Top 10 at Noon		Epic together.
Date: 06.15.2022		
Time: 12:00 PM	GTM -	Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/15/2022)

1. Pyxis Override

Issue to Mitigate	- NB remains on full override - RAH & HAM have a few on override - Issues – changes in dept names - Medication ID mismatch - 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 7, 8, and 9 Tower are off override - Today (6/15) taking 5 and 6 Tower off override - Will have pharmacist present, additional ATE and monitor for issues while continuing to work with NBR pharmacy daily on strategic roll out plan - RAH 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 end - All 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	- 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 • WebEx sessions offered four times daily as refreshers for Case Request class for private practice staff				

Update (Data current as of 10:00 AM 06/15/2022)

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:	34	34	46	89.60%
ERIC B. CHANDLER:	0	0	0	100.00%
HAMILTON:	75	82	203	87.00%
NEW BRUNSWICK:	263	292	472	91.70%
PHYSICIAN ENTERPRISE GROUP:	1	1	2	95.10%
RAHWAY:	62	71	129	87.90%
ROBERT WOOD JOHNSON MEDICAL SCHOOL:	36	41	60	90.80%
Total	**505**	**555**	**948**	**91.00%**

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	• The Willow Team made configuration changes to shut off the wrong package warnings and completed cross product scan build on Monday (6/13) • Compiled a list of all know issues, prioritization, and review at NBR daily pharmacy huddle • Finalized daily dispense prep alert report, reviewed with pharmacy leadership	

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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
	   o Alias rolled out in SDS and Admitting
	• Scannable labels have also been developed to be added to the wireless printers
	• Updating print menu in registration that was causing some issues
	   o Will be approved today and moved to production tomorrow
	• Label inventory is currently ok

6.	Independent Practice Epic Access
	• Independent physician practice staff need CAMs created for Epic Hyperspace access • Medical Staff Offices do not have enough bandwidth to collect required information on staff
	• Epic Together team will take ownership to call practices and collect data from private practice staff • Dr. O'Mahony will help coordinate a communication from the CMOs to practices informing them of this effort using the existing communication channels
	• Consolidated and reconciled lists of practice staff • Identified Epic Together team members to begin reach out • Communication draft in progress

7.	OR Charge Logs
	OR pending revenue is $12M (6/15)
	• Work with Charge Posters to address unposted surgical logs

	• Revenue status was sent to the NBUH site leads for awareness (Cheryl Myers, Franck Nelson, and Jim Alexander)
	• Keisha Owens is working with operations to coordinate Epic support. There are 2 OpTime analysts onsite meeting with the following operational users today:
	   o Jolene Piersanti
	   o Angeline Iacono
	   o Erika Niera
	   o Mary Mattei Bleich
	   o Christine O'Dea
	   o Genessis Pacheco-Cruz

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