Portal](#).

Additional Support:

- To help you navigate through the access request submission process, click the [SPAR Demo](#) link to view at any time.

- If you are experiencing issues using SPAR or CAM, click the “**Need IT Help?**” button through [My Service Portal](#) or call the Enterprise Service Desk at 855-453-1950.
- Click for the full [IT&S SBAR regarding SPAR and CAM Training](#).

Coming Soon: Exciting Epic Enhancements



Preview Next Week's Epic Enhancements!

- The following Epic Enhancements will be in Production on Tuesday, February 6!
- [Click here to review details about these Epic Enhancements, including screenshots.](#)
- [Click here to learn more about the Epic Enhancement Process and how to submit an Epic Enhancement request!](#)



- Thank you to the Epic Together Project Team for these amazing enhancements!

Inpatient Nursing and Allied Health Focus

Reminder: Proper Use of Secure Chat
Nurses - Do not use Secure Chat for personal healthcare inquiries. Call providers, including residents, for critical values and changes of status:

- Secure chat is a business tool intended for clinical communication amongst the patient care team.
 - Please do ***NOT*** use Secure Chat for personal purposes to communicate with your healthcare providers about your health status or that of family-members -- This violates RWJBH's privacy policy.
- Urgent patient safety items must be communicated via telephone call to ensure timely receipt of the message.
 - Please do ***NOT*** send urgent patient safety messages using

Secure Chat.

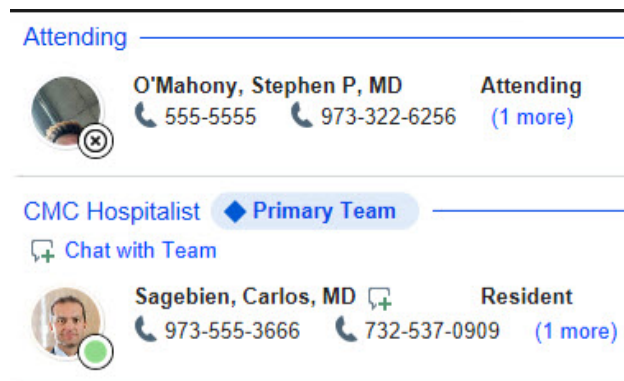
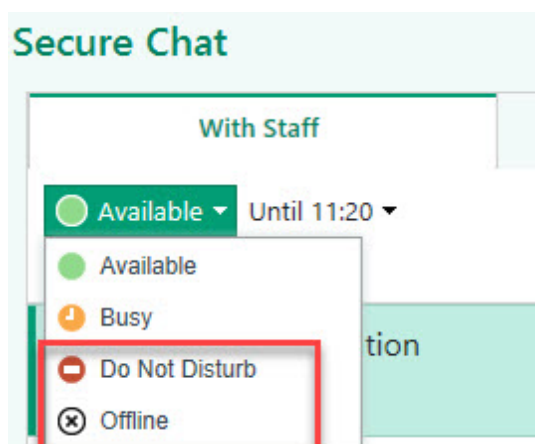
- Contact the provider directly for clarification of orders within your scope.
- Please reinforce with all users to use Secure Chat appropriately!
 - ***Avoid the use of Secure Chat with providers during night hours for non-sensitive communications.***
 - ***Access QGenda to validate the on-call provider in real-time.***

[Click here to review the Secure Chat SBAR!](#)

[Click here to review the Secure Chat vs. Phone Call flyer.](#)

Check Provider's Status on Secure Chat before Messaging (Especially After Hours)

- Clinicians can mark themselves as Busy, Do Not Disturb, or Offline in Secure Chat.
- A black circle with an X icon indicates the recipient is Offline and they will not receive any Secure Chat message (Please see below for images).
- If a clinician is set as Busy or Do Not Disturb, the message will be sent; however, no corresponding push notification will be received on a mobile device.



You are not alone: Clinical Informatics is available for support 24 hours a day, 7 days a week!

For 24/7 inpatient assistance, please call informatics extensions from within

the hospital on a hospital phone - Ask for "Clinical Informatics" to be transferred to 24/7 help.

