

# Epic Advisor

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

Tuesday, November 9, 2023



Image above by Artist, [Melissa McKinnon](#).

## Epic Advisor Top Stories

**Attn: Managers and Leaders!**

**These key items must be**

**addressed in your Daily**

### **Daily Huddles:**

**Ambulatory and Inpatient Huddle Topics:**

- **Front Desk Staff:** Balance your Cash Drawer / Deposit Reconciliation.

**Inpatient Huddle Topics:**

- Home Medication Review remains a focus.

**Ambulatory Huddle Topics**

- Use Pre-Charting to update information before patient encounters!



- ATE Support is on site for the next **two weeks!**
- 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 clinical roles

## Inpatient Nursing and Allied Health Focus

### Baxter IV Pump Help: Look for the green icon to verify internet connection!

- Look for the green icon on the Baxter pumps to confirm the pump is online/connected to wifi before integrating the pump in Epic!
- Please see the image below for guidance.



## Wave 5 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.

## Ambulatory Nursing and Allied Health Focus



### Use Pre-Charting to Update Information before an Encounter!

*Pre-charting is a great way to update important information prior to a patient encounter.*

- However, it is important to do this using the “Pre-Charting” workflow.
  - [Click here to review the Pre-Charting Tip Sheet!](#)
- When pre-charting, DO NOT open the encounter by clicking “Start the Visit.”
- If you do start the visit, and the patient cancels or fails to show up, or if a telemedicine encounter is unsuccessful for technical reasons, the encounter note will remain in the chart as an open encounter.
  - This will generate a delinquency for the provider and create extra work for the office staff to void the encounter by marking it as an error.

## Access and Revenue Cycle Readiness (ARCR) Corner

# End of Shift Help: Balance Your Cash Drawer and Complete Deposit Reconciliation!



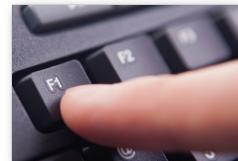
- It's your favorite part of the day, end of shift!
- Before you clock out and head home, if you accepted payments, remember to balance your Cash Drawer!
- If you are a clinic manager, remember to complete Deposit Reconciliation.
- Ask your CSI ATE for help with balancing your Cash Drawer and completing Deposit Reconciliation TODAY!

- [Click here to review the Balancing Your Cash Drawer Tip Sheet!](#)
- [Click here to review the Cash Drawer Reconciliation Tool Tip Sheet!](#)

---

- Remember, All Tip Sheets can be viewed by pressing **F1** and accessing your Learning Home Dashboard in Epic!



## All Work and No Play Makes for a Dull Day!

### As Thanksgiving Approaches, Adopt 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*

Thanksgiving is next week! The time is now to remember to be thankful!

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.



## **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 things 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!**



