



Epic together.

Go-Live

Nursing Pocket Guide

Wave 5

DISCLAIMER: This document is intended to provide support and information during Go-Live.

After the Go-Live, you will always find the latest tip sheets by accessing your Learning Home Dashboards in Epic (press F1).

EpicTogetherNJ.org

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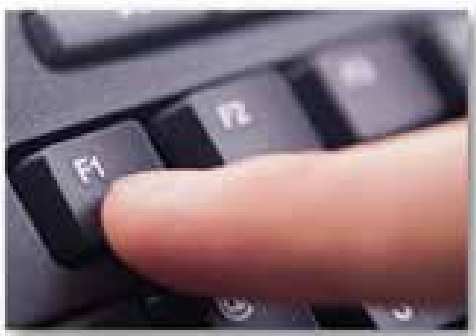


Go-Live Help at a Glance

Issues

Questions are expected during Go-Live! If you have questions, please follow the escalation process:

1. Press F1 and review training tools on the Learning Home Dashboard.
2. Call Clinical Informatics - [click here for phone numbers](#)
3. Open a Help Desk Ticket using “Get Help” in Epic.

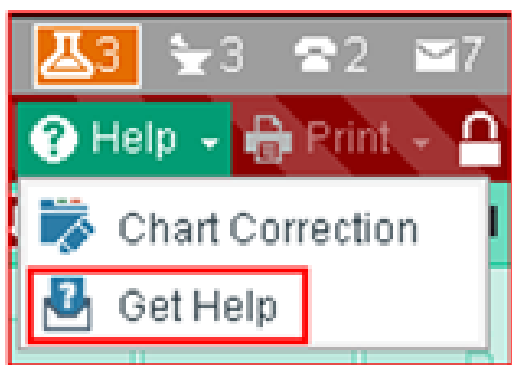


In **Epic** press **F1** for the **Learning Home Dashboard** to locate step by step job aids.



Go-Live Help at a Glance

Issues



To submit an **Epic issue ticket**: use the “**Get Help**” button.

Epic “How to Get Help” flyer »

Report EHR Issue

Report an Epic workflow issue/problem

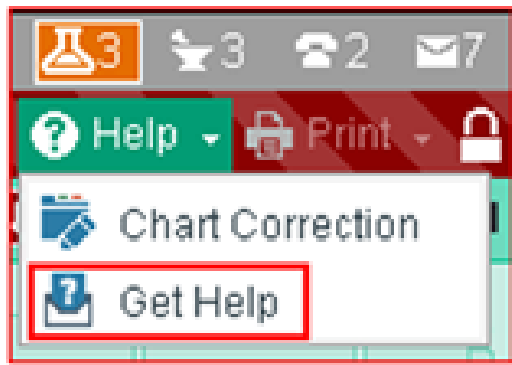
Report Issue

A Best Practice Advisory is giving incorrect advice. I'll open an **Epic** issue ticket using **Get Help**.



Go-Live Help at a Glance

Enhancements



To submit an **enhancement request**: use the “**Get Help**” button. Save your ticket #s.

Report EHR Issue

Report an Epic workflow issue/problem

Report Issue

Submit Enhancement Request

Submit ideas for Epic enhancements

Submit Idea

My Tickets

Check the status of submitted tickets and enhancements

View my Tickets



Go-Live Help at a Glance

24/7 Inpatient Assistance

Informatics phone numbers and extensions from inside the hospital (on a hospital phone):

Location	Internal Ext.	External Dial In
Clara Maass	44411	973-844-4410
Cooperman Barnabas	28100	973-322-8100
Newark Beth Israel	67890	973-926-7890



Nursing, Other Clinicians, and Allied Health

For immediate help with Epic issues/break-fix requests call:

Enterprise Service Desk

(855) 453-1950



Unit-to-Unit Crosswalk

Unit-to-Unit Crosswalk

Unit/Department Names in Epic may be slightly different.

Click the correct link below to view your Hospital Location's Unit Crosswalk Document.

- [Clara Maass Medical Center Unit Crosswalk](#)
- [Cooperman Barnabas Medical Center Unit Crosswalk](#)
- [Newark Beth Israel Medical Center Unit Crosswalk](#)
- [Wave 5 Unit Crosswalk Master](#)

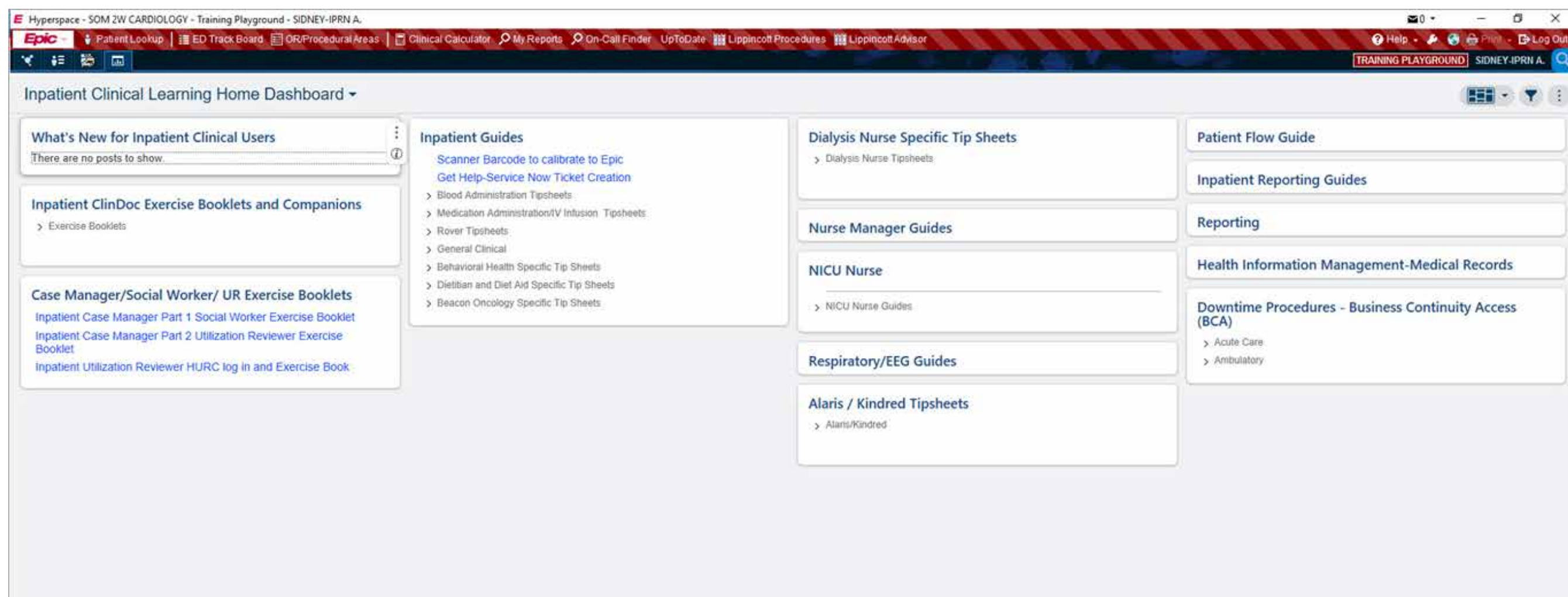
Helpful Hint: Press **Ctrl + F** on your keyboard and type search criteria in the “Find” pop-up to quickly access either the heritage department name, or the new Epic department name.



