



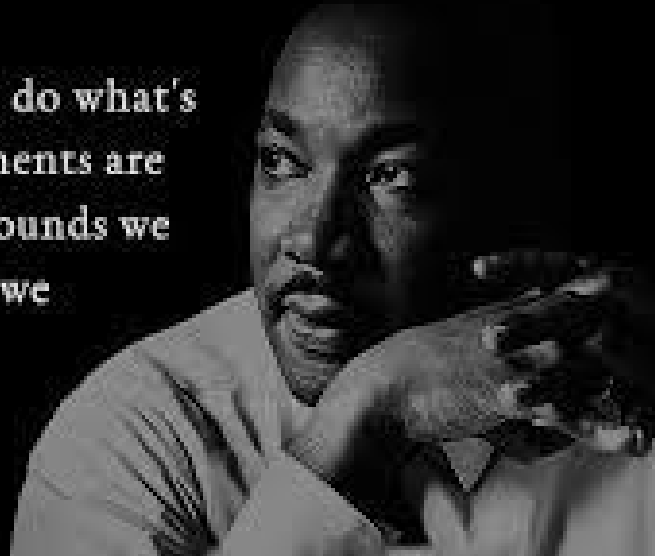
Epic **ADVISOR**

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

January 10, 2024

Never, never be afraid to do what's right... Society's punishments are small compared to the wounds we inflict on our soul when we look the other way.

Martin Luther King Jr. / @InspiringThoughts



IMPORTANT: Monday January 15 is Martin Luther King, Jr. Day, an RWJBH and Rutgers corporate holiday. Some practices and offices may be closed in observance of the holiday.

If you will be off on Monday, **please set your Outlook out-of-office assistant before signing off on Friday,**

Epic Advisor Top Stories

Attn: Managers and Leaders!

These key items must be

addressed in your **Daily Huddles:**



Ambulatory and Inpatient Huddle Topics:

- Front Desk and Patient Service Representative Staff, verify Primary Care Provider information is accurate in Registration.
- [SPAR](#) / [CAM](#) requests are required.

Inpatient Huddle Topics:

- **Reminder:** [How to Undo a Discharge/Transfer Completed in Error!](#)
- [Add and document on a Continuous Glucose Monitoring Device.](#)
- The volume infused (mL) field in the [Blood Administration](#) window documents the total volume transfused and should only be documented upon blood completion.

Ambulatory Huddle Topics:

- [Update your Epic Personal Dictionary!](#)
- **Reminder:** Pre-Charting can save you time!

Coming Soon: Exciting Epic Enhancements

SPAR / CAM Requests are Required for Epic Access!

Please submit a SPAR for:

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

Please submit a CAM for:

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

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, January 16!
- [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

Undo a Discharge or Transfer Completed in Error

Let's face it - Mistakes happen! If you ever discharge or transfer a patient accidentally, you can easily undo that action in Epic.

- Click **Patient Lookup** and access the Patient's Chart.
- Navigate to the **Patient Station** tab.
- Select the Encounter you need to update.
- Click **Event Management**.

E Hyperspace - SOM 2W CARDIOLOGY - Training Playground - NURSE I.

1 Patient Lookup

2 Patient Station

3 Admission

4 Event Mgmt

Last refreshed: 12/5/2023 11:06:12 AM

Encounter	Hospital Account	Episode	Status	Date	Time	Location
Admission			Discharged	12/04/2023	1451	SOM 2W CAR
Surgery			Unposted	12/04/2023	0000	SOM OR
Abstract			Closed	03/03/2023	1313	RWJBH FAM

- Click **Cancel Last Event**.
- Click the magnifying glass and select a Reason for change.
 - **Helpful Hint:** You can also press **F5** on your keyboard to access the pre-populated menu instead of clicking the magnifying glass with your mouse!
- Click **Accept**.
- The Discharge or Transfer is undone. The patient will be admitted back in the previous unit and bed.

