



Trending in IT

For Everyone

Reset Your HM Network Password – Simple, Secure

If you forget your HM network password or it expired, it's easy to reset it online without calling the IT Help Desk. You can reset your password on or off the HM network by following the steps below.

Note to physicians: You have the option of resetting your password online or calling the IT Physician Help Desk, 832.667.5555 for assistance. If you call, be prepared to provide your dictation ID and DEA number. Effective **Wednesday, July 1**, the Help Desk will provide a temporary password. Please reset your password when you log in.

How to reset your password online

First, be sure to [register your smartphone](#) (work or personal). This enables you to receive a passcode to log in. We'll never spam you.

- **Change your expiring password on network**
 - Visit it.houstonmethodist.org/help, click **Password Reset – Self-Service**, then click **On-Network**.
- **Forgot your password**
 - On network, use a non-HM device to access Apps Center. Visit apps.houstonmethodist.org, then click **Forgot Password** (bottom of screen).
 - Off network, visit apps.houstonmethodist.org, then click **Forgot Password** (bottom of screen).

Note to employees: Effective July 1, if you call the Help Desk, they'll assist you by walking through the steps above. If you haven't registered your smartphone, resetting your password will require your manager's approval via email.

For Everyone

Troubleshooting Conference Call Echoes

If you are using WebEx or Microsoft Teams and hear your voice echo, confirm that you are only dialed in to one audio source. For example, if you are calling from your computer, you should not dial in from your phone, too. Using a headset or keeping your speaker volume down can also help with audio feedback.

For Xfinity Internet Subscribers with an xFi Gateway

Free Xfinity xFi Advanced Security for Your Home

If you are an Xfinity customer, you can take advantage of free protection for your home network and all connected devices – from computers and mobile phones to home security cameras and smart thermostats. Xfi can even help you avoid visiting malicious sites and becoming a victim of phishing attacks by:

- Blocking remote access to smart devices from unknown sources.
- Providing real-time alerts and a dashboard to easily view threats right from the **Xfinity xFi** app or website.

To access this service, download the **Xfinity xFi** app or visit xfinity.com/myxfi and log in.

For MARS HR and Finance Users

MARS Streamlines Security Request Process

Effective Friday, June 26

Beginning **Friday, June 26**, MARS HR and Finance users can submit security access requests through a new MARS tile in Employee Self Service. When you complete the online form, it auto-submits to your manager and others for required approvals.

Note: For MARS Finance users, the tile will replace the security access request icon on the right-side navigation bar.

To submit a new request or approve a request:

1. Log in to **MARS**.
2. Go to **Employee Self Service**.
3. Click the **MARS Security Access Requests** tile.



Note: Vendors and contractors will continue using the paper form by downloading it via the **Access Request >HR Security Request** links on the MARS login page. This ensures the right version is submitted to MARS Security.

Epic Updates & Changes

For Inpatient Nursing

Quick Overview Report Replaced

Effective Today, June 25

For ease of use, the **Quick Overview Report** within Epic will go away and the **Nursing Overview Report** will replace it. Also, some items on the report have been removed to help Epic perform more efficiently. These include labs, imaging and medicines, now viewable in **Storyboard**.

For Inpatient, OR and Wound Care Nurses

Wound Vac LDA – Multi-Select Now an Option for Multiple Wounds

Effective Today, June 25

To ensure accurate documentation for the treatment of multiple wounds, you can now document multiple locations on the **Wound Vac LDA**. When multiple locations are selected, the **Wound Vac LDA** will show under the **More LDAs** section on the **LDA Avatar**. If only one wound location is selected, the **LDA Avatar** will show on the correct body part.

More LDAs



LDAs that could not be mapped to a region on the body

For Inpatient and Quality Nurses

Nursing Handoff Report Gets New Sections

Effective Today, June 25

For Quality and Nursing to easily view relevant handoff information, the **Nursing Handoff Report** in Epic will now display **Antithrombotic therapy compliance**, the **NIH Total** score and **Dysphagia Screening** results.