Using the Learning Home Dashboard

Training tools are grouped for ease of access

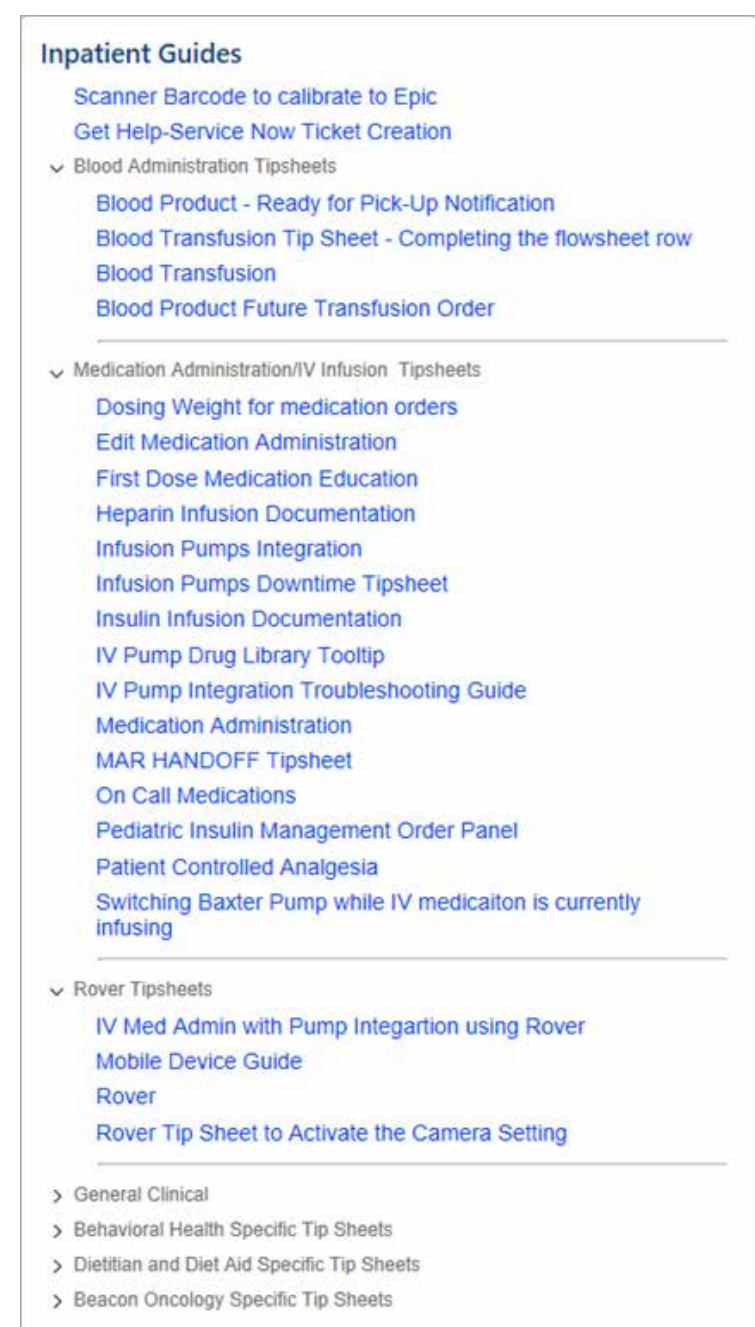
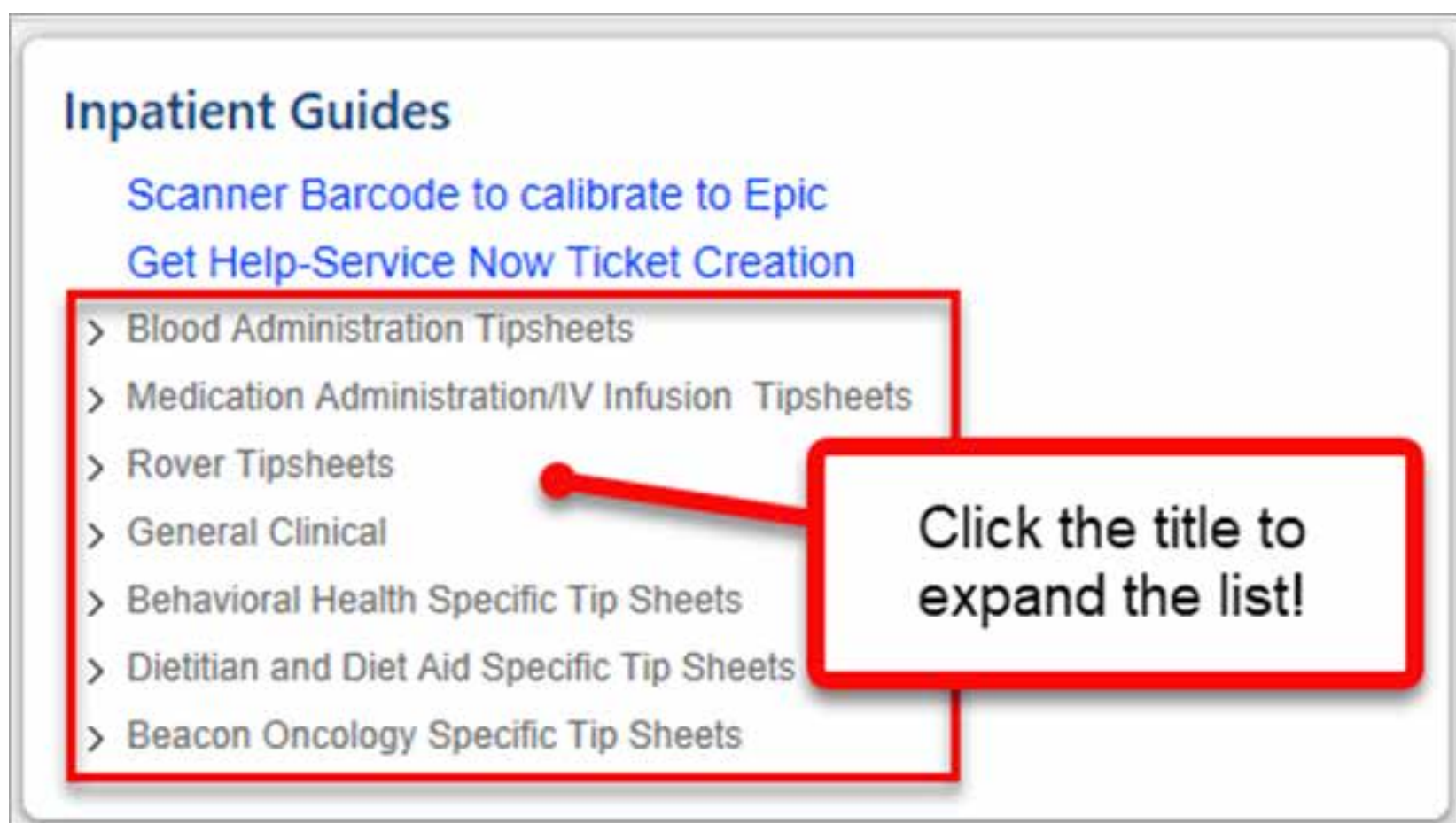
- Distinct sections differentiate training tools by topics.
- User-friendly headings group tip sheets under master topics.



Learning Home Dashboard Continued

Tip sheets are consolidated into collapsible lists, grouped by the subject header to avoid excessive scrolling

- **Click the subject header to expand** the section and view a complete list of related tip sheets in alphabetical order.

