

Top 10 at Noon

Date: 06.24.2022



Time: 12:00 PM

GTM -

Facilitator: Command Center Captain

Critical Issues Update (Data current as of 12:00 PM 06/24/2022)

1. Pyxis Override

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| 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">Roll out going very well. 4- 9 Tower, RCU, 6 North, SDC Medical, 5 North, 4 North Bone Marrow Transplant, EMA 10, South Building, & TCU are completed. Ortho and ATU units will have team present to take off override |

2. Pharmacy Dispense Scanning Mismatch

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| 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 leadershipWillow completed Cross ScanningCross concentration list grouped together per medication, to review with Corporate pharmacy. Continue daily review with NBR Pharmacy |

| 3. Independent Practice Epic Access | | |
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| Issue to Mitigate | <ul style="list-style-type: none">Independent physician practice staff need CAMs created for Epic Hyperspace accessMedical Staff Offices do not have enough bandwidth to collect required information on staff | |
| Mitigation Plan | <ul style="list-style-type: none">Epic Together team will take ownership to call practices and collect data from private practice staffDr. O’Mahony will help coordinate a communication from the CMOs to practices informing them of this effort using the existing communication channels | |
| Update | <ul style="list-style-type: none">Epic Together team members have been assigned to support the process, including both gathering necessary information and validating the correct Epic access levelProvisioning Office staff<ul style="list-style-type: none">Daily huddles occurring, with the Epic TeamCalls have started 6/22 | |
| Status | | |
| Attempting to Contact: | | 56 |
| Contacted – Awaiting Information: | | 52 |
| Information Collected – Awaiting Provisioning: | | 23 |
| Complete: | | 20 |
| 4. OR Charge Logs | | |
| Issue to Mitigate | <ul style="list-style-type: none">OR pending revenue is \$10.7M (6/24)<ul style="list-style-type: none">\$11.1M (6/23); \$12M (6/22); \$14.1M (6/21); \$17.1M (6/20); \$14.4M (6/17) | |
| Mitigation Plan | <ul style="list-style-type: none">Work with Charge Posters to address unposted surgical logs | |
| Update | <ul style="list-style-type: none">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 6/23 was \$2.5M which was over the expected baseline of \$2.3M. Operations actually posted \$3.1M 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 538 of 736 expected logs (73% complete); prior day was 70% complete and is working with the goal of having pending charges below \$10M by Friday | |

| Resolved Issues Update |
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| 1. Heparin & Insulin Protocol |