Epic together.

RWJBarnabas HEALTH

Go-Live
Nursing Pocket Guide

Wave 4

EpicTogetherNJ.org

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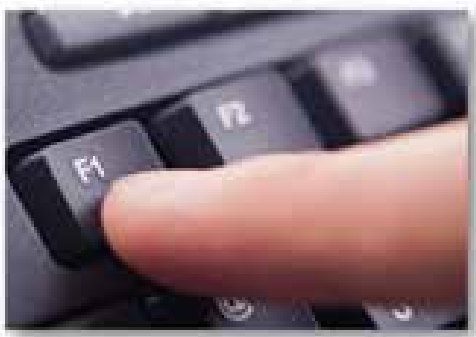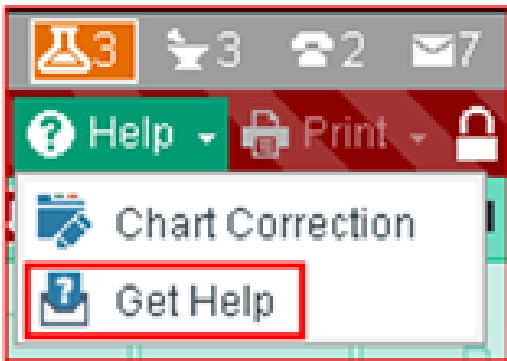
Go-Live Help at a Glance

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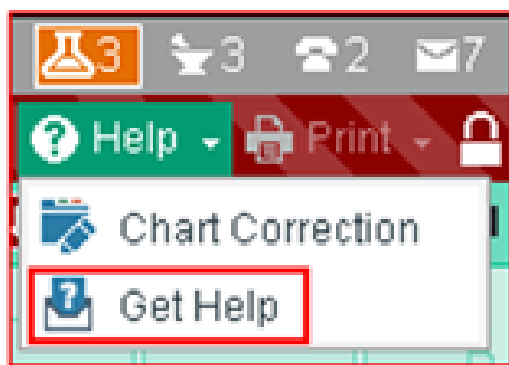
To submit an **enhancement request**: use the "**Get Help**" button. Save your ticket #s.

⊘ 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
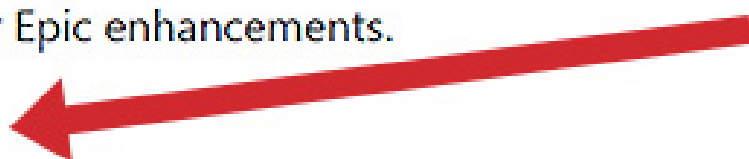
☰ My Tickets

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
MMCSC	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

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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.
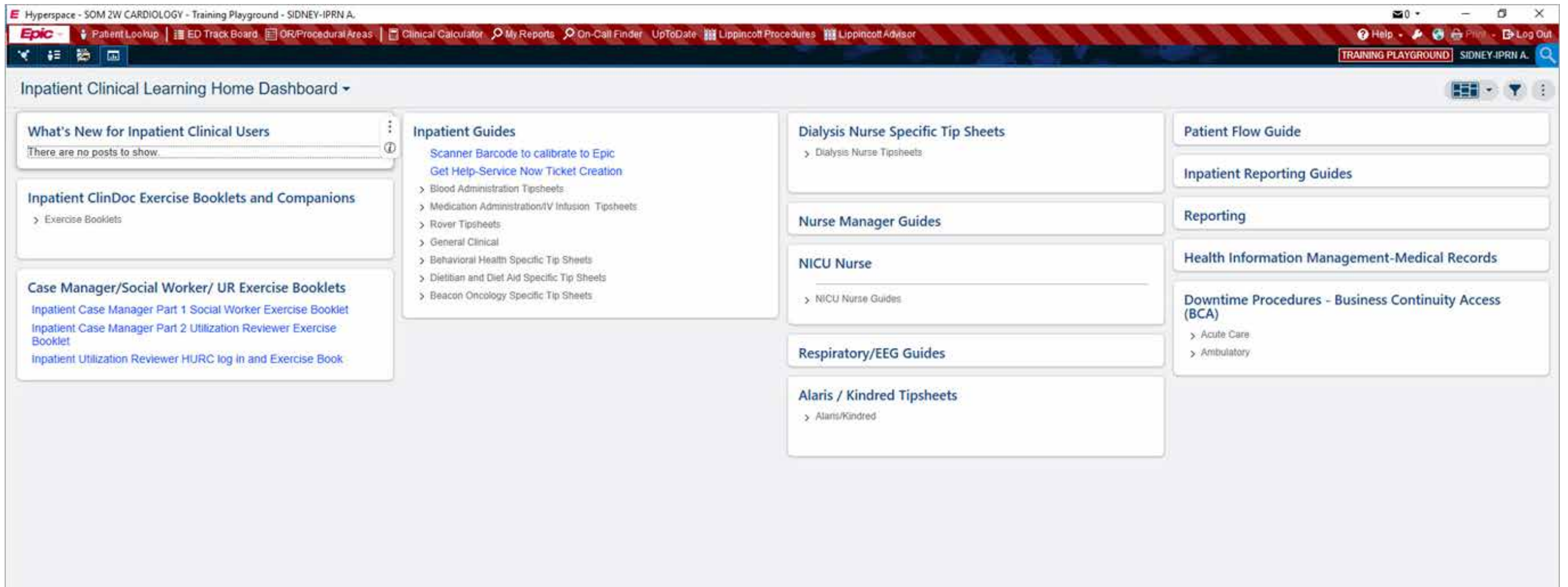
- **Wave 4 Unit Crosswalk Master (Excel Spreadsheet)**

