April 30, 2019

In the Know with Your CMIO

When Someone Moves Your Cheese:
Finding Comfort Outside Your Comfort Zone

You've likely heard of the *New York Times* bestseller, *Who Moved My Cheese?* The book is a motivational fable that describes change in work and life, outlining typical reactions through the experiences of two mice and two people as they hunt for cheese in a maze. The cheese is a metaphor for what we want in life. One thing we tend to seek is consistency. The maze represents our current workflows and situations – i.e., the status quo. In essence, we travel through the comfortable, predictable maze each day to accomplish a recognizable goal. But what happens when you travel through the maze one day and your cheese is gone?

Dr. Nicholas Desai
Chief Medical Information Officer

As 2019 unfolds, I'll be challenging you to step outside your comfort zone. I'll be moving your technological "cheese" to break down barriers and build efficiencies that promote effective delivery of care. Key initiatives such as cost transparency, consent and surgical workflow improvements and greater interoperability are all examples of the cheese-moving progress required to ensure we remain truly unparalleled.

Right now, our teams are laying the foundation for our digital mobile platform, which represents a strategic transition for our organization. Beginning with our May 19 Epic Q2 2019 Update, you'll be able to place orders using the Epic Haiku app on both iPhone and Android devices. This feature represents a true shift, allowing us to disconnect from our workstations like never before. Mobility will be a game-changer for us in 2019, and these stats confirm it:

- 84.2% of messages transmitted between providers on our PerfectServe secure messaging platform are retrieved within 30 minutes or less; 56.7% are retrieved within 5 minutes or less
- 80% of doctors in the U.S. use smartphones and medical apps
- More than half of doctors surveyed who use mobile devices find they expedite decision making
- 40% surveyed report mobile devices decrease time spent on administrative tasks

We remain committed to providing solutions that facilitate effective care delivery. Along the way, expect me to challenge you to move beyond your technological comfort zone toward a shared vision of "restorative efficiency;" that is, giving you time back for what matters most – patient care and personal wellness.

Q & A with Dr. Phillips

Connecting with Dr. Robert A. Phillips, Executive Vice President, Chief Physician Executive, Houston Methodist, and Specialty Physician Group President & CEO, Houston Methodist.

Earlier this month, we had the opportunity to spend time with Dr. Phillips and gather some insight on his top priorities.

Dr. Robert A. Phillips
Executive Vice President

What are your top initiatives in 2019?

1. Clinical Pathways — standard care is safer care — facilitating the delivery of care in a standard fashion that allows us to easily identify a patient who is not following a standard clinical pathway.
2. Improving Physician efficiency and satisfaction with Epic. Correlating our Epic Efficiency scores with our Press Ganey engagement and alignment survey.
3. Cost transparency and clinical efficiency (Illumicare Smart Ribbon).
4. Virtual care.
5. Effective messaging to patients regarding ambulatory appointments (WELL Health).

Tell us more about Clinical Pathways.

Clinical Pathways leverages standardized electronic tools, processes and monitoring to improve quality and variance, reduce costs and improve the patient experience. On the ambulatory side we have more than 800 patients on a clinical pathway. We've had a 70-80 percent response rate to our questions and surveys. The inpatient pathways launch on May 20 with a colorectal pilot at HMH. Kudos to Roberta Schwartz for spearheading this effort, to Pat Harrison for executive leadership, Courtney Bruce for unflagging dedication to organizing the work, to IT for all the technology oversight and all of our physicians, nurses and other experts who continue to contribute to the success of this effort.

Which specific physician-related plans do you have for Epic?

One of our top priorities is to help our providers be more efficient with Epic. We have access to data to see who is struggling and direct resources to help them be more efficient and spend less time. We also launched an Epic Physician Builder program. This allows Houston Methodist Epic-certified physicians to design and implement changes to Epic that improve workflow with real-time insight into what providers need most from our technology. Thanks to Dr. Nick Desai, Ken Letkeman and Josh Sol for spearheading and championing this effort.

We just launched IllumiCare's Smart Ribbon to the entire organization; can you provide some background?

The IlumiCare Smart Ribbon launched systemwide on April 3. The toolbar provides real-time, patient-specific cost and select risk data regarding medications, labs, radiology and observational status. It aggregates this key information, empowering our providers with both clinical costs and human costs – or risks – to the patient at the point of care. With the Smart Ribbon, providers are equipped with the data needed to enhance their decision making and become more efficient when providing care to our patients.

Since the systemwide launch, we are seeing positive results with more than 2,600 providers presenting with cost/risk data. The highest utilization is seen within pharmacy and the medical specialties of internal medicine and intensivists/critical care, along with residents and fellows.

