Wednesday, August 2, 2023

Advisor Top Stories

Attn: Managers and Leaders! *These key items must be addressed in your* ==**Daily Huddles:**==

Ambulatory and Inpatient Huddle Topics:

- **New Interpreter Services Documentation Tools and SmartLink!**
- **Telemedicine Epic Video Visit "Sorry for the wait" message update!**
- **Help Patients view and print requisitions via MyChart!**
- Reminder: **CAMs** are required for all new hires, rehires, and transfers.

Inpatient Huddle Topics:

- **Two C-Diff Best Practice Advisories (BPAs) reactivated**
- **Discharge Cath Lab Patients in real time to prevent delays with**

     patient care.
- **NEW Proper use of Secure Chat SBAR.**

Exciting Epic Enhancements

Exciting Epic Enhancements!

- Next Tuesday, August 8, 4 Epic Enhancements will be moved into Production.
  - **Click here to learn more about these 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!
- We value you, Epic Together Team!

Important Epic Updates

Reminder: Please submit CAM requests for all new hires, re-hires, and transfers

A CAM is required for all new hires, re-hires, and transfers.

- **Click here to review the CAM job aid.**
- If you have any questions about CAMs, please email **Karen Lehr** for assistance.

**You will also need to request Epic Training for new hires, re-hires, and transfers.**

- Request Epic training by submitting the **New Hire Epic Training Form in ServiceNow**!

Inpatient Nursing and Allied Health Focus

Patient Movement Reminder: Promptly

Discharge Cath Lab/EP Patients at the Time they Depart

- All patients being sent to another facility emergently must be discharged from the sending facility **in real time** so that the patient is available to have orders entered at the receiving facility

  - Charting can be completed after the patient is discharged, but delays in discharge can lead to delays in prompt patient care.

- Press **F1** to access the **Patient Flow Guide**, which contains the steps to efficiently complete patient movement in Hyperspace.
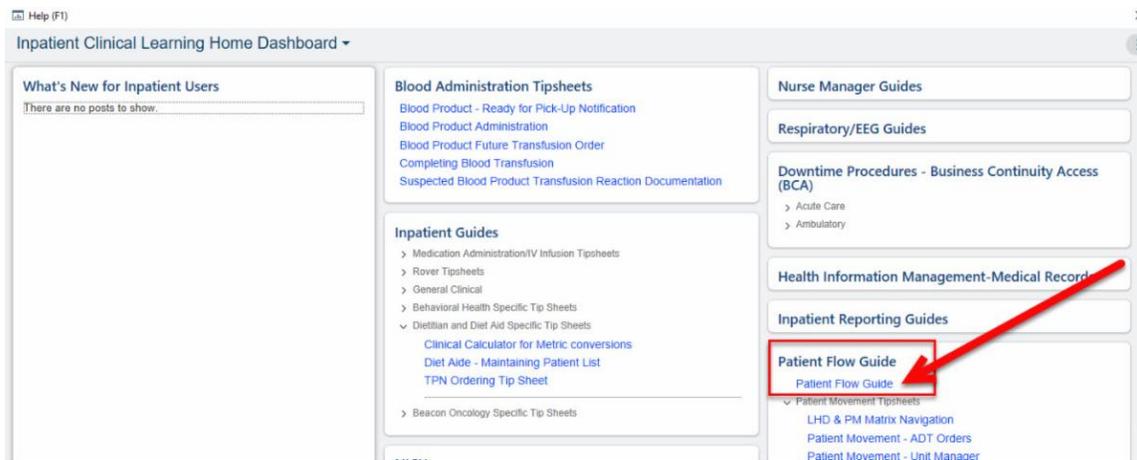
## Cath/EP Lab to Other Hospital (Within Organization)