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.
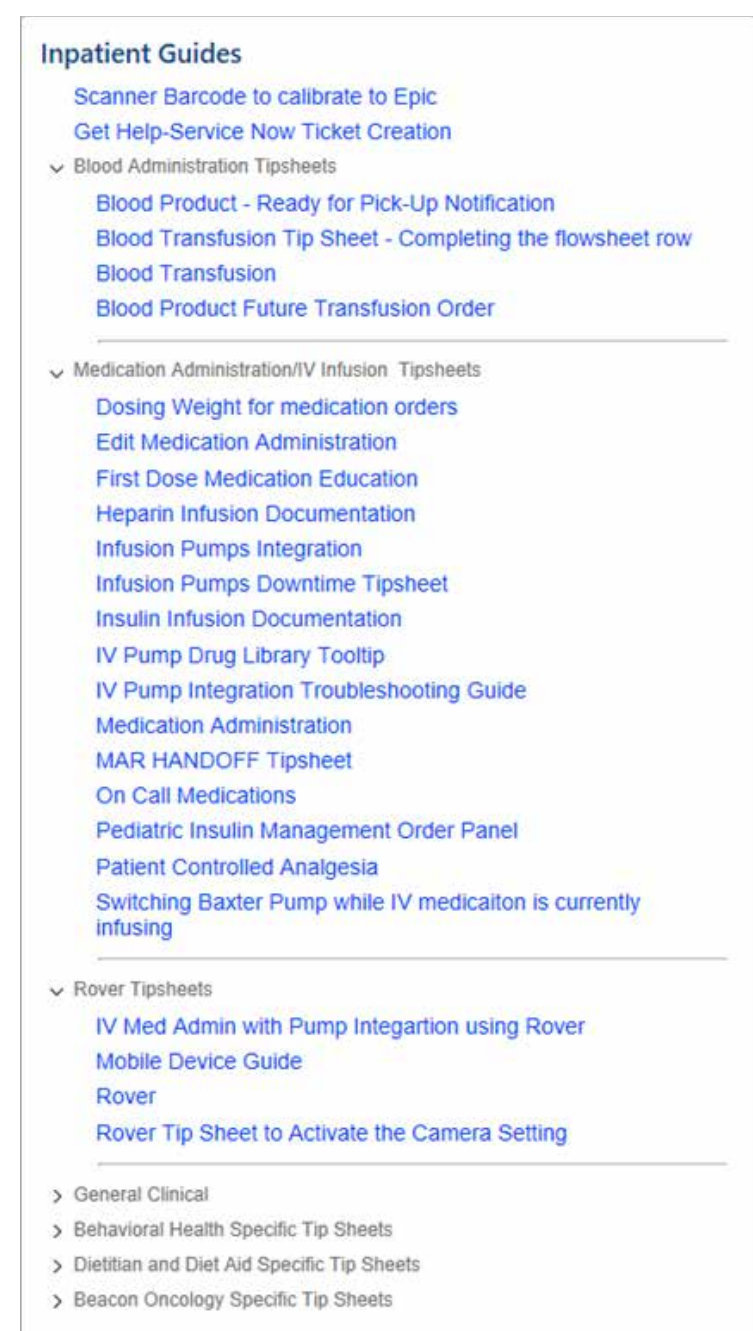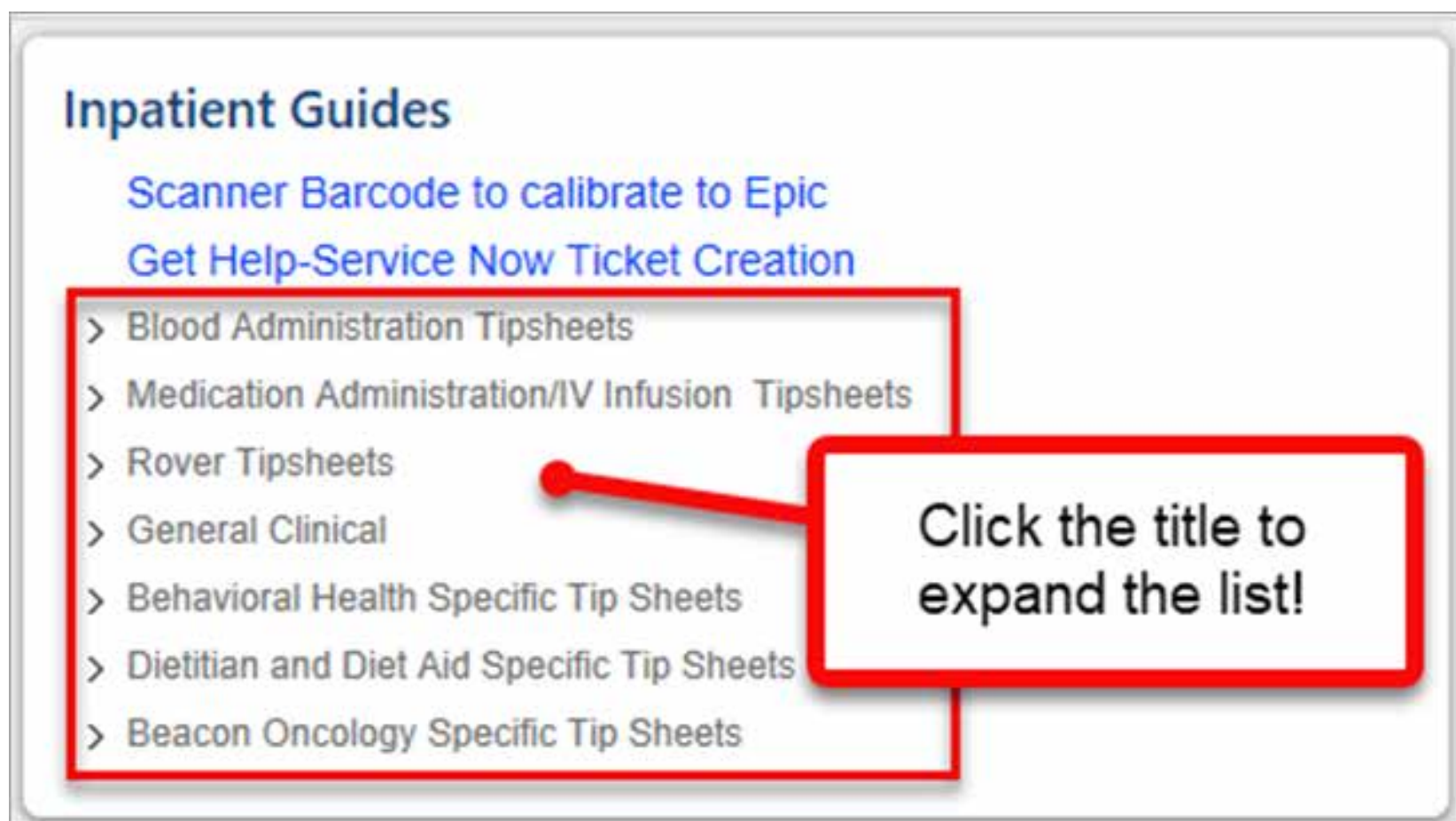
Learning Home Dashboard Continued

