

Epic together.

RWJBarnabas
HEALTH

Go-Live

Nursing Pocket Guide

Wave 4

DISCLAIMER: This document is intended to provide support and information during Go-Live.

After the Go-Live, you will always find the latest tip sheets by accessing your Learning Home Dashboards in Epic (press F1).

EpicTogetherNJ.org

Table of Contents

[Help at a Glance](#)

[At the Elbow \(ATE\) Support](#)

[Nursing, Other Clinicians, and Allied Health Help
Phone Number](#)

[Unit-to-Unit Crosswalk](#)

[Learning Home Dashboard](#)

[Accessing Heritage Data](#)

[Nursing Change Readiness Topics](#)

[Heparin and Insulin Infusion Protocols](#)

[Blood Administration](#)

[Managing Incomplete Blood Administration](#)

Table of Contents

Nursing Change Readiness Topics Continued

Barcode Med Administration (BCMA) Scanning

Baxter IV Pump Integration Trouble Shooting

Rover & Vocera Help

Uncollected Labs

Complete Required Admission Documentation

Complete Required Discharge Documentation

ED RNs - Releasing Admission Orders

Nursing Overview Report

Spiritual Care - Anointing of the Sick

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed

Narrator Tip Sheet

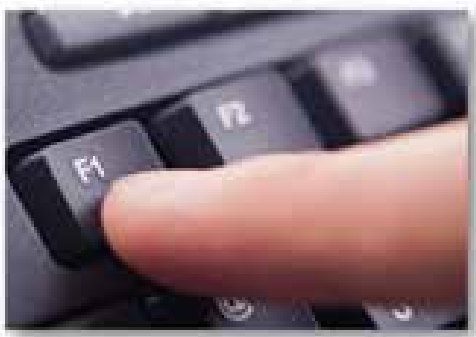
Patient Flow Guide

Glossary Terms

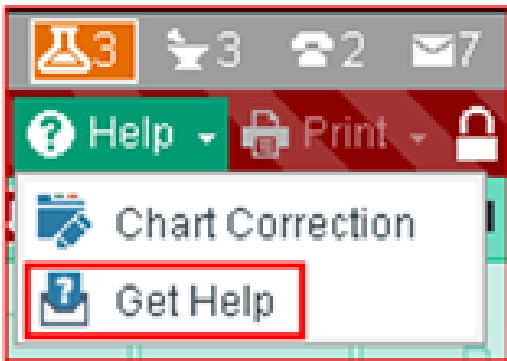


Go-Live Help at a Glance

Issues



In **Epic** press **F1** for the **Learning Home Dashboard**



To submit an **Epic issue ticket**: use the **“Get Help”** button.

[Epic “How to Get Help” flyer »](#)

Report EHR Issue

Report an Epic workflow issue/problem.

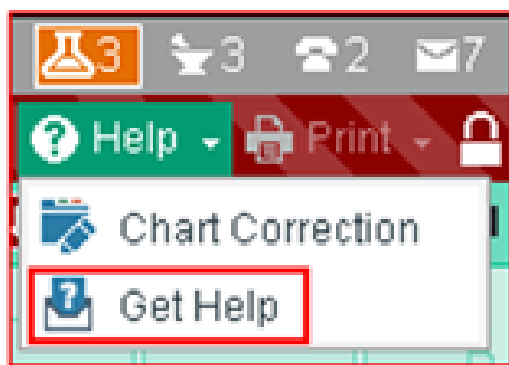
If your issue requires immediate escalation please call 855-453-1950

Report Issue



Go-Live Help at a Glance

Enhancements



To submit an **enhancement request**: use the “**Get Help**” button. Save your ticket #s.

Report EHR Issue

Report an Epic workflow issue/problem.

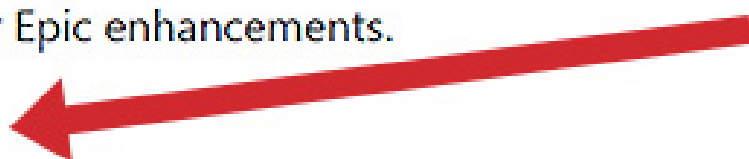
If your issue requires immediate escalation please call 855-453-1950

[Report Issue](#)

Submit Enhancement Request

Submit ideas for Epic enhancements.

[Submit Idea](#)



My Tickets

Check the status of your submitted tickets and enhancements.

[View my Tickets](#)



Go-Live Help at a Glance

24/7 Inpatient Assistance

Informatics extensions from inside the hospital (on a hospital phone):

CMC	12780
MMC	36001
MMCS	24800
BHBH	24800
JCMC	72240

At The Elbow (ATE) Support

Role	Vest	Supporting
Front desk ATEs	Blue 	All non-clinical roles
Clinical ATEs	Red 	All clinical roles
Epic floaters	Green 	Supporting multiple roles



Nursing, Other Clinicians, and Allied Health

For immediate help with Epic issues/build-fix requests call:

Enterprise Service Desk

(855) 453-1950



Unit-to-Unit Crosswalk

Unit-to-Unit Crosswalk

Unit/Department Names in Epic may be slightly different.

Click the correct link below to view your Hospital Location's Unit Crosswalk Document.

- [Community Medical Center Unit Crosswalk](#)
- [Jersey City Medical Center Unit Crosswalk](#)
- [Monmouth Medical Center Unit Crosswalk](#)
- [Monmouth Medical Center Southern Campus Unit Crosswalk](#)
- [RWJBH Behavioral Health Center Unit Crosswalk](#)

Helpful Hint: Press Ctrl + F on your keyboard and type search criteria in the "Find" pop-up to quickly access either the heritage department name, or the new Epic department name.

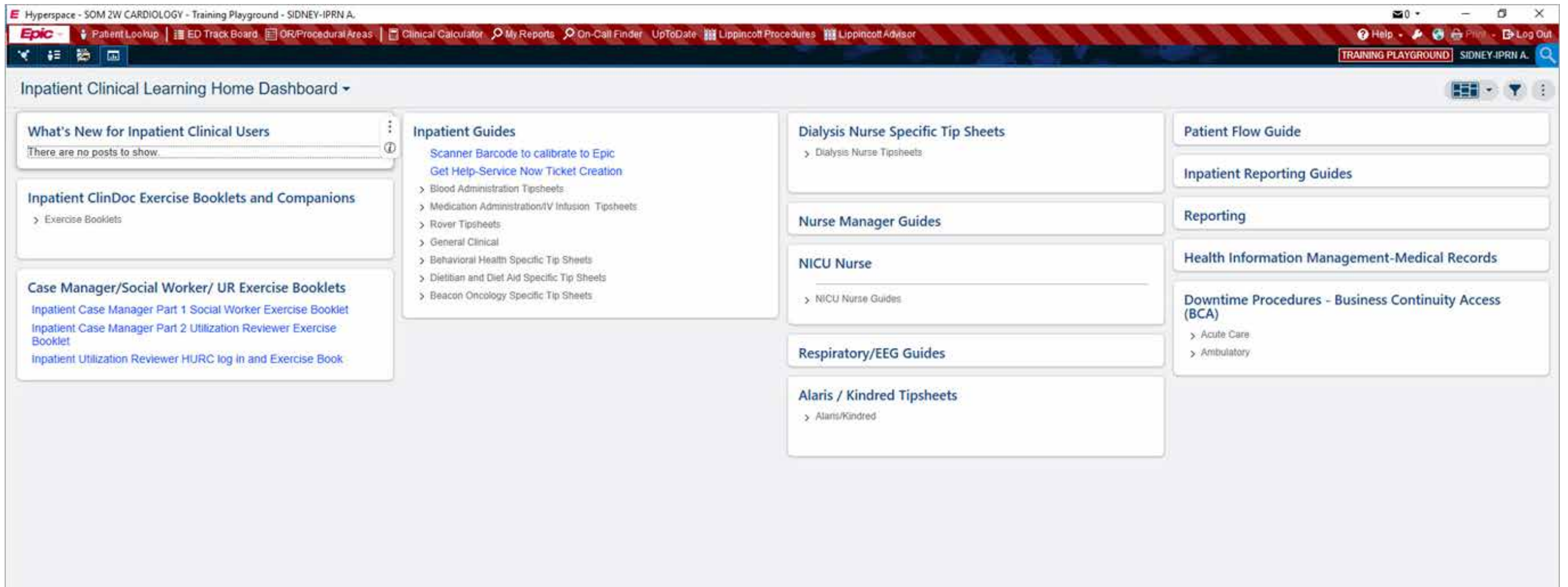
- [Wave 4 Unit Crosswalk Master \(Excel Spreadsheet\)](#)