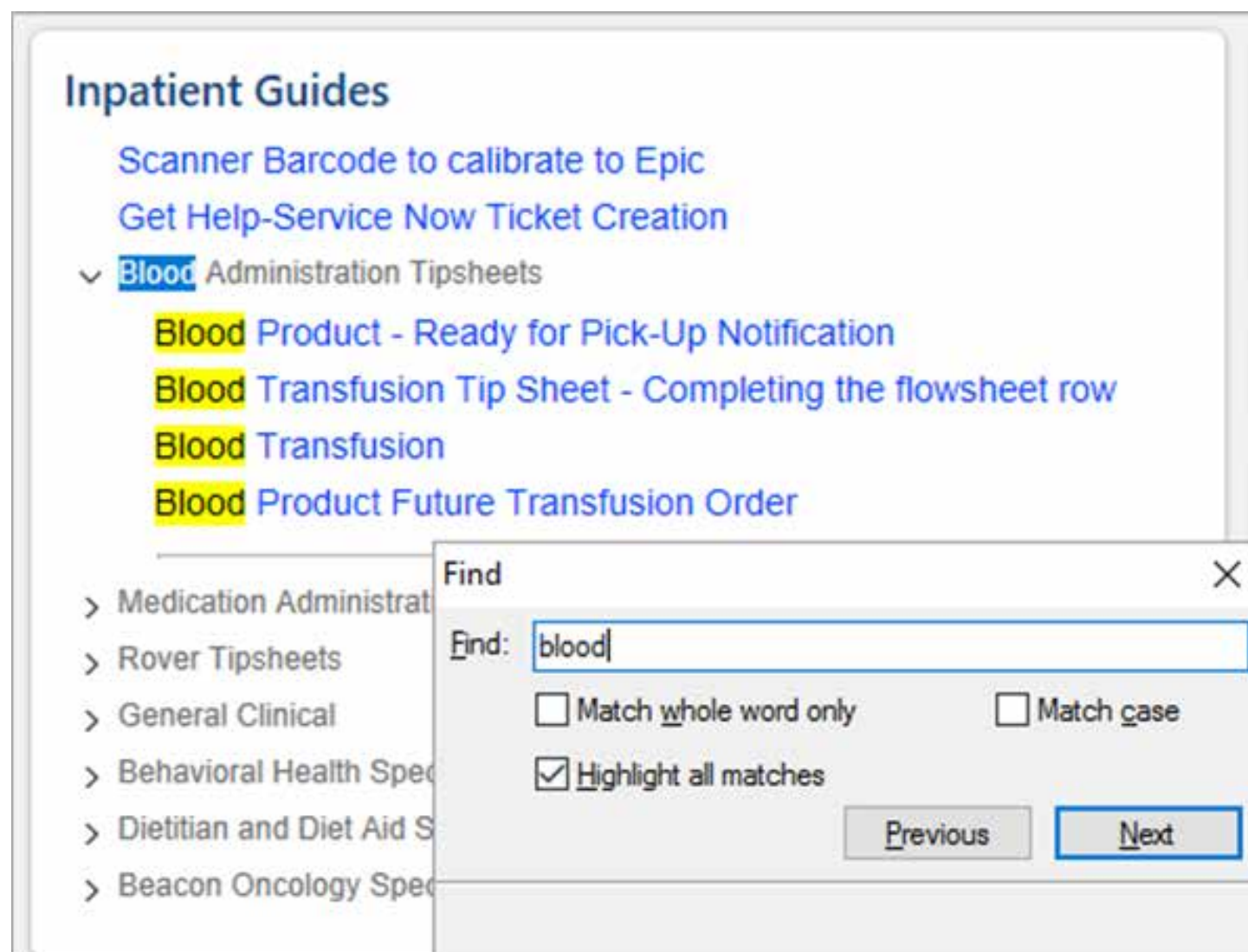


Learning Home Dashboard Continued

Search functionality is enabled only in expanded subject headers

- To leverage search functionality, expand the subject header(s) of the category(ies) you wish to search.
- Use **Ctrl + F** to filter tip sheets based upon search criteria to efficiently locate a tip sheet.

Search Example:



Learning Home Dashboard Continued

Patient Flow Guide on the Learning Home Dashboards

Patient flow is how patients move from one area of RWJBH to another within Epic.

[Click here for Key Patient Flow Nursing Topics »](#)

Remember that all patient movement scenarios are clearly outlined in the Patient Flow Guide on your Learning Home Dashboard. Press F1.

- The Patient Flow Guide shows which caregivers perform each task to seamlessly move patients throughout the RWJBH system.

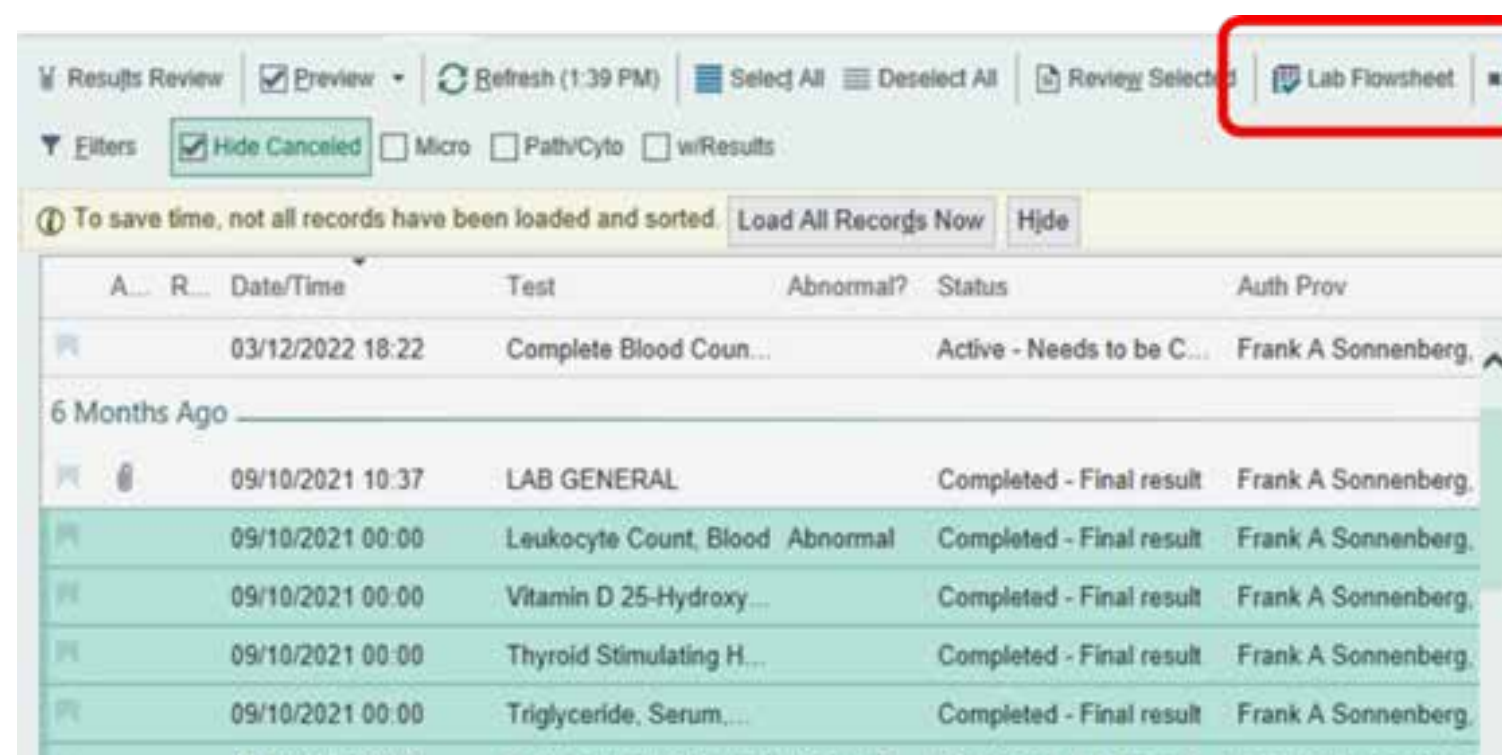


Accessing Heritage Data

Displaying Heritage labs in a flowsheet view

[Click here for a detailed PDF »](#)