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.
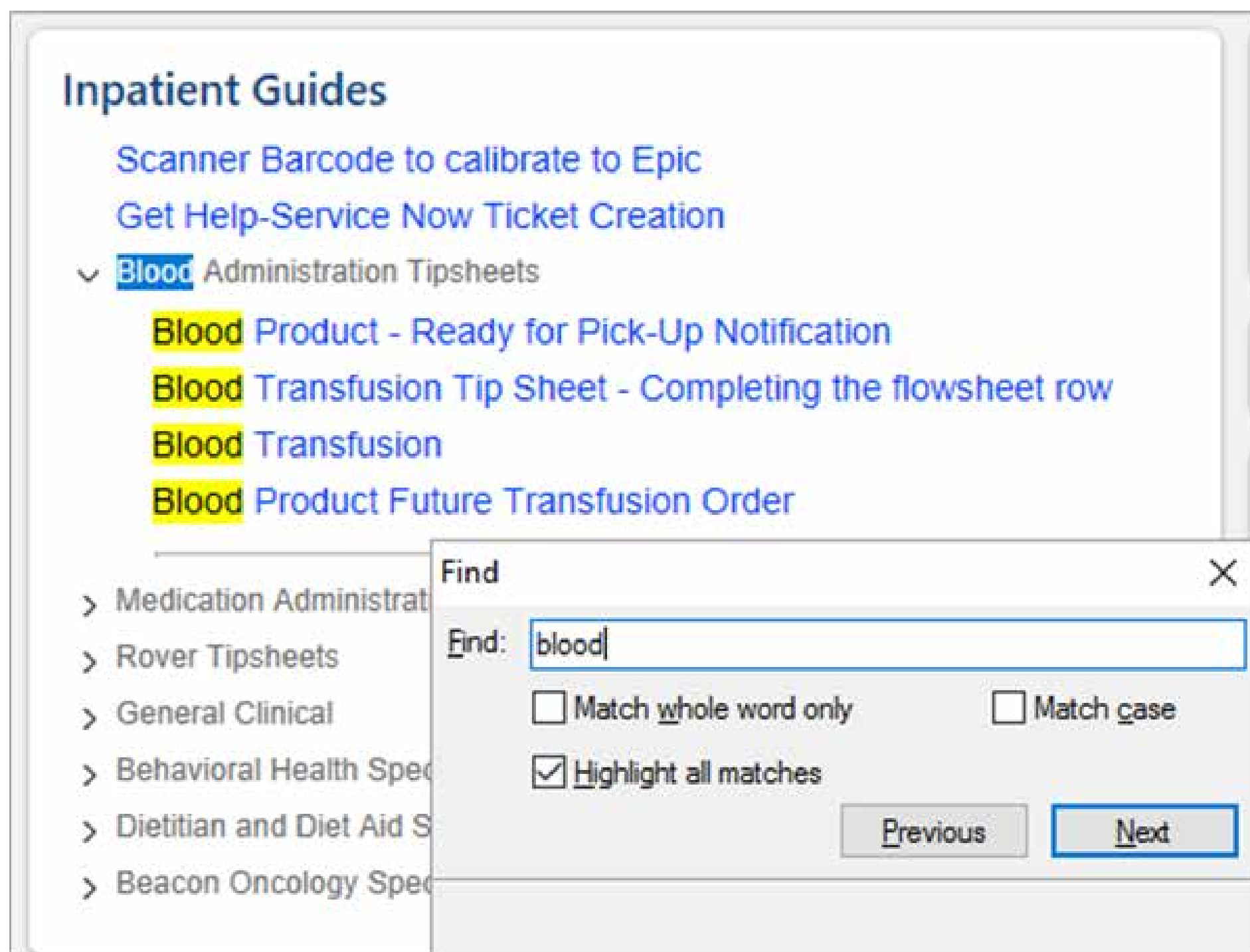
It's helpful:

- 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.
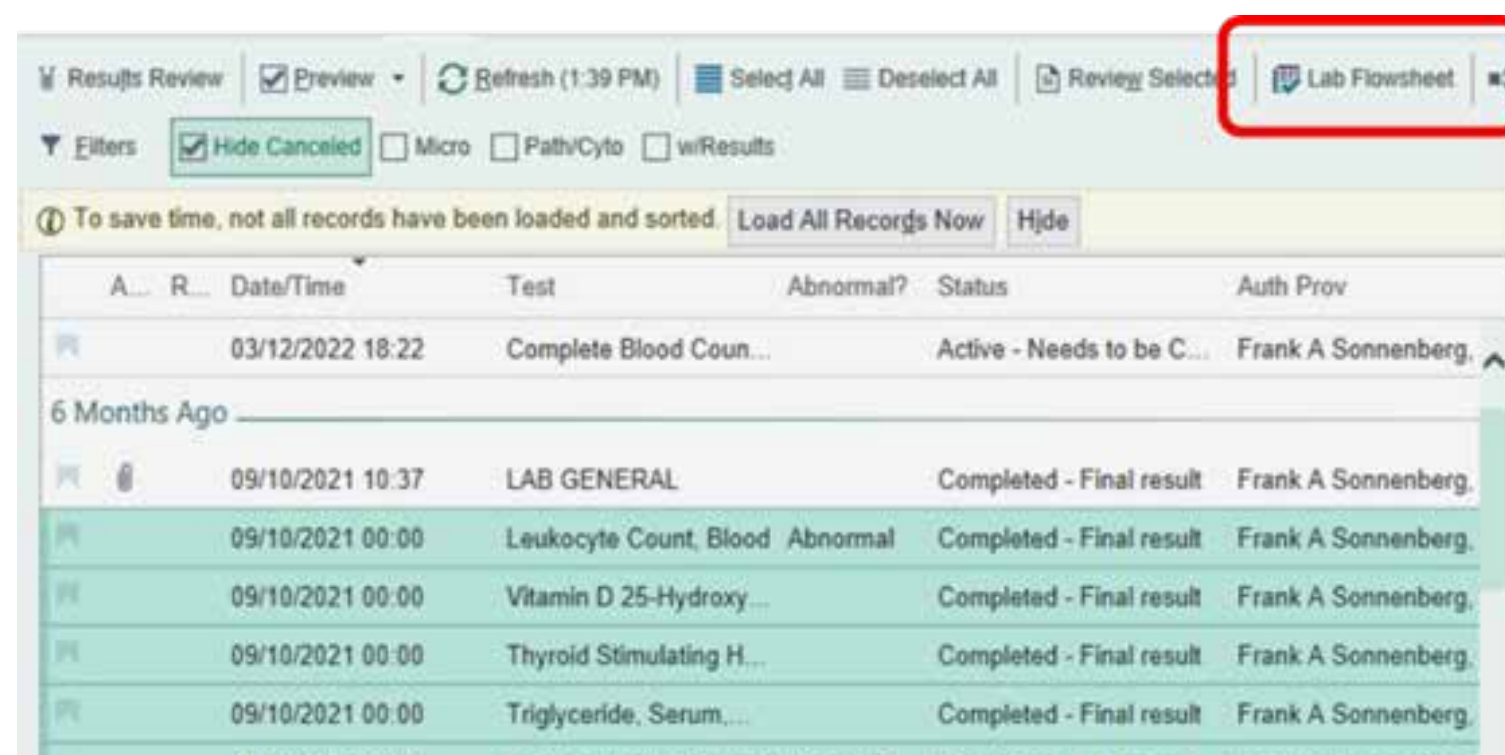
Accessing Heritage Data Cont...

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."

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
MMCSC	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
MMCSC	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.
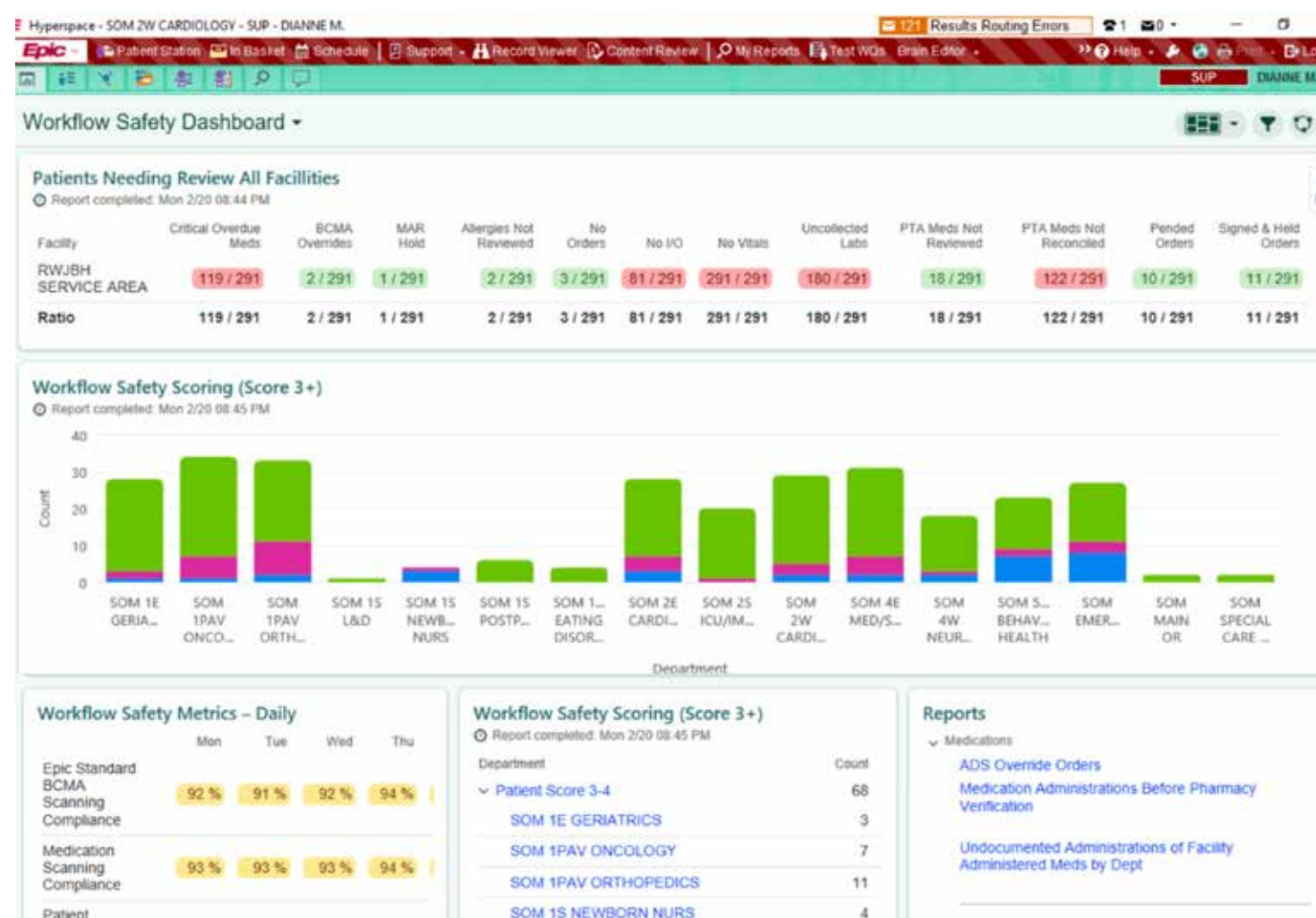
Nursing Change Readiness Topics