Stroke related elements:

Antithrombotic Therapy By End of Hospital Day 2 [STK-5]

IV OR IA Thrombolytic (t-PA) Therapy Administered: No documentation found
Antithrombotic Therapy Administered by End of Hospital Day 2: No documentation found

Reason For Not Administering Antithrombotic Therapy By End of Hospital Day 2: No documentation found

NIH Total: 18 (6/18/2020 11:00 AM)

Dysphagia Screen

First Filed Value

Dysphagia Screen

Is the Glasgow Coma Scale LESS than 13?
Is there Facial Asymmetry/Weakness?
Is there Tongue Asymmetry/Weakness?
Is there Palatal Asymmetry/Weakness?
Did patient fail any of the screening?


(!) **Yes (FAIL)** filed at 06/18/2020 1400
No (PASS) filed at 06/18/2020 1400
(!) **Yes (FAIL)** filed at 06/18/2020 1400
No (PASS) filed at 06/18/2020 1400
(!) **Yes - Follow interventions in red bold text below**
filed at 06/18/2020 1400

For PAS Staff, Case Managers or Anyone Accessing Hospital Registration Face Sheets

Religion Added to Face Sheets

Effective Now

To help staff know a patient's religious preference, a **Religion** field was added to the **Hospital Registration Face Sheet**. This will help alleviate calls from Hospice to Palliative Care seeking this information.

Houston Methodist West Hospital		ED Arrival	5/18/2020 0800
		Date/Time:	
		Admit	
		Date/Time:	
		Hospital Acct:	
		MRN:	
		Contact Serial #:	
ENCOUNTER			
Patient Class:	Hospital Outpatient Surgery	Unit:	HMW ENDOS
Adm Diagnosis:		Bed:	Room/bed info not found
Adm Provider:	Albrecht, William Clay, *	Att Provider:	
PATIENT			
Name:		DOB:	2/2/1992 (28 yrs)
Address:		Sex:	Female
City:		SSN:	xxx-xx-2222
Marital Status:	Married	Race:	Caucasian
		Religion:	Baptist
Preferred Language:	English	Ethnicity:	Declined
PCP:	Cna1, Epic, CNA	Pt Phone:	713-999-9999
Employer:	EHS EMPLOYER	Status:	Full Time
EMERGENCY CONTACT			

For Inpatient Providers and Clinicians

Storyboard Observation Info Changing

Effective Tuesday, June 30

Patient Observation information on Epic's Storyboard is changing. **Starting Tuesday, June 30**, the **Class** label will be removed, and you will see:

- The patient's number of Observation Hours in that patient class.
- The number of midnights occurring since the patient started in the Observation class.

Preferred Language: English


IP Code Status: FULL
DEFAULT (no ACP docs)

Treatment Restriction: None

Unit/Room/Bed: HMSJ ED-FT-06

13 Obs Hrs ; 1 Midnight(s)

Narx Score : 150

 Search

For Inpatient Providers

New Blood Culture Order Set

When you place blood culture orders for patients meeting certain criteria, you'll see a selection of additional orders. This will guide you to more accurately identify the primary source of central line associated bloodstream infections (CLABSIs).

Criteria:

- If you've had a patient with a central line in place for more than two calendar days and at least one of the following:
 - Jackson-Pratt drain of abdomen source only (in place for any length of time).
 - No Jackson-Pratt drain in place, but an abdominal wound documented in LDA.
 - Wound documented in LDA (excluding abdominal and sacral ulcer wounds).

