Top 10 at Noon Date: 06.13.2022		**Epic** together.
Time: 12:00 PM	GTM -	Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/13/2022)

1.   Pyxis Override

Issue to Mitigate	• NB remains on full override
	• RAH & HAM have a few on override
	   o Issues – changes in dept names
	   o Medication ID mismatch
	   o Some orders not crossing
	• *While on Override – Pyxis sends medication to Epic and creates second line on MAR.

Mitigation Plan	• Work on Medication ID mismatch • Align department names • Validate 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 override • Full assessment of current issue taking place to come up with target date of completion
Update	• Coordinated phased approach to take Pyxis off override starting with 9 Tower on Monday. o Will have pharmacist present, additional ATE and monitor for issues. • NBR pharmacy has developed roll out plan to continue contingent accurate medication dispensing from the 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	• 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 labs • Review at Pharmacy huddle 6/5 - will continue to educate
Update	• Nursing Informatics continues to monitor and round with nursing to adjust drips and enter follow up PTT for heparin protocol

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3. Training Completion	
Issue to Mitigate	Wave 3 learners have not completed training. Case Request Coordinators for private practices: • 362 learners; 170 trained
Mitigation Plan	• Trainers in each facility Physician Lounge weekdays through June 30th. • CTs will be holding WebEx training for private practice staff regarding case requests.

Update (Data current as of 10:00 AM 06/13/2022)

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:	75	89	208	86.70%
NEW BRUNSWICK:	316	366	553	90.40%
PHYSICIAN ENTERPRISE GROUP:	1	1	2	95.10%
RAHWAY:	64	70	128	88.00%
ROBERT WOOD JOHNSON MEDICAL SCHOOL:	35	41	58	91.10%
Total	**577**	**655**	**1,058**	**90.16%**

4. Pharmacy Dispense Scanning Mismatch	
Issue to Mitigate	Report issues (1600 error codes) for IV room dispense errors
Mitigation Plan	• 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	• Met with all live sites and Corporate Pharmacy to evaluate current scanning and warning build. The Willow Team made configuration changes to shut off the wrong package warnings and is working on cross product scan warnings. • Compiled a list of all know issues, prioritization, and review at NBR daily pharmacy huddle • Working with Reporting team on report for daily dispense prep error/alert percentage to watch and measure progress

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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	• Communication was sent out on 6/10, and 6/11 to clarify the process to select the correct printer • Printer defaults are being established over time
Update	• Evaluating technical options to reduce misroutes • Updating print menu in registration that was causing some issues • Rounded over the weekend on all portable label printers • Label inventory is currently ok

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