Epic ADVISOR

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

Advisor Top Stories

Attn: Managers and Leaders!

These key items must be addressed in your ==Daily Huddles:==

Ambulatory and Inpatient Huddle Topics:

- **Exciting Update!** Once a performing provider signs their portion of an e-consent, they can **push the consent to the patient's MyChart for the patient/designee signature.**
  - This is especially helpful when a provider needs to obtain patient consent via telehealth or over the telephone.
- **Please promote MyChart to your patients.**

Inpatient Huddle Topics:

- **Please use the Rover device when scanning the barcode of blood products.**
- **Wave 4 Inpatient Nursing:** Admission - Home Medication Review is a priority.
- **Wave 4 Tip Sheet Refresh:**
  - **Blood Administration**
    - **Rhogam Administration Tip Sheet**
    - **Rhogam Provider and Nurse Tip sheet**
  - **Rover**
  - **Pyxis**
  - **Help with Discharge/Transfer of Fetal Monitor, Mother/Baby Patients.**

- Providers can now push the consent to the patient's MyChart for the patient/designee signature.
    - Click here to review the patient-facing tip sheet.

Ambulatory Nursing, Other Clinicians, and Allied Health:
- Prep medication orders for providers.

Inpatient Registration Staff:
- Interpreter Needed fields is now required for hospital-based encounters (Except specimens)! Sidebar Checklist will catch it if you forget!

HAPPY NURSE WEEK

MAY 6 - MAY 12, 2021

The Epic Advisor Is Your News Source for Updates on Items Related to Epic!

- At-The-Elbow (ATE) support is on site for the next 2 weeks.
- RWJBH Epic Training Team will provide ATE support for the next 4 **weeks (Through June 9).**
- Please see below for vest and lanyard information to identify your help.

Role	Vest		Supporting
Front desk ATEs	Blue		All non-clinical roles
Clinical ATEs	Red		All Providers & Clinical Support roles
Epic floaters	Green		Supporting multiple roles

Wave 4 Top Ten

Wave 4 Top Ten

- Currently no open issues to report.

Wave 4 Go-Live Tip Sheets

- Below please find a listing of the newly created Epic tip sheets.

Title	Audience	Description
Assigning a Second Signer for E-RX Narcotics at Discharge	Residents	Learn how to add a second signer for ERX Narcotics at Discharge

- If you identify a need for a tip sheet, you **must open a Help Desk Ticket** requesting the new training tool.
  - **All tip sheets must be created, approved, and disseminated by the Epic Training Team.**
- **Click here** to learn more about the **Tip Sheet Process** and the process to have customized training tools created by our expert, brilliant Epic Training Team!

- Remember that *all tip sheets* are readily available on your Learning Home Dashboards!
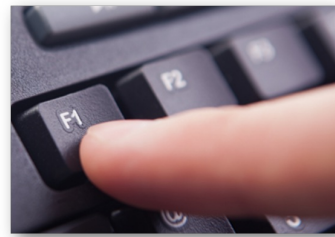
- Press **F1** to access training tools at your fingertips!

Thank you, **Epic Together Training Team,** for developing training curriculum, building a true-to-life training environment, providing dynamic training, and for **all these tip sheets!**

Inpatient Nursing and Allied Health Focus

Interventional Radiology RN/Vascular Access RN: Peripherally Inserted Central Catheter (PICC) Line Consents

- Consents for Insertion of PICC lines may be obtained by Interventional Radiology/Vascular Access Registered Nurses "that have credentials to perform the procedure without the requirement of supervision or direction".
- Please refer to the system policy regarding Informed Consents.

Click here to review RWJBH's Informed Consent policy.

Definitions:

1. For the purposes of obtaining informed consent, the Performing Provider is defined as the one who can perform the listed procedures independently, as defined below:

   a. A licensed professional who has credentials to perform the procedure without the requirement of supervision or direction, or

L&D Nurses: Transfer Mother/Baby Patients with Fetal Monitoring Help

Patients Using Fetal Monitoring May
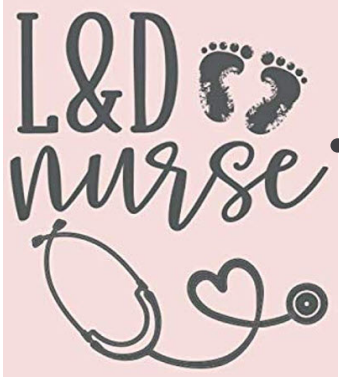
Need Transfer Help to Appear in the Correct Room!