Cath Lab to Other Hospital (Within Organization)	
Who	**Does What**
Referring Provider	Contacts Transfer Center to request transfer of patient
If moving to another hospital's inpatient unit	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation and Bed Request for patient
Bed Planning	Assigns Unit/Room from Unassigned tab of Bed Planning
Cardiologist	Place order for discharge with status of Another Health Care Institution.
Cath Lab Staff	Discharges patient **at the time the patient physically departs** via Status Board with a Discharge Disposition of Another Health Care Institution
Receiving Nurse or Unit Clerk	In Unit Manager, right clicks on patient in incoming care area to complete move to bed
If admitted directly to another cath lab or Operating Room (OR)	
Acute Transfer Center Staff	Process request, receives acceptance of patient, and creates New Reservation with a unit of OR
Sending Cardiologist	Place order for discharge with status of Another Health Care Institution.
Sending Cath Lab Staff	Discharges patient at the time the patient physically departs via Status Board with a Discharge Disposition of Another Health Care Institution
OR or Cath Lab Scheduler	Schedules case request from the Case Depot
Admitting / Registration	Admits the patient to the surgical/procedural department
Receiving Cath Lab / OR	Finds patient on Status Board and begins charting on case

- Issues related to a patient not being available at the receiving facility

should be called in to Informatics immediately so that immediate intervention can be coordinated

- Community Medical Center: **12780**
- Jersey City Medical Center: **72240**
- Monmouth Medical Center: **36001**
- Monmouth Medical Center Southern Campus: **24800**
- RWJHB Behavioral Health Center: **24800**
- Hamilton: **8290**
- New Brunswick: **38158**
- Rahway: **77618**
- Somerset: **62374**

- State that there is a critical patient safety issue, you have a patient who was recently transferred from another facility, and you cannot access the patient's chart
- Informatics can provide guidance to clinicians at the sending facility on how to discharge the patient correctly. If necessary, Informatics can assist with opening a high priority Service Now ticket to be assigned to an Epic analyst for additional assistance.

- Alternatively, you can call the Help Desk at **855-453-1948** and open an **urgent "patient safety"** Help Desk ticket.
- **Click here to view the Epic: How to Get Help flyer!**
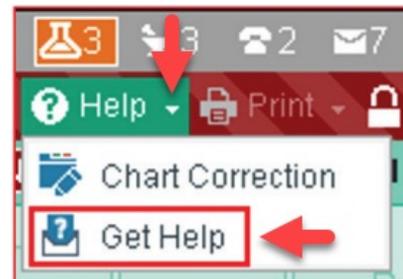
Reminder: Proper Use of Secure Chat

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.
  - Secure Chat should not be leveraged for personal healthcare communications by RWJBH employees to communicate with their healthcare providers about their health status nor that of

family members.

- 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.
  - 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.
- 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 during night hours for non-sensitive communications.*
  - *Access QGenda to validate the on-call provider in real-time.*

Click here to review the NEW 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; ho no corresponding push notification will be received on a mobile device.

Secure Chat

With Staff

○ Available ▼   Until 11:20 ▼

● Available
◑ Busy
⊖ Do Not Disturb
⊗ Offline

Attending ──────────────

O'Mahony, Stephen P, MD   Attending
📞 555-5555   📞 973-322-6256   (1 more)

CMC Hospitalist   ◆ Primary Team ──────

⌕₊ Chat with Team

Sagebien, Carlos, MD ⌕₊   Resident
📞 973-555-3666   📞 732-537-0909   (1 more)

Two C-Diff Best Practice Advisories (BPAs) Reactivated

Effective now, two C-Diff BPAs will be reactivated in Production:

- Fire BPA alert when C-Diff order is placed on a patient with laxatives, tube feeds, or oral contrast in the last 48-hours.

BestPractice Advisory - Nouwick, Fleur

Important (1)

ⓘ C Diff testing is contraindicated on this patient due to the following:

✓ Laxatives administered in the last 48 Hours

For clinically stable patients (e.g. patients without fever, abdominal pain/distention, or leukocytosis), please wait 48 hours after last administration prior to assessing for ongoing diarrhea. If patient is taking a daily laxative please consider whether patient's stool frequency or consistency is worse than their baseline.