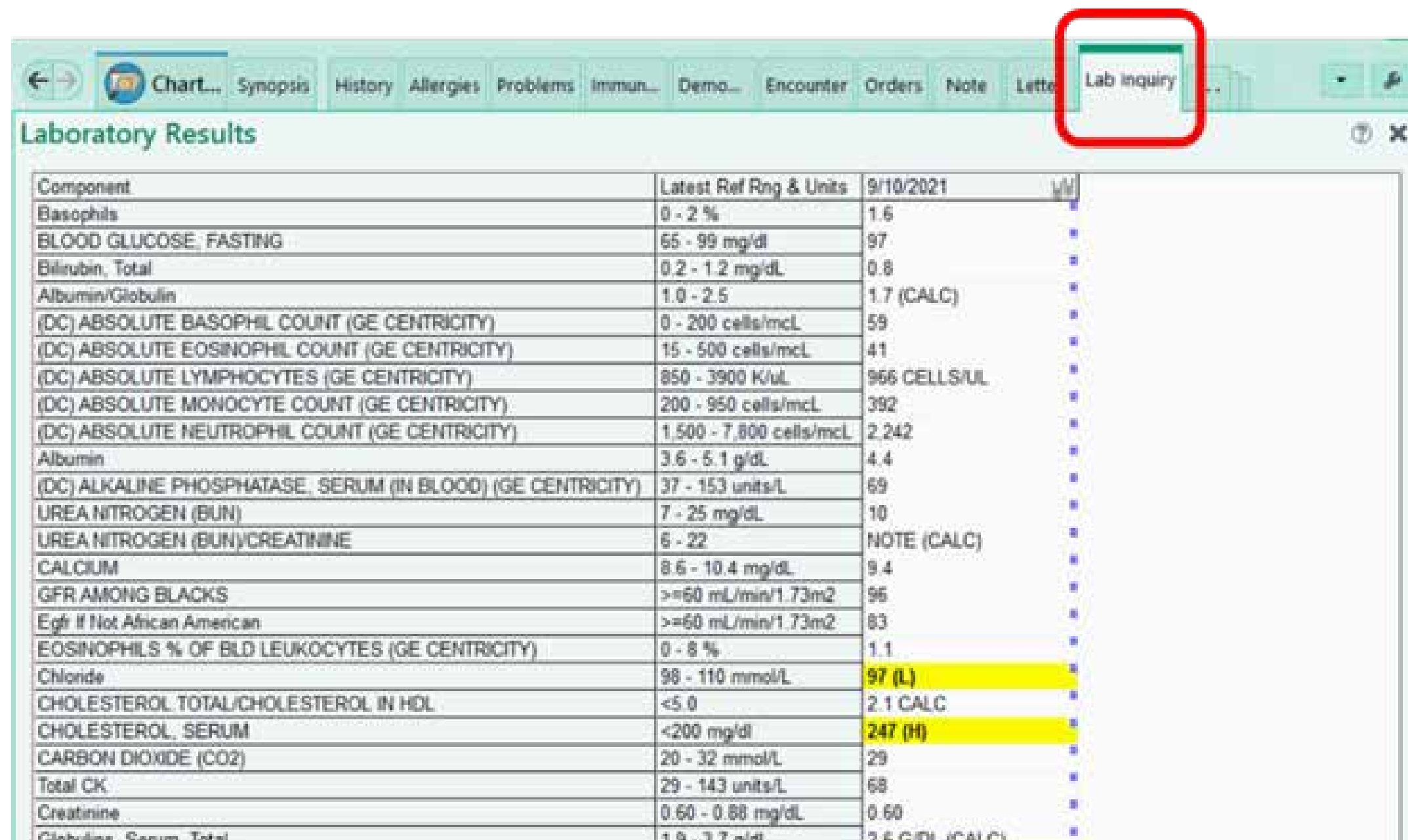
- From the “Lab Results” view under Chart Review Labs, select any number of results.
- To select a contiguous group of results, click on the first one, scroll to the last one, and Shift-Click on the last one.
- To select non-contiguous results, use Ctrl-Click on each result.
- Click on the “Lab Flowsheet” button.



Accessing Heritage Data Continued

Displaying Heritage labs in a flowsheet view cont.

- The results will not necessarily be grouped as they would be in “Results Review.”
- This view will remain open in a separate tab labeled “Lab Inquiry.”



Component	Latest Ref Rng & Units	9/10/2021
Basophils	0 - 2 %	1.6
BLOOD GLUCOSE, FASTING	65 - 99 mg/dl	97
Bilirubin, Total	0.2 - 1.2 mg/dL	0.8
Albumin/Globulin	1.0 - 2.5	1.7 (CALC)
(DC) ABSOLUTE BASOPHIL COUNT (GE CENTRICITY)	0 - 200 cells/mcL	59
(DC) ABSOLUTE EOSINOPHIL COUNT (GE CENTRICITY)	15 - 500 cells/mcL	41
(DC) ABSOLUTE LYMPHOCYTES (GE CENTRICITY)	850 - 3900 K/uL	966 CELLS/UL
(DC) ABSOLUTE MONOCYTE COUNT (GE CENTRICITY)	200 - 950 cells/mcL	392
(DC) ABSOLUTE NEUTROPHIL COUNT (GE CENTRICITY)	1,500 - 7,800 cells/mcL	2,242
Albumin	3.6 - 5.1 g/dL	4.4
(DC) ALKALINE PHOSPHATASE, SERUM (IN BLOOD) (GE CENTRICITY)	37 - 153 units/L	69
UREA NITROGEN (BUN)	7 - 25 mg/dL	10
UREA NITROGEN (BUN)/CREATININE	6 - 22	NOTE (CALC)
CALCIUM	8.6 - 10.4 mg/dL	9.4
GFR AMONG BLACKS	>=60 mL/min/1.73m2	96
Egfr If Not African American	>=60 mL/min/1.73m2	83
EOSINOPHILS % OF BLD LEUKOCYTES (GE CENTRICITY)	0 - 8 %	1.1
Chloride	98 - 110 mmol/L	97 (L)
CHOLESTEROL TOTAL/CHOLESTEROL IN HDL	<5.0	2.1 CALC
CHOLESTEROL, SERUM	<200 mg/dl	247 (H)
CARBON DIOXIDE (CO2)	20 - 32 mmol/L	29
Total CK	29 - 143 units/L	68
Creatinine	0.60 - 0.88 mg/dL	0.60
Globulins, Serum, Total	1.9 - 3.7 g/dL	2.6 G/DL (CALC)

Accessing Heritage Data Continued

Where to Locate Heritage Data

- With the Epic implementation spanning the next several years, the location of patient information will be in flux until Epic is fully live at all sites.
- **Data from our heritage systems will continue to be incrementally loaded into Epic over the next several months.**
- You will still need to access heritage systems to view some data which has not yet been imported into Epic.

[Reference for Finding Heritage Data »](#)



Nursing Change Readiness Topics

Heparin and Insulin Infusion Protocols

- As the Heparin Infusion and Insulin Infusion workflows remain a focus, please review the helpful tip sheets on these important workflows.

[Inpatient Heparin Infusion Tip Sheet »](#)

[Inpatient Insulin Infusion Tip Sheet »](#)



Nursing Change Readiness Topics

Blood Administration

- When administering blood products, it is imperative that you document the completion of the blood administration.

