

PHYSICIAN CONNECT All Providers



June 27, 2019

In the Know with Your CMIO From Innovation to Transformation

As a healthcare system, we have multiple charges. We're called to enhance the patient experience, increase delivery of personalized care, improve clinician efficiency and productivity, all while being cost-conscious stewards of resources. Throughout the year, I often pause to reflect on how well we're doing at leveraging technology to meet these challenges and catalyze opportunities. Last week, I had the chance to participate in an event that affirmed we're headed in the right direction.

I attended a conference hosted by HealthIMPACT at Google's offices in New York City. There were a variety of insightful discussions on topics related to healthcare innovation and transformation. I was proud to share what Houston Methodist is doing in these arenas with colleagues from around the country. I discussed our healthcare platform strategy and our [Center for Innovation's](#) overarching framework, which focuses on the following core areas: being the provider of choice, redefining access to care, finding smarter solutions, changing patient/provider interactions, extending our reach globally and embracing technology not traditionally used in healthcare settings.

From our initial efforts in robotic process automation to our expanding telehealth and patient engagement strategy, we're setting a transformative course that's truly unparalleled. As we continue our centennial celebration this year, I'm encouraged by our growing culture of innovation, our passion for discovery and our desire to leverage new strategies and technologies to push traditional boundaries of care delivery and promote provider resiliency.



*Dr. Nicholas Desai
Chief Medical Information Officer*

For All Providers

Physician Builders Program *Provider-Focused Solutions*



On Monday, June 24, members of the Physician Builders Program collaborated with IT teams to review final decisions to be implemented with the Aug. 18 Q3 Epic Update and provide feedback on training materials. "Our physicians are passionate about what they do and want to make things better, collectively," said Dr. Nicholas Desai, chief medical information officer. "They're addressing important issues and making sure that what we produce is meaningful and useful."

Under the Epic Physician Builders Program, Epic-certified Houston Methodist physicians from multiple specialties partner with IT teams to provide insight in developing and



delivering provider-focused solutions. This partnership is an ongoing process to facilitate better Epic tools for physicians.

Empowering Physicians



Congratulations to Dr. Vickas Dangayach who recently joined the Physician Builders Program. Dr. Dangayach credits gaining a deeper understanding of Epic, as well as the ability to bridge the gap between IT and physicians as key factors motivating him to become a Physician Builder.

“The Physician Builders Program empowers physicians,” said Dr. Dangayach. “Every day I am in the trenches, side-by-side with other physicians. This program allows me to experience their needs and then communicate, collaborate and work to provide a solution.”

“My goal as a physician builder is to continue streamlining the EMR process for physicians. Ultimately, Epic is an extension of our white coat – a tool like our stethoscope – so it must be easy to use and intuitive,” explains Dr. Dangayach. “By continuing to focus on streamlining the efficiency of Epic, physicians can spend less time in front of a screen and more time focusing on patient care.”

For All Providers

Houston Methodist Wins Patient Engagement Award

Houston Methodist received the Transforming the Consumer Experience Award at this year’s American Well Client Forum. This award recognizes achievements in successfully engaging consumers and creating a strong, positive experience.

Patient engagement is a key IT initiative, and we are making tremendous strides in transforming the health care experience for our patients.

Accepting the award are from left to right: Josh Sol, IT director, Josh Hjelmstad, administrative fellow, Rebecca Linn, telemedicine clinic manager and Stephen Spielman, senior vice president of the SPG/PCG.

American Well, our vendor for video visits, is a Boston-based telemedicine company that enables video visits nationwide.



Key Updates

For All Providers

Next Epic Quarterly Update – Aug. 18

The Q3 Epic Update is scheduled for **Sunday, Aug. 18**. It includes new features and enhancements, which will be previewed in the **Update Spotlight** beginning **Friday, July 26**.

On **Friday, Aug. 2**, you can find out how the Update impacts your role by viewing your **Update Companion**. Before the Update, you’ll be required to review and acknowledge your **Companion** in the Epic Learning Home.

To learn more, visit the [Epic Update](#) webpage.

For All Providers

Increase Your Efficiency with Dragon

New Dragon Commands Guides Available

Increase your efficiency with Dragon by reviewing these guides:

- [DMO – Epic Emergency Medicine commands](#)
- [DMO – Epic Orthopedic commands](#)

Note: Providers of any specialty can use the [DMO – Epic Orthopedic commands](#) guide. In the upcoming months, additional guides will be created for providers in other specialties.

For assistance with Dragon, contact the Help Desk or visit the [Dragon resources page](#).

All Providers

Stay Connected 24/7 with Epic Mobile

New Features Available

Epic mobile device applications – Haiku for iPhone and Android smartphones and Canto for iPad – are convenient and secure solutions to access select Epic features and functionality while on the go. You can order outpatient procedures on all mobile devices, and order inpatient medication orders and procedures on Apple devices.