Click **'Accept'** to remove the order from 'Order Entry'.

Remove the following orders? ─────────────

Remove	Keep	🖅 **Clostridium difficile PCR** Once, today at 1619, For 1 occurrence Stool, Per Rectum

Acknowledge Reason ──────

Concern for severe disease; diagnosis ca...	Concern for ileus due to C. difficile

Pt has been on laxatives & diarrhea was ...	Pt has been on tube feeds & diarrhea was...	Other (Comment)

✓ <u>A</u>ccept

- Fire BPA alert when C-Diff order is placed on a patient with an existing order, a previous positive in the last 14-days, or a previous negative in the last 7-days.

BestPractice Advisory - Wiggum, Clancy

Important (1)

⚠ C Diff testing is contraindicated on this patient due to the following:

✓ Positive C diff result in last 14 days

Click **'Accept'** to remove the order from 'Order Entry'.

Remove the following orders?

Remove	Keep	🖥 **Clostridium difficile PCR**

Once, today at 1012, For 1 occurrence Stool, Per Rectum

Acknowledge Reason

Reason for Ordering

✓ **A**ccept

Ambulatory Nursing and Allied Health Focus

NEW Standard Documentation tools Available in Epic for Documenting use Interpreter Services

New documentation tools are available NOW in Epic to document use of the My Accessible Real-Time Trusted Interpreter (**MARTTI**) interpreter service. A new Flowsheet Smartform has been created to capture required interpreter services documentation. The Flowsheet Smartform was selected to document this information, because multiple rows can be used to document multiple interactions with the interpreter.

A new SmartPhrase is also now available that can be used to pull interpreter information from the SmartForm into the progress note!

Providing interpreters for our Limited English Proficiency (LEP) and American Sign Language (ASL) patients is a regulatory requirement. The MARTTI Interpreter Service is the health system's approved vendor for providing these services.

When an Interpreter service is needed both the clinical staff and/or provider should take the following steps in Hyperspace:

- Navigate to the **Rooming** Tab.
- Click the **Interpreter** section.
- **Click** the **Yes** button to expand the form.
- Complete the following **fields:**

- **Services** Used
- Interpreter's **Name**
- Interpreter's **ID** *(Required)*
- **Language**
- Call **Start Time**
- Call **End Time**
- Click **Close**
-

- Using SmartPhrase **.AMBINTERPRETER** will render the current encounter's last instance that was entered on the Interpreter SmartForm into the note workspace.

- [**Click here to review the workflows for documenting interpreter services and pulling the documentation into a note.**](#)

Reminder: Patients Can View or Download Paper Copies of Order Requisitions in MyChart

Patients will sometimes call the clinic asking for a paper copy of their requisitions for labs or tests. Using Epic MyChart, the patient does not need to call the clinic anymore, if they need another paper copy. This will save the patient from having to drive back to the clinic and save clinic staff time as well.