[Click here to access the Nursing Pocket Guide for additional help.](#)

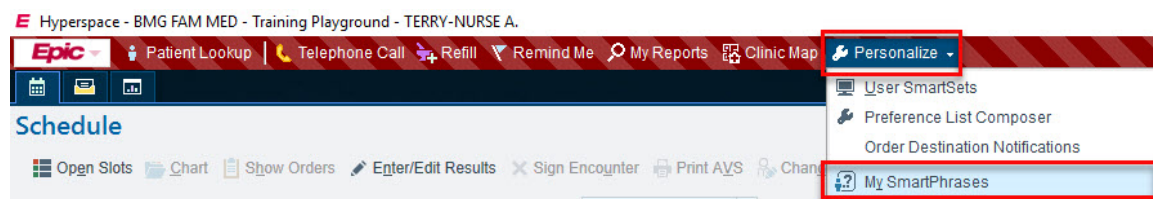
Vocera Geni Site Locations	Internal Ext. from a desk phone at the site	External DID
RWJUH Somerset	62374	908-595-2374
RWJUH New Brunswick	38158	732-418-8158
RWJUH Rahway	76179	732-499-7618
Clara Maass Medical Center	44411	973-844-4410
Community Medical Center	12780	732-557-2780
Monmouth Medical Center	36001	732-923-6001
Monmouth Medical Center South	24800	732-886-4800
Barnabas Behavioral Health	24800	732-886-4800
Cooperman Medical Center	28100 or *18	973-322-8100
Newark Beth Israel Medical Center	67890 or *135	973-926-7890
Jersey City Medical Center	72240	201-915-2240
RWJUH Hamilton	8290	609-249-8290

Ambulatory Nursing and Allied Health Focus

Create a SmartLink that Will Pull in a Future Date

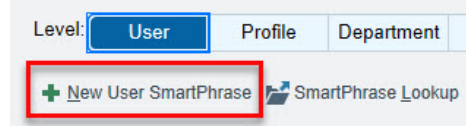
Use the @relativedate@ in Epic to create a SmartLink that pulls in a future date! The steps to create this SmartLink are outlined here:

- On your upper toolbar, go to **Personalize > My SmartPhrases** to access your SmartPhrase Manager.



- Click to create a **New User SmartPhrase**.
- Type **.relativedate**; a box will appear with that SmartPhrase plus its description.
- Click to open the **.relativedate** SmartPhrase.

SmartPhrase Manager - User ACAI



User SmartPhrase

ⓘ Do not include PHI or patient-specific data in SmartPhrases.

☆ B ↻ ↺ ? + Insert SmartText ↩ ⇨ ⇩ Insert SmartList ☰

.relativedate

Name	Description
☆ RELATIVEDATE	Insert a date using standard date shortcuts (ex. RELATIVEDATE[W-1 to insert the date one week...

- Click the “?” to review helpful tips.
- In the Relative date field, enter the date shortcut you want the SmartLink to pull into your documentation.
 - See this week's Reminders, Tips & Tricks for a refresh on date shortcuts in Epic!
- Make a selection in the Date format field.
- Give the SmartPhrase a unique name in the Name field (with the stop sign).
- Click **Accept**; your new SmartPhrase is created.

1 Click here for help!

2 Enter the Date Shortcut here

3 Make a Date format selection here.

4 Type a Name for your SmartPhrase here.

5 Accept

- Below please see an example of the SmartPhrase to pull in a date 1 month in the future:

Parameters:

Relative date ?

M+1

Date format

Long date

Template mode preview.

@RELATIVEDATE(M+1,18)@

Accept

Cancel

- You can also request to have a SmartLink that pulls in the patient encounter date that does not refresh if the Note is edited after the date of encounter.
- @HPENCDATE@** (The date of the patient's encounter) is a non-refreshable SmartLink that pulls in the patient's encounter.
 - @FDATE@** is refreshable SmartLink; if the Note was edited after the patient encounter date, then this link would change the encounter date to the day the Note was edited.