- Sometimes there is a miscommunication between Epic and Centricity when linking the fetal monitoring device. There will be times when the Centricity room assignment does not agree with the Epic room assignment.
- You will need to go into QPM and transfer the patient into the correct room.
- Always verify that the room assignment in Centricity is the same as the room assignment in Epic.
- If the room assignment *does not match*, **you will need to transfer the patient into the correct room as seen in Epic using Centricity Connect QPM.**

Steps to Transfer the patient using Centricity Connect QPM:

- Open Centricity Connect - QPM from your desktop.
  - You will know you are in the QPM version of Centricity when you see this screen:

- Once Centricity Connect - QPM opens, click the Security drop down menu and select **Log On**.
    - Enter the same username and password you use for CPN Connect.
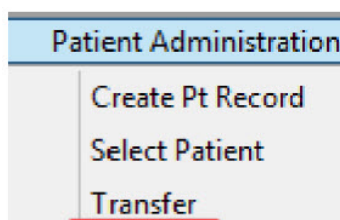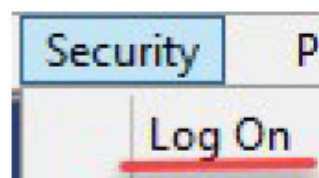
- Under the Patient Administration tab, select **Transfer**.

- Select the patient you need to transfer and select the correct room you are moving them to.
- Log out of QPM
- Verify that the correct patient is now in the correct room in Epic and CPN Connect.
- Continue charting on the patient as usual.

[**Click here to review the Transferring Patients in Centricity Connect QPM Tip Sheet.**](#)

- Thank you, **Michele Eitmanas**, **Epic Stork Principal Trainer**, for this helpful tip sheet!

Wave 4 Inpatient Nursing: Admission Home Medication Review Remains a Priority!

- While Admission Medication Reconciliation is a provider responsibility, nursing is required to support efficient completion of the **home medication review** in this important documentation.
- The **Home Medication Review** process **is important because it**:
  - Ensures that all **home medications** are available to the provider to **continue** in the hospital if appropriate.
  - Ensures that when the patient is discharged, **all necessary home medications will be available to be continued and/or prescribed as needed,** even if they were not administered in the hospital.

Sepsis SBAR

Clinicians will need to call the operator for all Medical Alert - Sepsis Response Team Activations.

Situation

As we transition to Epic, the Epic Sepsis Alert does not send a message to the operator for overhead announcement of Sepsis Response Team.

Background

Epic has a Sepsis Alert that will fire to the clinician when they are logged into Hyperspace (desktop). This alert is based on the St. John's Model.

Assessment

Epic uses the same criteria, but the platform works differently. The nurse and provider will receive a Best Practice Advisory (BPA) alert while in the chart. They

will need to select an intervention (either order the Order Set or initiate the Sepsis Huddle).

Below please see a screenshot of the Provider Sepsis BPA alert.

Critical (1)   ⌃

⊕ Sepsis Alert!!!

Sepsis Alert: TIME SENSITIVE
The following information suggests the patient may have Severe Sepsis or Septic Shock

Do not assume that these criteria are the result of a condition that is already identified. Complete further clinical review and / or a sepsis huddle.

Please initiate the Sepsis Order Set to order appropriate antibiotics and fluids.

Order a lactic acid level if needed AND/OR Initiate the Sepsis protocol with the attached order set
OR
Click "Treating Associated Infection" if the patient is being treated for an infection that is a known cause of these abnormalities
OR
Click "Trigger criteria unrelated to Sepsis" if you feel that this alert is not related to Sepsis at all

The recent clinical data is shown below:

Temp: (!) 40 °C (104 °F)
Heart Rate: (!) 100
Resp: (!) 95

Lab Results

Component	Value	Date
WBC	100	04/14/2023
BANDSPCT	100 (A)	04/14/2023

BP: (!) 150/110
MAP (mmHg): 123

Lab Results

Component	Value	Date
LACTATE	100.0	04/14/2023
BILIRUBIN	100	04/14/2023
INR	100	04/14/2023
CREATININE	100	04/14/2023

| Open Order Set | Do Not Open | MED SEPSIS - Sepsis Diagnosis Treatment Bundle Preview |

⚲ Open Sepsis Navigator

⊕ Acknowledge Reason ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯

| Treating associated infection | Trigger criteria unrelated to Sepsis |

✓ Accept

Below please see a screenshot of the Nurse Sepsis BPA alert.