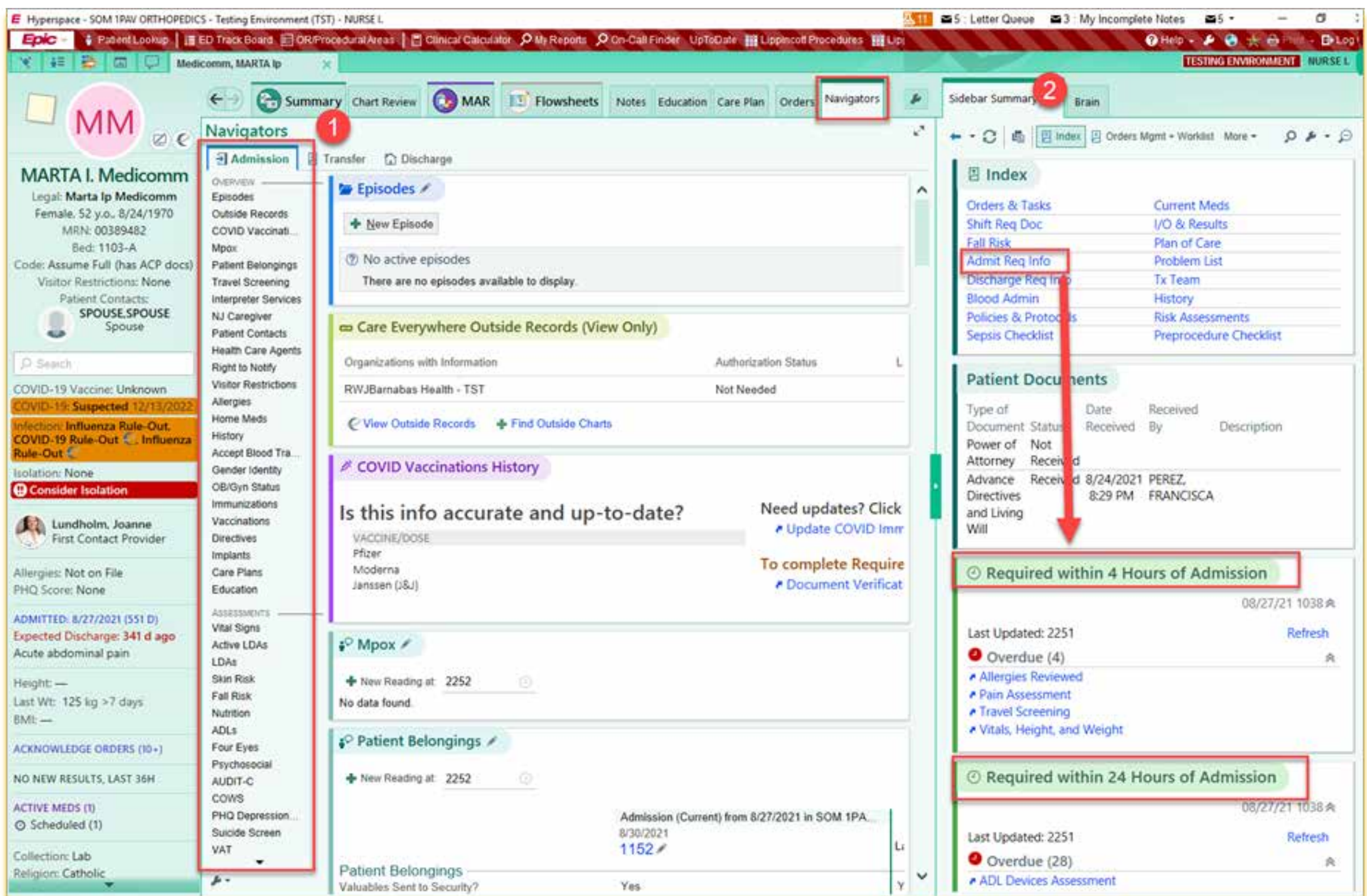## Complete Required Admission Documentation

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.

