

Hospital EHR – Medical Staff Newsletter

July 2017, Volume 4, Issue 5

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

Suzanne Wilkerson, MD_ Medial Director Hospital Clinical Informatics
Suzanne.wilkerson@ascension.org, 414-326-2519 (office), 414-557-6860 (Pager)

Topics this month

Unsigned Order Alert, Update

Auto-Text Functionality Enhancement, effective 7.11.17

PowerNote Template Enhancement, *Moderate Sedation Pre-Assessment H+P*, effective 7.10.17

Nuance eScription Update

In-House Support Reminder

Unsigned Order Alert, Update

The June 2017 Newsletter provided the following information on a new “Unsigned Orders alert.”

Effective 6.5.17 an alert was activated to assist Providers with remembering to sign orders. Upon opening a patient chart, if there are unsigned orders in the Provider’s Message Center inbox, the following alert will fire.



Update: The alert originally would fire as frequently as every 2 hours but **now fires no more frequently than every 12 hours**. Also, originally the alert looked for any and all unsigned orders but now **looks only for orders that were created on or after 6.5.17**. These changes should decrease the frequency with which the alert fires and associated alert fatigue.

Auto-Text Functionality Enhancement, effective 7.11.17

The upcoming Cerner code upgrade on 7.11.17 introduces new functionalities for the “Auto-Text” component within EHR.

The attached job aid outlines following:

- Create Auto Text.
- Modify Auto Text.
- Additional Features of Autotext.

PowerNote Template Enhancement, Moderate Sedation Pre-Assessment H&P

Patients scheduled for surgical and invasive procedures are required by hospital policy to have an H&P completed prior to the procedure. The complexity of the H&P is determined by the level of anesthesia.

The following anesthesia levels require a full and complete H&P: Regional block, MAC, Epidural, Spinal, & General.

Per Policy, Moderate Sedation Patients do not require a full H&P; only the following elements are required.

- History
 - Symptoms/indications for procedure
 - Current Medications and dosage
 - Known allergies, including adverse reactions
 - Comorbid conditions, if any
- Physical Exam
 - Assessment of Mental Status
 - Exam specific to the procedure
 - Exam specific to any comorbid conditions
 - Exam of the heart and lungs by auscultation

Effective 7.10.17, enhancements will be made to the Moderate Sedation Pre-Assessment PowerNote template. These enhancements will improve compliance with H&P documentation for patients requiring Moderate Sedation.

Updates include:

- Name change to *Moderate Sedation Pre-Assessment H&P*
- Default note type to “History and Physical”
- Option to document additional exam components to meet the “exam specific to procedure and comorbid conditions requirements”

As a reminder the template can be found in the Procedures folder of the CSM Custom Catalog as shown here.

Hide Note Details

*Type: History and Physical

*Date: 06/23/2017 1645 CDT

Title: Moderate Sedation Pre-Assessment H&P

Encounter Pathway Existing Precompleted **Catalog** Recent Favorites

Catalog: **CSM Custom Catalog Add to Favorites

Name	Description
CTS Progress Note	AHMI_2G_CTS Progress Note
Day Surgery H&P	AHMI_2G_Day Surgery H&P
Postoperative Procedure Note	AHMI_2G_Postoperative Procedure Note
Procedures	Procedures
Bone Marrow Asp/Bx Procedure	AHMI_2G_Bone Marrow Asp/Bx Procedure
Carotid Artery Stent-Postoperative Note	AHMI_2G_Carotid Artery Stent-Postoperative Note
Clinic_Outpatient Procedure Note	AHMI_2G_Clinic Outpatient Procedure Note
Colonoscopy	AHMI_2G_Colonoscopy
Day Surgery H&P	AHMI_2G_Day Surgery H&P
EGD	AHMI_2G_EGD
ERCP	AHMI_2G_ERCP
M2A Capsule Endoscopy	AHMI_2G_M2A Capsule Endoscopy
Moderate Sedation Pre-Assessment H&P	AHMI_2G_Moderate Sedation Pre-Assessment H&P
Postoperative Procedure Note	AHMI_2G_Postoperative Procedure Note
Women's Health	Women's Health

Nuance eScripton Update

Thank you for your patience as we work through the Nuance eScripton outage. Through prior communications from the Medical Staff office, you are aware that Nuance, which hosts our transcription functionality, was affected by global malware on 6.27.17. This required taking many of their systems offline. Though we maintain our ability to dictate, our ability to transcribe documents in a timely manner has been significantly impacted.