[Click here to review the corresponding Undo a Discharge Tip Sheet!](#)

1 Cancel Last Event

2 Reason for change: Entered in Error

3 Accept

Discharge from SOM 2W CARDIOLOGY On 12/5/2023 at 1105

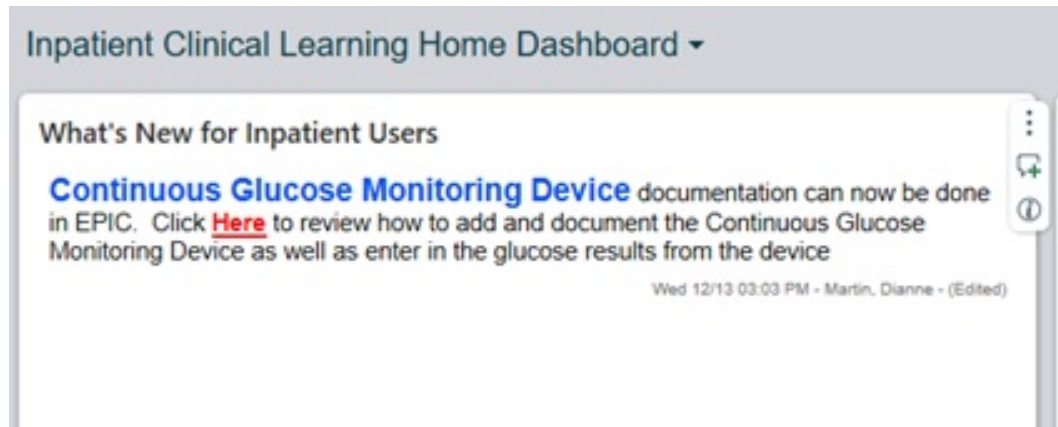
Encounter Status	Before	After
Patient class	Confirmed Discharge	Confirmed Admission
Accommodation code	Inpatient	Inpatient
Accommodation reason	Standard	Standard
Service	—	—
Level of care	General Medicine	General Medicine
Unit	Acute	Acute
Room	SOM 2W CARDIOLOGY	SOM 2W CARDIOLOGY
Bed	TRN IPCD Med Surg PM	TRN IPCD Med Surg PM
	IPCD PM	IPCD PM

Add and Document on a Continuous Glucose Monitoring Device



Continuous Glucose Monitoring Device documentation can now be done in Epic!


- [Click here to review the new Add and Document on a Continuous Glucose Monitoring Device Tip Sheet.](#)
- You can also press **F1** and find this same tip sheet in the What's New section of your Learning Home Dashboard (Please see image below).



Blood Product Administration Reminder: The Volume Infused (mL) field in the Associated Flowsheet Rows is for VOLUME TRANSFUSED

- The Volume Infused (mL) field in the Blood Administration window documents the total volume transfused.
 - Do not enter a volume when starting the blood transfusion.
 - This field should only be entered at transfusion completion.

In the Associated Flowsheet row section – Do not enter volume infused at start of transfusion. This field is to be documented at time of blood transfusion completion.

 The Volume (mL) field is for **VOLUME TRANSFUSED**. Do **NOT** document a volume when starting the blood transfusion. Any volume entered into the field will be added to the total blood transfused (**intake**).

Associated Flowsheet Rows

Time taken: 12/14/2023 1111 Responsible Restore Show Details

If no new assessment is needed, check the box to link flowsheet rows to the previous assessment. Use All Previous Values

Transfuse leukoreduced RBC

Volume Infused (mL)

Vitals

BP

Temp

Heart Rate

Resp

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

Reminder: Update Your Epic Personal Dictionary!



