

PHYSICIAN CONNECT All Providers



Jan. 30, 2019

In the Know with Your CMIO

Transparency, Interoperability and Efficiency: “TIE” It Together in 2019

Did you have a New Year’s resolution in mind as we ushered in 2019? While resolving to eat better, exercise more or close your charts quicker are all great ideas, I prefer goals over resolutions. This year, my overarching goal is to make it easier for you to practice at Houston Methodist by focusing on three core areas – transparency, interoperability and efficiency – which I refer to by the acronym “TIE.” Here’s what this means to me.



*Dr. Nicholas Desai
Chief Medical Information Officer*

Transparency – Giving you the right cost and risk data at the point of care to balance clinical efficacy with the safest, cost-effective treatments. We’ve realized positive outcomes as a result of the IllumiCare Smart Ribbon pilot at Houston Methodist Sugar Land Hospital, and planning is under way for a systemwide rollout in Q1 2019.

Interoperability – Exploring ways to foster tighter alignment with our affiliated providers through technology that connects you to data that matters most. What if we could extend Epic to your private practice? We could partner in novel, innovative ways.

Efficiency – Formalizing an Epic Physician Builder program that aligns physicians and IT across core application areas for symbiotic success. The idea of Epic being built by physicians, for physicians is exciting. We’re also taking a data-driven approach to measuring provider efficiency with Epic to identify areas where we can help increase your productivity.

Ultimately, I’m looking to “TIE” it together for you in 2019 so you can focus on what matters most – your patients and the joy of practicing medicine.

Key Updates

For All Providers

Available Now: Today @ Apple Sessions

Take advantage of personalized physician offerings by attending a Today @ Apple session. These sessions cover intermediate to advanced topics around the Apple Watch and iPad OS, including tips and tricks and integration with Health Kit. To sign up, visit the Apple Sign Up page [here](#). Be sure to visit the [Apple at Houston Methodist](#) page for more information on Apple offerings. Please note, sessions and personalized offerings are available to both employed and non-employed Houston Methodist physicians.

For All Providers

TIE: Efficiency through Epic’s Physician Builders Program

To support our goal of Transparency, Interoperability and Efficiency (TIE), physicians across the system will participate in our Epic Physician Builders Program. Through the program, physicians will attend an Epic certification program teaching them how to configure tools and workflows specific to physician documentation and ordering. Following this training, these physicians will partner with our analyst team to make changes in Epic.

This approach aligns physicians and IT across core applications areas for mutual success. It lessens the number of requests fielded by the build team and brings physicians to the forefront of each change. In turn, changes are rolled out more frequently, increasing physician efficiency systemwide.

We’ll keep you updated on the progress of this program on our website at <https://it.houstonmethodist.org/physicians/> and in future editions of *Physician Connect*. For now, meet our Physician Builders below.

Nicholas Desai, DPM, MBA Chief Medical Information Officer

Ambulatory <i>(Includes MyChart, SmartSets/Tools, ECL)</i>	Nicholas Desai, DPM (Sx) Eleazar Flores, MD (Med) Jewel Lincoln, DO (Med) Pat Reardon, MD (Sx) Chris Robben, MD (Med)	GME	Paul Christensen, MD (Lab/Path)
Acute	James Asbury, MD (Notes) Kim Bloom, MD (BPAs) Vickas Dangayach, MD (Notes) Nicholas Desai, DPM (Ords) Peter Nguyen, MD (Willow)	IT	Pushpa Abraham, MD, MBA (Amb) Thomas Gallegos, MD (IP)
ASAP	Ben Saldaña, DO	Lab/Path	David Bernard, MD, PhD S. Wesley Long, MD
Beacon	Tarrik Zaid, MD (Sx Onc)	OpTesia	Nicholas Desai, DPM Francisco Pasdard-Shirazi, MD Pat Reardon, MD Tarrik Zaid, MD
Bones	Nicholas Desai, DPM	Radiant	TBD
Cupid	TBD	Stork	Latricia Thompson, MD Tarrik Zaid, MD (Gyn Onc)

