



## Hospital EHR Physician Newsletter

March 2015, Volume 2, Issue 2

### Topics this month

*Improved Cerner EHR Remote Access for PCs, Macs, Smart Phones, and Tablets*

*Enhanced Process for Ordering Home Oxygen*

*Enhanced Discharge Summary and Death Summary PowerNote Templates*

*Hospital MVD (Managed Virtual Desktop) Update*

*Survey Results*

*In-house Support*

### Improved Cerner EHR Remote Access for PCs, Macs, Smart Phones, and Tablets

Direct access to Cerner EHR via your web browser is now available. Access is available with PCs, Macs, iPhones, and tablets via the following link without use of ANX Positive Networks:

<https://ahmiwi.cernerworks.com/SSO>

However, with use of this method, you will not be able to access EHR internet links such as UpToDate. UpToDate remote access will remain accessible via Positive Networks only. For further detailed instructions, please see attached job aide.

Please note - Citrix must be installed on your device. If you have previously accessed the EHR with your device, this is likely already installed.

### Enhanced Process for Ordering Home Oxygen

Starting 3-26-15, enhancements will be made to the Hospital Progress Note template to assist with CMS compliant attestation of medical need for home oxygen. We have also created standard order sentence choices for use when ordering oxygen with ePrescribe. Please review the attached instructions as proper ordering and documentation are necessary to create safe and efficient transitions to home for your patients who require home oxygen.

### Enhanced Discharge Summary and Death Summary PowerNote Templates

Additions will be made to the Discharge Summary and Death Summary PowerNote templates on 3-26-15. Attached job aide outlines these additions in detail. Enhancements are needed for multiple reasons including maintaining compliance with the 2-midnight inpatient rule, improving coding as it relates to Palliative Care, and improving coordination with PCPs at discharge.

### Hospital MVD (Managed Virtual Desktop) Update

3-30-15 we will begin piloting MVD on both hospital campuses. MVD will allow "Tap-N-PIN" Single-Sign-On (SSO) access to the EHR from designated MVD mobile carts and desktops. In addition to a faster SSO login process, these computers allow you to move from MVD device to MVD device without losing your place in the EHR. You will need to enroll your ID badge at one of the MVD devices. The process is very simple and takes less than one minute. A job aide is attached.

## Survey Results

Thank you to all who participated in the recent EHR user survey. We are conducting periodic surveys to gather data that will help us monitor our progress as well as prioritize and focus our enhancement and support efforts. While we have seen improvements in some of our scores as shown below, we are aware that there is still much more work to be done.

### *Survey scale*

5 = strongly agree

1 = strongly disagree

### *I am satisfied with the EHR.*

2015, Q1 3.11

2014, Q4 2.89

2013 2.41

### *I can easily find support/assistance for EHR when needed.*

2015, Q1 3.35

2014, Q4 3.07

### *I can easily find necessary patient information in the EHR.*

2015, Q1 3.36

2014, Q4 2.73

### *I can efficiently document in the EHR.*

2015, Q1 3.23

2014, Q4 3.07

### *I can efficiently place orders in the EHR*

2015, Q1 3.20

2014, Q4 3.18

## In-House, Real-Time Support Reminder

Please do not forget to utilize our Clinical Informatics team members. They are available to assist with the following.

- **Quick 1:1 assistance for help with using the EHR.**
- **Coaching sessions for EHR workflow and utilization optimization including CPOE and PowerNote.**
- **Assistance with logging tickets for identified problems.**

In-house support is available Monday through Friday from 8am to 4pm on both Ozaukee and Milwaukee campuses.

With advance notice, coaching sessions can be scheduled with some flexibility outside of these hours.

To contact a support team member, dial the Vocera numbers shown below. Vocera numbers vary by campus.

**Ozaukee Vocera Phone: 262-243-6707**

**Milwaukee Vocera Phone: 414-585-1995**

**Request "EHR support."**

**For questions, comments, or suggestions regarding the EHR or this newsletter, please contact me.**

Suzanne Wilkerson, MD\_ Hospital EHR Medical Director

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