

# PHYSICIAN CONNECT All Providers



May 30, 2019

## In the Know with Your CMIO

### *Epic Roadmap Retreat: Putting Our Physicians in the Driver's Seat*

Epic Corp. hosted Houston Methodist operational and IT leadership at an annual “Roadmap Retreat” May 15-16. This year’s event was marked by unprecedented physician participation. It was an amazing sight – seven of our physicians at Epic headquarters engaged in usability labs, collaborative workflow discussions and visioning for what our providers’ Epic future should look like.

Our physicians participated in high-level, strategic discussions, as well as small-group sessions focused on granular aspects of system function and design. We were also involved in revenue cycle sessions to gain a greater understanding of end-to-end workflows and share clinical viewpoints. See what our physician builder attendees had to say about the retreat lower in this newsletter.



*Dr. Nicholas Desai  
Chief Medical Information Officer*

I’m extremely proud of our team’s involvement. It was particularly striking to hear one of our colleagues introduce himself on day one as a “physician builder.” He could have used other titles to describe his role at Houston Methodist, but he chose this one, and it speaks to the investment our providers are making in shaping clinical transformation. This investment both benefits and transcends Houston Methodist.

One key takeaway from this year’s retreat is the impact our physicians are having to affect change. We’re embedding the voice of the physician across all key areas, bringing sharpened focus to the intersection where physician workflows and technology meet. We’re making strides in ensuring the clinical viewpoint is recognized, visualized and realized as core to our overall technology strategy. Our list of physician champions and builders continues to grow. I’m excited about the increasing level of engagement and the powerful impact it will have on our patients, our organization and our future.

### *For All Providers*

## Smooth Transition for Epic Q2 2019 Update

Our first quarterly Epic Update went live at 4 a.m. on Sunday, May 19 an hour ahead of schedule. Some of the new features for physicians include:

- **“Haiku 2.0”** - You can use your iPhone to place individual inpatient and outpatient orders. Android users can use Haiku to view the In Basket, Patient Lists and place outpatient orders.
- **OpTime** - Anesthesia providers have an easier way to start and stop meds within the intraprocedure activity.
- **Notes** - Unsigned ambulatory notes will no longer be lost if Epic times out. They will be saved as incomplete for easy retrieval.
- **Discharge Med Rec Simplified** - When reconciling discharge medications, home and inpatient medications display side-by-side on a single screen for efficient review.
- **LDAs** - You can document LDAs on patients under five using the new child avatar.

As part of the Epic Update, we launched a Colorectal Clinical Pathway pilot at HMH and Phoenix transplant module went live. Click [here](#) for details on Phoenix transplant workflows for physicians.

For more information on the Epic Q2 2019 Update, view the Update Companions below:

- [Ambulatory Provider](#)
- [Inpatient Provider](#)
- [Cardiologist](#)
- [ED MD](#)
- [Oncologist](#)

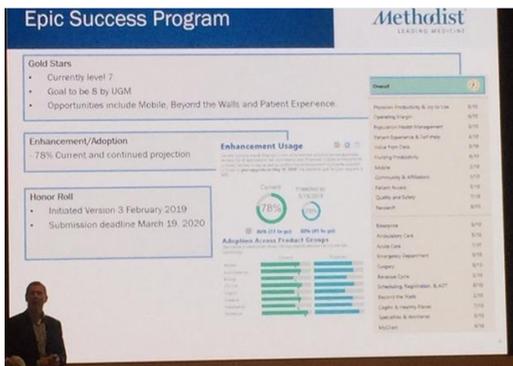
The next Epic Updates are scheduled for Aug. 18 and Nov. 17.

## *Epic Roadmap Retreat – Feedback from Our Physicians*

Here's what our physician builders thought about the Epic Roadmap Retreat:

“This was a fantastic event. It really gave the direction of IT, Epic and EHR and an overall vision and strategy for our system,” said Dr. Vickas K. Dangayach. “It was also reassuring to hear how we will continue to expand on addressing physician burnout and streamlining the efficiency of our EHR to facilitate our ability to focus on patient care and less time in front of a screen.”