For All Providers

Houston Methodist First Nationwide to Launch Electronic Case Reporting (eCR)

Houston Methodist launched an electronic connection to the Houston Health Department (HHD) and the Centers for Disease Control in November, giving us the ability to send reports on communicable disease occurrences

from Epic to the HHD in real time. As a result, manual reporting that occurs from our organization to the Health Department has been eliminated when updating the **problem list** if appropriate for the patient.

Currently, eCR supports five conditions – pertussis, gonorrhea, chlamydia, salmonellosis and Zika. Over time, we'll increase the number of supported conditions, depending on the pilot's success. You should continue documenting within the patient encounter as usual and update the **problem list** if one of the conditions is confirmed.

Reportable conditions will auto-generate an electronic initial case report (eCR) when one or more of the following takes place:

- Diagnosis code is recorded in the **Problem List** section.
- **A Positive Lab Results Report** is generated identifying a reportable lab test result for one of the conditions (not yet implemented, but coming soon)

If a patient lives in Harris County, you no longer need to call or submit an infectious disease report to HHD for the five pilot conditions. For patients living outside Harris County, HHD will send to the perspective county the report. You can view reports in Epic on your Care Everywhere tab. For more information, read [here](#).

For Surgeons

Sync Your OR Schedule and Outlook Calendar

Surgeons and proceduralists can now integrate their OR schedules with their Outlook calendars. Here's what's available.

- **Scheduled cases automatically sync from Epic to Outlook**

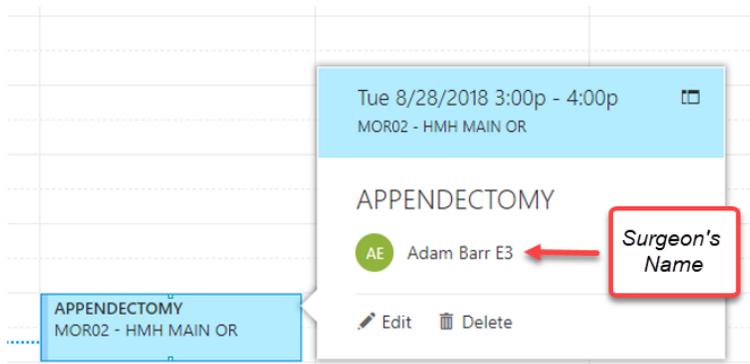
- *No need to manually create an Outlook event for scheduled cases.*

- **Real time Outlook event updates for date, time and room changes of scheduled cases**

- *No need to manually update an Outlook event for date, time or room changes.*

- **At-a-glance look at scheduled cases and meetings on one Outlook screen**

- *No need to toggle between two systems to figure out availability on days with no scheduled appointments.*



To access these features, you'll need a Houston Methodist email address. If you don't have a Houston Methodist email, you can request one by calling the IT Physician Help Desk at 832.667.5555. If you're interested in syncing your schedule, email the following information to cmio@houstonmethodist.org.

- Campus
- Location/department
- First/last name
- Network ID
- Houston Methodist email address (if you have one/know it)
- Best method to contact you and contact information (i.e., personal email/phone)

You can also ask OR leadership at your campus to email on your behalf. We'll send instructions for accessing your Houston Methodist from anywhere, including mobile devices.

For Surgeons

New Tool for Surgeons: Procedure Pass (PXP) Coming Feb. 17

Procedure Pass (PXP) is a robust tool helping prevent same-day surgery cancellations due to incomplete pre-surgical tasks. You can now monitor a list of these tasks and follow up as needed. An interactive checklist contains required documentation for every procedure, like an H&P note, consent and orders/labs specific to the procedure or circumstances, such as an EKG.