Access and Revenue Cycle Readiness (ARCR) Corner

Coming Soon: Front Desk/PSR/ Security Staff Column Additions



- Beginning today, January 31**, unique columns will be added to the In-House Census activity and the Today's Patients Report to increase visibility into information regarding the following:
 - CLOVER**

- Visitor Restrictions
- VAT (Violence Assessment Tool)
- Please see the screenshot below for a sneak peek at these exciting Epic Enhancements going live on **today, January 31:**

Today's Patients Report - Today's Patients Info Desk

Refresh Settings | Reports | Patient Appointments | Patient Station | Add Patient | Exported File | File Printing

Search patients

1/29/2024 | Yesterday | **Today** | Tomorrow

Name	MRN	DOB	Gender	S	T	P	Visitor Restrictions	Adm. Bed	VAT Risk Level	CLOVER
Alteplase, Lynn	30100252	04/10/36	M	x...			Visitor Restricted - Patient Requested		Low	CLOVER
Amb Test, Board	10001195	02/03/89	F	x...						
Radiant, Beth	203021	06/04/75	F	x...						

Demographics

Alteplase, Lynn
87 yrs (4/10/1936)
Male
MRN: 30100252
PCP: Not on file
Contact Info: Not on file
Address: Not on file
Patient Contact: Not on file

Current Encounter

Admission at 3/31/2022 1406

Status: Admission Confirmed
Service: Neurology
Department / Room: SOM 2S ICU/IMCU / 233
Attending Provider: O'Mahony, Stephen P, MD
Bed Phone: None
Isolation?: None
Adm. Bed: 233-A

Visitor Restrictions: Visitor Restricted - Patient Requested
Visitor Restrictions Instructions: Example of Visitor Restriction text

Case #: None

Today's Other Encounters

Past Encounters

Status	Time	Department / Room	Provider
Appt - Scheduled	1535	SOM CT IMAGING	SOM CT MAIN ROOM

All Work and No Play Makes for a Dull Day!

Installment 4: Start 2024 off in a Healthy Way!

Below, please find our fourth and final question to ask yourself for a happy, healthy, and positive trip around the sun:

How can I make balance a priority and continue to grow and learn in the new year?

- According to the [Cambridge Dictionary](#), work life balance is defined as

"the amount of time you spend doing your job compared with the amount of time you spend with your family and friends doing things you enjoy."

- Ideally, the time spent working and relaxing or pursuing activities you enjoy should be equal or balanced.
- Now is a great time to make work life balance a focus for the year ahead.



Below are four suggestions to foster work life balance:



Make vacation/time away from work a priority

- Holidays and vacations [improve health](#), increase productivity, reduce stress, and prevent burnout!

- Grab your calendar and plan to take some time off in 2024 today.

Take breaks during your workday

- The human body was not meant to sit nor stare at a computer screen all day!
- Step away and take breaks during your workday for your health!
- [Click here to review 50 suggestions for a midday break.](#)



Enjoy healthy pastimes and hobbies that bring you joy when you're not working.

- [Recent studies](#) have shown that hobbies may [improve your overall health](#) and your mental health, reduce stress, strengthen relationships, and even boost productivity.
- January is [National Hobby Month](#)! While today is the last day of January, it is always a great time to find a hobby you love and enjoy that pastime in your leisure.
- Identifying and enjoying hobbies will improve work life balance.
- Music, cooking, exercise, reading, gaming, knitting, drawing, hiking, listening to podcasts, or gardening are just some ideas of fun and healthy hobbies!

Invest time on your days off to prep for your workday and work week.



- **Decision fatigue** is defined as “the idea that after making many decisions, your ability to make more and more decisions over the course of a day becomes worse.”
- Decision fatigue leaves you tired and drained.
- Spending time during your day off to plan meals, grocery shop, and meal prep can prevent decision fatigue.
- Spend 20-30 minutes during a day off to plan your work wardrobe for the week ahead.
- Set up tomorrow morning's coffee or tea and prepare tomorrow's lunch before bedtime.
- Avoiding decision fatigue ensures you will have more energy to be present for your family.