“I’m excited about the continued advancements in analytics and creating useful, customized dashboards,” said Dr. Scott W. Long. “It was good to get a diverse group of leadership together to look at the road ahead with Epic and create a plan to best prepare and leverage Epic to improve patient care.”



## Power of Personalization

### *What You Want When You Want It*

The best way to save time in Epic is to personalize your experience. You can be more efficient by leveraging **SmartTools** such as **SmartPhases** while charting and creating macros in **NoteWriter** to efficiently document procedures and exams. You can also personalize your view, ordering tools and InBasket. To get started, contact your local [Physician Coordinator](#) at your campus or reach out to your department administrator.

## Key Epic Updates

*For All Inpatient Providers*

### **New Color-Coded Patient Headers for Patients with an Observation Patient Class**

Effective, Thursday, May 30, **patient headers** for patients with an observation patient class will have a light-blue background to help identify these patients. Recognizing patients in observation status improves transparency and application of appropriate treatment best practices.

Note: Non-observation patients and ambulatory patients will continue to use a darker blue background or a background selected through Epic personalization.

**New patient header for observation patient:**

	DOB: 01/08/1938, 81-year old Female MRN: 037480969	CSN: [redacted] Unit: Hmsl Main 4e Bed: 1448-A Location: HMSL MAIN 4...	Class: <b>55 Obs Hrs</b> Admit Date: 5/20/2019 Exp Disch: 05/24	C... Attending Provider: Aru... C... Weight: 89.6 kg (197 lb... C... Last BMI: 37.34 kg/m <sup>2</sup> Pharm: <b>None</b>	Allergic... No Kno... TT: None Primary
--	--	--	---	--	---

**Current patient header (header for non-observation patient):**

<b>Ccg, Mike</b> DOB: 01/08/2019, 4-month old Male MRN: 100452415	CSN: 2003010265841 Unit: Hmh Alkek 7 Bed: 0737-A Location: HMH ALKEK...	Class: Inpatient Admit Date: 2/12/2019 Exp Disch: None	C... Attending Provider: Test... C... Weight: None C... Last BMI: None Pharm: <b>None</b>	Allergies <b>Ace Inhibitor</b> TT: None Primary Team
--	--	--	--	---

**All Inpatient Providers:**

**Standardization of Alerts for Medication Shortages**

*See Fewer Alerts*

Beginning Monday, June 3, system pharmacy has synchronized and standardized alerting for orders that are unavailable or in short supply. This is designed to reduce alert fatigue and present relevant information. See examples below.

**DRUG SHORTAGE NOTIFICATION Alert – Alternative Recommended**

- The medication is in short market supply but can be ordered. Indicate the Reason to continue the order. Continue or Cancel the order.

Alternative Selection

**Alternative Recommended**

You selected:  
amphotericin B (FUNGIZONE) injection (RESTRICTED): irrigation, every 8 hours, First Dose Today at 1145 \*\*NOT FOR IV USE\*\* Protect from light.

Details

**DRUG SHORTAGE NOTIFICATION**

**This medication is on temporary shortage** or backorder. Visit the webpage link to the right to see alternative treatment options.

Contact pharmacy for further questions.

References

- [HM System Shortage List](#)
- [HMSJ Shortage List](#)
- [HMW Shortage List](#)

Reason:

Title

Intolerant to formulary alternative

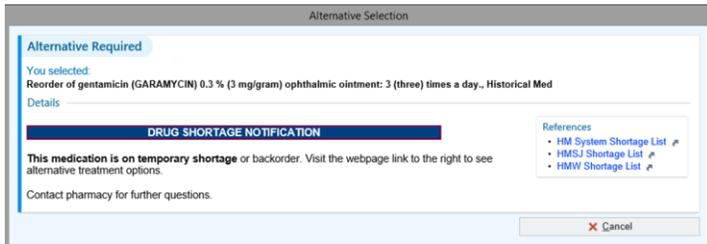
Patient preference

Specific indication for non-formulary alternative or shortage product

Treatment failure with formulary alternative

**DRUG SHORTAGE NOTIFICATION – Alternative Required**

- The medication is in short market supply and is currently unavailable to order at the individual facility. The order must be canceled.



