PHYSICIAN CONNECT All Providers

Feb. 20, 2019

In the Know with Your CMIO
Digital Transformation: From Buzzword to Bedside

"Digital transformation" – you've likely heard this buzzword, but have you given it any thought? Digital transformation represents a fundamental shift in how we deliver unparalleled safety, quality, service and innovation. It doesn't come in a box. It can't be found in "the cloud." Instead, it involves the convergence of technology, people and processes, involved in cross-departmental collaboration, to change what we comfortably refer to as "business as usual." It requires a fundamental shift in how we leverage technology to achieve our mission.

Dr. Nicholas Desai
Chief Medical Information Officer

Last week, I had the opportunity to attend the Healthcare Information and Management Systems Society 2019 global conference. Prevalent themes included artificial intelligence (AI), machine learning and interoperability. AI has the potential to transform the way we collect, understand and use data on patient health, healthcare services and historical health data to revolutionize medical diagnostics, treatment and research. AI has broad application in areas such as treatment design, personalized medicine, assisted robotic surgery and automated patient engagement. I left the conference energized just thinking about the care-transforming possibilities!

Even more exciting, though, is where we're headed. Our Houston Methodist Center for Innovation is leading us on the journey to digital transformation. Many organizations feel the pressure to invest in flashy tech tools to keep up with competitors; however, those who are truly successful not only strategically enable technology; they also foster a culture of innovation. They first question the "why" and the "what" – why do we want to implement a new technology, and what outcomes do we want to achieve? I'm proud to be part of an organization that embraces this mindset to ensure alignment of technology and strategy. It is this dedication and diligence that will truly move digital transformation from mere buzzword to bedside – where it matters most.

Key Updates

For All Providers
Access UpToDate from the Epic Toolbar

Beginning today, you can access **UpToDate** directly from the **Epic Toolbar**. As with any tools on the toolbar, it's possible to customize the position of items on the toolbar via the **Customize This Menu** function from the Epic button. You can also continue to access **UpToDate** from the **Info** button within a patient's chart.
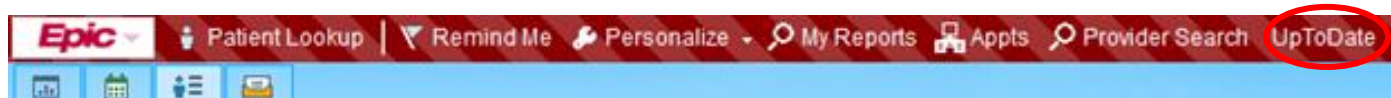
Measles Screenings Now Included in Nursing Assessments

In response to growing concerns of a nationwide outbreak, Dr. Robert Philips, executive vice president and chief medical officer at Houston Methodist, is requiring patient screening for measles at all inpatient and emergency care facilities. As of Friday, Feb. 15, five cases of measles have been confirmed in the Houston area, including three patients at Houston Methodist.

Screenings will be completed by nursing staff during OB, ED and Inpatient admissions. For patients who have a fever and rash, a Best Practice Advisory will alert the nurse of possible exposure and include isolation orders. Providers will be able to see the results of the screening within the patient's chart.

IllumiCare Smart Ribbon Success

Last August, Houston Methodist Sugar Land piloted IllumiCare Smart Ribbon – a movable banner that displays over Epic, providing real-time, patient-specific cost and select risk data regarding medications, labs, radiology and observational status at the point of care.

The results of the pilot are in – the launch of Smart Ribbon exceeded expectations by equipping providers with data needed to make cost effective treatment decisions for patients and in turn created a significant reduction in costs. In fact, during the first six weeks of the pilot there was a cost savings of nearly $464,000. As a result of the Sugar Land pilot success, Smart Ribbon will launch systemwide in the upcoming weeks.

"The Smart Ribbon provided useful information to help streamline orders and reduce inefficiency," said Dr. James Ling, HMSL physician. "I refer to it to avoid duplicate orders. It also alerts me to cost differences between IV and oral formulations, as well as cost differences compared to alternative medications," Elizabeth Gonzales, nurse practitioner, HMSL continues, "I really like the ARUP! I use it often." The ribbon takes up a minimal amount of space and includes a controlled substance app that shows Texas Prescription Drug Monitoring Program data, including Narx scores and overdose risk score.

Smart Ribbon has created a broader discussion regarding the cost of patient care. "I use the Smart Ribbon mainly when making interdisciplinary rounds to query nursing staff if they know the cost of specific tests. I think the team has recognized the importance of the comparisons for patients," said Dr. Cullen Hebert, HMSL physician.