Using the Learning Home Dashboard

Training tools are grouped for ease of access

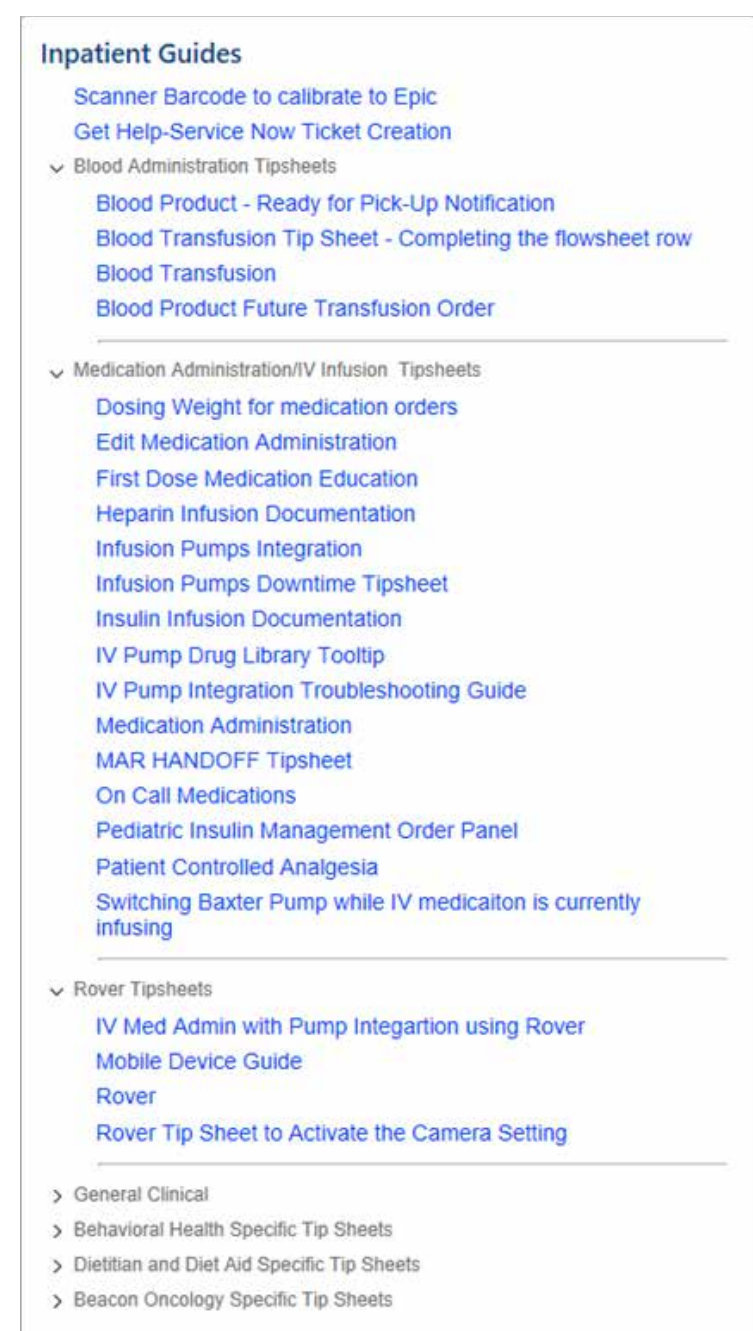
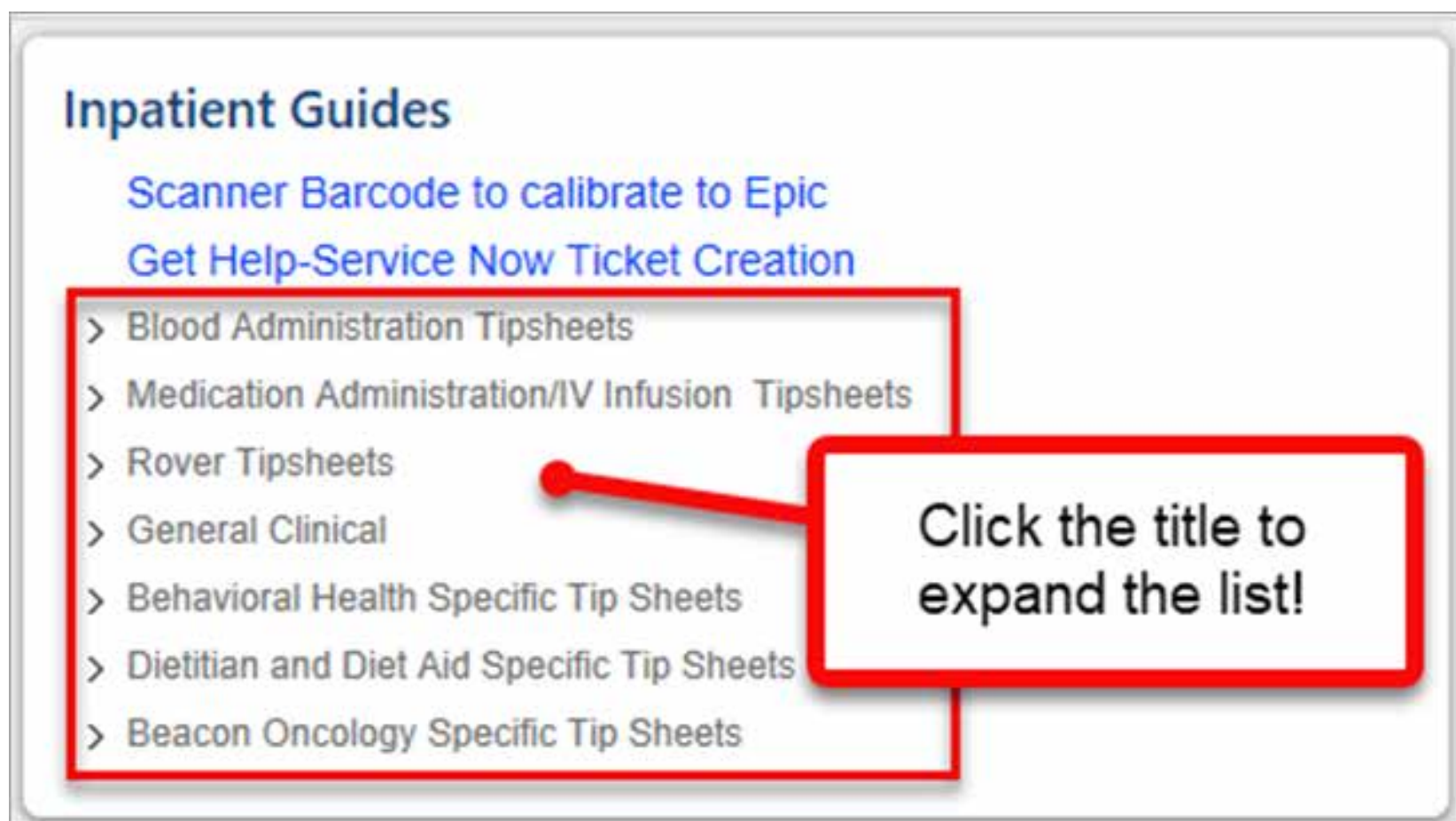
- Distinct sections differentiate training tools by topics.
- User-friendly headings group tip sheets under master topics.