See example below:

The screenshot displays a medical order entry interface with the following sections:

- Blood culture x 2** (expanded)
 - Blood culture x 2** (checked)
 - Blood culture, aerobic & anaerobic
Once, First occurrence today at 0945, Blood
Collect before antibiotics given. Blood cultures should be ordered x2, with each set drawn from a different peripheral site. If unable to draw both sets from a peripheral site, please call the lab for assistance; an IV line should NEVER be used.
 - And**
Blood culture, aerobic & anaerobic
Once, First occurrence today at 0945, Blood
Collect before antibiotics given. Blood cultures should be ordered x2, with each set drawn from a different peripheral site. If unable to draw both sets from a peripheral site, please call the lab for assistance; an IV line should NEVER be used.
- Please consider ordering one of the following tests if you suspect an intra-abdominal infection.**
 - This patient has an abdominal wound. Please also document the quality of drainage in your PROGRESS NOTE: Does it appear pus-like? Is the consistency of the drainage thick/viscous, creamy/opaque?**
 - ☐ XR Abdomen 1 Vw
 - ☐ XR Abdomen 1 Vw Portable
 - ☐ CT Abdomen Wo Oral Contrast
 - ☐ CT Angiogram Chest W Contrast Abdomen W Contrast Pelvis W Contrast
 - Please consider ordering the following tests if you suspect an abdominal wound infection.**
 - ☐ Aerobic culture, wound
Wound
 - ☐ Anaerobic culture, wound
Wound

For Nurses

Rover Smartphones for Clinical Documentation

Rover, a simplified version of Epic on a smartphone, is continuing to roll out for HMH units in waves (see below). If you work on these units, required online training has been assigned to you in LMS or you can search for the **Rover Virtual Training – Nursing Staff**. Please complete this training by your unit's deadline.

Launching Monday, June 29

- Walter Tower 14, 15 BMT, 17, 18, 19, 20, 21
- ECCs: Pearland, Kirby, Voss
- LMS training deadline: Friday, June 26

Launching Wednesday, July 1

- Dunn West 6, 7, 8, 9, 10

- Dunn East 7, 8, 9, 10
- LMS training deadline: Monday, June 29

Launching Monday, July 6

- Main 3 SW, 6 SW, 6 NW, 7 North, 7 SW
- West Pavilion 8, 9, 10
- LMS training deadline: Monday, July 3

Onsite and Virtual Support: June 29 – July 2 and July 6 – 7

- For questions, ask your manager or your team's super user for hands-on support.
- For virtual support, contact the Rover Hotline at 281.904.4180.
 - Monday through Thursday, June 29 – July 2 from 7 a.m. – 9 p.m.
 - Monday to Tuesday, July 6 – 7
- After hours and when virtual support ends, contact the IT Help Desk at it.houstonmethodist.org/help or 832.667.5600.

For updated information and resource materials, visit it.houstonmethodist.org/rover.

Planned Downtimes

LaborWorkx	<p>Thursday, June 25, 11:55 p.m. – Friday, June 26, 5 a.m.</p> <p>Print any required work/schedule-related items ahead of time. For questions, contact LaborWorkx Support at 832.667.5959 or LaborWorkx@HoustonMethodist.org or the IT Help Desk at 832.667.5600. Note: Badge Readers will be available during this time but not Quick Badge.</p>
SharePoint	<p>Friday, June 26, 7 p.m. – Saturday, June 27, 9 a.m.</p> <p>During this window, SharePoint sites may be down. Prepare accordingly by printing or saving, to your local drive, any necessary materials before this downtime.</p>
LMS	<p>Saturday, June 27, 11 p.m. – Sunday, June 28, 6 a.m.</p> <p>LMS will not be available due to maintenance.</p>

Reminders

You can see previous issues of *IT Matters* and more at it.houstonmethodist.org.

For All Epic Users

When to Use Epic's Secure Chat

For Everyone

Microsoft Teams – How to Fix Audio/Visual Issues

For Everyone

Use Microsoft Teams or Cisco WebEx Instead of Zoom

For Everyone

New Systemwide TB Screening Process Has Begun

Now Through Sept. 25

For HMCL, HMH ED and ICUs, HMTW, HMCCH and HMW

Rover – Device Cleanliness

For All Providers and Nurses

Special Requirements for Prepare Orders: Now Visible on Transfuse Orders

For Registration and PAS Staff

Do Not Use – Added to Employee Health Guarantors