- If the patient has not activated MyChart you can assist them with activation using **MyChart Administration.**
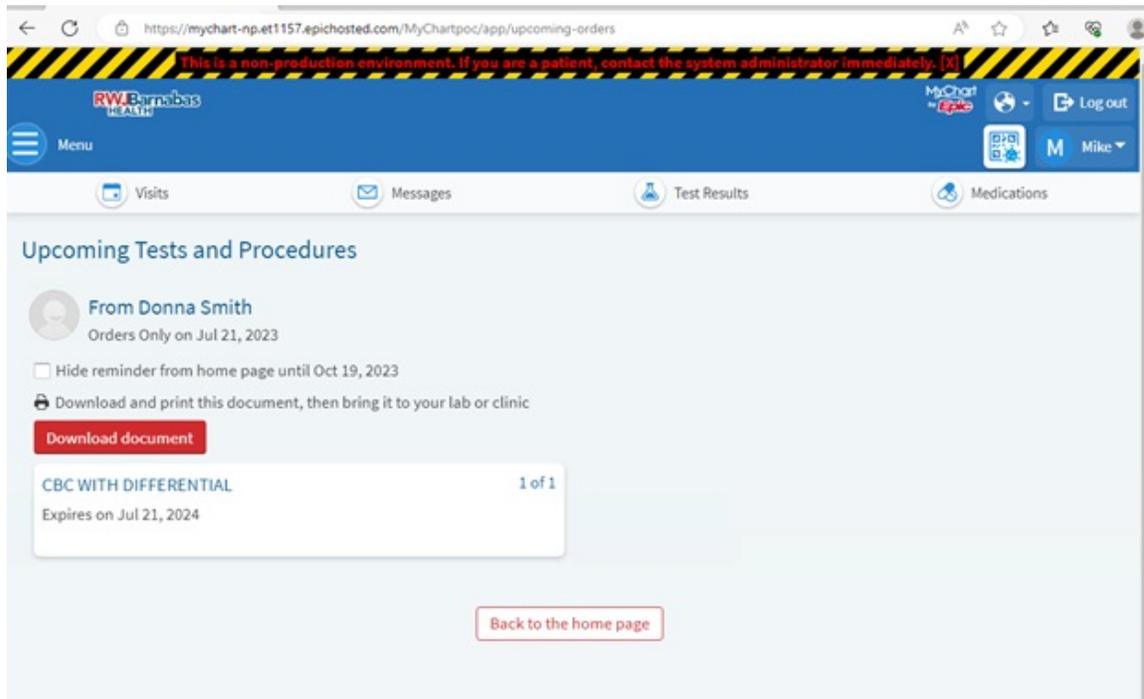- Search **MyChart** in Chart Search to easily locate **MyChart Administration**.
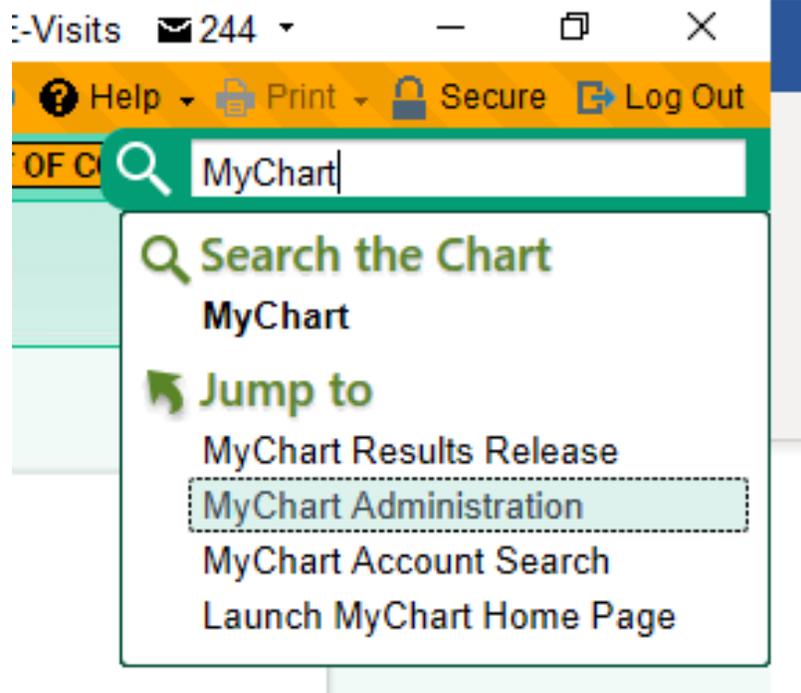
- Click **Send Email** to share the MyChart activation information w the patient.