Learning Home Dashboard Continued

Tip sheets are consolidated into collapsible lists, grouped by the subject header to avoid excessive scrolling.

- **Click the subject header to expand** the section and view a complete list of related tip sheets in alphabetical order.



Learning Home Dashboard Continued

Search functionality is enabled only in subject headers that are expanded

To leverage search functionality, expand the subject header(s) of the category(ies) you wish to search.

Use **Ctrl + F** to filter tip sheets based upon search criteria to efficiently locate a tip sheet.

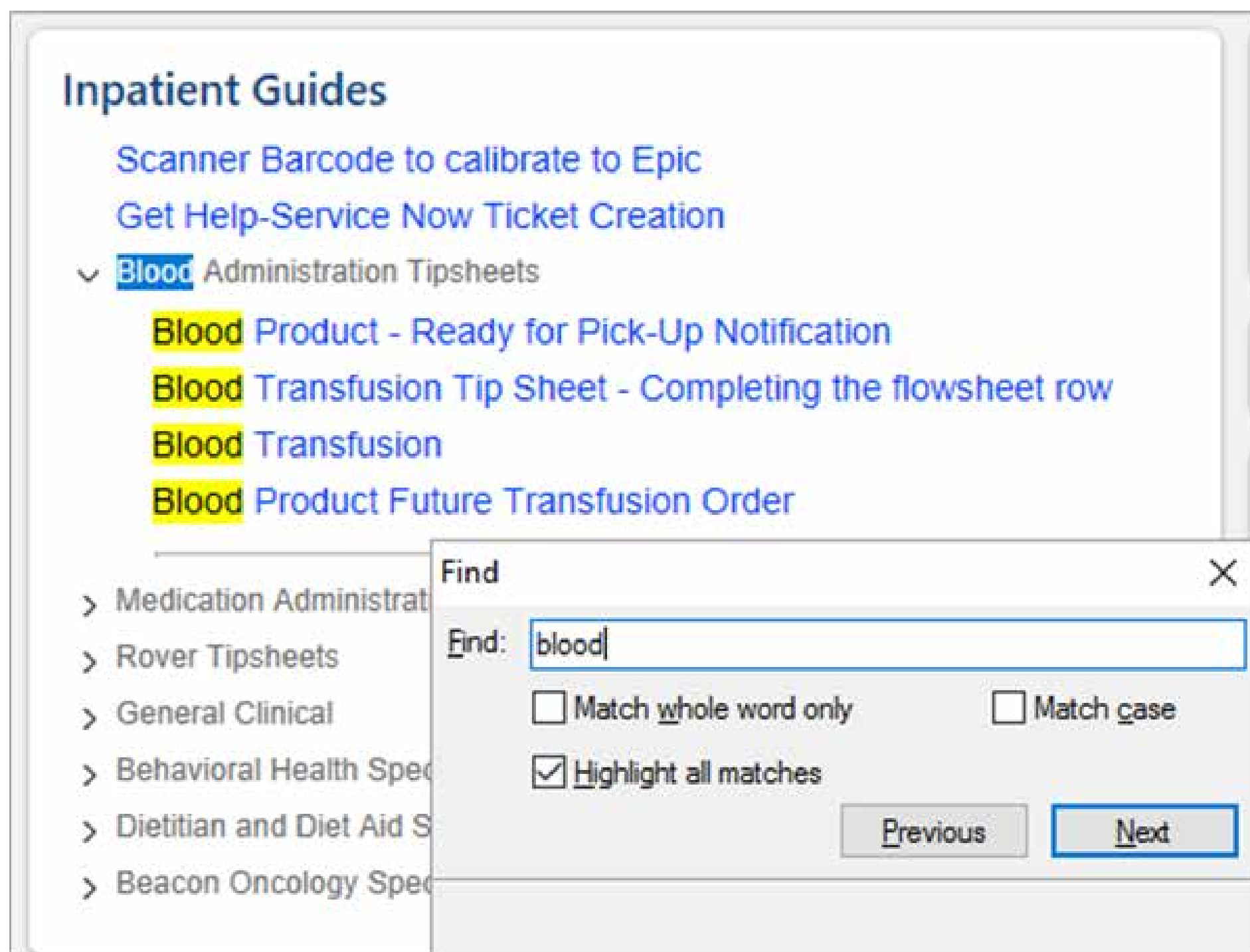
It's helpful:

- If you know the word you're looking for and you have those categories open.
- To quickly locate a Tip Sheet, expand a category, press Ctrl + F, and type a search word. The matching search criteria will be highlighted yellow (See screenshot):



Learning Home Dashboard Cont...

Search Example:

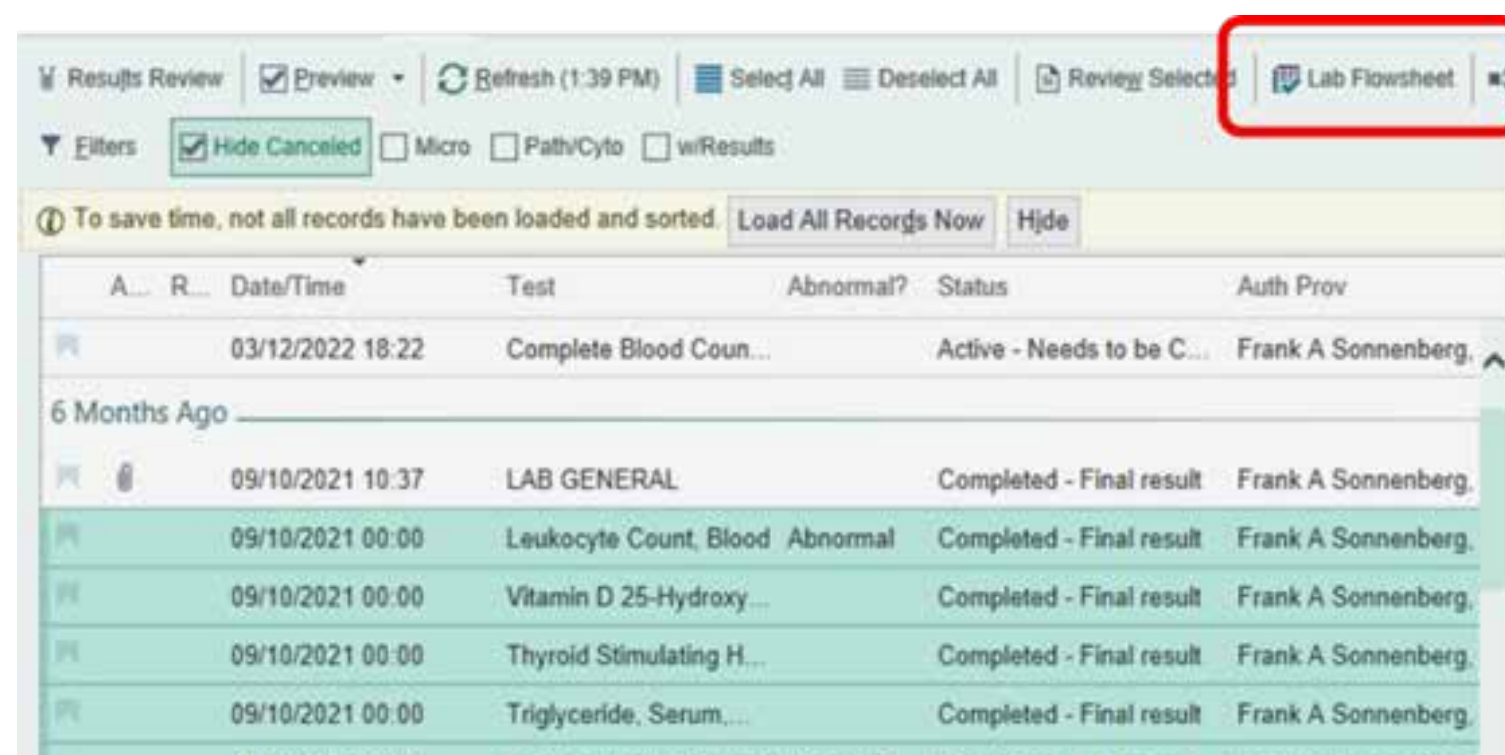


Accessing Heritage Data

Displaying Heritage labs in a flowsheet view

[Click here for a detailed PDF »](#)

- From the “Lab Results” view under Chart Review Labs, select any number of results.
- To select a contiguous group of results, click on the first one, scroll to the last one, and Shift-Click on the last one.
- To select non-contiguous results, use Ctrl-Click on each result.
- Click on the “Lab Flowsheet” button.



Accessing Heritage Data Cont...

Displaying Heritage labs in a flowsheet view cont..

- The results will not necessarily be grouped as they would be in “Results Review.”
- This view will remain open in a separate tab labeled “Lab Inquiry.”

Component	Latest Ref Rng & Units	9/10/2021	
Basophils	0 - 2 %	1.6	
BLOOD GLUCOSE, FASTING	65 - 99 mg/dl	97	
Bilirubin, Total	0.2 - 1.2 mg/dL	0.8	
Albumin/Globulin	1.0 - 2.5	1.7 (CALC)	
(DC) ABSOLUTE BASOPHIL COUNT (GE CENTRICITY)	0 - 200 cells/mcL	59	
(DC) ABSOLUTE EOSINOPHIL COUNT (GE CENTRICITY)	15 - 500 cells/mcL	41	
(DC) ABSOLUTE LYMPHOCYTES (GE CENTRICITY)	850 - 3900 K/uL	966 CELLS/UL	
(DC) ABSOLUTE MONOCYTE COUNT (GE CENTRICITY)	200 - 950 cells/mcL	392	
(DC) ABSOLUTE NEUTROPHIL COUNT (GE CENTRICITY)	1,500 - 7,800 cells/mcL	2,242	
Albumin	3.6 - 5.1 g/dL	4.4	
(DC) ALKALINE PHOSPHATASE, SERUM (IN BLOOD) (GE CENTRICITY)	37 - 153 units/L	69	
UREA NITROGEN (BUN)	7 - 25 mg/dL	10	
UREA NITROGEN (BUN)/CREATININE	6 - 22	NOTE (CALC)	
CALCIUM	8.6 - 10.4 mg/dL	9.4	
GFR AMONG BLACKS	>=60 mL/min/1.73m2	96	
Egfr If Not African American	>=60 mL/min/1.73m2	83	
EOSINOPHILS % OF BLD LEUKOCYTES (GE CENTRICITY)	0 - 8 %	1.1	
Chloride	98 - 110 mmol/L	97 (L)	
CHOLESTEROL TOTAL/CHOLESTEROL IN HDL	<5.0	2.1 CALC	
CHOLESTEROL, SERUM	<200 mg/dl	247 (H)	
CARBON DIOXIDE (CO2)	20 - 32 mmol/L	29	
Total CK	29 - 143 units/L	68	
Creatinine	0.60 - 0.88 mg/dL	0.60	
Globulins, Serum, Total	1.9 - 3.7 g/dL	2.6 G/DL (CALC)	



Accessing Heritage Data Cont...

Where to Locate Heritage Data

- With the Epic implementation spanning the next several years, the location of patient information will be in flux until Epic is fully live at all sites.
- **Data from our heritage systems will continue to be incrementally loaded into Epic over the next several months.**
- You will still need to access heritage systems to view some data which has not yet been imported into Epic.

[Reference for Finding Heritage Data »](#)

Downloadable one-page reference



Nursing Change Readiness Topics

Heparin and Insulin Infusion Protocols

- As the Heparin Infusion and Insulin Infusion workflows remain a focus, please review the helpful tip sheets on these important workflows.

[**Inpatient Heparin Infusion Tip Sheet »**](#)

[**Inpatient Insulin Infusion Tip Sheet »**](#)



Nursing Change Readiness Topics

Blood Administration

- When administering blood products, it is imperative that you document the completion of the blood administration.

[**Blood Transfusion Tip Sheet »**](#)

[**RWJBH's Blood Transfusion Policies »**](#)

[**RWJBH's Blood Transfusion Procedures »**](#)



Nursing Change Readiness Topics

Unit Leaders and Nursing Supervisors – Managing Incomplete Blood Administration

- Access the **Operational Safety and Quality** Dashboard.
- Department Leaders should access the **Blood Transfusion Non-Compliance** Report.
 - This shows the **Incomplete Blood Documentation**.
- Corrections/completions/edits must be resolved **daily**.



Nursing Change Readiness Topics

Barcode Med Administration (BCMA) Scanning

- Access the **Barcode Scanning Compliance Report** to review metrics on Barcode Med Administration (**BCMA**).
- This report shows the details needed to provide both **gratitude** and **coaching**.
- **Unit Leaders and Managers**, please provide coaching as needed based upon the findings from the Barcode Scanning Compliance Report.



Nursing Change Readiness Topics

Baxter IV Pump Integration Trouble Shooting

Steps to Resolve Baxter IV Pump and Epic Integration Issues

- **If you encounter any issues with the Baxter IV Pump and Epic Integration**, please follow the steps below:
 1. Call informatics in real-time to assist with troubleshooting any Pump/Epic Integration issues.
- **If informatics cannot resolve the integration issues**, take the following actions:
 1. Immediately isolate the pump and flag for biomed.
 2. Enter a Verge incident.

CMC	12780
MMC	36001
MMCS	24800
BHBH	24800
JCMC	72240



Nursing Change Readiness Topics

Rover & Vocera Help

- Call your Inpatient Informatics for 24/7 support with **Rover** and **Vocera**.
- Also remember to **sign out of the Rover Device** at the end of your shift.