Benefits of PXP:

- Automates the pre-procedure checklist
- Provides central place to track PAT and Pre-op tasks
- Driven by standardized anesthesia PAT protocol
- Improves patients' pre-operative experience and care
- Decreases time spent reviewing charts
- Decreases delays and cancellations due to prep

With PXP, you can quickly see what required procedure documentation still needs to be completed from the "Chart Prep" status board. This status board shows patients with upcoming surgeries who are not currently admitted. Additionally, a column for each patient shows procedure pass tasks.

-  Complete
-  Not Needed
-  In Progress
-  Not Started
-  Do Not Proceed

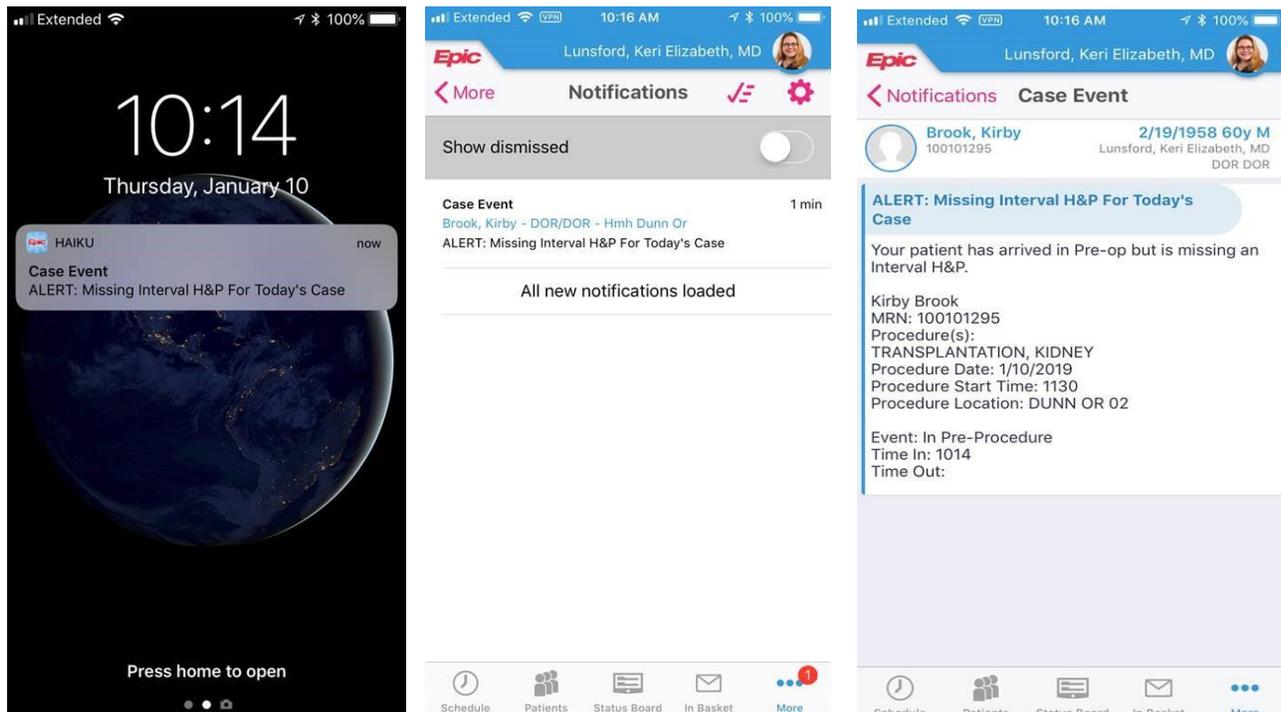
For more information on what to expect, click [here](#).

For Surgeons

Unsigned Interval H&P Notes

Beginning Feb. 17, when a patient is missing a signed Interval H&P note and the pre-op nurse marks the patient as In Pre-Procedure, a Haiku/Canto Case Event push notification will be automatically sent to the patient's primary surgeon.