Critical (1)

⊕ Sepsis Alert!!!

Sepsis Alert: TIME SENSITIVE
The following information suggests the patient may have Severe Sepsis or Septic Shock.

Please call a Code Sepsis (via Vocera or the hospital operator) and assess and monitor the patient immediately.
Please use the Sepsis Narrator for continued sepsis documentation.

The recent clinical data is shown below:

Temp: (!) **40 °C (104 °F)**
Heart Rate: (!) **99**
Resp: (!) **95**

Lab Results

Component	Value	Date
WBC	100	04/14/2023
BANDSPCT	100 (A)	04/14/2023

BP: (!) **80/40**
MAP (mmHg): 53

Lab Results

Component	Value	Date
LACTATE	100.0	04/14/2023
BILIRUBIN	100	04/14/2023
INR	100	04/14/2023
CREATININE	100	04/14/2023

IF CODE SEPSIS ACTIVATED, DOCUMENT IN SEPSIS NARRATOR!

❽ Acknowledge Reason

| I'll activate Code Sepsis; call RRT/Atte... | Sepsis treatment in progress |

✓ Accept

Recommendation
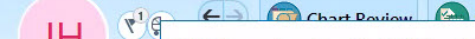
Clinicians should contact the operator directly to report Medical Alert - Sepsis Response Team Activations if a patient within their care is demonstrating signs and symptoms of sepsis.

Exciting Inpatient MyChart E-Consent Update!

- Once a performing provider signs their portion of an e-consent, they can push the consent to the patient's MyChart for the patient/designee signature.
  - This is especially helpful when an provider needs to obtain patient consent via telehealth or over the telephone.

[Click here to review the Help Patient's Sign Consents in MyChart Tip Sheet.](#)

- Look for the green checkmark on Storyboard

to see if a patient has an active MyChart Account and is able to complete e-signatures of their consents via MyChart.

RWJBarnabas Health MyChart Status
Active

Last User Login
Never

JH
Julie Him
Legal: Julie Him
Other ⓘ, 25 y.o., 2/10/1998
MRN: 202967

Logan Mike
Legal: Logan Mike

- Patients with an inactive MyChart Account will have this icon on their Storyboard.

- **Please promote MyChart to your patients.**

When the performing provider attempts to push the e-Consent document to a patient's inactive MyChart, the e-Consent appears like this:

Wave 4 Inpatient Nurses, Other Clinicians, and Allied Health:
Helpful Tip Sheets for Key Epic Workflows:

- Wave 4 Inpatient Nursing, **Congratulations on Going Live on Epic**!
- Each day will improve your efficiency working in this robust Electronic Health Record (EHR)! You're doing fantastic!
- We are listening to your feedback and are providing links to helpful Tip

Sheets below.

- [Click here to review the Blood Administration Tip Sheet](#)
- [Click here to review the Rhogam Tip Sheet](#)
- [Click here to review the Rhogam Nursing/Provider Tip Sheet](#)
- [Click here to review the Pyxis Tip Sheet](#)
- [Click here to review the Rover Tip sheet](#)
- [Click here to view the Wave 4 Rover and Vina Vocera Training Slides](#)
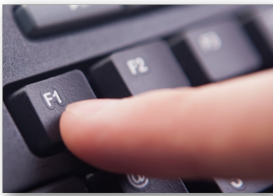
- Remember that *all tip sheets* are readily available on your Learning Home Dashboards!
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Ambulatory Nursing and Allied Health Focus

Ambulatory Nurses, Other Clinicians, and Allied Health: Pend an order for a physician

- In the Visit Taskbar, at the bottom of the screen, click **Add Order.**
- Enter a few letters of the order name in the Search for new orders field. Orders that you frequently place appear as you type.
  - If you see the order you want, select it from the list.
  - If you don't see the order you're looking for, press Enter. A list of matching orders appears.
- **Helpful Hint:** To narrow down a list of medications, enter the first three letters of a medication's name, followed by the strength. For example, enter "**amo500**" for amoxicillin 500 mg.
- Double-click an order to select it from the list, or click **Select and Stay** to search for and select additional orders. All selected orders appear in an orders cart to the lower right.
- Click the order in the orders cart to modify order details, such as the dose of a medication or the reason for a referral. The red stop sign icon indicates required items.