[Rover Quick Start Guide »](#)

[Mobile Device Quick Start Guide »](#)

[Rover/Vocera Vina Training Tools »](#)

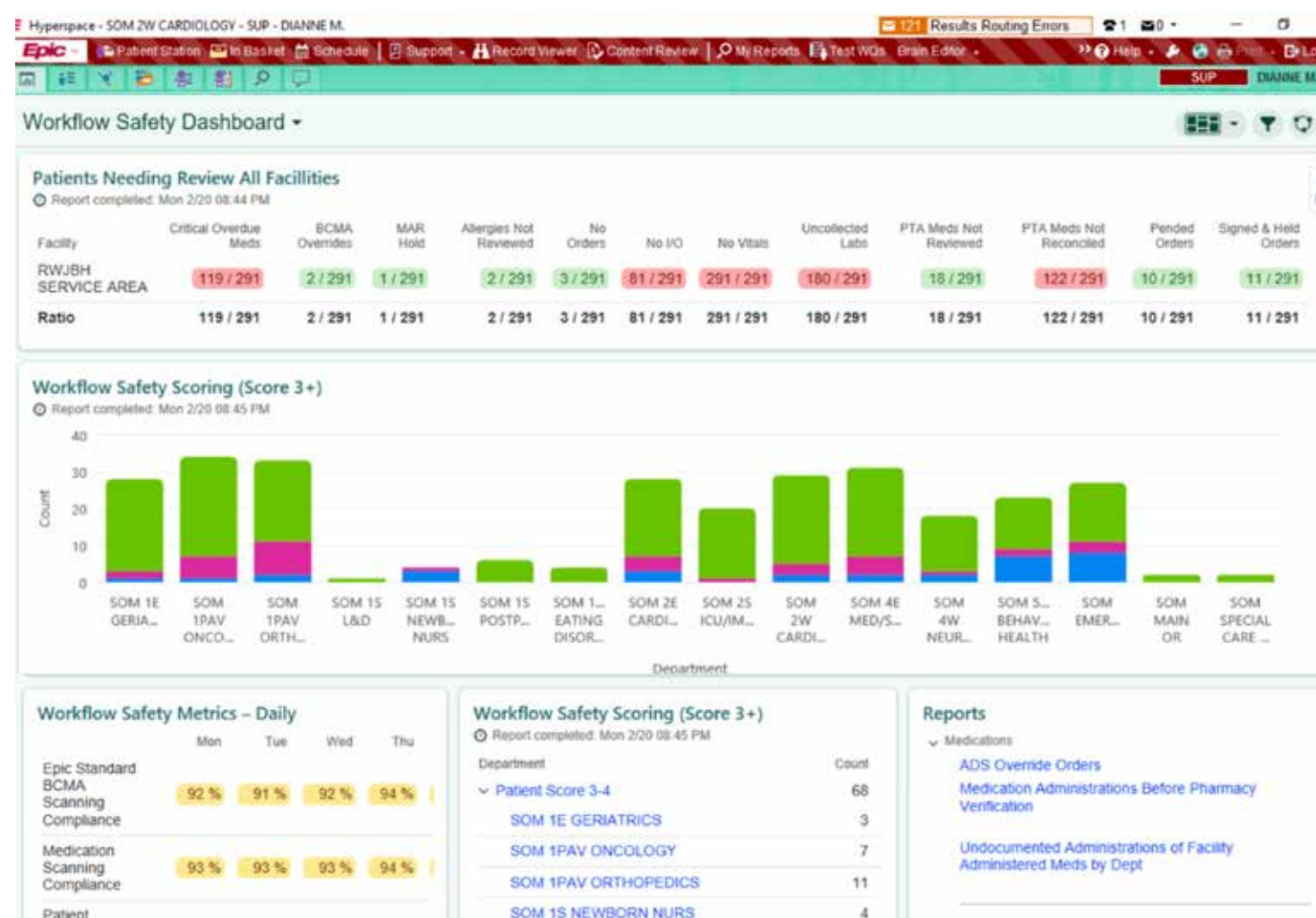
CMC	12780
MMC	36001
MMCS	24800
BHBH	24800
JCMC	72240



Nursing Change Readiness Topics

Uncollected Labs

- **Unit Leaders and Managers**, access your **Workflow Safety Dashboard** to review **Uncollected Labs**.
- Navigate to the **Uncollected Labs** component.
- **Unit Leaders and Managers**, please ensure that Point of Care Testing (**POCT**) is taking place.
- If issues arise in this area, please open Help Desk incidents for resolution.



Nursing Change Readiness Topics

Complete Required Admission Documentation

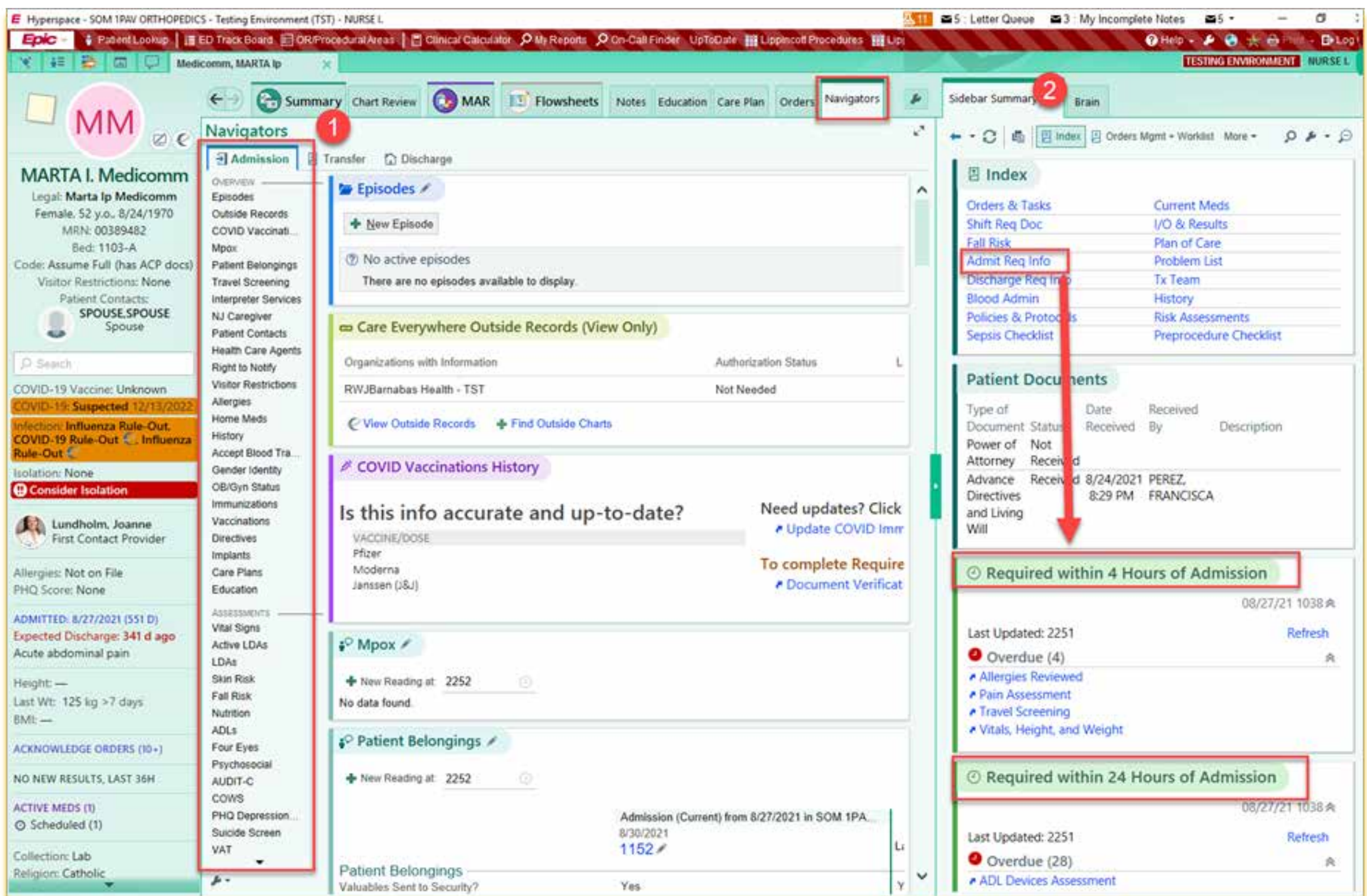
Use the Admission Navigator as a checklist to ensure you complete the required admission documentation.

- In a patient's chart, open the Navigators activity and select the Admission tab:
 - Work through all the Navigator sections to complete your admission documentation. To open a Navigator section, click its name in the Navigator or in the Table of Contents on the left.
- Use the Sidebar to work the list of required documentation elements.