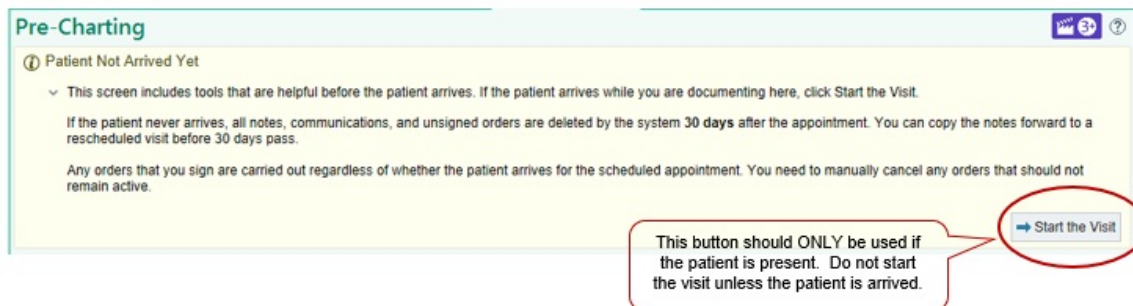
- In Epic, you have control over what is included in your personal Spell Check dictionary.
- If there are words you commonly misspell beyond recognition or you have a shorthand that could save you time when typing notes, take a few minutes to add that content to your [personal dictionary](#).
- The changes you make to your personal dictionary will not affect any system dictionaries, just how Spell Checker behaves for you in Hyperspace.
- [Click here to review a tip sheet on updating your Personal Dictionary in Hyperspace!](#)



Pre-Charting Can Save You Time!

Pre-Charting on a patient visit is possible without starting the Visit.

- Recently, there has been an increased focus on *Open Encounters* in Epic.
- Many times, the open encounters exist because a staff member starts the visit, converting the visit to an encounter before the patient arrives, causing issues closing the encounter if the patient does not show.
- **IMPORTANT: PLEASE DO NOT START THE VISIT (converting the visit to an encounter) UNTIL THE PATIENT IS PHYSICALLY PRESENT/ARRIVED.**



What is Pre-Charting?

Pre-Charting is a way for a clinician to review a patient’s chart and take the following steps to save time and prepare for a patient visit:

- Enter visit diagnoses
- Write notes
- Write patient instructions
- Place orders (It is recommended you **do not Sign** the orders.
 - Epic will delete any unsigned order in 30 days if the patient does not arrive for the visit.
 - Any orders that are signed prior to the patient arriving at the office are valid, active, actionable orders.
 - If the patient does not show for the visit, orders **signed** in pre-charting will need to be manually canceled, if not appropriate.

If the patient never arrives, all notes, communications, and **unsigned** orders are deleted by Epic **30 days** after the appointment date. Notes can be copied forward to a rescheduled visit before 30 days pass.

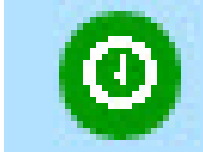
If the patient arrives while a clinician is Pre-Charting, the clinician can select the option to “Start the Visit.” **THIS IS THE ONLY TIME the START THE VISIT button SHOULD BE USED.**

Managing Erroneous Encounters

- If an encounter is opened, and the patient does not arrive for their appointment, follow the workflow to make that encounter erroneous.
- See tip sheet found for **Erroneous Encounters** to complete and close the encounter.



Validate Patient's Primary Care Provider (PCP) in Epic!

- When documented in Epic, a patient's PCP will automatically receive notifications of Admissions, Discharges, and Transfers (ADT Notifications), as well as other important patient care notifications.
- These notifications are critical for the PCP to coordinate patient care.
- For this reason, please verify the patient's PCP is accurate during registration.
 - If the PCP information is incomplete or outdated, the patient's longitudinal care team will not receive critical patient care communication.
- To see if a patient has an open encounter, access **Patient Station** for the patient and look for this green icon.
- If you see this green icon, and the patient has a current, active encounter, open a [High Priority Help Desk ticket in Epic!](#)
 - The patient must be discharged before you reschedule and admit a new surgery case.
- [Click here to view the Tip Sheet on the correct ASC workflows.](#)

Remembering Martin Luther King, Jr.