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.
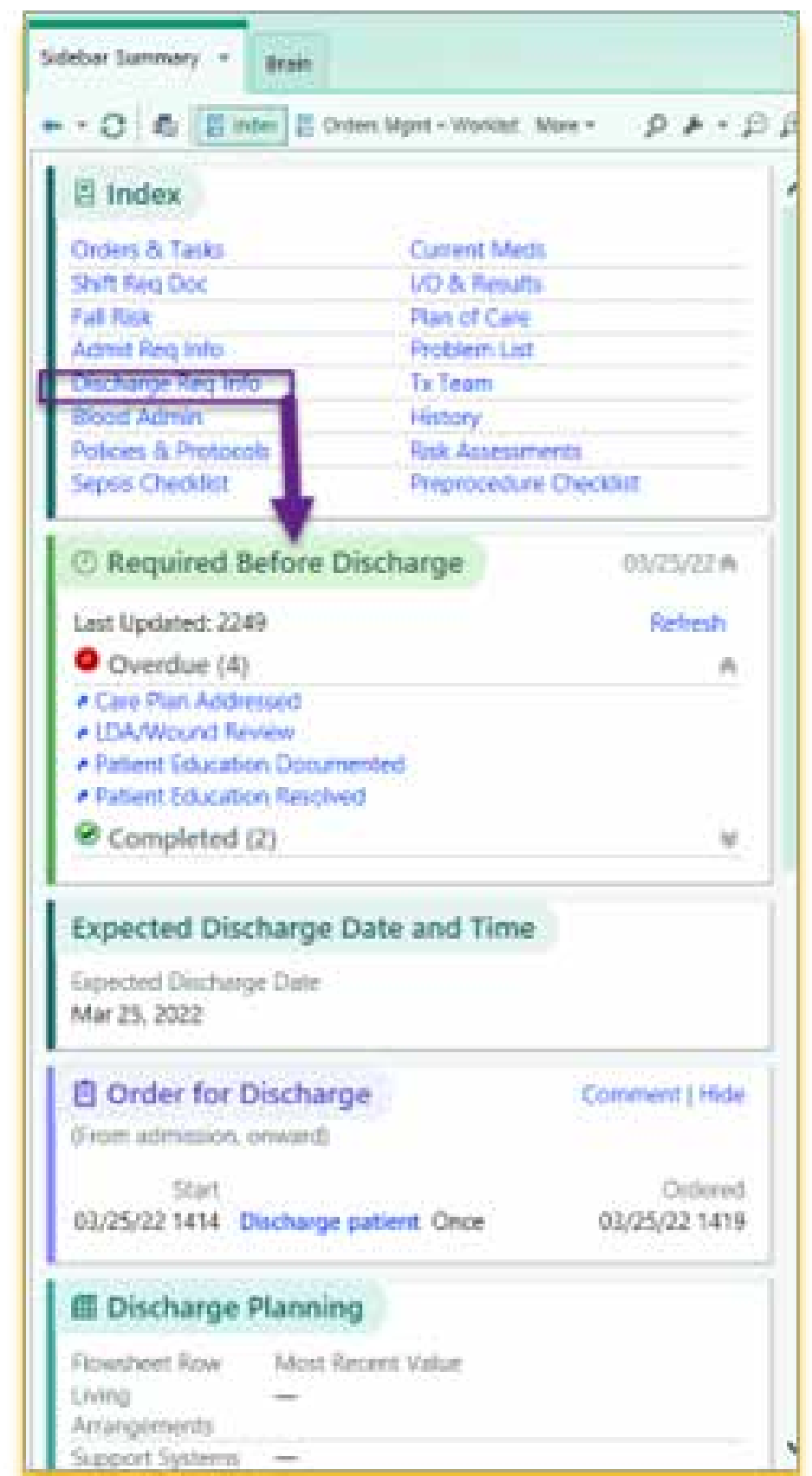
Nursing Change Readiness Topics

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.

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Nursing Change Readiness Topics

Nursing Overview Report

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

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-Chaplin/Pastoral Care.
  - Open the note to review the documentation.
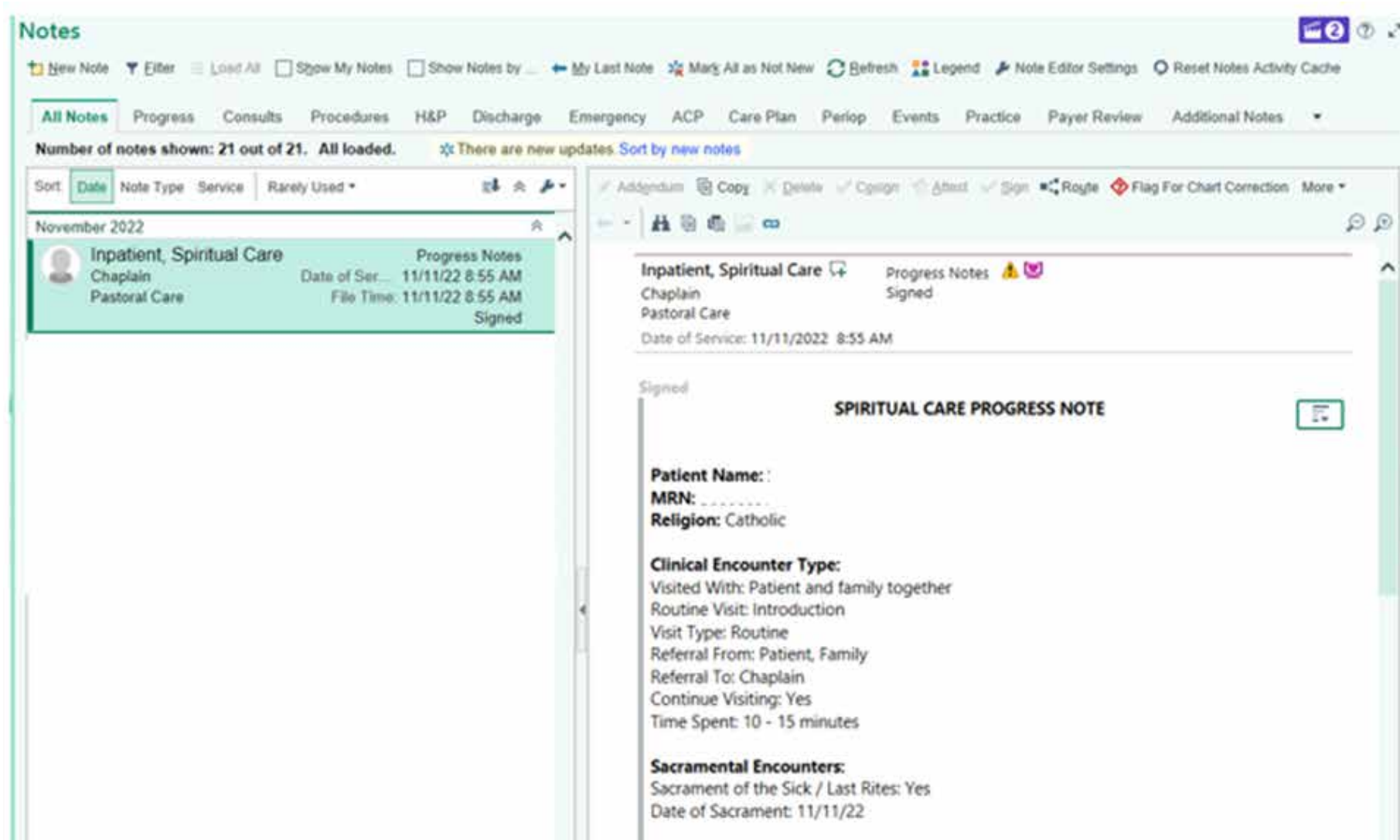
Nursing Change Readiness Topics