Nursing Change Readiness Topics

Complete Required Admission Documentation Continued



Nursing Change Readiness Topics

Complete Required Discharge Documentation

Use the Discharge Req Info Report to find and complete discharge documentation requirements.

- In the Required Before Discharge section of the Required Doc report in Patient List.

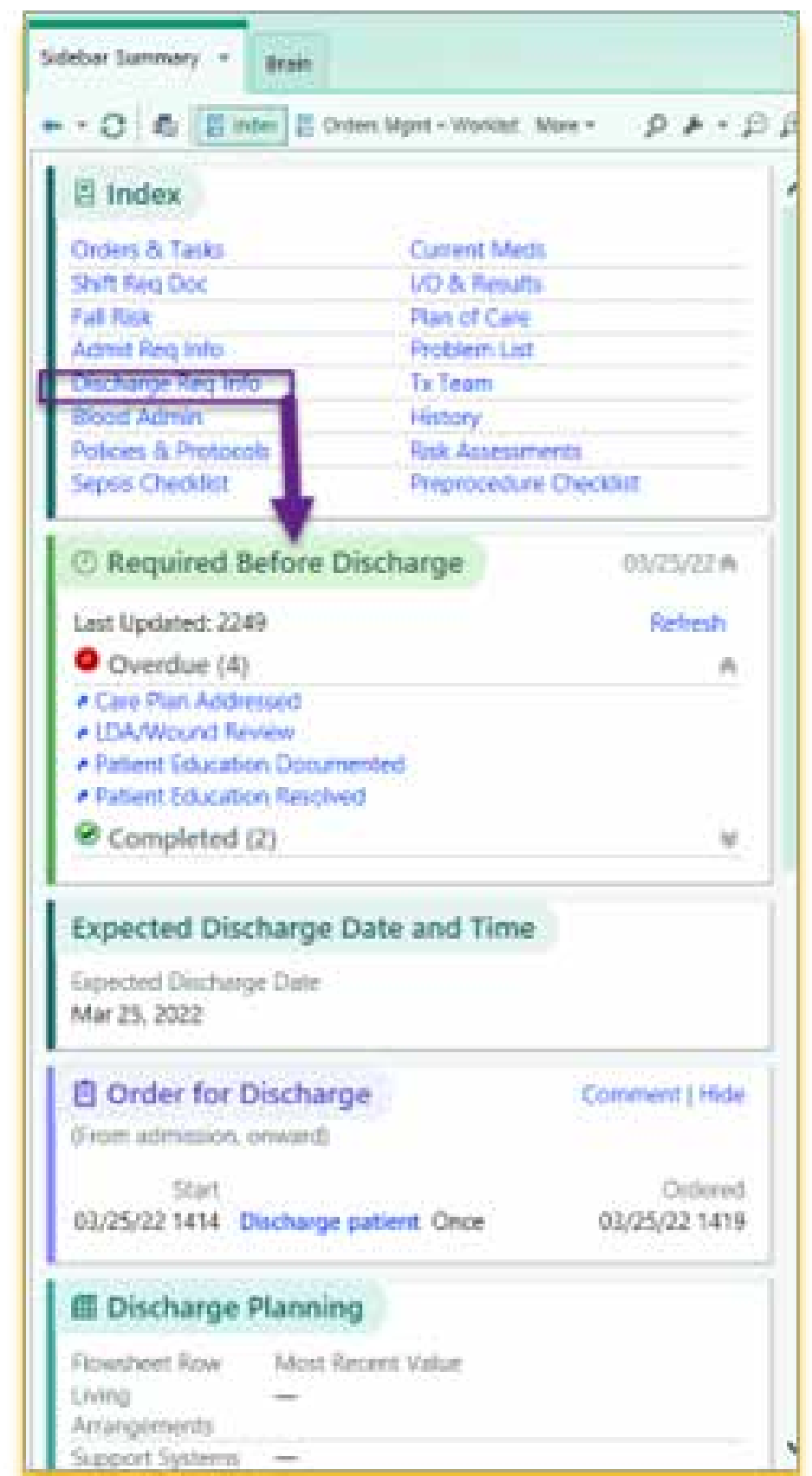
The screenshot displays the Epic patient list interface. At the top, it shows 'Login Department 21 Patients' and a search bar. Below this is a table of patients with columns for Bed/Location, Patient, Central Line Present, RN Notification, Order Visitor Mgmt Restri, Length of Stay, Primary Contacts, Nurse, Code Status, Infection/Isolation, Precaution, and Shift Doc MEV. Two patients are listed: Medicomm, MARTA Ip (52 y.o. / F) and Somerset, Somerset (52 y.o. / M). Below the patient list, the interface shows a detailed view for Medicomm, MARTA Ip. This view includes sections for 'Admission Quality Measures', 'Required for This Shift', and 'Required Before Discharge'. The 'Required Before Discharge' section is highlighted with a red box and shows a list of tasks: 'Overdue (4)' (Care Plan Addressed, LDA/Wound Review, Patient Education Documented, Patient Education Resolved) and 'Completed (2)'. A red box also highlights the 'Required Doc' tab in the patient list table.



Nursing Change Readiness Topics

Complete Required Discharge Documentation Continued

- In the sidebar by opening the Discharge Req Info report.
- In both cases, you can use the links in the reports to open the activities where you can complete the documentation requirements.
- You can use the Discharge Navigator as a checklist for completing your documentation, and to write discharge instructions for the patient's After Visit Summary.



Nursing Change Readiness Topics

ED RNs - Releasing Admission Orders

ISSUE: Admission orders are not being released in a timely fashion.

- **Background:** When a provider places admission orders for a patient through the Admission Navigator currently in the Emergency Department (ED), most orders default to signed and held.
- The Joint Commission considers patients admitted and boarding in the ED greater than 4 hours as admitted.
- **As a safety net, Epic provides a Best Practice Advisory (BPA) alert and an icon appears on the ED Track Board reminding that the ED nurses should release the admission orders.**
- **Recommendation:** Remember to watch for the BPA alert and the icon on the **ED Track Board** and release held admission orders proactively.



Nursing Change Readiness Topics

Nursing Overview Report

- To ensure consistency of information sharing across departments please leverage the Nursing Overview Report in Epic.

The screenshot displays the Epic interface for a patient named Giuseppe Abertam. The 'Nursing Overview Report' is highlighted in the top navigation bar. The report is divided into several sections:

- BestPractice Advisories:** A link to view active advisories.
- Admission Information:** Details on living arrangements (Spouse/significant other) and type of residence (Other).
- Medical Problems:** A list of chronic conditions including high blood pressure disorder (noted 8/28/2019) and type 2 diabetes mellitus, controlled (noted 8/28/2018).
- Selected Labs:** A grid of lab results including BMP (Sodium 138, Potassium 3.5, Chloride 100, CO2 14, ANION GAP, BUN, Creatinine 0.8, EGFR) and CBC (WBC 4.0, Hemoglobin 13.5, Hematocrit 40, Platelets 155).