[Blood Transfusion Tip Sheet »](#)

[Continue Blood Transfusion from the OR Tip Sheet »](#)

[Suspected Blood Transfusion Reaction Tip Sheet »](#)

[RWJBH's Blood Transfusion Policies »](#)

[RWJBH's Blood Transfusion Procedures »](#)



Nursing Change Readiness Topics

Unit Leaders and Nursing Supervisors – Managing Incomplete Blood Administration

- Access the **Operational Safety and Quality** Dashboard.
- Department Leaders should access the **Blood Transfusion Non-Compliance** Report.
 - This shows the **Incomplete Blood Documentation**.
- Corrections/completions/edits must be resolved **daily**.
 - After three days, any documentation requiring a MAR update requires a **Chart Correction** to make any updates and complete Blood Administration.



Nursing Change Readiness Topics

Barcode Med Administration (BCMA) Scanning

- Access the **Barcode Scanning Compliance Report** to review metrics on Barcode Med Administration (**BCMA**).
- This report shows the details needed to provide both **gratitude** and **coaching**.
- **Unit Leaders and Managers**, please provide coaching as needed based upon the findings from the Barcode Scanning Compliance Report.



Nursing Change Readiness Topics

Baxter IV Pump Integration Troubleshooting

Steps to Resolve Baxter IV Pump and Epic Integration Issues

Baxter IV Pump Troubleshooting Guide »

- **If you encounter any issues with the Baxter IV Pump and Epic Integration**, please follow the steps below:
 1. Call Inpatient Informatics in real-time to assist with troubleshooting any Pump/Epic Integration issues.
- **If Inpatient Informatics cannot resolve the integration issues**, take the following actions:
 1. Immediately isolate the pump and flag for biomed.
 2. Enter a Verge incident.

Location	Internal Ext.	External Dial In
Clara Maass	44411	973-844-4410
Cooperman Barnabas	28100	973-322-8100
Newark Beth Israel	67890	973-926-7890



Nursing Change Readiness Topics

Rover & Vocera Help

- Call your Inpatient Informatics for additional in-person 24/7 support with **Rover** and **Vocera**.
- Also remember to **sign out of the Rover Device** at the end of your shift.

[Rover Quick Start Guide »](#)

[Mobile Device Quick Start Guide »](#)

[Rover/Vocera Vina Training Tools »](#)

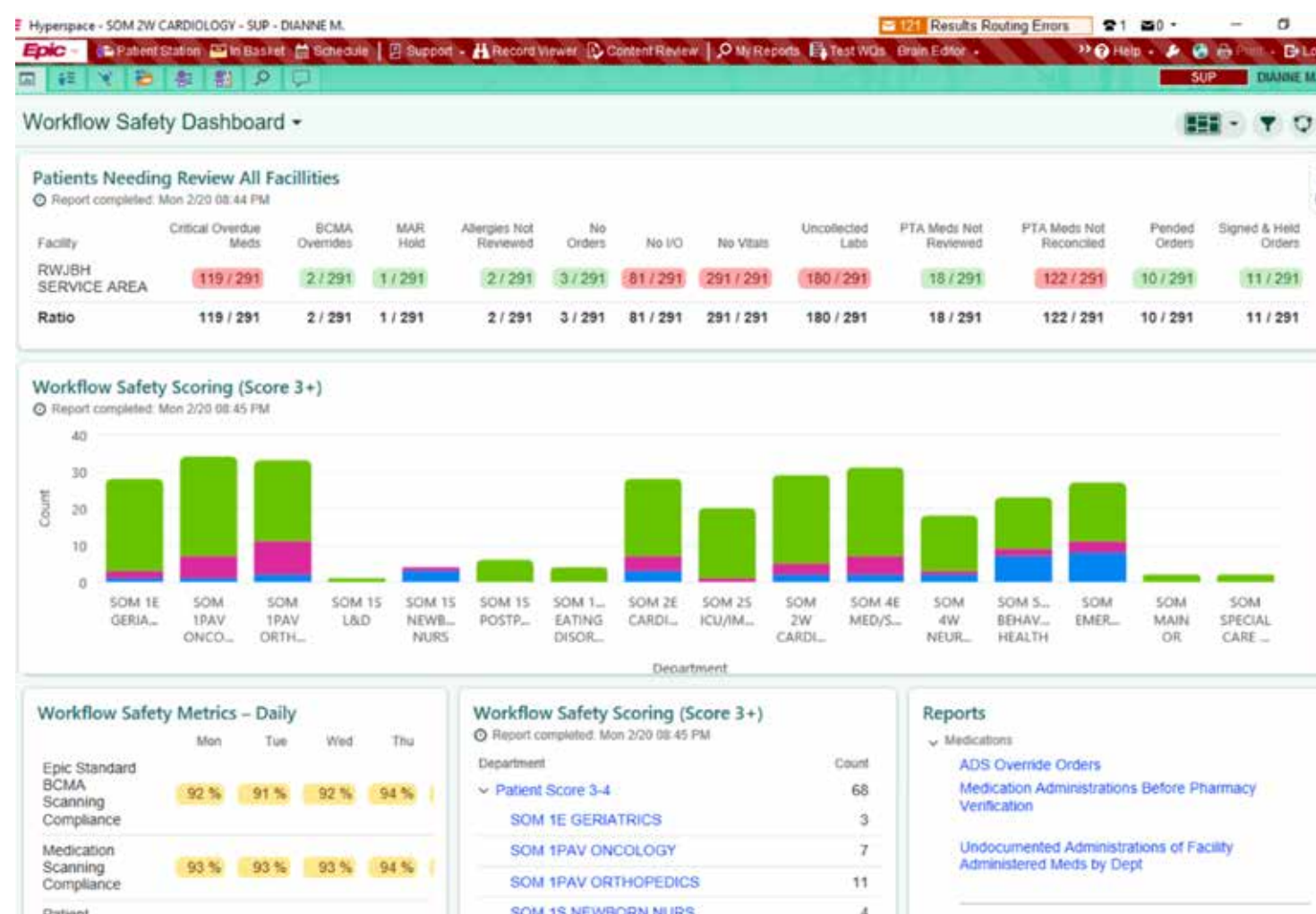
Location	Internal Ext.	External Dial In
Clara Maass	44411	973-844-4410
Cooperman Barnabas	28100	973-322-8100
Newark Beth Israel	67890	973-926-7890



Nursing Change Readiness Topics

Uncollected Labs

- **Unit Leaders and Managers**, access your **Workflow Safety Dashboard** to review **Uncollected Labs**.
- Navigate to the **Uncollected Labs** component.
- **Unit Leaders and Managers**, please ensure that Point of Care Testing (**POCT**) is taking place.
- If issues arise in this area, please open Help Desk incidents for resolution.



Nursing Change Readiness Topics

Complete Required Admission Documentation

Admission Navigators help you ensure all required admission documentation is complete.

When a patient is first admitted, there are specific pieces of documentation that are required. You can use the Admission Navigator as a checklist to ensure you complete the required admission documentation.

- In a patient's chart, open the **Navigators** activity and select the **Admission** tab:
 - Work through all the Navigator sections to complete your admission documentation. To open a Navigator section, click its name in the Navigator or in the Table of Contents on the left.
- Use the Sidebar to work the list of required documentation elements.



Nursing Change Readiness Topics

Complete Required Admission Documentation Continued

The screenshot displays the Epic EMR interface for a patient named MARTA I. Medicomm. The interface is divided into several sections:

- Left Sidebar:** Contains patient information, including name, MRN, and various clinical flags. A red box labeled '1' highlights the 'Admission' tab in the left sidebar.
- Top Navigation Bar:** Contains various tabs like Summary, Chart Review, MAR, Flowsheets, Notes, Education, Care Plan, Orders, and Navigators. A red box labeled '2' highlights the 'Admission' tab in the top navigation bar.
- Main Content Area:** Displays various clinical sections, including 'Episodes', 'Care Everywhere Outside Records', 'COVID Vaccinations History', 'Mpx', 'Patient Belongings', and 'Patient Belongings'. A red box highlights the 'Admission' tab in the left sidebar.
- Right Sidebar:** Contains an 'Index' section with links to various documents and a 'Patient Documents' section. A red box highlights the 'Admit Req Info' link in the index. A red arrow points from the 'Admit Req Info' link to the 'Required within 4 Hours of Admission' section. A red box highlights the 'Required within 4 Hours of Admission' section. Another red box highlights the 'Required within 24 Hours of Admission' section.