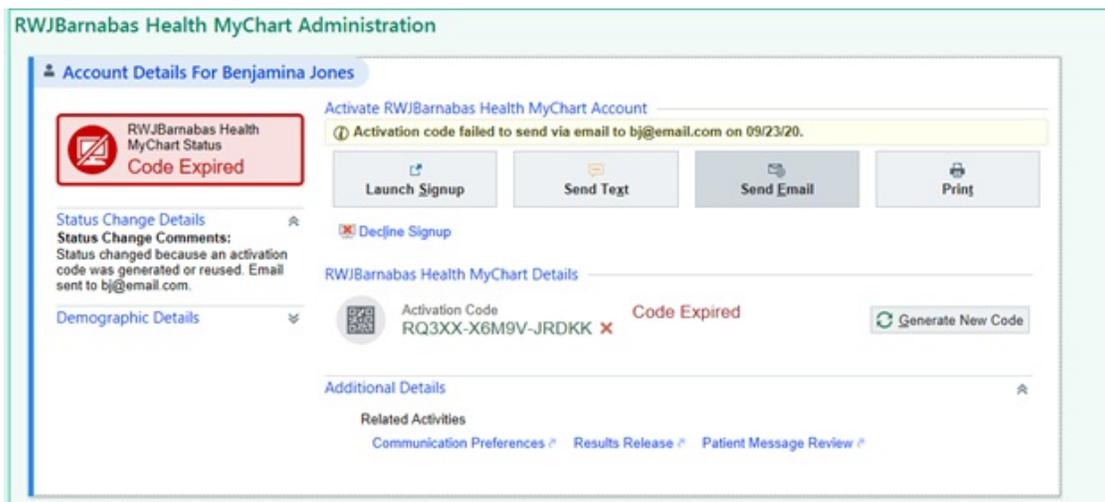
- Once MyChart is active, the patient can find upcoming labs either on the home screen or under **Upcoming tests and Procedures** in the Menu.
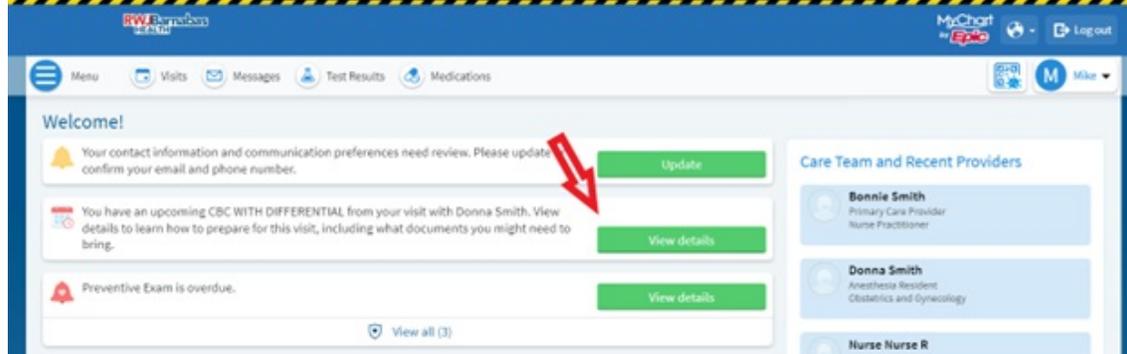
- Have the patient download and print the requisition.

