

Hospital EHR Physician Newsletter

February 2015, Volume 2, Issue 1

Survey

Thank you to all who participated in the Spring 2013 and Fall 2014 EHR user surveys. The purpose of those surveys and future surveys is to 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. As such we will be having another survey starting the week of February 9th. Please watch your email for a link. We appreciate your timely response to the survey. Your vote counts! The comment section of the survey directly impacts our prioritization of requests. We want to hear what we are doing right (so we don't take that away) as well as areas for improvement.

Survey scale

1 = strongly disagree

5 = strongly agree

I am very satisfied with the EHR.

2014 2.89

2013 2.41

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

2014 3.07

2013 2.63

I can easily find necessary patient information in the EHR.

2014 2.73

2013 3.52

I can efficiently place orders in the EHR

2014 3.18

2013 3.40

Discharge Order Changes – Good News!

Starting the week of February 9th, the discharge order will be changed and will no longer include the field regarding “non-CSM post-discharge follow-up.” The EHR will be able to recognize non-CSM physicians and facilities from Department follow-up. This identification is important as we move towards more electronic transmission of records to our patients' external health care providers.

This change will not disable your favorites. You may, though, get an alert that tells you the favorite has been modified. Resaving the favorite will turn off the alert. A job aid regarding this is attached.

Reminder – Accurate Depart Follow-up information is critical to a safe patient discharge

Physicians and other providers who recommend or schedule follow-up for patients have the responsibility to enter this information directly into Depart follow-up prior to patient discharge. In addition, case management populates depart follow-up with nursing home and home care organizations as well as any provider appointments that they schedule for patients. Accurate completion of follow-up is critical to safe patient discharges. It is helpful to both patients and post-discharge health care providers.

PowerNote Mandate Reminder

Since January 11th, at Ozaukee and Riverwoods, CSM has required that all documentation by physicians and mid-level providers be paperless. This same mandate starts on the Milwaukee campus on February 16th. Sacred Heart is not in scope for this mandate at this time.

You may continue to use dictation where applicable, but use of paper forms and hand written progress notes is prohibited.

If you need help using PowerNote more efficiently, please make use of the following resources.

- Clinical Informatics, Mon – Fri, 8am to 4pm. Call via campus Vocera number and ask for “EHR Support.”
- Outside of these scheduled support hours, for urgent assistance, the Hospitalist team is also willing to provide colleague to colleague assistance.

The benefits of transitioning from paper documentation are many, including:

- Improved access to patient information across any CSM facility where our patients receive care
- Improved safety and quality through more integrated communication between physicians and other caregivers

History and Physical Update with autotext available 2-10-15

To better support the paperless mandate, we have created a system shared autotext for use with updating History and Physicals that have been performed within the prior 30 days. This “dot” autotext feature works with both dictated and PowerNote H+Ps and will be available on 2-10-15.



.Updatechanges* = “After examination of the patient and review of the history and physical, the following changes have been noted in the patient’s condition.”

.Updatestable* = “I have examined the patient and reviewed the history and physical. There appear to be no significant changes in the patient’s current medical status.”

If you are not familiar with use of autotext, a job aide will soon be posted on DocPort. You can also contact our Clinical Informatics EHR support team for assistance.

Enhanced User Access to EHR in the hospital with MVD (Managed Virtual Desktop)

Beginning in March 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 computer to MVD computer without losing your place in the EHR.

Enhanced User Access to EHR from home

CSM is in the process of moving towards web browser EHR access. With web browser access you will not need to use Positive Networks. We are currently in the testing phase but expect this will significantly expedite home/remote access especially for users of Apple Mac software in the near future.

This method is intended for physicians who need access to the EHR only. There are a few limitations with this new access option. Dragon will not be available through your browser. Some CSM contracted external internet links, such as UpToDate, will not be available. (You can, though, continue to access UpToDate from home via Positive Networks if you choose.) Also, radiology and cardiology image viewing directly from the EHR will not be available. There will be no changes to current remote access to PACS for image viewing.

Password Changes

In anticipation of the above described enhanced user access initiatives, we have already updated the EHR User Name to match the network ID. Beginning February 18, you must log into the EHR with your network ID and password instead of your current EHR Password.

If you receive an "Invalid User Name and/or Password" message when logging in, check to make sure you are using your network password rather than your previous EHR password. For any problems logging into the EHR, please contact the help desk (414-326-2400).

The combined network/EHR password will need to be reset annually. Inactivation of passwords for non-use is a manual process and varies based on circumstance.

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.

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 this newsletter, please contact me.

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