- After updating the order details, click **Accept.**
- **Helpful Hint:** If you place an order frequently, click **the star icon** to add it to your preference list.
- Click **DX Association** to associate your new orders with diagnoses.
- If you need to add or update a pharmacy, click the **Select a pharmacy** link in the orders cart.

- Click **Pend** to pend the order for review by a physician

Enter order details for a medication

- When ordering a medication, be aware of the following important items in the Order Composer:
    - Select the **Mark long-term** check box if the patient is taking this medication for a chronic condition. This ensures that the medication stays on your patient's medication list even beyond the end date for the order. The **thumb tack** icon appears next to long-term medications on the med list.
    - If you are ordering a brand-name medication and want to ensure it isn't filled as generic, select the **Dispense As Written** check box.

- Verify the class, which determines how the order will be processed. Click **Normal** to e-prescribe the medication.

Enter order details for a lab or procedure

- Select the order status that indicates when and how the order should be released:
- Select a status of Normal if the test or procedure will occur once, now. For example, use this for a POC test to be done during this visit.
- Select a status of Future if the test or procedure will occur only once, at some point after this visit. For example, use this for a fasting lab that the patient will have drawn in a few days.
- Select a status of Standing if the test or procedure will occur more than once, like a recurring lab test, for example. Then choose the number of occurrences and the interval at which they will occur.
- Select the order class that indicates where the test or procedure will be performed. If you need a specimen to be collected by support staff, select Clinic Collect.
- If your organization uses reference labs, update the Resulting Agency field if the patient needs to go to a different lab. When searching for a lab, you can also look for the appropriate resulting agency in the search window.

Associate diagnoses with orders

- When you sign orders, you'll be prompted to associate a diagnosis with any orders that require it. If the diagnosis you need isn't listed, search for it in the Search for diagnosis field or, select it from the Common, Previous, or Problems drop-down menus.
  - If you want to associate diagnoses with orders before signing them, click **DX Association** in the orders cart. Orders with a icon require an associated diagnosis.
- Click the cell where an order and diagnosis intersect to associate them.
- Click **Accept**.

- Remember that *all tip sheets* are readily available on your Learning Home Dashboards!
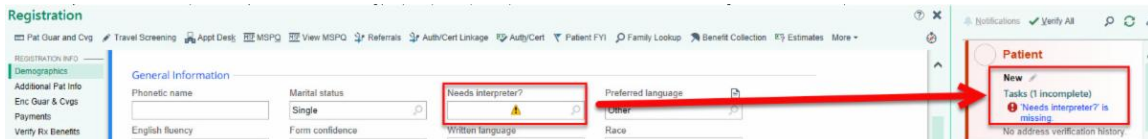- Press **F1** to access training tools at your fingertips!

Access and Revenue Cycle Readiness (ARCR) Corner

Hospital Encounters Now Require

"Interpreter Needed" field to be Complete (Exception for Specimens)

- For all hospital-based encounters, registration will now require that the "Interpreter needed" field be complete (Yes or No).
    - Specimen encounters will *not* require this field to be completed as an exception.
- The Sidebar Checklist will catch the omission, if you forget to complete this field!

2023 Nurses' Week - You Make a Difference!

Happy National Nurses Week

People will forget what you said.
People will forget what you did.

But people will never forget how you made them feel.

--Maya Angelou

Please accept our heartfelt thanks, Nurses.

We recognize and appreciate your invaluable contributions to our patients, our healthcare system, and our communities.

Today and every day, you make a difference.

All Work No Play Makes for a Dull Day

The Beauty of Rainbows: A Reflection

"*It takes sunshine and rain to make a rainbow. There would be no rainbows without sunshine and rain.*"

~ Roy T. Bennett, author of **The Light in the Heart**

The saying goes "Into each life, a little rain must fall." Rain and sunshine together result in rainbows. And so it is with life, a balance of hardships and victories, wins, and loses create a beautiful balance and help us to appreciate the sunshine.