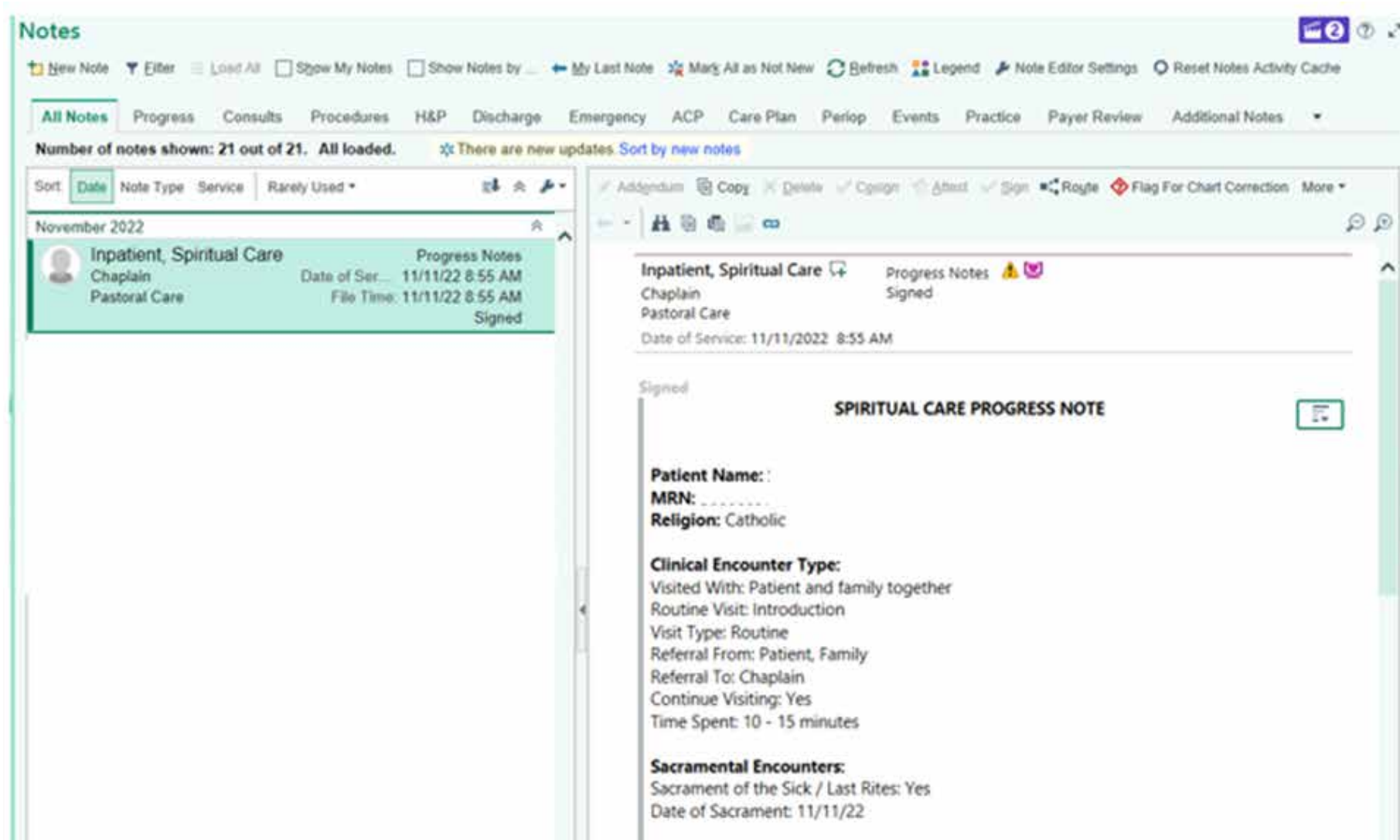
The patient's profile on the left includes demographic information, COVID-19 status (Travel Screened), and current programs (None).



Nursing Change Readiness Topics

Spiritual Care - Anointing of the Sick


- Viewing documentation of spiritual care and anointing of the sick is easy in Epic.
 - Within the Patient's record, go to the Notes section.
 - Select Spiritual Care Inpatient-Chaplain/Pastoral Care.
 - Open the note to review the documentation.



Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed

- Bed Management can pre-assign the patient to a unit without assigning a bed.
- The unit will see the patient in Incoming Transfers on their Unit Manager. This allows the unit to view the patient's chart by double-clicking on the patient. This also gives units an idea of how many patients they could expect to be assigned to their unit once beds become available.

Incoming Transfers and ED Admits (1)					
Origin	Move	Dest	+	Transport	Patient
NBR ED	 +	—	—	—	Marley, Bob (100yrs M)

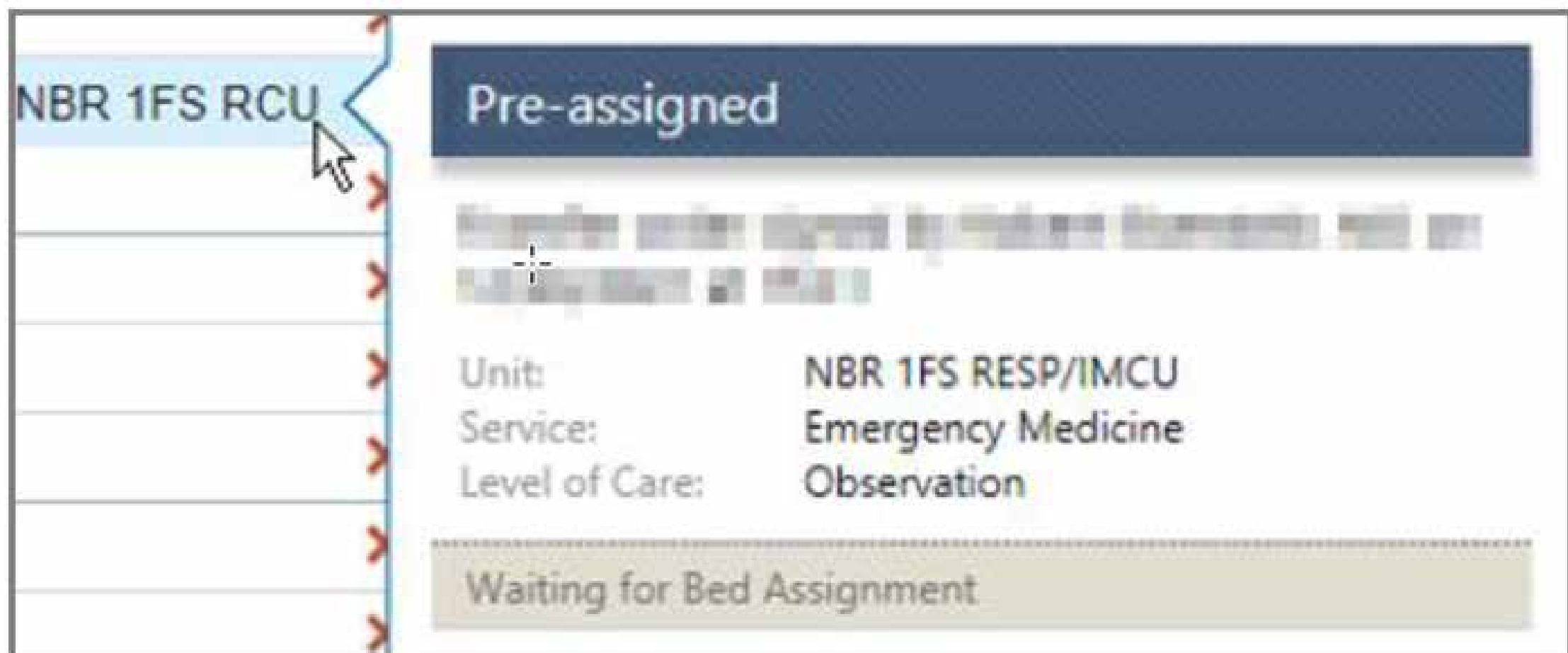


Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed Continued

The Emergency Department will see the patient's pre-assigned unit in their Destination column on the ED Track Board.

- Hovering over the unit will also confirm it is in a pre-assigned status.