To get Epic Mobile on your smart device, contact your local [Physician Coordinator](#) or the Help Desk at 832.667.5555.

For more information on Epic Mobile apps, visit it.houstonmethodist.org/epic-mobile.

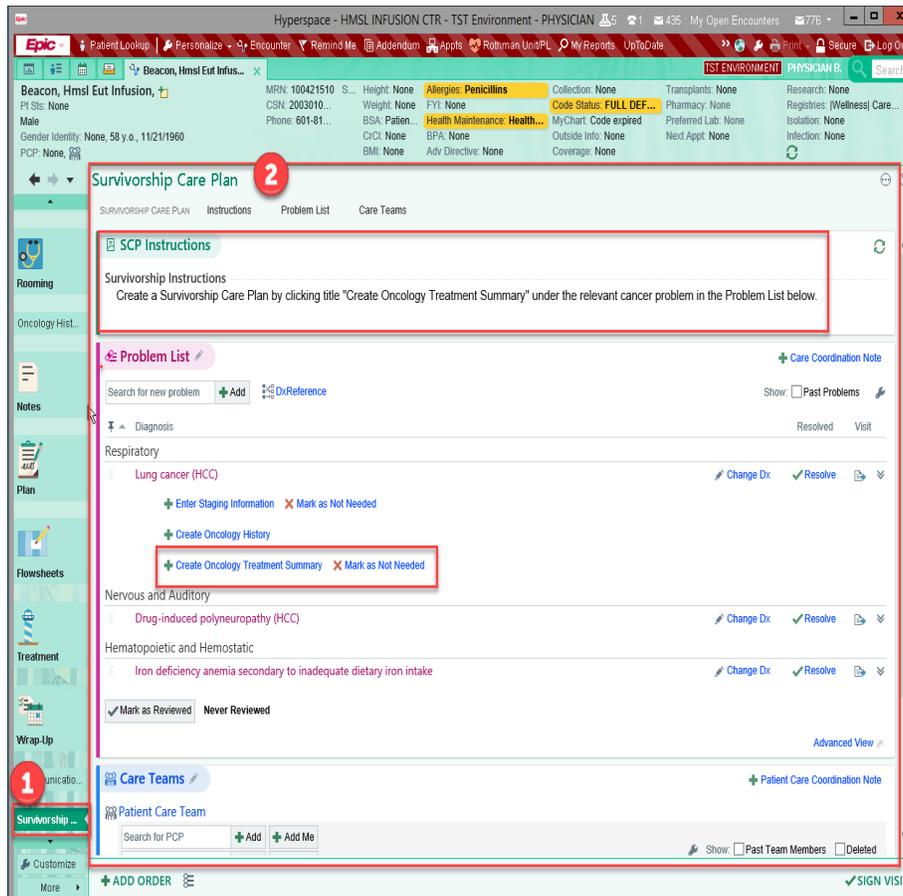
For Oncology Providers

New Survivorship Care Plan Tab

An Easier Way to Access Survivorship Care Plans

There is now an easier way to access **Survivorship Care Plans** for patients with a cancer diagnosis – the new **Survivorship Care Plan (SCP)** tab located in the **Activity** tab. To complete a **Survivorship Care Plan**, go to the **Problem List** under a cancer problem and click **Create Oncology Treatment Summary**.

1. Easily access **Survivorship Care Plans** from the **Survivorship Care Plan** tab.
2. A cancer diagnosis must already be in the **Problem List** to access the tab.
3. **SCP Instructions**, **Problem List** and **Care Teams** can be accessed from this tab.



For All Providers

Avoid Selecting Departments Beginning with ZZZ

To avoid billing and reporting issues, verify the department or unit name used to log in to Epic doesn't begin with **ZZZ**. If necessary, click on the magnifying glass icon to search for the correct department name. **ZZZ** indicates recently closed departments or new departments built for future expansion, but not activated.

For Cardiologists

Tips and Reminders for Viewing Cardiology PACS Images Using Syngo

Following are some reminders on how to use Syngo to launch Cardiology PACS images while reading studies in Epic. When accessing Epic, you should only log in to the Cardiology department or your SPG department.



Using Reading Workstations:

- To view a patient study, double-click on the study from your **Reading** worklist or **In Basket**.
- New images will launch from Syngo as you move to different patients on your list. Patient's images will close when the study is closed in Epic.
- Reading workstations configured for desktop integration are available in reading rooms, Cath labs or tech rooms.

- Desktop integration with Syngo only works on reading workstations with auto-login or non-SSO access. If you need to retain personal access, the desktop integration feature will need to be disabled from your device, and you must launch Epic and Syngo separately.

Using SyngoDynamics independently:

- You can use SyngoDynamics to launch Cardiology PACS images, but your report should be completed in Epic.

For General trouble-shooting tips, click [here](#).

Visit the Houston Methodist IT Website for Physicians

<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 Update 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.