Nursing Change Readiness Topics

Complete Required Discharge Documentation

Use the Discharge Req Info Report to find and complete discharge documentation requirements.

- In the Required Before Discharge section of the Required Doc report in Patient List.

The screenshot displays the Epic Patient List interface. At the top, there's a header for 'Login Department 21 Patients' and a search bar. Below this, a table lists patients with columns for Bed/Location, Patient, Central Line, RN, Order, Visitor, Length of Stay, Primary Contacts, Nurse, Code Status, Infection/Isolation, Precaution, Shift, and MEV. Two patients are visible: 'Medicomm, MARTA Ip' and 'Somerset, Somerset'. Below the patient list, the 'Required Doc' report is shown for the selected patient. The report is divided into three sections: 'Admission Quality Measures', 'Required for This Shift', and 'Required Before Discharge'. The 'Required Before Discharge' section is highlighted with a red box and shows a list of tasks that are overdue or completed.

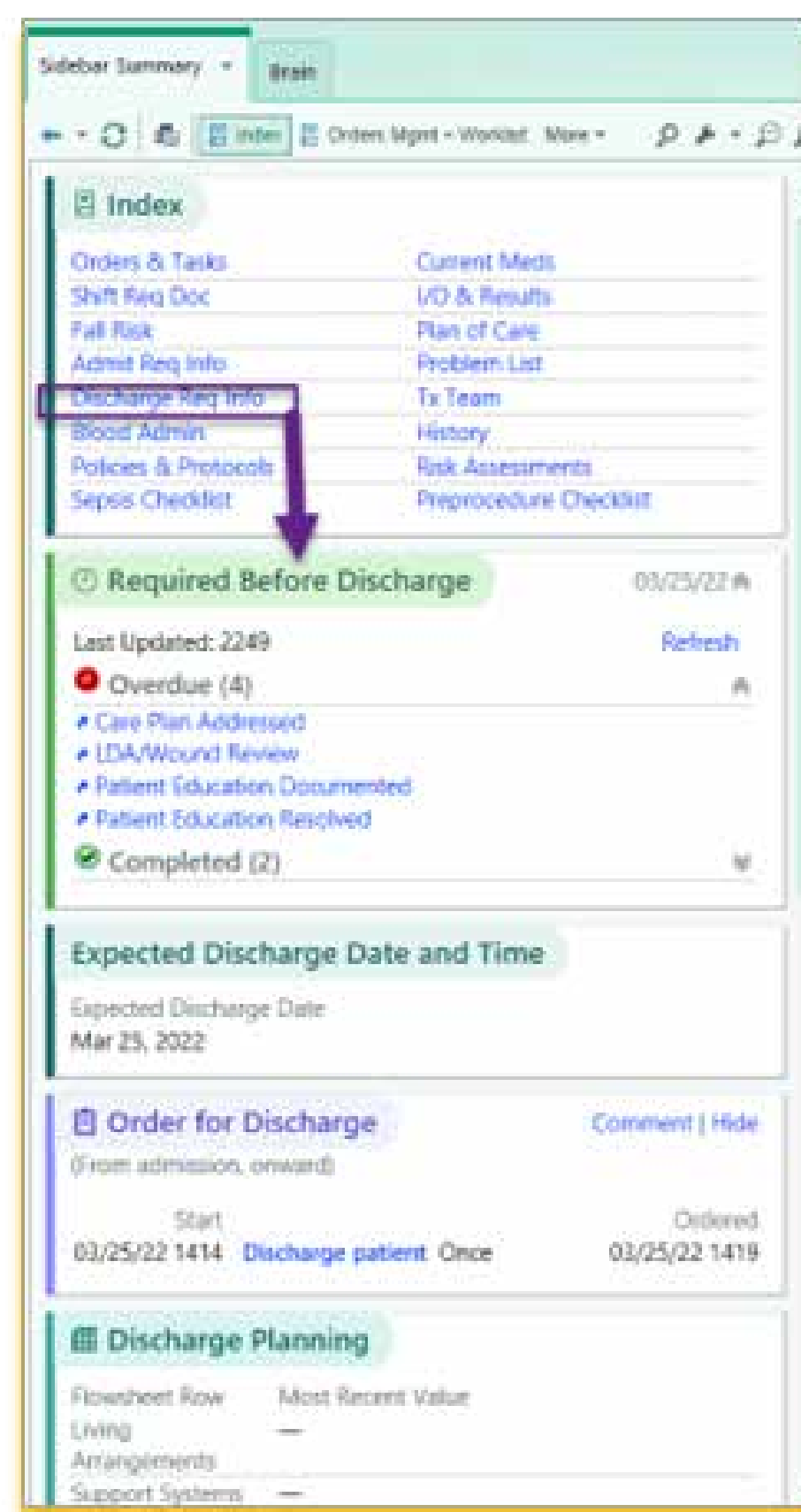
Section	Task	Status
Admission Quality Measures	Complete Pneumococcal Screening	Overdue (1)
	Required within 4 Hours of Admission	Completed
Required for This Shift	AM-PAC Mobility	Not Completed (11)
	Basic Assessment	Not Completed
	Care Plan Documented	Not Completed
	Daily Cares/Safety	Not Completed
Required Before Discharge	Care Plan Addressed	Overdue (4)
	LDA/Wound Review	Overdue
	Patient Education Documented	Overdue
	Patient Education Resolved	Overdue
	Completed (2)	Completed



Nursing Change Readiness Topics

Complete Required Discharge Documentation Continued

- In the sidebar by opening the Discharge Req Info report.
- In both cases, you can use the links in the reports to open the activities where you can complete the documentation requirements.
- You can use the Discharge Navigator as a checklist for completing your documentation, and to write discharge instructions for the patient's After Visit Summary.



[Discharge as Deceased Tip Sheet »](#)



Nursing Change Readiness Topics

Activity Measure for Post-Acute Care (AM-PAC)[®] Updates

To promote a culture of mobility, reduce deconditioning, reduce inappropriate resource use (appropriate PT/OT referrals) and to optimize post-acute discharge planning, RWJBH uses the AM-PAC[®] tool:

- Activity Measure for Post-Acute Care (AM-PAC)[®] & Johns Hopkins Highest Level of Mobility (JHHLM)[®] Goals:
 - Evidence-based tools in Epic assess patient's mobility and ability to complete activities of daily living.
 - A generated score is intended to guide the provider in discharge planning for placement needs.
 - Recommends evidence-based goals to optimize mobility.

[AM-PAC[®]/JHHLM[®] Job Aid »](#)



Nursing Change Readiness Topics

Activity Measure for Post-Acute Care (AM-PAC)[®] Updates Continued

Pictured below is the AM-PAC[®]/JHHLM[®] Order with a selection needed.

Activity (specify)
✓ Accept
✗ Cancel

Frequency:
Until discontinued

Starting
9/22/2023
Today
Tomorrow

For
Hours
Days
Weeks

At
1656

Starting: Today 1656
Ending: Until Specified

AM-PAC/JHHLM:
AM-PAC/JH Highest Level of Mobility Protocol
No AM-PAC/JHHLM Protocol

Additional Activity Instructions

Comments:
+ Add Comments

Next Required
Link Order
✓ Accept
✗ Cancel



Nursing Change Readiness Topics

Activity Measure for Post-Acute Care (AM-PAC)[®] Updates Continued

Pictured below is the AM-PAC[®]/JHHLM[®] Order with AM-PA/C[®]/JHHLM[®] selected.

