

# Top 10 at Noon

Date: 06.16.2022



Time: 12:00 PM

GTM -

Facilitator: Command Center Captain

## Critical Issues Update (Data current as of 12:00 PM 06/16/2022)

### 1. Pyxis Override

Issue to Mitigate	<ul style="list-style-type: none"><li>NB remains on full override</li><li>RAH &amp; HAM have a few on override<ul style="list-style-type: none"><li>Issues – changes in dept names</li><li>Medication ID mismatch</li><li>Some orders not crossing</li></ul></li><li>*While on Override – Pyxis sends medication to Epic and creates second line on MAR</li></ul>
Mitigation Plan	<ul style="list-style-type: none"><li>Work on Medication ID mismatch</li><li>Align department names</li><li>Validate and fix any medications expected to come over to Pyxis.</li><li>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</li><li>Full assessment of current issue taking place to come up with target date of completion</li></ul>
Update	<ul style="list-style-type: none"><li>Roll out going very well. As of today (6/16) we will be off override on Tower 4 – 9. Roll out to continue according to pharmacy schedule</li></ul>

### 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"><li>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</li><li>Review at Pharmacy huddle 6/5 - will continue to educate</li></ul>
Update	<ul style="list-style-type: none"><li>Nursing Informatics continues to monitor and round with nursing to adjust drips and enter follow up PTT for heparin protocol. No changes or issues to report (6/16)</li></ul>

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"><li>362 learners; 170 trained</li></ul>			
Mitigation Plan	<ul style="list-style-type: none"><li>Trainers in each facility Physician Lounge weekdays through June 30th</li><li>WebEx sessions offered four times daily as refreshers for Case Request class for private practice staff</li></ul>			
Update (Data current as of 10:00 AM 06/16/2022)				
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:	31	33	35	86.40%
CANCER INSTITUTE OF NEW JERSEY:	22	22	34	92.30%
ERIC B. CHANDLER:	0	0	0	100.00%
HAMILTON:	84	91	211	86.40%
NEW BRUNSWICK:	257	277	456	92.00%
PHYSICIAN ENTERPRISE GROUP:	1	1	2	95.10%
RAHWAY:	61	66	126	88.20%
ROBERT WOOD JOHNSON MEDICAL SCHOOL:	36	38	57	91.30%
Total	492	528	921	90.50%
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"><li>Willow team, Epic and NBR pharmacy validated together and documented several different issues that are already in flight for correction.</li><li>Huddle daily for communication of correction completion and additional reports of scanning issues – NBR pharmacy, Epic and Willow Team</li></ul>			
Update	<ul style="list-style-type: none"><li>The Willow Team made configuration changes to shut off the wrong package warnings and completed cross product scan build on Monday (6/13)</li><li>Compiled a list of all know issues, prioritization, and review at NBR daily pharmacy huddle</li><li>Finalized daily dispense prep alert report, reviewed with pharmacy leadership</li><li>Willow completed Cross Scanning (2 items left) watched for issues yesterday (6/15) and are now working on Cross Concentration mapping</li></ul>			

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"> <li>Communication was sent out on 6/10, and 6/11 to clarify the process to select the correct printer</li> <li>Printer defaults are being established over time</li> </ul>
Update	<ul style="list-style-type: none"> <li>Identified potential technical solution to permanently fix misroutes <ul style="list-style-type: none"> <li>Alias rolled out to all areas</li> </ul> </li> <li>Scannable labels have also been developed to be added to the wireless printers</li> <li>Updating print menu in registration that was causing some issues <ul style="list-style-type: none"> <li>Approved yesterday (6/15) and will be moved to production today (6/16)</li> </ul> </li> <li>Label inventory remains ok</li> </ul>
6. Independent Practice Epic Access	
<ul style="list-style-type: none"> <li>Independent physician practice staff need CAMs created for Epic Hyperspace access</li> <li>Medical Staff Offices do not have enough bandwidth to collect required information on staff</li> </ul>	
<ul style="list-style-type: none"> <li>Epic Together team will take ownership to call practices and collect data from private practice staff</li> <li>Dr. O'Mahony will help coordinate a communication from the CMOs to practices informing them of this effort using the existing communication channels</li> </ul>	
<ul style="list-style-type: none"> <li>Consolidated and reconciled lists of practice staff</li> <li>Identified Epic Together team members to begin reach out</li> <li>Communication is being finalized and will go out shortly</li> </ul>	
7. OR Charge Logs	
OR pending revenue is \$13.3M (6/16) - \$12M (6/15)	
<ul style="list-style-type: none"> <li>Work with Charge Posters to address unposted surgical logs</li> </ul>	
<ul style="list-style-type: none"> <li>Revenue status was sent to the NBUH site leads for awareness (Cheryl Myers, Franck Nelson, and Jim Alexander)</li> <li>Keisha Owens is working with operations to coordinate Epic support.</li> <li>Analysts worked with charge posters at-the-elbow on 6/15 and are continuing 6/16.</li> <li>Total Revenue posting on 6/15 was \$1.6M, which is still below the daily baseline, but much more than was posted in previous days.</li> </ul>	