Sources:

- <https://www.forbes.com/sites/rhettpower/2022/12/31/6-essential-questions-to-ask-yourself-in-the-new-year/?sh=4da1e3d85914>
- <https://dictionary.cambridge.org/us/dictionary/english/work-life-balance>
- https://www.huffpost.com/entry/gps-guides_b_1632700
- <https://healthnews.com/family-health/healthy-living/how-having-a-hobby-benefits-your-health/>
- <https://www.webmd.com/balance/health-benefits-of-hobbies>
- <https://www.ama-assn.org/delivering-care/public-health/what-doctors-wish-patients-knew-about-decision-fatigue#:~:text=Decision%20fatigue%20is%20%E2%80%9Cthe%20idea,more%20difficult%20it%20can%20become.%E2%80%9D>
- <https://workweeklunch.com/meal-planning-for-beginners/>
- <https://www.delish.com/cooking/recipe-ideas/g36890133/healthy-meal-prep-recipes/>
- <https://www.indeed.com/career-advice/career-development/how-to-avoid-decision-fatigue>

How to "Get Help" With Epic

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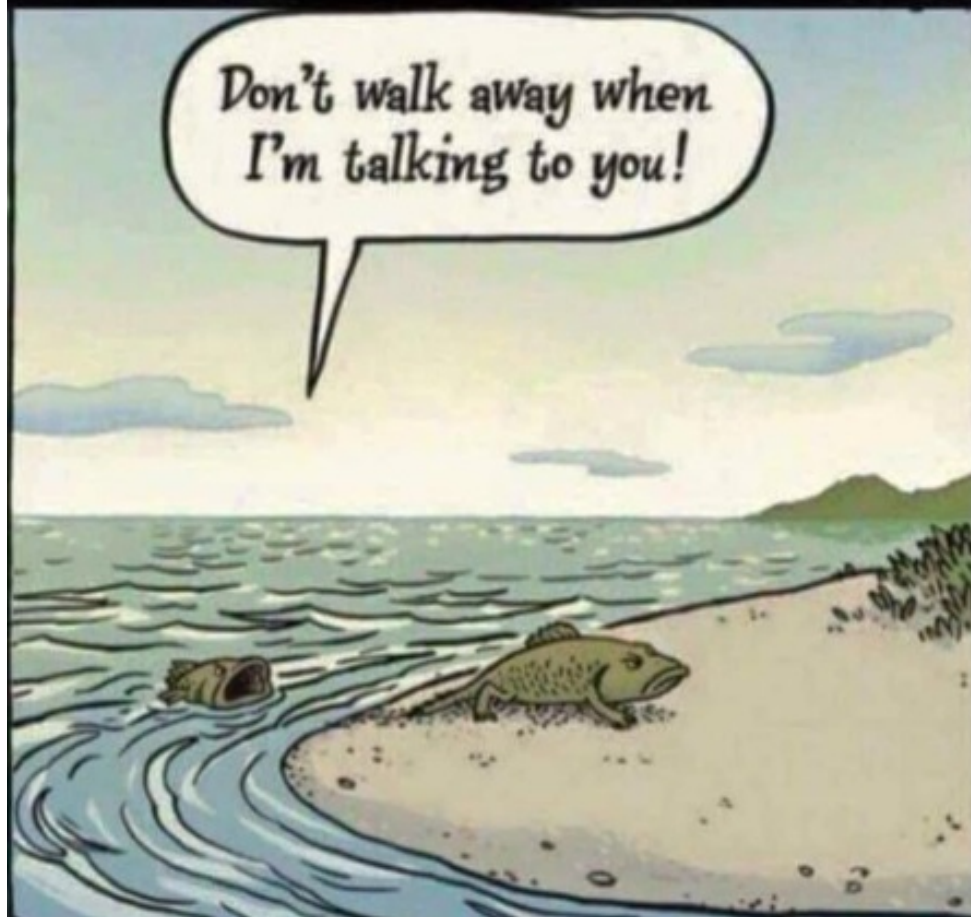
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Jersey City Medical Center	72240	201-915-2240
RWJUH Hamilton	8290	609-249-8290

For immediate help with Epic issues/build-fix requests, call the Enterprise Service Desk at **855-453-1950**.

We have developed a handy "[Epic: How to Get Help](#)" flyer that will provide instructions on opening Help Desk Tickets and enhancement requests in Epic.

Good Humor

THE REAL REASON EVOLUTION STARTED....



Print-Edition of Today's Epic Advisor!

- [Click here for a printable version of the December 20 Epic Advisor Newsletter.](#)
- [Click here for a PDF, printable version of today's Epic Advisor Newsletter.](#)



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www.EpicTogetherNJ.org

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Sent by epiccommunications@rwjbh.org