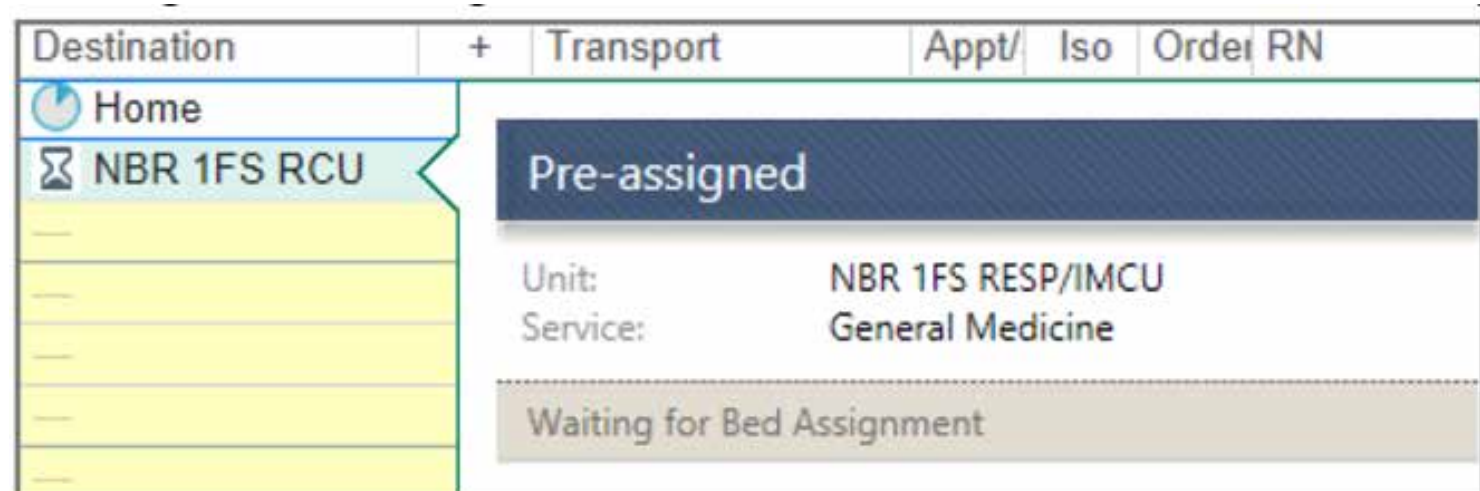


Nursing Change Readiness Topics

Patients Preassigned to a Unit vs. Assigned to a Unit & Bed Continued

Inpatient units will see the patient's pre-assigned unit in their Destination column on the Unit Manager.

- Hovering over the unit will also confirm it is in a pre-assigned status.



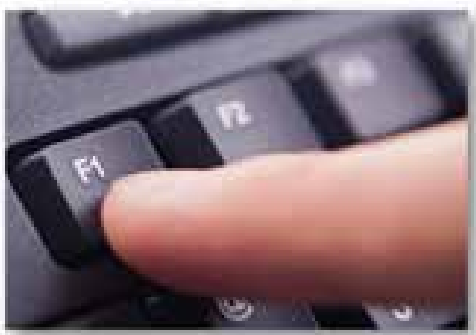
- Procedural units will see the patient's pre-assigned unit in their Bed Request/Pt Class column on the Status Board.



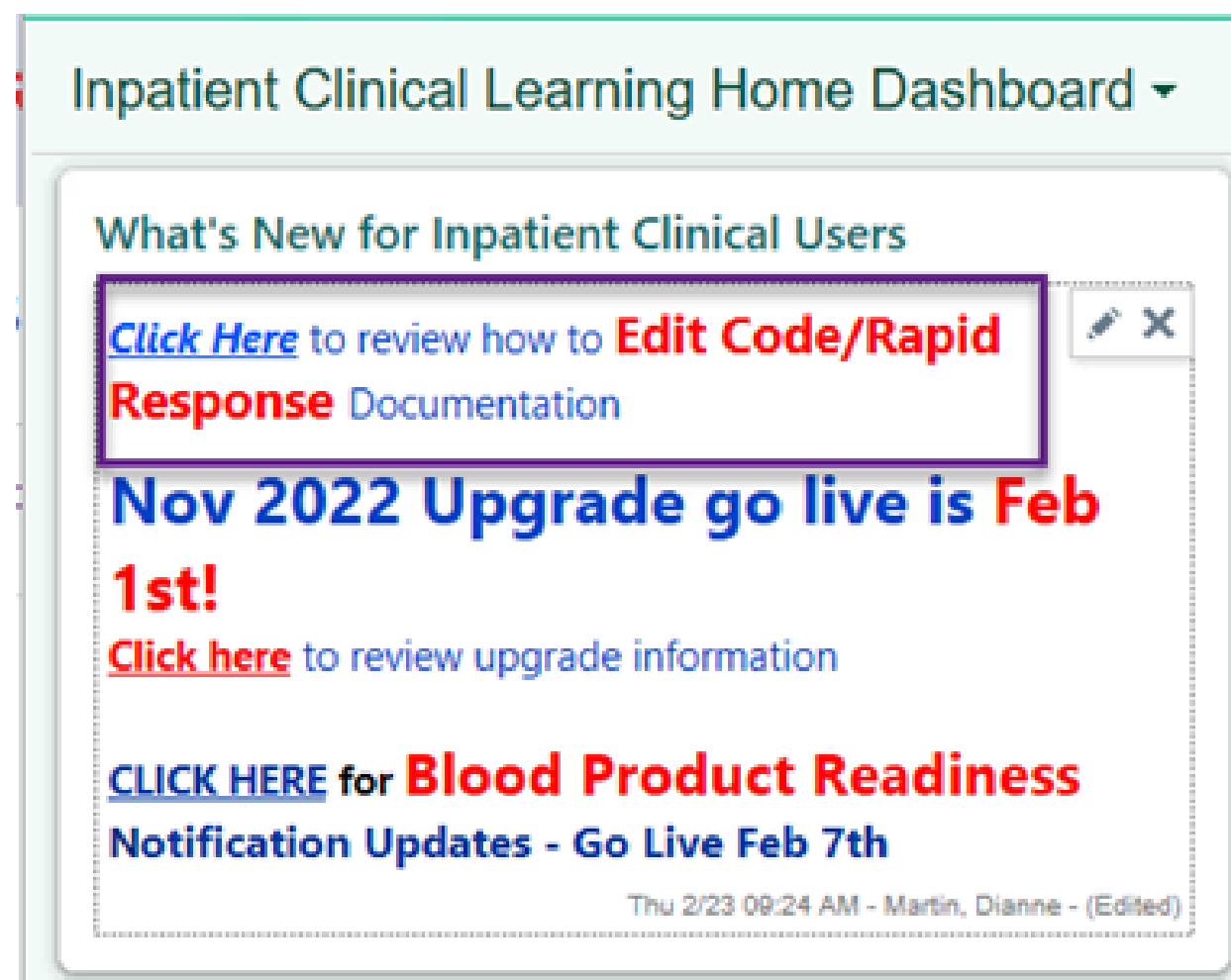
Nursing Change Readiness Topics

Narrator Tip Sheet

- Find the Narrator Tip Sheet in the Epic Learning Home Dashboard.



In **Epic** press **F1** for the **Learning Home Dashboard**



Nursing Change Readiness Topics

Patient Flow Guide

- Patient flow is how patients move from one area of RWJBH-Rutgers to another within Epic.

[Key Patient Flow Nursing Topics »](#)

- Remember that all patient movement scenarios are clearly outlined in the **Patient Flow Guide** on your Learning Home Dashboard. Press **F1**.



Glossary Terms

Epic Terms Glossary

A helpful list of Epic terms and definitions can be found on our website, [EpicTogetherNJ.org](https://www.epictogethernj.org).

[Click here for Epic Glossary Terms »](#)