The important insight that we gleaned from the Illumicare implementation is that pretty much anything that is clinically relevant has a cost associated with it. Because of this, the streamlined and concise presentation of cost data has also streamlined and concisely organized the clinical data on our patients, making care delivery and clinical decisions more efficient. Thanks to Dr. Nick Desai and Ryan Arnold for championing this effort.

Which innovation project are you most excited about?

We are off to a tremendous start with our telemedicine initiatives. Virtual care is not only more convenient for our patients, but it also facilitates better care. With telemedicine, we can assess patients more quickly, allowing patients to begin treatment and resolve uncomfortable symptoms faster.

Additionally, on April 1 we activated WELL Health. WELL keeps our patients informed about their upcoming appointments and allows our clinics to engage and communicate with our patients through real-time text messaging. Through this innovative approach, patients can get questions answered, reschedule appointments with ease and communicate with Houston Methodist in a simple and intuitive way.

This is transforming the way our clinics are engaging patients at Houston Methodist. The goals of WELL are to improve patient satisfaction and engagement; reduce phone calls to our call centers; increase confirmation rates; reduce no show rates and improve MyChart activations and MyMethodist app downloads. For this project and our virtual care effort, thanks to Stephen Spielman, Brad Shaink, Letesha Montgomery and our Houston Methodist Center for Innovation team for spearheading these efforts.

Key Updates

For All Providers
Epic Q2 2019 Update Scheduled for Sunday, May 19

On **Sunday, May 19**, Epic will be upgraded with the Q2 2019 Update. To prepare for this change, view a high-level overview of the changes here.

Role-specific *Update Companions,* with detailed explanations and guided playground activities, will be available in the Epic Learning Home on **May 3**. This is the only training available for the update– no classroom time is required., Be sure to review and acknowledge your *Update Companion* before **May 19**.

Going forward, Epic will be updated quarterly, with the next updates scheduled for **Aug. 18** and **Nov. 17**.

For All Transplant Providers
Phoenix Go-Live

On **May 21**, we'll add the **Phoenix** transplant module to our Epic offerings. Training for impacted providers is online only. This training has already been assigned to you. If you are a HM provider, you can access it through LMS online SuccessFactors Learning Management System within MARS via the intranet. All others, visit:
https://themethod.plateau.com/learning/user/portal.do?siteID=HoustonMethodist&landingPage=login

For Ambulatory Providers
It's Possible Videos

To help increase your efficiency documenting patient care in Epic, review these three videos:

- Simplify Your Chart
- Tasks on Your Schedule
- Get the Most Out of Notes

For Inpatient Providers
Physician Overview Summary Report

The **Physician Overview Summary Report** has been enhanced to include Nursing documentation at the bottom. Scroll down to see the following, if documented:

- Additional ETOH/SX/Tobacco History
- PHQ-9 Depression Scale
- PHQ-9 Depression Screening
- CIWA-Ar Score (alcohol withdrawl)
- Braden Scale

For Inpatient Providers

Tip: Reconcile Orders for Discharge More Quickly

To help reconcile patients' medication upon discharge quickly and with accuracy, review the **Reconcile Orders for Discharge Faster** [tip sheet](#).

For All Providers

Epic Mobile: Stay Connected the Easy Way
Sign Up Today!

Unleash yourself from the computer and go mobile with Epic. Epic's mobile device applications – Haiku for iPhone and Android smartphones and Canto for iPad – provide secure, convenient access to select Epic features and functionaly. Beginning May 19, you can order outpatient procedures on all mobile devices. Apple devices will have the ability to place inpatient medication orders and procedures.

How Can I Get Epic Mobile on My Devices?
If you would like to get Epic mobile on your device,contact your local [Physician Support Coordinator](#) or the Help Desk at 832.667.5555 to schedule an appointment.

For additional information, visit https://it.houstonmethodist.org/epic-mobile/.

For All Providers

Welcome New Certified Epic Physician Builders!

Ben Saldaña, D.O. and Francisco Pasdar-Shirazi, M.D. have joined the Epic Physician Builder Program.

More than 20 physicians from multiple speciaties have learned how to configure processes specific to physician ordering and documentation. These Epic-certified Houston Methodist physicians partner with IT teams to streamline the delivery of provider-focused solutions and tools. For more information, visit the [Physician Builders Program](#) page.

Visit the Houston Methodist IT Website for Physicians

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

It's now easier to find answers to your IT questions, with more up-to-date information and resources available on the new 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.