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.
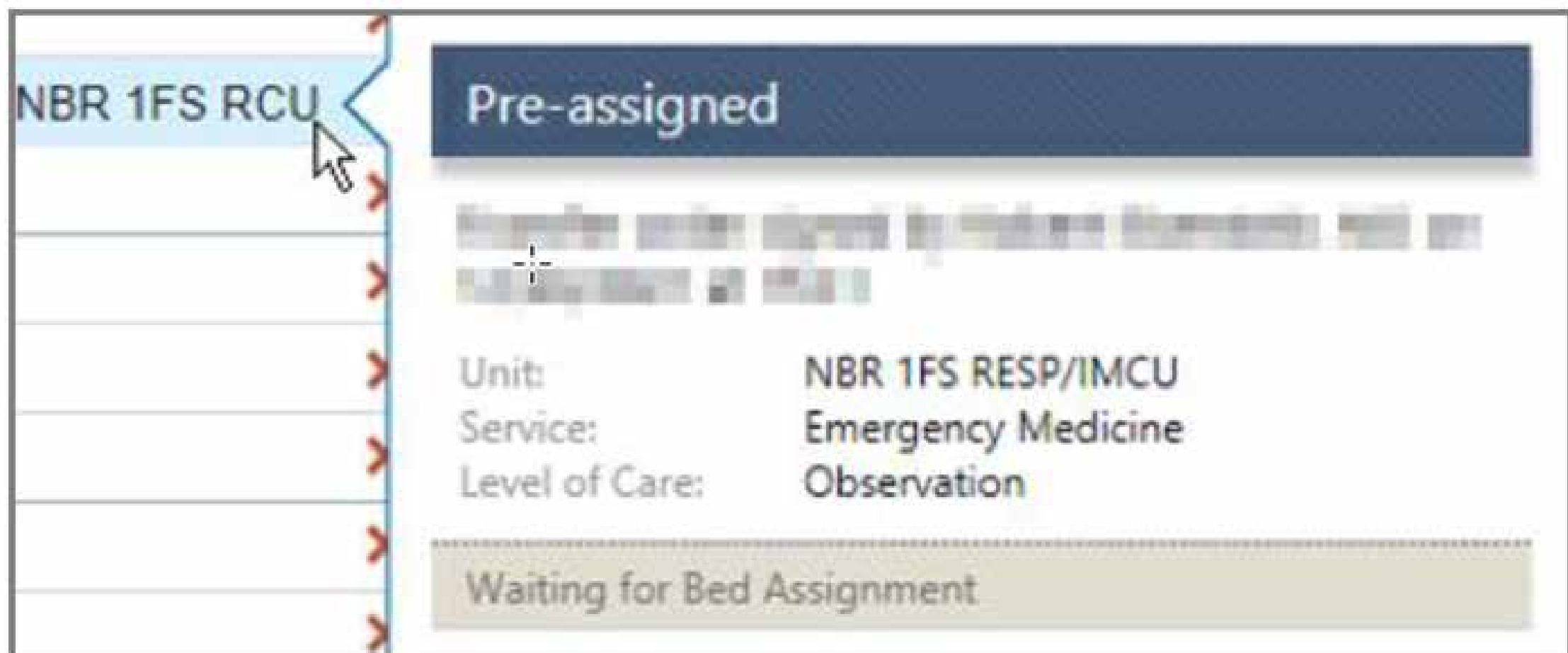
Nursing Change Readiness Topics

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.