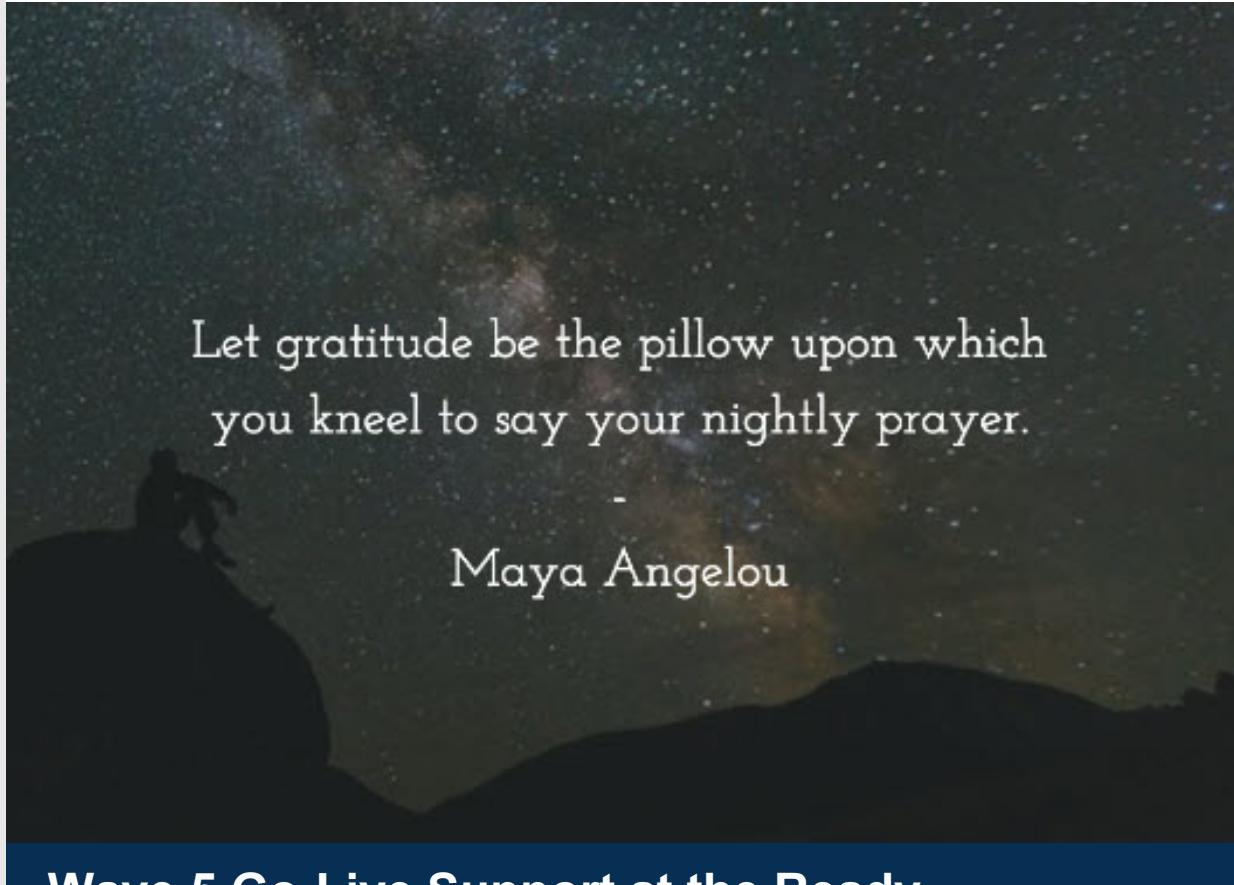
- **Express your gratitude and share it with others.** This practice is not just about you! Life is so much more fascinating and fun in community! In this spirit, turn your gratitude outward and recognize those who helped bring it into being. Share your appreciation through thank you notes, verbalize 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 to plan your Thanksgiving meal with Bon Appetit's 67 best Thanksgiving recipes.](#)
- [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/>



## Wave 5 Go-Live Support at the Ready

### **Please Save these Important Numbers:**

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

Location	Internal Ext.	External DID
Clara Maass	44411	973-844-4410
Cooperman Barnabas	2100 or *18	973-322-8100
Newark Beth Israel	67890 or *135	973-926-7890

***To be viewed on your mobile device:***

- [Wave 5 Provider Go-Live Pocket Guide](#)
- [Wave 5 Nursing Go-Live Pocket Guide](#)

***To be printed and posted:***

- [Wave 5 Go-Live Help at a Glance Flyer](#)
- [Epic: How to Get Help flyer](#)
- [Wave 5: Where to Locate Heritage Data Flyer](#)
- [Wave 5 QR Code Flyer](#)
- [Components of Hyperspace](#)

***To view the unit crosswalk documents, click the links below:***

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



Provider Go-Live Pocket Guide  
Wave 5



Nursing Go-Live Pocket Guide  
Wave 5



Go-Live Help at a Glance  
Wave 5



Clara Maass  
Medical Center



Cooperman Barnabas  
Medical Center



How to find Heritage Data  
Wave 5



Epic "How to Get Help"  
Flyer



EpicTogetherNJ.org



Newark Beth Israel  
Medical Center



Wave 5 Unit Crosswalk Master  
(Excel)

## How to "Get Help" With Epic

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

Vocera Geni Site Locations	Internal Ext.	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
Children's Specialized Hospital		

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

Heartfelt thanks to **Amy Byers, EpicCare Ambulatory Enhancement 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 printable version of Tuesday'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](http://www.EpicTogetherNJ.org)

[Unsubscribe jan.connolly@rwjbh.org](mailto:Unsubscribe_jan.connolly@rwjbh.org)

[Constant Contact Data Notice](http://www.constantcontact.com/data-notice)

Sent by [epiccommunications@rwjbh.org](mailto:epiccommunications@rwjbh.org)