Access and Revenue Cycle Readiness (ARCR) Corner

Front Desk & Patient Service Representatives - Remember to Use Palm Scanners

- Are you using the Palm Scanner to check-in every patient?
- If you answered no, what barriers are keeping you from using this cool tool?
  - Please open a **Help Desk Ticket** if you need assistance!
- Palm Scanners are intended to:
  - Protect our patient's identity
  - Accurately access the correct patient's medical record
  - Streamline the check-in process for the patient and for *YOU*

- Remember, All Tip Sheets can be accessed by pressing **F1** and accessing your Learning Home Dashboard!
- You'll find this tip sheet in the "What's New" section (Please see image below for details)!

Front Desk Learning Home ▾

What's New

Scheduling and Registration Topics:
<u>UPDATED Palm Scanning guide</u>

All Work and No Play Makes for a Dull Day

An Attitude of Gratitude!

"Let gratitude be the pillow upon which you kneel to say your nightly prayer. And let faith be the bridge you build to overcome evil and welcome good."

~ Maya Angelou

While practicing gratitude may just sound like another hip lifestyle trend, much evidence exists to suggest that it can have a powerful transformative effect on people's lives.

Studies in recent years have looked at the correlation between gratitude

and enhanced physical and psychological well-being, connecting gratitude with various measures of **life satisfaction**, as well as with better health outcomes including:

- Lowered blood pressure
- Improved immune function
- Increased energy levels
- Healthier lifestyle choices

Practicing gratitude helps us to view life through a more positive lens, prioritizing optimistic thoughts over pessimistic ones and focusing on solutions rather than problems. It also creates a regular feedback mechanism that helps us to appreciate our support groups, enabling us to feel loved and cherished.

In short, acknowledging and expressing gratitude allows us to recognize and value the good things around us and to perpetuate this virtuous circle of satisfaction and thankfulness.

SO VERY *Thankful*

INCREDIBLY *Grateful*

UNBELIEVABLY *Blessed*

It takes SEVEN positive statements to counter ONE negative.

Five Easy Practices to Foster an Attitude of Gratitude!

There are simple things you can do every day to choose gratitude!
You don't need to incorporate them all but try 1 to 2 in the days ahead and see if your attitude and outcomes improve!

- **Keep a gratitude journal.** Make note of 1-3 **small thing**s you are grateful for right now. They don't need to be big things like your job, your partner, or your kids; these gratefulness items can be simple things like a good hot cup of coffee, a great podcast you enjoyed during your commute, a meaningful talk with a friend, or seeing a
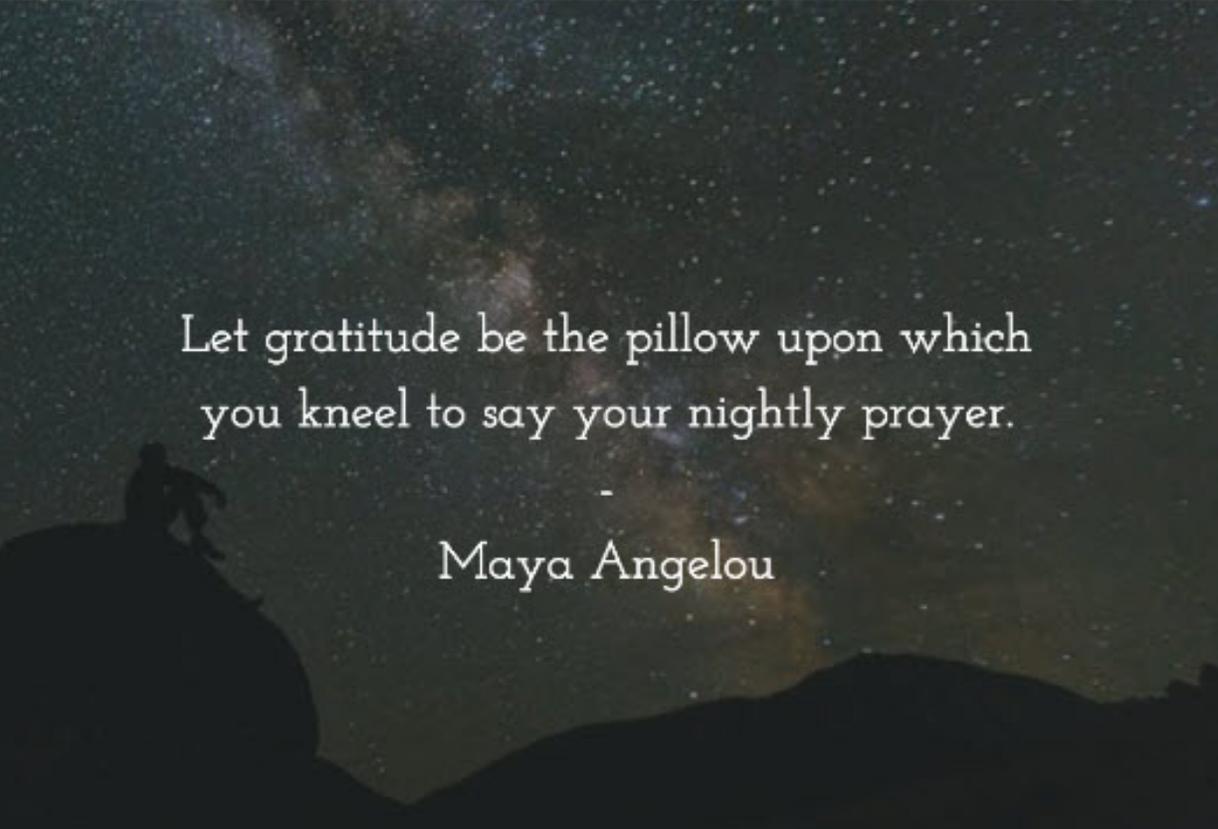
lovely sunset.

