Top 10 at Noon Date: 06.21.2022		**Epic** together.
Time: 12:00 PM	GTM -	Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/21/2022)

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, RCU, 6 North, & SDC Medical are completed - Team is doing 5 North today (6/21)

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 (6/21)

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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 and alert report making adjustments/build for more appropriate level warnings/alert - *In Process*
4. Independent Practice Epic Access	
Issue to Mitigate	• 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
Mitigation Plan	• 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

Update	• 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 Distributed Friday (6/17)
	• Provisioning Office Staff
	    o First pass completed – 123 Staff with complete information already in process
	    o Daily huddles occurring, with the Epic Team reaching out to practices 6/22 and ongoing until stabilized
	    o Metrics to aid in tracking will be shared

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5. OR Charge Logs	
Issue to Mitigate	- OR pending revenue is $14.1M (6/21) $17.1M (6/20); $14.4M (6/17); $13.3M (6/16)
Mitigation Plan	Work with Charge Posters to address unposted surgical logs
Update	- OpTime Team is continuing to meet with log posters on how to reconcile supply charges, communication back to clinical staff, Clinical documentation workflows, and utilization of Epic reports - Total Revenue posting on 6/20 was $2.9M which was over the expected baseline of $2.2M - Operations actually posted $3.8M in Logs. The delta of those numbers are charges that would have hit other Charge edits and would be sitting in a WQ. - NBR Main OR has posted 304 of 614 expected logs (49% complete) - Prior day was 38% complete & is projecting to be caught up by the end of the week

Epic together.