My Father always says, "*We encounter joy on mountaintops, but we grow while going through the valleys.*" ~ Larry L. Schueler

If you are going through a "rainy season" hang in there and know there are *always* brighter, sunshiny days ahead. We need both sunshine and rain to create the beauty of the rainbow!

- **Click here to listen to talented Kacey Musgraves sing her inspirational song "Rainbow" during your next break!**
- **Click here to print the "Eat-the-Rainbow" Chopped Salad recipe with mozzarella and basil - YUM!**
- **Click here to hear Kermit the Frog sing "The Rainbow Connection" on your second break**.
- **Click here to print the GF, vegetarian Rainbow Cauliflower Crust Pizza recipe!**
- **Click here to listen to NPR's Back to School Podcast "Why We See Rainbows!"**
- **Having a party? Click here for a printable recipe of a lovely, healthy, and delicious Rainbow Snack Board!**
- **Click here to hear Israel Kamikawiwo'Ola sing "Somewhere over the Rainbow!"**
- **Click here for a fun "Kind Words" Word Search to enjoy on your**

- As you go about your work, your home life, parenting, interacting with strangers, helping patients, and connecting with others this week, please remember to **be kind!**

We rise by lifting others

Wave 4 Go-Live Support Info

Wave 4 Customers, Please Save these Important Numbers in your Phone:

- Service Now Help Desk: **855-453-1950**
- **Inpatient Nursing, Other Clinicians, and Allied Health**, 24/7 support is available! Dial the numbers below for help!

Informatics Hospital Support by Location

Vocera Geni Site Locations	Internal Extension	External Dial in Direct
Community Medical Center	12780	732-557-2780
Jersey City Medical Center	36001	732-923-6001
Monmouth Medical Center	24800	732-886-4800
Monmouth Southern Campus	24800	732-886-4800
RWJBH Behavioral Health Center	72240	201-915-2240

Wave 4 Go-Live Help Resources

To be viewed on your mobile device:
- Provider Go-Live Pocket Guide
- Nursing Go-Live Pocket Guide
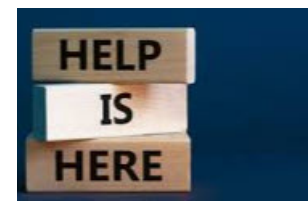
To view the unit crosswalk documents, click the links below:
- Community Medical Center Unit Crosswalk
- Jersey City Medical Center Unit Crosswalk
- Monmouth Medical Center Unit Crosswalk
- Monmouth Medical center Southern Campus Unit Crosswalk
- RWJBH Behavioral Health Center Unit Crosswalk

To be printed and posted, click the links below:
- Wave 4 Go-Live Help at a Glance Flyer
- Epic: How to Get Help Flyer
- Wave 4: Where to Locate Heritage Data Flyer
- Wave 4 QR Code Flyer

Epic together.
RWJBarnabas HEALTH

**Wave 4 Go-Live Help
QR Codes**

Epic together.
RWJBarnabas HEALTH

**Wave 4 Go-Live Help
Unit-To-Unit Crosswalk**

Provider Go-Live Pocket Guide
Wave 4

Nursing Go-Live Pocket Guide
Wave 4

Go-Live Help at a Glance
Wave 4

Community Medical Center

Jersey City Medical Center

Monmouth Medical Center

How to find Heritage Data
Wave 4

Epic "How to Get Help"
Flyer

EpicTogetherNJ.org

Monmouth Medical Center
Southern Campus

RWJBH Behavioral Health
Center

Wave 4 Unit Crosswalk Master
(Excel)

Scan the QR codes above with your mobile device for Go-Live Help at your fingertips!

Scan the QR Codes above with your mobile device to view the Unit Crosswalk Documents!

How to "Get Help" With Epic

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone:

- **Hamilton: 3284**
- **New Brunswick: 33284**
- **Rahway: 73284**
- **Somerset: 63284**

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

We have developed this handy "**Epic: How to Get Help**" guide that will provide instructions on opening Help Desk Tickets and enhancement requests in Epic:

Good Humor

Heartfelt thanks to **Ronica Velardi**, **Epic Communications Team Lead,** for this week's Good Humor Submission!

If you have a joke to include in a future Epic Advisor newsletter, please email **Epic Communications**.

Print-Edition of Today's Epic Advisor!

- **Click here for a PDF, printable version of last week's Epic Advisor Newsletter.**

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For more information please visit our website at
www.EpicTogetherNJ.org

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