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Real-Time Support Pilot, Update

We have had a successful start to the hospital based EHR user support initiative on the Ozaukee campus. Milwaukee campus support starts 9-15-2014.

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 receive unsolicited communication from the EHR support team. Please be gracious when you are contacted and use this coaching opportunity to enhance your use of the EHR. The support team members are your allies and they want to help you.

In-house support is available Monday through Friday from 8am to 5pm.

Request "EHR support" on Vocera to reach a support team member.

- CSMO Vocera Phone: 262-243-6707
- CSMM Vocera Phone: 414-585-1995

"Some changes look negative on the surface but you will soon realize that space is being created in your life for something new to emerge."

*Eckhart Tolle (born 1948);
Author and Spiritual Leader*

EHR Survey

The hospital and clinic based Informatics support teams have developed a brief standardized survey to monitor and optimize the functionality and effectiveness of the EHR. Data from this survey will drive enhancements and our user support model.

The hospital survey is for independent and employed physicians who see patients at either or both campuses.

Please share a couple minutes of your time to complete the survey. A link to the survey was sent out 9/12/14 from the Medical Staff Office. Or, you can cut and paste the address below into your browser for access to the survey.

http://cast.ninja/Survey/1/EHR_Survey.html

PowerForms, Tips and Tricks

PowerForms provide an opportunity to document important information about your patient. Expect periodic exposure to PowerForms in your daily workflow with some PowerPlans and alerts. Sometimes PowerForms are pre-populated with information from the patient's medical record.

Shown here is a sample PowerForm: Severe Sepsis Screening Tool. This form auto-populates relevant diagnoses, vitals and labs. Prior to signing it can be edited as appropriate by the physician.

"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Maya Angelou (1928-2014);

Poet, Playwright, Author

The screenshot shows a web-based form titled "Severe Sepsis Screening Tool". At the top left, there is a green checkmark icon. The form is divided into three main sections:

- Infection:** A question asks "Is the patient's history suggestive of a new infection?". Below this is a list of checkboxes:
 - Pneumonia, empyema
 - Urinary tract infection
 - Acute abdominal infection
 - Bone/joint infection
 - Wound infection
 - Endocarditis
 - Meningitis
 - Implantable device infection
 - Bloodstream catheter infection
 - Skin/soft tissue infection
 - Other:
- SIRS Criteria:** A note states "(Systemic Inflammatory Response Criteria): Signs and symptoms of infection both present and new to the patient". Below this is a heading "UNCHECK SYMPTOM IF EXISTING, E.G. UNCHECK HYPERGLYCEMIA IF DIABETIC" followed by a list of checkboxes:
 - Hyperthermia > 38.3 deg C (101 deg F)
 - Hypothermia < 36 deg C (96.8 deg F)
 - Tachycardia > 90 bpm
 - Tachypnea > 20 bpm
 - Acutely altered mental status
 - Leukopenia (WBC<4000 microliters)
 - Leukocytosis (WBC>12,000 microliters)
 - Hyperglycemia (Glucose>140mg/dL)
- Organ Dysfunction Criteria:** A heading asks "Are any of the following organ dysfunction criteria present (excluding chronic conditions)?".

PowerForms are signed by clicking the green checkmark in the upper left hand corner.



If it is not your role to complete the PowerForm you can click the red X in the upper right hand corner to exit.



Discharge Order Clarification

In the patient discharge order, the required field regarding discharge follow-up is continuing to be confusing for some physicians. We will soon be creating some updates to the order with better clarifications, but pending that I will explain the order here also.

The purpose of this field is to assist Medical Records in identifying patients that need electronic Transition of Care (TOC) documents sent to physicians and health care facilities not using CSM's electronic health record. We are required to send these documents electronically to meet Meaningful Use.

Details for Discharge Patient

Requested Start Date and Time: CDT

*Discharge Location:

Conditions for Discharges:

Special Instructions:

*Non-CSM Post Discharge Follow-up?: Yes No

“Non-CSM Post Discharge Follow-up?”

Choose “Yes” if

1. Patient is going to be admitted to any rehabilitation facility other than Sacred Heart.
2. Patient will have follow-up with an independent (not employed by CSM) primary care physician or specialist.
3. Patient is returning to an extended care facility.

Also it is critical that depart follow-up is properly completed when you choose “Yes.” The Medical Records staff will look here to determine where to send the electronic TOC. Case management will complete this area when they arrange follow-up (such as discharge to a rehab facility), but you must complete details for follow-up that you arrange or instruct the patient to arrange.

Choose “No” if all follow-up is with CSM employed providers (CSMCP and MMA) at CSM facilities.

“If things start happening, don't worry, don't stew, just go right along and you'll start happening too.”

Theodor Seuss Geisel

“Dr. Seuss” (1904-1991);

Poet, Author, Cartoonist

DocPort

DocPort is the Columbia-St. Mary's Medical and Allied Staff Portal. It is maintained by the Medical Staff office.

You can link directly from your home computer at <https://docport.columbia-stmarys.org/>

You can also link to the portal from the CSM Intranet home page using this icon.



There is a page within DocPort specifically for EHR information. We are currently in the process of re-designing the EHR page and welcome any comments or suggestions regarding design or content. For questions or comments specific to EHR related material on DocPort, please contact Sue Bode from Clinical Informatics at sbode@columbia-stmarys.org, or 414-326-2085.

For any questions regarding access to DocPort on non-EHR content, please contact Meredith Shupe from the Medical Staff Office at mshupe@columbia-stmarys.org, or 262-243-7427.