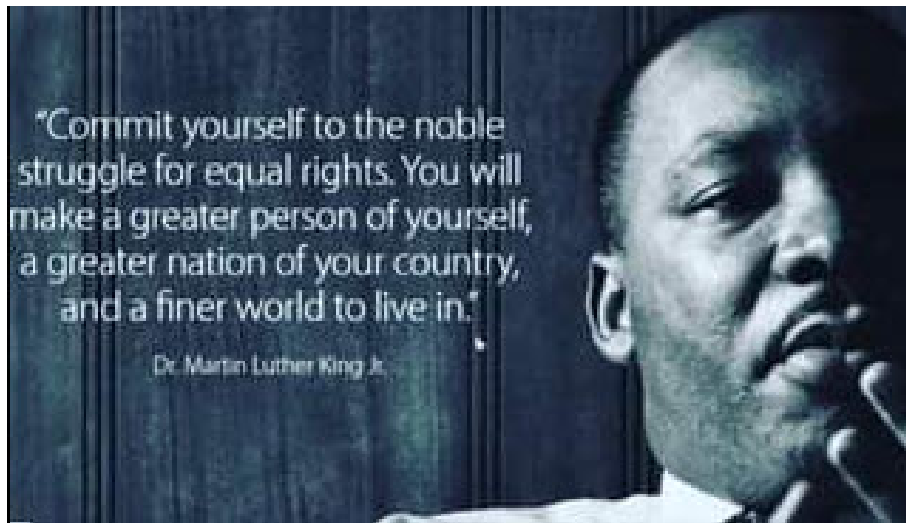
Martin Luther King, Jr. Day is Monday, January 15!

More than just a 3-day weekend, next Monday we remember, honor, and commemorate the life, work, and legacy of **Dr. Martin Luther King, Jr.**



Dr. King was a champion of human rights, equality, peace, and economic

justice. Dr. King's speeches, interviews, and texts leave us with an expansive library of meaningful and inspiring quotes. Below are just a few samplings of Dr. King's moving words which still provide influence today... May Dr. King's words encourage you to live each day with hope and love towards humankind.



- *"Our lives begin to end the day we become silent about things that matter."*
- *"Life's most persistent and urgent question is, 'What are you doing for others?'"*
- *"Love is the only force capable of transforming an enemy into friend."*
- *"If you can't fly — then run. If you can't run — then walk. If you can't walk — then crawl. But whatever you do, you have to keep moving forward."*
- *"Take the first step in faith. You don't have to see the whole staircase, just take the first step."*
- *"In the end, we will remember not the words of our enemies, but the silence of our friends."*
- *"We must learn to live together as brothers or perish together as fools."*
- *"I refuse to accept the view that mankind is so tragically bound to the starless midnight of racism and war that the bright daybreak of peace and brotherhood can never become a reality.... I believe that unarmed truth and unconditional love*