This **Case Event** notification will appear on your cellphone/tablet lock screen, notifying you that an Interval H&P is missing for your scheduled case. After accessing Haiku/Canto and going to **Notifications**, the **Case Event** message appears for selection. When you select the case, the patient and case information will display, giving you the option of performing the Interval H&P note in Haiku/Canto or Hyperspace. For instructions on creating an Interval H&P note, click [here](#).



Note, you can control push notification settings from User Settings in Haiku/Canto.

For All Providers

Managing Your Push Notifications for Haiku and Canto

With the recent Epic upgrade, additional push notification categories were turned on as a default setting on Haiku and Canto enabled devices. You can easily adjust the settings to select just the notifications you wish to receive.

For Haiku (iPhone devices):

1. Click **More** in the navigation bar on the lower right corner of the screen.
2. From the **More** menu, select **Notifications**.
3. From the **Notifications** menu, select the **Cog Wheel icon** in the upper right corner of the screen.
4. The **Settings/User Preferences** menu will open. Select any category (ex. Cosign Clinic Order) that you want to change the notifications.
5. Deselect the push notifications button. Green indicates notifications are on; white indicates notifications are off.

For Canto (iPad devices):

1. In the **Notifications** window on the bottom right of your screen, click the **Cog Wheel icon**.
2. The **User Preferences** screen will open. Select any category (ex. Cosign Clinic Order) that you want to change the notifications.
3. Deselect the push notifications button. Green indicates notifications are on; white indicates notifications are off.

For All Providers

Reminder: Viewing Additional Patient Information with Haiku and Canto

If you use Haiku and Canto, you can now use your mobile devices to view additional patient information just by pressing and holding on the patient's name from your patient list or schedule. Additional information may include the patient's service unit location, room and bed information, new notes and the attending provider's name.

For All Providers

Dragon Upgrade: Beginning Wednesday, Jan. 30 at 8 p.m.

On Wednesday, Jan. 30, Dragon will be upgraded to help resolve Dragon/Epic freeze issues. You can continue to use Dragon as usual during the upgrade. For assistance, contact the IT Help Desk at 832.667.5555 or helpdesk@houstonmethodist.org.

For All Providers

Guest Wi-Fi Downtime: Jan. 31 at Houston Methodist Hospital and Feb. 5 at Community Hospitals from 11 p.m. to midnight

Guest wi-fi will be unavailable Thursday, Jan. 31, from 11 p.m. to midnight at Houston Methodist hospital and on Tuesday, Feb. 5, from 11 p.m. to midnight at community hospitals. If you're using Guest Wi-Fi, be sure to save your work before 11 p.m. Guest Wi-Fi will automatically reconnect at midnight, following preventive maintenance to update our system. For questions, contact the IT Help Desk at 832.667.5600 or helpdesk@houstonmethodist.org.

For All Providers

Planned Epic Downtime: Sunday, Feb. 17 from 2 a.m. to Approximately 5 a.m.

A three-hour Epic downtime is **planned from 2 a.m. to approximately 5 a.m. Sunday, Feb. 17**. During the downtime, access the **Epic Read-Only** icon on your workstation or desktop. Data in **Epic Read-Only** is current until the downtime begins. You can't document or enter orders in **Epic Read-Only**. Additionally, print access from windows-based applications and Epic will be unavailable.

For details on what to do before, during and after the downtime, including special instructions for labs, radiology, cardiology and medical devices, see the [Planned Downtime Instructions](#). To know when Epic access is restored, sign up for the [Methodist Alert Subscription Service \(MASS\)](#) or check the Epic status indicator on the Houston Methodist intranet homepage.

***Updated!* Houston Methodist IT Website for Physicians**

Visit <https://it.houstonmethodist.org/physicians/>

It's now easier to find answers to your IT questions, with updated information and resources available on the Houston Methodist IT website. 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.