

Top 10 at Noon

Date: 06.11.2022



Time: 12:00 PM

GTM -

Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/11/2022)



1. Pyxis Override

Issue to Mitigate	<ul style="list-style-type: none">NB remains on full overrideRAH & HAM have a few on override<ul style="list-style-type: none">Issues – changes in dept namesMedication ID mismatchSome orders not crossing*While on Override – Pyxis sends medication to Epic and creates second line on MAR.
Mitigation Plan	<ul style="list-style-type: none">Work on Medication ID mismatchAlign department namesValidate and fix any medications expected to come over to Pyxis.Will block creation of second med on MAR at NB (gathering full list of meds) and educate nursing on reconciliation process after Pyxis off overrideFull assessment of current issue taking place to come up with target date of completion
Update	<ul style="list-style-type: none">Blocked the creation of second med on MAR at NB when nurse removes a medication from Pyxis. Will turn back on once back on override.*Department issues resolved; Remaining issue is some high-risk medications that should come from Pyxis are defaulting to Central Pharmacy<ul style="list-style-type: none">Pharmacy operations is reviewing list of medications from central pharmacy that likely need to default to Pyxis.

2. Heparin & Insulin Protocol

Issue to Mitigate	Change in process related to the management of Heparin/ Insulin protocols- heritage fully automated, Epic requires user management, additional due to a ISMP safety recommendation the system changed to a units/kg/hour ordering practice
Mitigation Plan	<ul style="list-style-type: none">Nursing Informatics running reports of all patients on Heparin and Insulin protocols – working with nurses when changes are being made to drip to reinforce process – including the manual ordering of labsReview at Pharmacy huddle 6/5 - will continue to educate
Update	<ul style="list-style-type: none">Report of patients on Heparin or Insulin Protocols run daily.Nursing Informatics continues to round with nurses on these patients to do Protocol together for learning purposes – will continue throughout go liveOne reported issue with the Insulin protocol. If the Insulin protocol is manipulated several times, it may error out and not auto calculate.<ul style="list-style-type: none">If this occurs, we are instructing nurses to use paper until Epic comes with a permanent solution.

3. Training Completion				
Issue to Mitigate	Wave 3 learners have not completed training. Case Request Coordinators for private practices: <ul style="list-style-type: none">323 learners; 160 trained			
Mitigation Plan	<ul style="list-style-type: none">Trainers are in the Physician lounges at RAH and HAM and in both physician lounges in NBR from 7am to 7pmAs requests are received, learners are trained if need is immediate.			
Update (Data current as of 10:00 AM 06/11/2022)				
Organization > User Category	Learners Not Registered for all Classes	Learners Incomplete all Classes	Learners Incomplete (Class + WBT)	Training Comp % (Class + WBT)
BARNABAS HEALTH MEDICAL GROUP:	34	36	39	85.00%
CANCER INSTITUTE OF NEW JERSEY:	52	52	70	85.00%
ERIC B. CHANDLER:	0	0	0	100.00%
HAMILTON:	77	90	211	86.50%
NEW BRUNSWICK:	311	365	555	90.30%
PHYSICIAN ENTERPRISE GROUP:	1	1	2	95.10%
RAHWAY:	67	74	132	87.70%
ROBERT WOOD JOHNSON MEDICAL SCHOOL:	35	40	58	91.10%
Total	577	658	1,067	90.09%
4. Pharmacy Dispense Scanning Mismatch				
Issue to Mitigate	Report issues (1600 error codes) for IV room dispense errors			
Mitigation Plan	<ul style="list-style-type: none">Willow team, Epic and NBR pharmacy validated together and documented several different issues that are already in flight for correction.Huddle daily for communication of correction completion and additional reports of scanning issues – NBR pharmacy, Epic and Willow Team			
Update	<ul style="list-style-type: none">Met with all live sites and Corporate Pharmacy to evaluate current scanning and warning build. The Willow Team will make 3 build updates from this meeting to alleviate unnecessary warnings.			

5. Specimen Label Printing	
Issue to Mitigate	Identified higher volume of mis-routed print jobs to label printers. Label inventory is running short
Mitigation Plan	<ul style="list-style-type: none"> • Communication was sent out on 6/10 & 6/11 to clarify the process to select the correct printer • Printer defaults are being established over time • Delivered 8 boxes of labels from our Epic testing lab to New Brunswick
Update	<ul style="list-style-type: none"> • Evaluating technical options to reduce misroutes • 400 more rolls of 200 labels were delivered 6/10/22 <div>   </div>