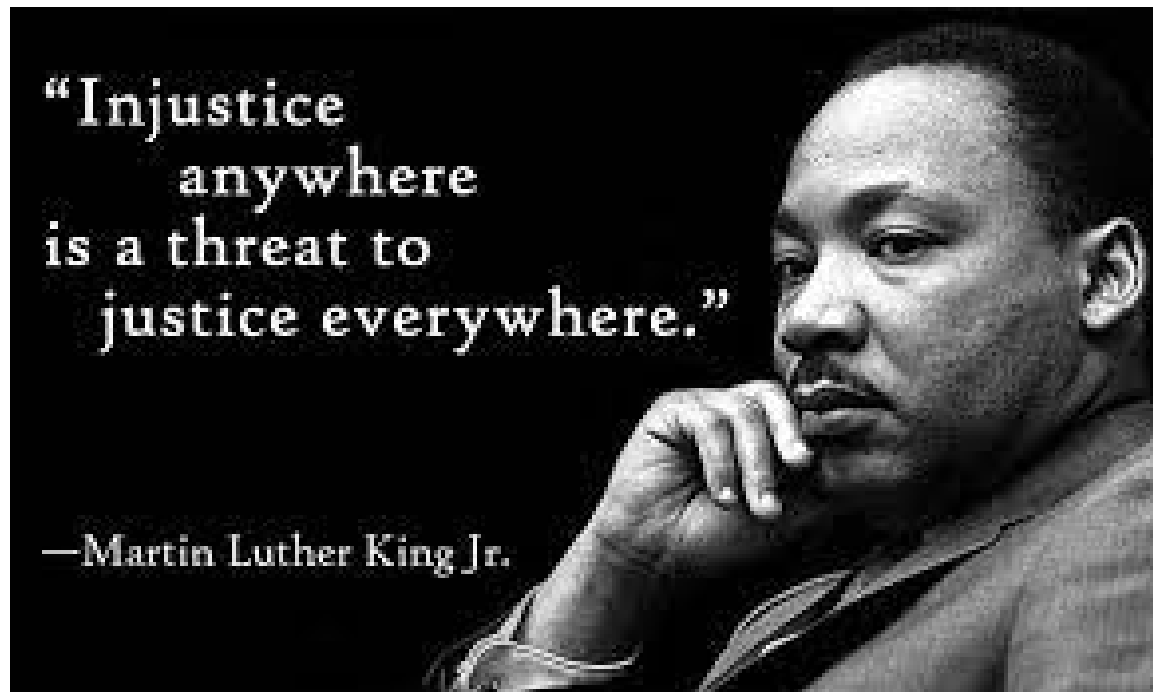
will have the final word.”

[Click here to read the full text of Dr. King's Letter from a Birmingham Jail.](#)

Sources:

<https://www.wisestamp.com/blog/martin-luther-king-quotes/>

<https://billofrightsintstitute.org/primary-sources/letter-from-birmingham-jail>



All Work and No Play Makes for a Dull Day!



Happy New Year - Start 2024 off in a Healthy Way!

The New Year is the perfect time to set goals for the year ahead.

- Below, please find the first of a four-part series of questions to ask yourself in January for a happy, healthy, and positive trip around the sun!
- Check back each week for the future installments in our four-part series on thriving in 2024!

What changes do I want to make in my life, and how do I make



those changes?

There's no better time to make positive changes in your life than the beginning of the year. Whether your shifts are personal or professional, it's essential to identify what you want to change and take steps to make your changes a reality.

- Pick 2 to 3 goals and write them down in January.
 - Share your goals with a trusted friend, family member, or colleague who is also setting goals. You can help one another with accountability!
 - Check in on your goals each week to keep them on your radar.
 - Consider using [SMART goals](#) (Specific, Measurable, Achievable, Relevant, and Time-Bound).
 - [Click here to review 20 goal ideas for 2024.](#)
 - [Click here for 52 New Year's Resolution Ideas.](#)
-

As you craft and review your SMART goals for the New Year, remember to be patient, gentle, and kind with yourself. Progress is more important than perfection. Celebrate your accomplishments, no matter how big or small.

Happy New Year! The new year is an opportunity for a fresh start. By setting goals and making minor changes you will prioritize health and happiness in 2024. We look forward to sharing our next installment and our second question in next week's Epic Advisor Newsletter. Until then, have a great week!

Sources:

- <https://www.forbes.com/sites/rhettpower/2022/12/31/6-essential-questions-to-ask-yourself-in-the-new-year/?sh=4da1e3d85914>
- <https://effectiveu.umn.edu/tips/smart-goals>
- <https://www.betterup.com/blog/new-years-resolutions-ideas>
- <https://friday.app/p/goal-ideas>

How to "Get Help" With Epic

For 24/7 inpatient assistance, please call informatics extensions from within the hospital on a hospital phone - Ask for "**Clinical Informatics.**"

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

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



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.](#)



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

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