Nuance does not have an estimated resolution date/ time. As an alternative, CSM transcriptionists began typing into a separate system on Sunday, July 2. As a result, transcriptionists are transcribing files as PowerNotes and then forwarding to physicians for co-signature.

Until we are back at usual transcription capacity, the following guidelines for documentation must be followed by Physicians and other Providers.

PowerNote is always the preferred method of documentation due to instant availability in the EHR.

Dictation is NOT allowed for the following document types.

- Progress Note
- ED Note
- Pre-op H+P
 - Procedure areas have Short-Form H+P which can be handwritten on day of procedure if PowerNote is not utilized.
 - H+Ps completed prior to surgery in the Clinic setting must be in PowerNote or scanned into the EHR ASAP so that the document will be visible at the time of surgery.
- Transfer Summary
 - Use of PowerNote is required. Preferred template is *Discharge Summary* in Hospital folder of CSM custom catalog.

All other documents may be dictated, but be aware turnaround time for transcription is unknown.

Therefore, if a document is dictated for transcription, the following additional steps are expected.

- Create a brief PowerNote which includes necessary elements to provide immediate communication with other Providers and Clinicians regarding your assessment and plans.
- Critical and time sensitive information should also be communicated verbally as applicable. For example, if consulted be sure to verbally update the referring Physician.

In-House Support

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

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.

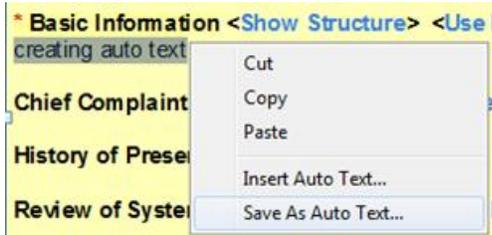
How to Manage Auto Text



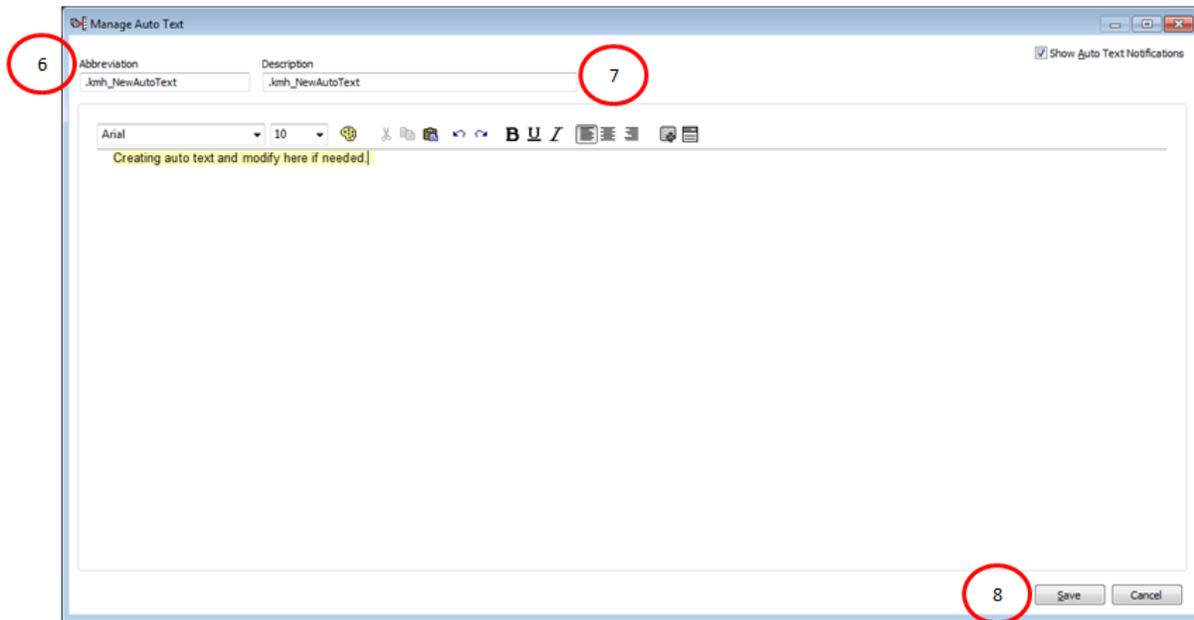
- Create Auto Text
- Modify Auto Text
- Additional features of Auto Text

