

Hospital EHR – Medical Staff Newsletter

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

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Topics this month

In-House Support Reminder

Planned PowerPlans expire at 90 days – Reminder

Forwarding PowerNote documents – Reminder to use “Review”

Lab Utilization Alerts – 3 new additions

PowerNote Change: Copy/Forward of Chief Complaint will be unavailable

Lactic Acid Reflex order – Change

Diagnoses and Problems - Quick Search (Time saving tip!)

In-House Support Reminder

In-house support is available **Monday through Friday from 8am to 4pm** on both Ozaukee and Milwaukee campuses from Caitlin and Kevin of the Clinical Informatics Team. They have offices on each campus and can provide both in person as well as over the phone assistance. Please do not hesitate to contact them directly during these hours.

Connect to them directly by dialing Vocera and requesting “EHR support.”

Ozaukee Vocera Phone: 262-243-6707

Milwaukee Vocera Phone: 414-585-1995

(If you forget this contact information, it can be found at the base of most of the hospital computer monitors.)

Real-Time, In-House Support includes:

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

If potential needs are identified by other hospital staff members, you may be referred to Caitlin or Kevin. Please be gracious when you are contacted and use these coaching opportunities to enhance your efficient use of the EHR. The support team members are your allies and they want to help you. Also, these interactions are a good opportunity for sharing your ideas on how to improve the EHR.

For urgent/emergent EHR technical assistance outside of the above hours, contact the Help Desk at 414-326-2400.

When asked for an extension, choose “7” for expedited transfer to a service desk analyst.

Planned PowerPlans expire at 90 days – Reminder

PowerPlans that were planned greater than 90 days prior will automatically be discontinued by the system. The expired PowerPlans will be viewable in the EHR, but will display as discontinued by the system and cannot be utilized. In summary, **PowerPlans should not be planned greater than 90 days prior to the anticipated need, as they will expire 90 days after being entered in the EHR if not initiated by then.**

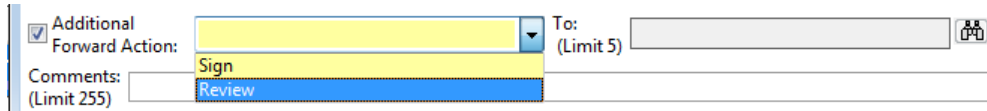
Duplicate Lab Orders – TORB/VORB impact

The Lab Department recently had a project improvement event to evaluate causes of duplicate lab orders. One finding was that sometimes both a physician and RN will enter the same order. To prevent this problem, **when discussing with an RN the need for a patient order, please be sure to verbalize if you will be entering the order in the EHR or if you would like the RN to enter as a TORB (telephone order read back).**

(The project improvement event identified other causative factors also. Stay tuned for improvements and updates regarding this in the future.)

Forwarding PowerNote documents - Reminder

When forwarding a PowerNote document to be reviewed by another physician, please be sure to choose “Review” and not “Sign.” Use of “Sign” creates a medical record deficiency with HIM for the receiving physician. “Sign” should only be used if it is required that a supervising physician co-sign the document.



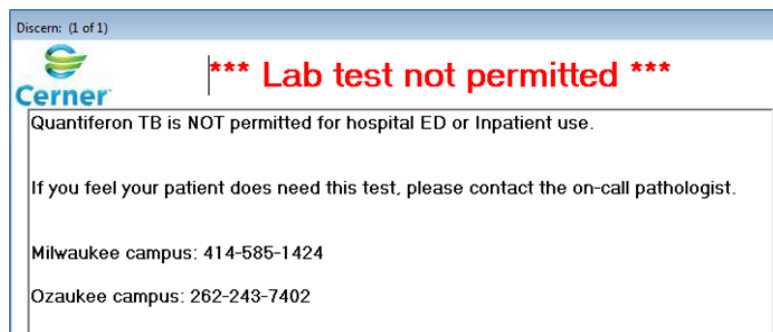
Additional Forward Action: Sign To: (Limit 5)

Comments: (Limit 255) Review

Lab Utilization Alerts – 3 new additions

The Lab Utilization Committee determined that the following tests should not be utilized in the ED or Hospital except in rare circumstances: **MTHFR, Prothrombin Gene Mutation, Quantiferon TB.**

As such, **starting 10.4.16, the following alert will be seen when ordering these tests.**



Discern: (1 of 1)

***** Lab test not permitted *****

Quantiferon TB is NOT permitted for hospital ED or Inpatient use.

If you feel your patient does need this test, please contact the on-call pathologist.

Milwaukee campus: 414-585-1424

Ozaukee campus: 262-243-7402

PowerNote Change: Copy/Forward of Chief Complaint will be unavailable

Starting 10.4.16, “Chief Complaint” will no longer Copy-Forward in PowerNote. The Quality Document Review Committee determined the need for this change due to findings of recurrent erroneous cut and paste errors in this field.

Lactic Acid Reflex order - Change

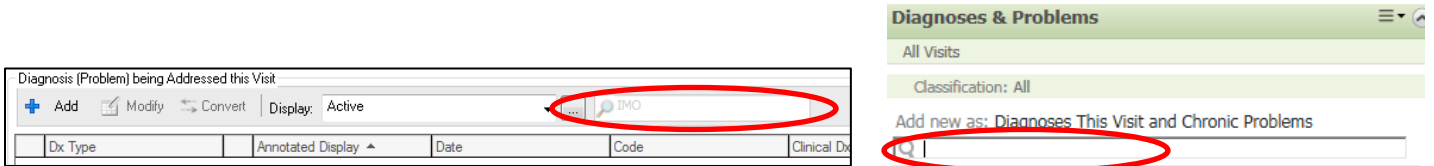
The **Lactic Acid Reflex** test now **repeats at 3 hours** if initial lactic acid result is >2.0 mmol/L. (Previously the reflex occurred at 4 hours.)

Diagnoses and Problems - Quick Search (Time Saving Tip!)

A **Quick Search** option is available for adding **Diagnoses and Problems**. *Quick Search* can be accessed directly from the Diagnosis and Problem List without using the +Add button. Unlike searching with +Add, the *Quick Search* option allows searching with ICD10 codes (partial or complete).

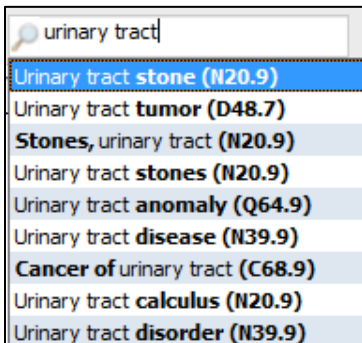
Quick Search –

Step 1: Locate the quick search box on the *Diagnosis and Problem List* or on the *Inpatient Summary Page*.



Step 2: Enter description or ICD10 code. These entries can be partial or complete. The more detailed your entry, the narrower your list of options. Simply click on your preferred diagnosis to add to the patient's chart.

Search by name



Search by ICD10 code