---

*For All Providers*

## New Feature: Notification When Referred Patients Decline Service

An **InBasket message** can be auto-generated to the referring provider if a patient declines service or is unable to be contacted. Ambulatory providers can use this when needed. Inpatient providers can take advantage of this feature during discharge order workflow.

Click [here](#) to view the tip sheet.

---

*For All Providers*

## Block Problems from MyChart Accounts

To block sensitive information from displaying in your patient's MyChart account:

- Navigate to the **Problem List** from the **Plan** activity.
- Select the diagnosis you do not want to share.
- Uncheck the **Share with patient** box.

---

*For Inpatient Providers*

## New View: Highlighting the Problem List

The Problem List is now the first section in the Admission and Discharge Problem List navigators, so you can easily designate a patient's principal problem.

---

*For SPG/PCG Ambulatory Physicians*

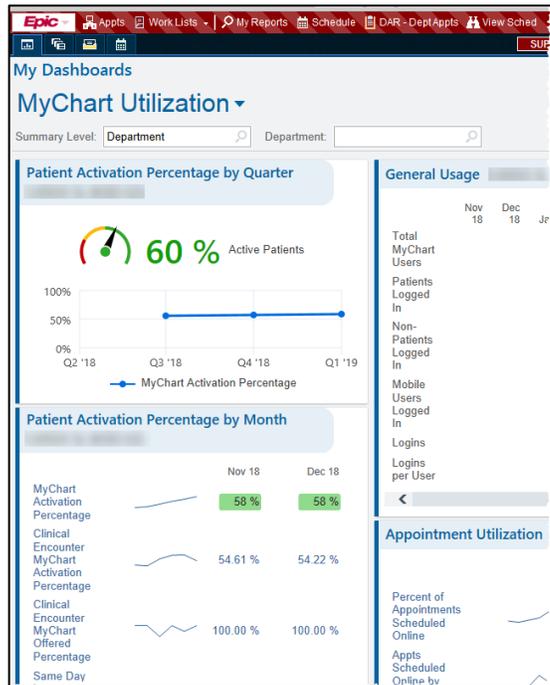
## Track MyChart Activity, Usage through MyChart Utilization Dashboard

The **MyChart Utilization dashboard**, which displays a variety of site productivity and usage metrics, is now available to SPG and PCG administrators, managers and requesting providers. Through the dashboard you can drill down to a department or provider level and track recent MyChart utilization trends, including:

- Patient activations
- General usage
- Appointment usage
- Patient-Provider engagement
- Questionnaire responses

To access the **MyChart Utilization dashboard**, use the **My Dashboard icon** on the top toolbar, then use the drop-down menu and search bar to find **MyChartUtilization**. You can also browse the entire catalog of available dashboards.

If you would like to take advantage of this dashboard, contact the IT Help Desk.



## Good to Know

### For All Providers

## New Way to Contact Clinical Team Members

New Vocera badges allow hands-free communication for clinical team members, replacing Cisco phones. The systemwide rollout is complete for all hospitals except Houston Methodist Hospital and Houston Methodist Baytown. At HMH, the rollout is spanning several months, from April through July, and the HMB launch is slated for June.

Vocera badges now provide permanent extensions for clinical team members, as well as a new process for calling them. This includes expecting that you're always on speaker on the wearable devices. Clinical team members can take Vocera off speaker as needed, or transfer the call to a phone.



If you're talking with a clinical team member and hear "please hold," it's because the Vocera badge is receiving an urgent message, such as a Code Blue. You can either stay on hold for a few seconds, or hang up and the clinical team member can call you back.

## Visit the Houston Methodist IT Website for Physicians

Access <https://it.houstonmethodist.org/physicians/> to easily find answers to your IT questions and up-to-date information. .

The site includes:

- [Frequently Asked Questions.](#)
- [Direct admission and pre-op order sets for Epic.](#)
- [Epic upgrade information.](#)
- Resources and support for [Dragon](#), [e-prescribing controlled substances](#) and [Epic mobile apps.](#)

- Updates on [IT projects and system applications](#).
- The latest IT-specific news, including details on planned and unplanned [downtimes](#).
- And more!

We update news, tips and resources regularly, so bookmark the site and come back often.