CREATING AUTO TEXT

1. Type out text you would like to save.
2. Highlight the text.
3. Right click on the text.
4. Select **Save As Auto Text...**



5. The NEW Manage Auto Text window will appear.
6. Enter a name in **Abbreviation**.
 - a. This can be the same format that you are a custom to using prior to the upgrade.
 - i. i.e ((dot).ROS, MyROS, zROS etc.)
7. Enter a **Description-optional**.
8. Modify text as needed.
9. Select **Save**.



How to Manage Auto Text

Create Auto Text
Modify Auto Text
Additional features of Auto Text

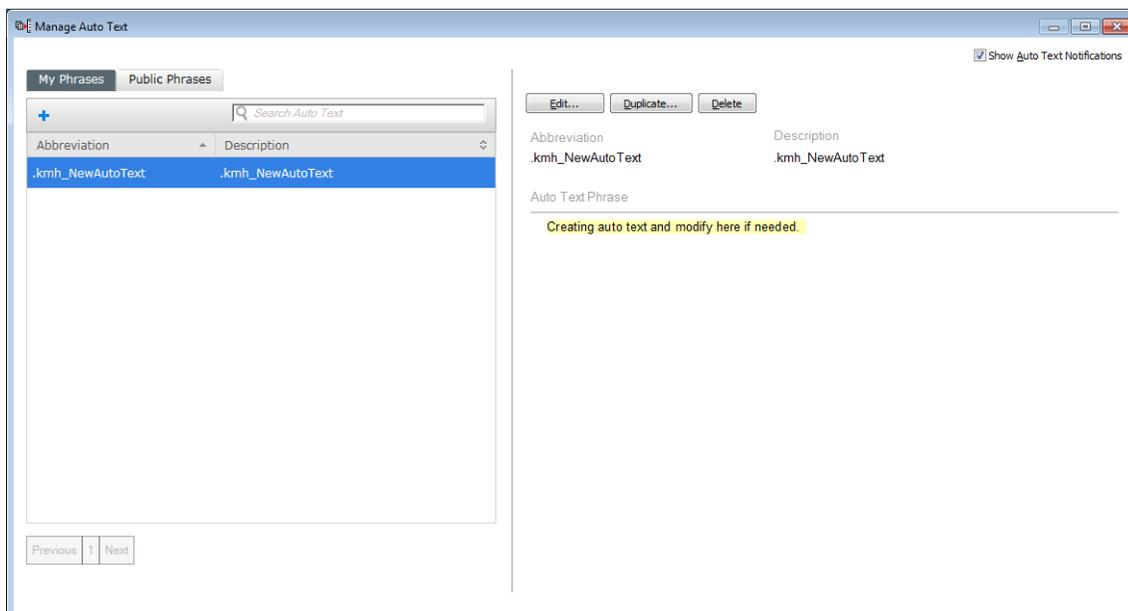


MODIFYING AUTO TEXT

1. Select the Manage Auto Text icon.



2. The Manage Auto Text search window will appear.
3. There are two tabs:
 - a. My Phrases (DEFAULT)- personal auto text that you the user created.
 - b. Public Phrase- system generated auto text available to all users.
4. Left click on the auto text you would like to modify from the **My Phrases** tab.
 - a. Select **Edit** to modify the existing auto text highlighted.
 - b. Select **Duplicate** to copy the auto text highlighted and make a newer version of it.
 - i. Please make sure to change the naming of the copy to be able to save it.
 - c. Select **Delete** to delete the auto text highlighted.
 - d. The blue + is a quick add for creating new auto text



ADDITIONAL FEATURES OF AUTO TEXT

- Abbreviation and Description columns are sortable.
- Public Phrases cannot be edited, but can be duplicated.