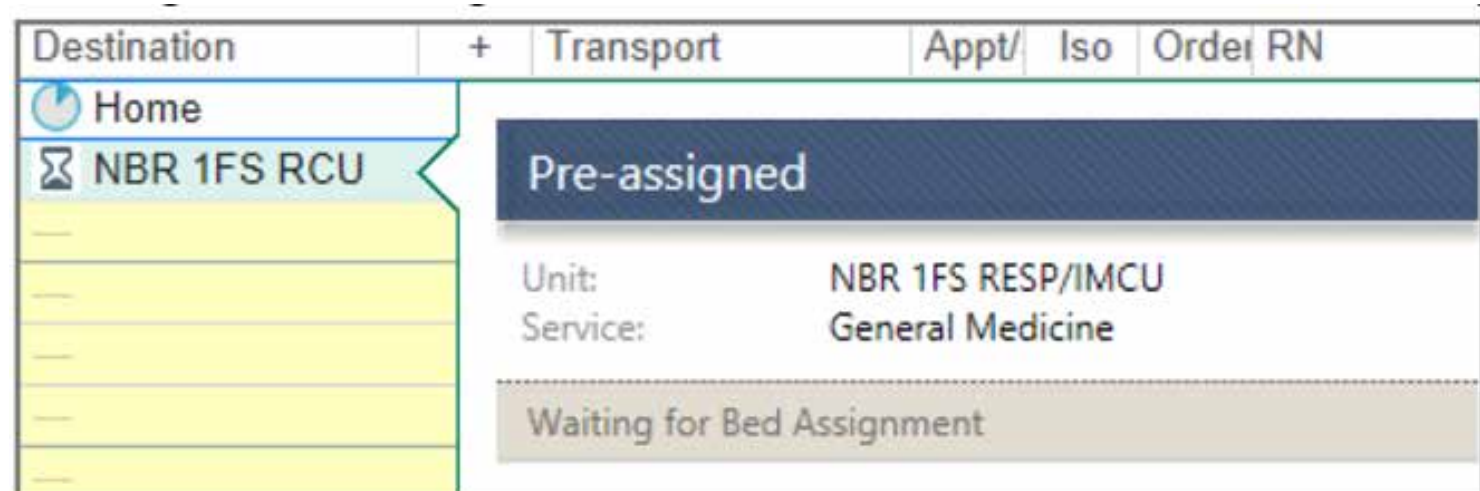## Nursing Change Readiness Topics

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.
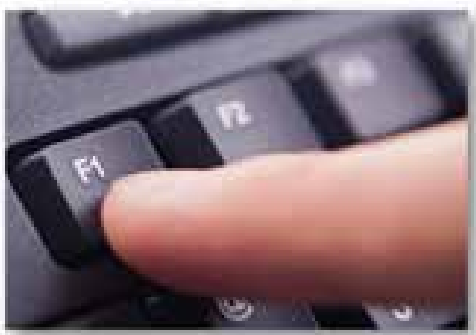

- Procedural units will see the patient's pre-assigned unit in their Bed Request/Pt Class column on the Status Board.
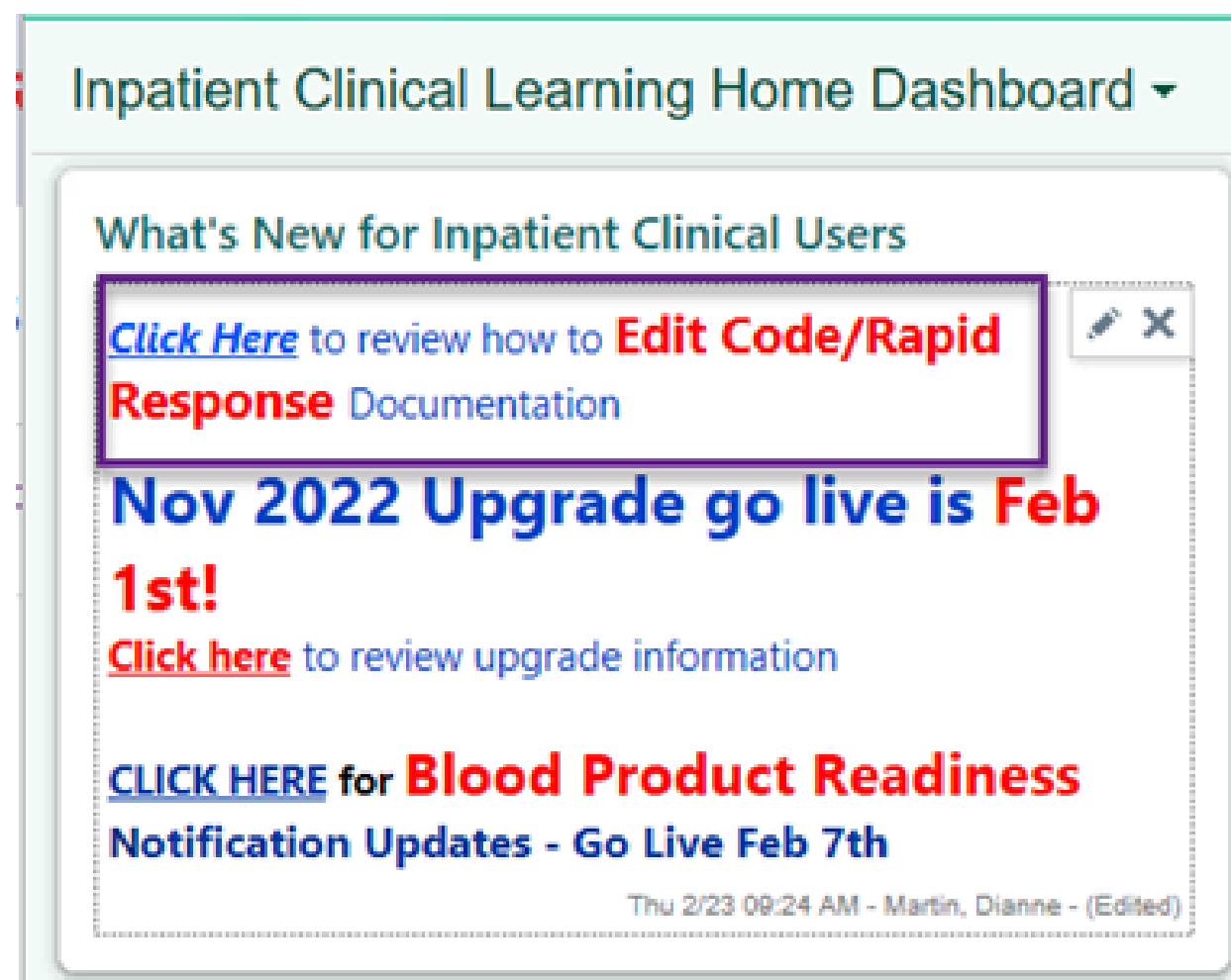
Nursing Change Readiness Topics

Narrator Tip Sheet

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

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

Inpatient Clinical Learning Home Dashboard ▾

What's New for Inpatient Clinical Users

Click Here to review how to **Edit Code/Rapid Response** Documentation

Nov 2022 Upgrade go live is Feb 1st!
Click here to review upgrade information

CLICK HERE for **Blood Product Readiness Notification Updates - Go Live Feb 7th**

Thu 2/23 09:24 AM - Martin, Dianne - (Edited)

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**.

Click here for Epic Glossary Terms »