Activity (specify) AM-PAC/JH Highest Level of Mobility Protocol ✓ Accept ✗ Cancel

Frequency: **Until discontinued**

Starting: 9/22/2023 📅 Today Tomorrow For: 📅 Hours Days Weeks

At: 1656 🕒

Starting: **Today 1656** Ending: **Until Specified**

AM-PAC/JHHLM: **AM-PAC/JH Highest Level of Mobility Protocol** No AM-PAC/JHHLM Protocol

Additional Activity Instructions:

Comments: ➕ Add Comments

Pictured below is the AM-PAC[®]/JHHLM[®] Order with No AM-PAC[®]/JHHLM[®] selected.

Activity (specify) No AM-PAC/JHHLM Protocol ✓ Accept ✗ Cancel

Frequency: **Until discontinued**

Starting: 9/22/2023 📅 Today Tomorrow For: 📅 Hours Days Weeks

At: 1656 🕒

Starting: **Today 1656** Ending: **Until Specified**

AM-PAC/JHHLM: AM-PAC/JH Highest Level of Mobility Protocol **No AM-PAC/JHHLM Protocol**

Activity Level: ⓘ No Restrictions Bed Rest With Exceptions Strict Bed Rest

Additional Activity Instructions:

Comments: ➕ Add Comments



Nursing Change Readiness Topics

ED RNs - Releasing Admission Orders

***ISSUE:** Admission orders are not being released in a timely fashion.*

- **Background:** When a provider places admission orders for a patient through the Admission Navigator currently in the Emergency Department (ED), most orders default to signed and held.
- The Joint Commission considers patients admitted and boarding in the ED greater than 4 hours as admitted.
- **As a safety net, Epic provides a Best Practice Advisory (BPA) alert, and an icon appears on the ED Track Board reminding that the ED nurses should release the admission orders.**
- **Recommendation:** Remember to watch for the BPA alert and the icon on the **ED Track Board** and release held admission orders proactively.



Nursing Change Readiness Topics

Nursing Overview Report

- To ensure consistency of information sharing across departments please leverage the Nursing Overview Report in Epic.

The screenshot displays the Epic Nursing Overview Report for patient Giuseppe Abertam. The interface includes a top navigation bar with various tools like Patient Lookup, ED Track Board, and Clinical Calculator. The left sidebar shows patient demographics and clinical details. The main content area is divided into several sections:

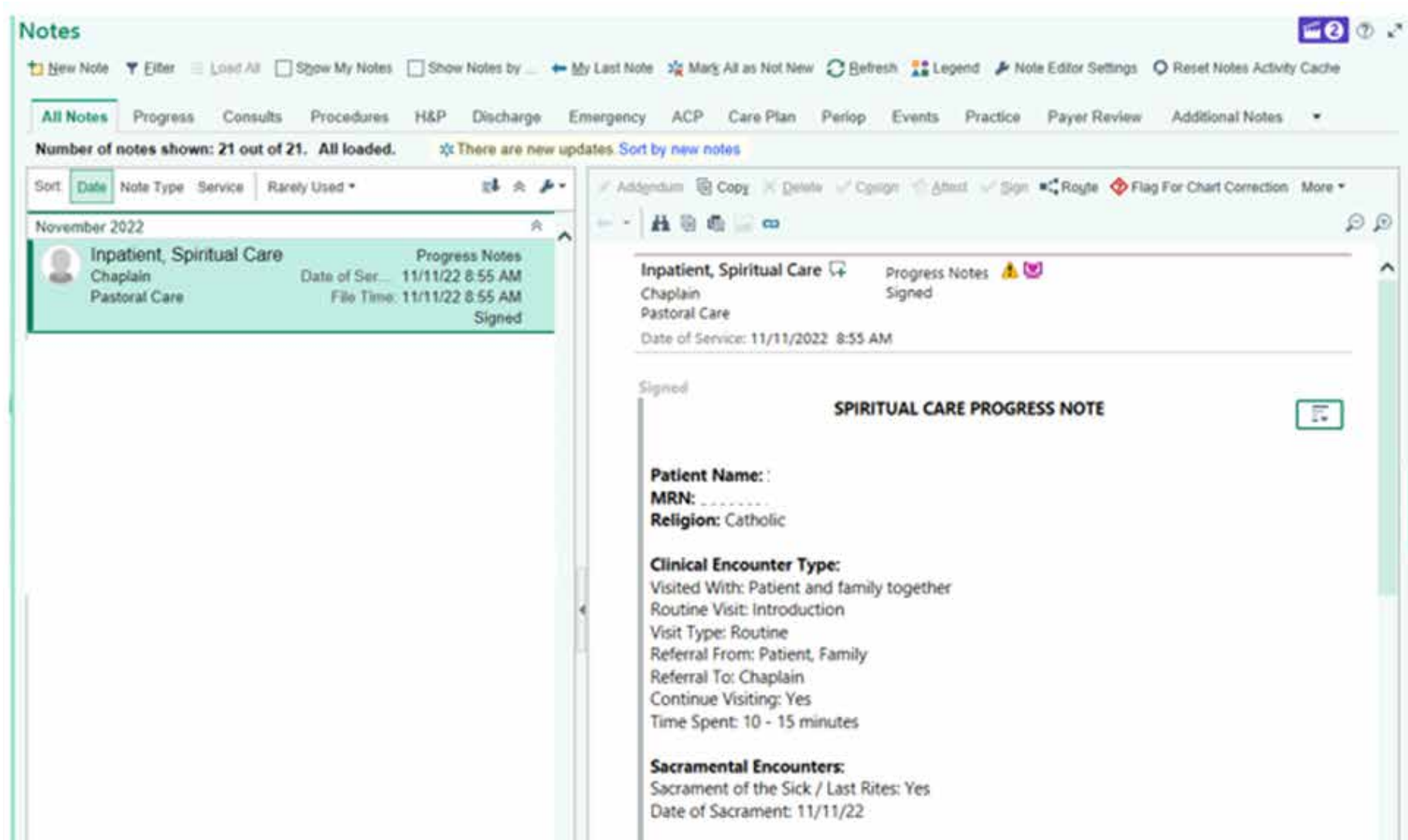
- Summary:** Includes tabs for Nursing Overview Report, Overview, Active Orders, Cosign, Index, Event Log, and Intake/Output.
- BestPractice Advisories:** A section for viewing active advisories.
- Admission Information:** Details living arrangements and type of residence.
- Medical Problems:** Lists chronic conditions such as high blood pressure and type 2 diabetes.
- Significant Events Last 48 Hours:** A section for notes on significant events.
- Infectious Disease:** A section for tracking infectious diseases.
- ID Vitals and Labs:** Displays vital signs and lab results, including a graph for temperature and a table for lab values.
- Selected Labs:** A detailed view of lab results for BMP, CBC, and other tests.



Nursing Change Readiness Topics

Spiritual Care - Anointing of the Sick

- Viewing documentation of spiritual care and anointing of the sick is easy in Epic.
 - Within the Patient's record, go to the Notes section.
 - Select Spiritual Care Inpatient-Chaplain/Pastoral Care.
 - Open the note to review the documentation.



Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed

- There may be instances where a particular unit is full, but there is a patient who may end up assigned to a unit in anticipation of a bed opening. Bed Management can pre-assign the patient to a unit.
- The unit will see the patient in Incoming Transfers on their Unit Manager. This allows the unit to view the patient’s chart by double-clicking on the patient. This also gives units an idea of how many patients they could expect to be assigned to their unit once beds become available.