How to Manage Auto Text

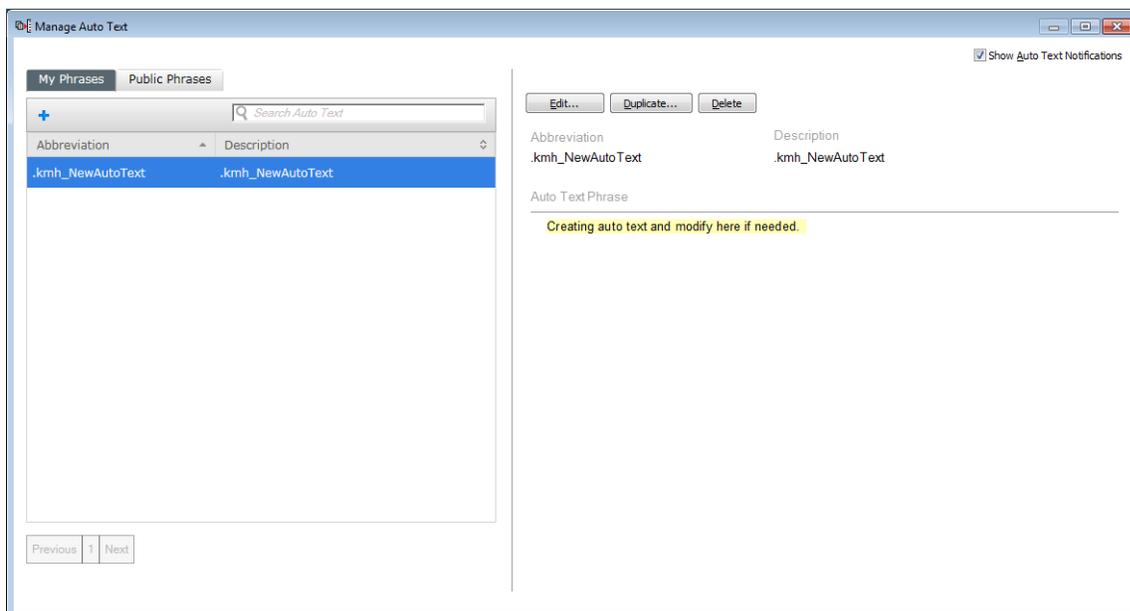


- Create Auto Text
- Modify Auto Text
- Additional features of Auto Text

- Creating a drop down list within your auto text.
 1. Select the Manage Auto Text icon.



2. The Manage Auto Text search window will appear.
3. There are two tabs:
 - a. My Phrases (DEFAULT) - personal auto text that you the user created.
 - b. Public Phrase- system generated auto text available to all users.
4. Left click on the auto text you would like to modify from the **My Phrases** tab.
 - a. Select **Edit** to modify the existing auto text highlighted.
 - b. Select **Duplicate** to copy the auto text highlighted and make a newer version of it.
 - i. Please make sure to change the naming of the copy to be able to save it.
 - c. The blue + is a quick add for creating new auto text



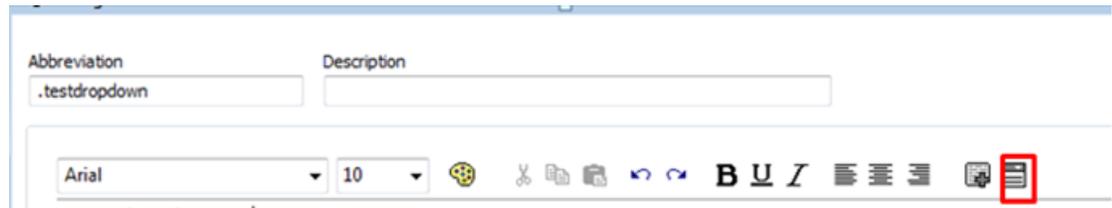
5. Type out text you would like to save.