- **Do your best to make gratitude accounting a regular habit.** If possible, integrate a gratitude accounting into your daily routine. Choose a recurring time – perhaps just as you crawl into bed - to catalog some good things that are worthy of thanks from your day. It shouldn't feel onerous, so if you're feeling fatigued, don't worry about three, maybe just focus on one thing that was positive from your day. The intent is that this practice becomes an enjoyable ritual to end your day before your slumber. Who knows? Maybe you'll have better dreams!

- **Partner with a gratitude accountability buddy.** This could be a friend, colleague, or partner who is also wanting to create their own gratitude practice. You can hold a regular check-in to share and amplify some of your thoughts or try morning text messages of what you were especially grateful for from the day prior (Which sets the right tone for TODAY!).

- **Embrace joy.** The feeling of happiness is dependent on our circumstances, but joy is a choice to see the positive, even in challenging times. Choosing joy makes you stronger and more resilient, so acknowledge your achievements and be grateful. **There is *always something to be grateful for!***

- **Express your gratitude and share it with others.** This practice is not just about you! Life is so much more fascinating and fun in community! In this spirit, turn your gratitude outward and recognize those who helped bring it into being. Share your appreciation through thank you notes, verbalize your gratitude for those in your life who are in your corner consistently, and find small ways to give back in your community, whether that means holding a door open for a stranger, or paying a compliment to someone you care about.

- In the spirit of acknowledging your colleagues for doing something good, remember to go to **Recognizing You** and acknowledge a peer or colleague who is exceeding expectations!

- **Click here to watch a motivational speech (featuring Denzel Washington) about gratitude!**

- **Click here to listen to Thee Sacred**

[Souls sing their uplifting song "Love Is the Way" during your next break!](#)

- [Click here for a printable Gratitude Word Search to enjoy during your next break.](#)

Source: https://resources.wellcertified.com/articles/practicing-gratitude-5-tips-for-positive-reflection/

How to "Get Help" With Epic

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

- **Community Medical Center: 12780**
- **Jersey City Medical Center: 72240**
- **Monmouth Medical Center: 36001**
- **Monmouth Medical Center Southern Campus: 24800**
- **RWJHB Behavioral Health Center: 24800**
- **Hamilton: 8290**

- **New Brunswick: 38158**
- **Rahway: 77618**
- **Somerset: 62374**

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**" flyer that will provide instructions on opening Help Desk Tickets and enhancement requests in Epic.

Good Humor

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.**

- **Click here for a PDF, printable version of**

today's Epic Advisor Newsletter.

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