Incoming Transfers and ED Admits (1)					
Origin	Move	Dest	+	Transport	Patient
NBR ED			—	—	Marley, Bob (100yrs M)

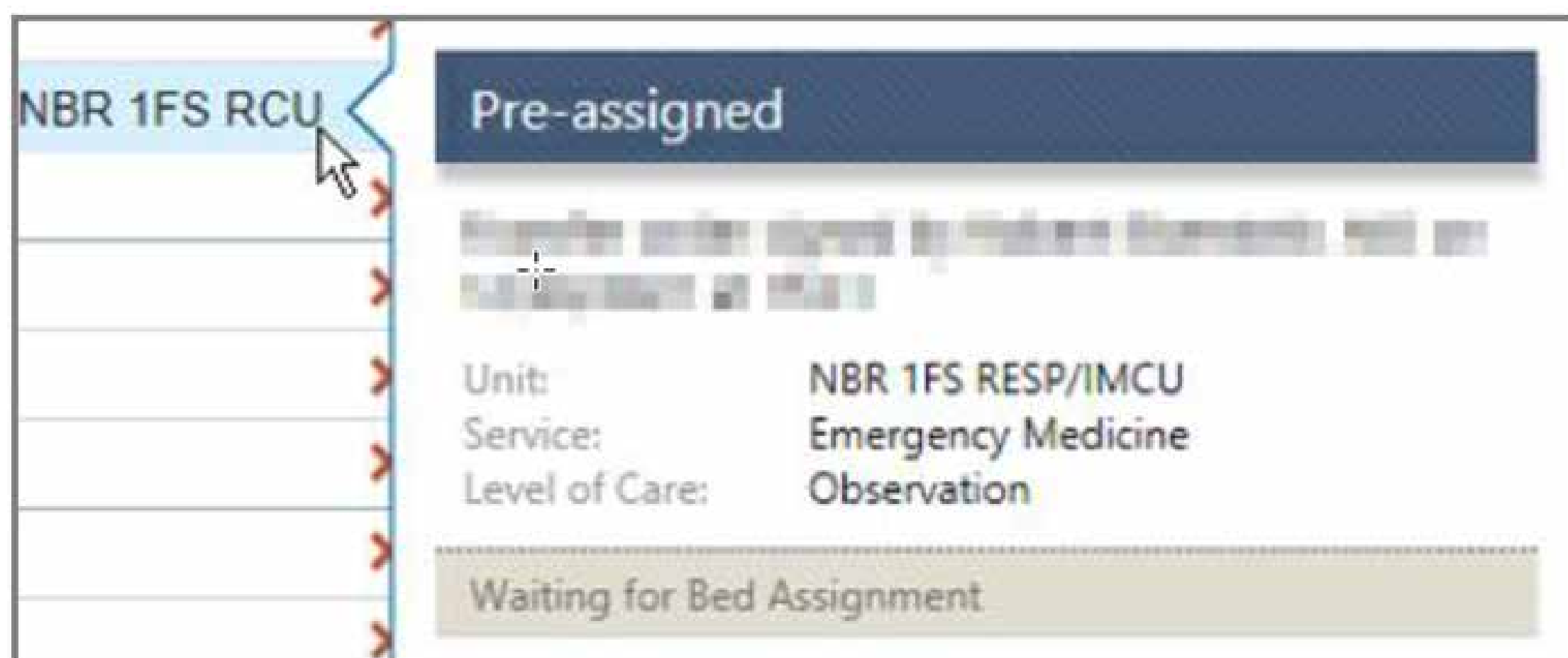


Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed Continued

The Emergency Department will see the patient's pre-assigned unit in their Destination column on the ED Track Board.

- Hovering over the unit will also confirm it is in a pre-assigned status.

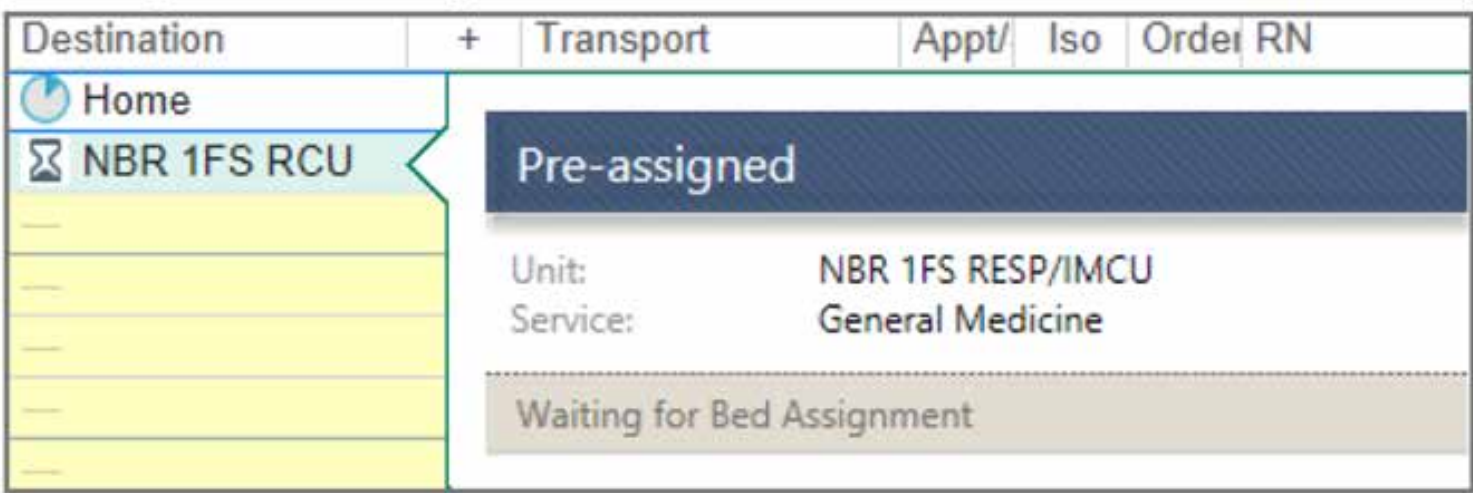


Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed Continued

Inpatient units will see the patient’s pre-assigned unit in their Destination column on the Unit Manager.

- Hovering over the unit will also confirm it is in a pre-assigned status.

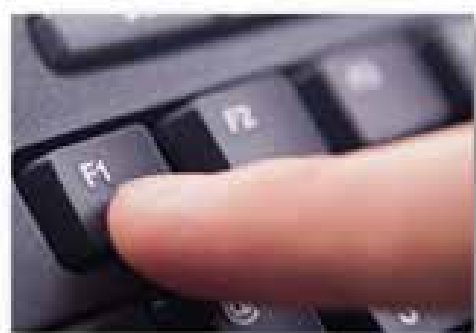


- Procedural units will see the patient’s pre-assigned unit in their Bed Request/Pt Class column on the Status Board.



Nursing Change Readiness Topics

Check “What’s New” on the Learning Home Dashboard for Updates



In **Epic** press **F1** for the **Learning Home Dashboard**

Inpatient Clinical Learning Home Dashboard ▾

What's New for Inpatient Clinical Users

[Click Here](#) to review how to **Edit Code/Rapid Response** Documentation

Nov 2022 Upgrade go live is Feb 1st!
[Click here](#) to review upgrade information

[CLICK HERE](#) for **Blood Product Readiness Notification Updates - Go Live Feb 7th**

Thu 2/23 09:24 AM - Martin, Dianne - (Edited)



Glossary Terms

Epic Terms Glossary

A helpful list of Epic terms and definitions can be found on our website, [EpicTogetherNJ.org](https://www.epictogethernj.org).

[Click here for Epic Glossary Terms »](#)