How to Manage Auto Text

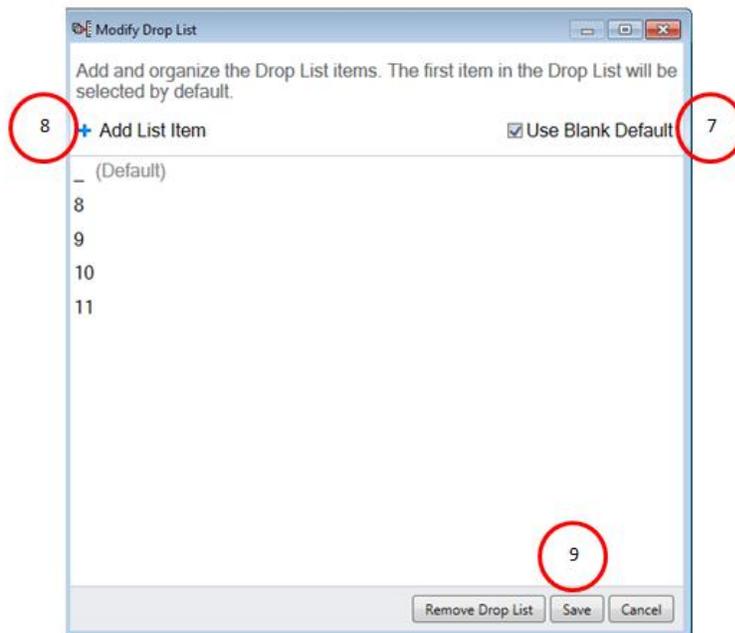
- Create Auto Text
- Modify Auto Text
- Additional features of Auto Text



6. Select the Create Drop List icon.



- 7. Check **Use Blank Default** so first field is blank.
- 8. Select **+ Add List Item** to add values.
- 9. Select **Save**.

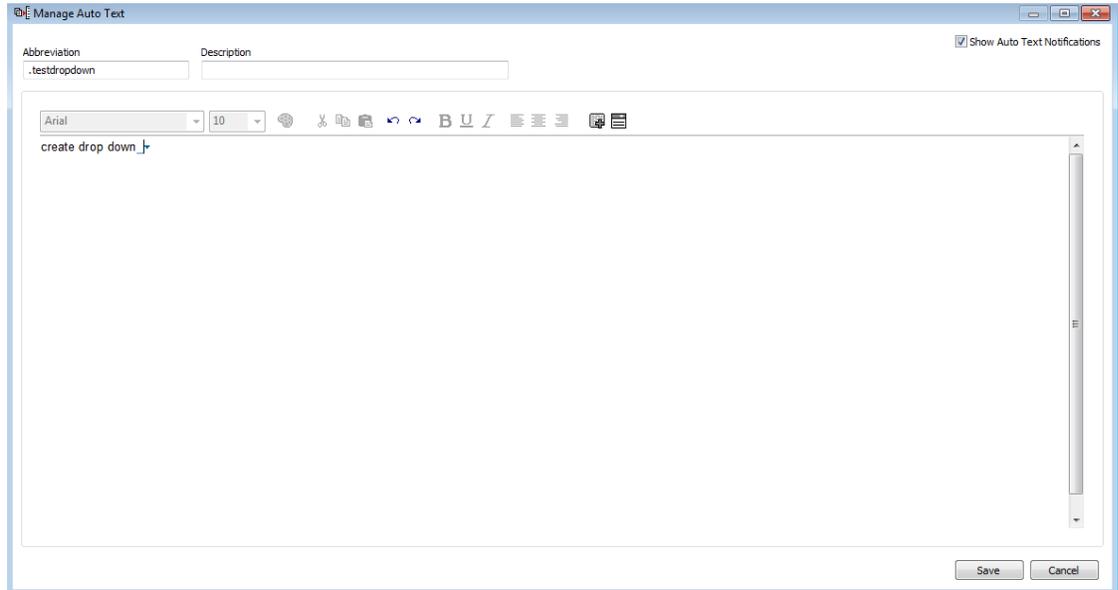


How to Manage Auto Text

- Create Auto Text
- Modify Auto Text
- Additional features of Auto Text



- 10. The drop down field added will appear in the text.
- 11. Select **Save**.



- 12. Type the name of the auto text within your body to pull it in.
- 13. Left click on the drop down field to choose a selection.