Now that Smart Ribbon has been successfully implemented at HMSL, the tool will be deployed to providers, hospital-based nurse practitioners and pharmacy staff systemwide in the coming weeks. For more information, be sure to visit the Smart Ribbon page on the Houston Methodist IT website.

Meet Your Physician Liaisons: Willowbrook and Sugar Land

Physician Liaisons are responsible for leading the efforts for improved use, personalization and adoption of physician related technologies. You can reach out to your physician liaison for support for technology like Epic

and Dragon. Liaisons also serve as a connection between Information Technology, and physician-related committees to resolve issues, enhance system functionality and increase benefit realization.

They'll provide you with direct support and ensure you are using each system in the most optimal manner. This month, meet your Physician Liaisons from Willowbrook and Sugar Land:

Nam Pham
HMWB
	What is the best way for physicians to reach you?
	• For urgent issues, please text or call:
	  Mobile: 346.339.4961
	  For appointments, send me an email
	  to:nvpham2@houstonmethodist.org.
	
	What do you enjoy most in your role?
	• I enjoy helping the physicians because ultimately, I feel like I'm helping the patient as well. I enjoy personalization and customization in Epic and Dragon to help providers become more efficient and effective, so they can see more patients with less time spent on the computer. I get gratification from seeing a smile on our physician's face when I'm able to assist with their immediate needs.
	
	Fun fact:
	• I have two siblings that are providers at Houston Methodist, and they call me all the time to help with Epic, so working here is really like working with my family.

Jason Reynolds
HMSL
	What is the best way for physicians to reach you?
	• I'm available during office hours (7:30-4:00)
	  by any of the following:
	  Mobile: 346.561.6414
	  Office: 281.276.8778
	  Email: sjreynolds@houstonmethodist.org
	
	What do you enjoy most in your role?
	• I enjoy the variability of my role. As support coordinators, we provide customer service to providers across many service lines. We can contribute our experience and skills in the clinical and IT arena to support Epic and improve on workflow where necessary.
	Fun fact:
	• I am a certified golf junkie.

For All Providers
Error Message Within the Communications Activity

Following the Epic downtime on Feb. 17, some providers have been receiving the error message below when accessing the Communications activity in Epic.
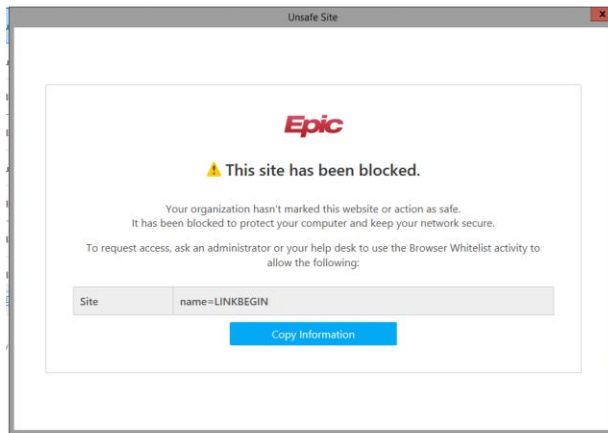
Until this issue is resolved, you can close the message by clicking the "X" in the upper-right corner and then continue writing/viewing your letter. For additional assistance, contact the IT Help Desk.

For Surgeons
Upcoming Change: Required Discharge Instructions for Post-Op Patient Education

In March Epic will require surgeons to select whether post-op discharge instructions will be provided by the physician/physician's office or by nursing. when completing a discharge order set. If you indicate that you will be providing instructions, then you can use a **SmartPhrase** to enter customized post-op discharge instructions within the discharge instructions section.

You can begin creating your post-op discharge **SmartPhrases** in Epic now to prepare for this change. When creating your **SmartPhrase**, be sure to follow this naming convention:

> *"Initials <Diagnosis/Procedure/Complaint> Patient Instructions"* For example:
> .n DesaiIncisionCarePatientInstructions.

Next month, we'll share tip sheets and additional information regarding the specific timing of the change.

For Surgeons
Procedure Pass (PXP) Delayed Until May 2019

The Procedure Pass go-live has been delayed until May 19, 2019.

Procedure Pass (PXP) is a robust tool helping prevent same-day surgery cancellations due to incomplete pre-surgical tasks. When it is implemented, you will be able to 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 a 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

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.

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