Top 10 at Noon	Epic together.
Date: 06.17.2022	

Time: 12:00 PM	GTM -	Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/17/2022)

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	Roll out going very well. 4- 9 Tower Complete. Rolling to RCU today (6/17)

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
Update	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 (6/17)

Epic together.

3. 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 • 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 • Willow completed Cross Scanning • Willow now working on Cross concentration – this will take the longest as many need verification by pharmacy. Will work on simple and then most used medications first

4. 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	• Alias rolled out to all areas • Scannable labels have also been developed to be added to the wireless printers • Updated print menu in registration moved to production yesterday • Dynamic printer programming was developed by our team and deployed yesterday

5. 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
• Epic Together team members have been assigned to support the process, including both gathering necessary information and validating the correct Epic access level
• Communication to Independent Offices – validated process, expectations, loop closure and FAQ
    o Final Draft distributed to CMO's for expedited review
    o Plan to distribute today after approval, with continued follow up planned

Epic together.

6. OR Charge Logs
OR pending revenue is $14.4 (6/17)   • $13.3M (6/16) - $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 •   Analysts worked with charge posters at-the-elbow on 6/15 & 6/16 •   Most of the support is focused on how to reconcile supply charges, communication back to clinical staff, Clinical documentation workflows, and utilization of Epic reports •   Total Revenue posting on 6/16 was $1.5M which was consistent with the prior day but still below the daily baseline

Resolved Issues Update (Data current as of 12:00 PM 06/17/2022)
1. Training Completion