

Top 10 at Noon

Date: 06.14.2022



Time: 12:00 PM

GTM -

Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/14/2022)

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">Coordinated phased approach to take Pyxis off override starting with 9 Tower on Monday<ul style="list-style-type: none">Will have pharmacist present, additional ATE and monitor for issuesNBR pharmacy has developed roll out plan to continue contingent accurate medication dispensing from the PyxisRAH Emergency Department Pyxis will remain on override through the month due to move from unprofiled to profiled Pyxis. RAH pharmacy will re-evaluate at month endAll HAM departments are off Pyxis override

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">Nursing Informatics continues to monitor and round with nursing to adjust drips and enter follow up PTT for heparin protocol

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">362 learners; 170 trained			
Mitigation Plan	<ul style="list-style-type: none">Trainers in each facility Physician Lounge weekdays through June 30thWebEx sessions offered four times daily as refreshers for Case Request class for private practice staff			
Update (Data current as of 10:00 AM 06/14/2022)				
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	34	36	86.00%
CANCER INSTITUTE OF NEW JERSEY:	35	36	49	89.00%
ERIC B. CHANDLER:	0	0	0	100.00%
HAMILTON:	75	83	202	87.00%
NEW BRUNSWICK:	294	331	514	91.00%
PHYSICIAN ENTERPRISE GROUP:	1	1	2	95.10%
RAHWAY:	64	69	127	88.10%
ROBERT WOOD JOHNSON MEDICAL SCHOOL:	35	40	59	91.10%
Total	538	594	989	91.00%
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">The Willow Team made configuration changes to shut off the wrong package warnings and completed cross product scan build on MondayCompiled a list of all know issues, prioritization, and review at NBR daily pharmacy huddleFinalized daily dispense prep alert report, reviewed with pharmacy leadership			

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, and 6/11 to clarify the process to select the correct printer • Printer defaults are being established over time
Update	<ul style="list-style-type: none"> • Evaluating technical options to reduce misroutes (Alias) • Updating print menu in registration that was causing some issues • Continuing to round units for all portable label printers • Label inventory is currently ok 