

TOH Daily Flash for Huddles

Date: June 7, 2019

Issue Number: 007



REMINDERS

- **Physicians:** saved orders **must** be signed in order to become active. Please pay attention to the unsigned orders flag.

TOP ISSUES:

Issue	User Impacted	Description
Lab interface	All	All to remain at status quo for now. Pilot running in ICU and collection list pilot has been run. Expansion of solution has to be planned with Cerner. Update will be provided on Monday.
Blood Administration	All	Investigating a potential item. If releasing blood products from one order at different times – first will one will be ok, second will have procedure code missing. Under investigation.
Pharmacy/Formulary	HGH, SFMH, RVH	Awaiting completion.
Ambulatory Care Referrals	Ambulatory Care	Referral work queue issues include lack of knowledge, reviewing work queue assignments and routing. SWAT team in place, videos under preparation. Drop-in sessions being scheduled.
Appointment Issues	TOH	Review and planning under way Cancer Centre - MDCU issues.
Patient Transfers	Physicians	LOA and Discharge/Readmit workflows. Ongoing education. Work in progress. Tip sheet/table and video to come.
In Basket/Document Routing	Physicians/All	Now main focus. Routing to In Basket and external providers. Routing Summary document to be provided. Investigating.
Billing	Physicians	Ongoing education on charge dropping and opportunities for personalization.
My Chart	Patients	Some expected results not visible. Hold rules applying to historical results, so they are interpreted as new results. Reviewing solution.
My Chart	Patients	Some patients did not receive PIN. Reviewing solution.

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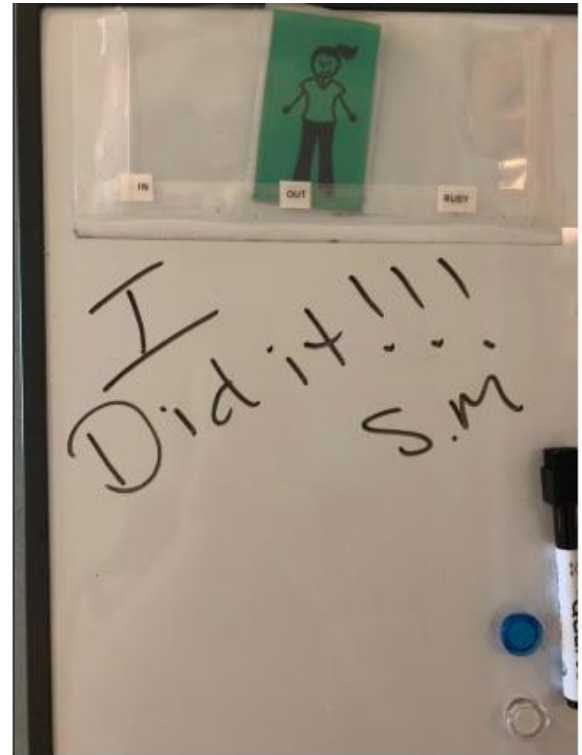
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EPIC WINS

- 55-year-old RN who considered retiring because of EPIC had her first shift last night. She had a GREAT shift and sent in a photo:
- My Chart – 6,550 registrations
- Patient story: Spent several days in UOHI. Was recovering from a medically-induced coma during Go-Live. Said, "From my perspective, the system seemed great and the nurses all seemed to really like it." Now at Rehab Centre and has very positive feedback about his care.
- Nurses on D5 can't believe how quick it is to discharge patients – it takes one eighth of the time it used to.
- Finance overjoyed all ambulance bills had printed "by magic" overnight.
- Allied Health professional Super Users are asking "What's going to happen to us our end users are now more knowledgeable than we are?"
- Dieticians excited now that they are all in the same system. A patient was given dietary advice in nephrology and when followed-up in diabetes clinic dietitian was able to reinforce original teachings



RESOLVED ISSUES:

- POCT Glucose

NEW RESOURCES:

- Tip sheet for **Adjusting Quality of Scans** being added to the Epic Learning Home Dashboards/FusionConnex App/Project Fusion website/MS Team sites.