



## Trending in IT

For Everyone

### Prepare for the Sept. 13 Epic Update

*Acknowledge Your Update Companion*

As of this morning, 37% of Epic users systemwide have acknowledged their **Update Companions**. If you have not completed your review, please do so as soon as possible so you are prepared for the Sept. 13 Epic Update.

Click [here](#) to see who has NOT acknowledged their **Companions**.

Your **Companion** includes summaries of new workflows and enhancements for your role, as well as guided activities for the Epic Playground. This is your sole training resource, so review it carefully. For directions on how to access the **Companion** in the Learning Home, [click here](#).

For more information, visit [it.houstonmethodist.org/epicupdate/](http://it.houstonmethodist.org/epicupdate/).

## Acknowledgement Results

Thursday, Sept. 3

HMB <b>43%</b>	HMCCH <b>50%</b>	HMCL <b>71%</b>
HMH <b>26%</b>	HMRI <b>26%</b>	HMSL <b>35%</b>
HMTW <b>51%</b>	HMW <b>32%</b>	HMWB <b>49%</b>
PCG <b>51%</b>	SPG <b>34%</b>	
Corp. <b>50%</b>	Flex <b>44%</b>	



## Attend an Update Snapshot WebEx Session

**Get a quick view of upcoming changes with the Sept. 13 Epic Update.**

**Click here to learn more.**

For Everyone

### Attend an Update Snapshot WebEx Session

To learn more about changes for your role, be sure to attend an **Update Snapshot WebEx** session. Hosted by the IT Epic training team, these sessions include highlights of new workflows and enhancements. Registration is not required. You can drop into any session.

To view a recorded Update Snapshot session, click the links below:

- [Radiology](#)
- [Transplant](#)

For sessions dates, times and meeting links, [click here](#).

For Everyone

## Houston Methodist Recognized at Epic's Users Group Meeting

Last week, HM received several shout outs during Epic's global Users Group Meeting (UGM). During this virtual event, HM was recognized for our ability to quickly adapt to virtual care and telerounding, for achieving HIMSS Stage 7 (Outpatient) and for being awarded Gold Stars Level 9.



Congratulations to all the clinical, operational and technical teams who continue to help us leverage Epic to deliver excellent solutions for our patients.

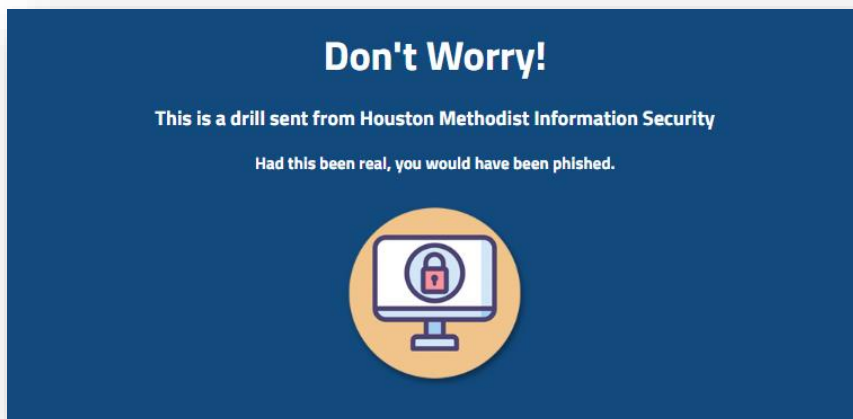
For Everyone

## Phishing Drills – Don't Get Caught!

*Starting this Month*

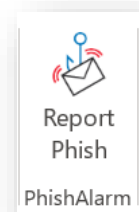
To help keep our patients' and HM data safe, the IT security team will conduct phishing email drills beginning this month. A phishing email is disguised to look like an email from a familiar sender or someone you trust, but with the intent of disrupting computer systems and/or stealing sensitive data. The phishing drills will be held at random times, so be alert, be vigilant and help protect HM.

These emails are designed to trick you. If you click on a link/attachment in the phishing drill, you will see a **Teachable Moments** page with tips on how to identify a future phish.



**What to do if you get a phishing email (real or drill):**

- If you suspect a message is a phishing email, click the **Report Phish - Phish Alarm** button on your Outlook toolbar. You can also report it from your mobile device by clicking the three dots by the sender's name and selecting the **Report Phish** button (click [here](#) for a visual aid).
- These buttons offer an easy way for you to forward suspicious emails to [spamspotting@houstonmethodist.org](mailto:spamspotting@houstonmethodist.org). The email is automatically deleted and sent to our IT security team. You'll also receive an alert confirming receipt of your suspicious email.



- If you're using Apps Center, send the suspicious email to [spamspotting@houstonmethodist.org](mailto:spamspotting@houstonmethodist.org).

For HMH

## Patient Meal Ordering in MyChart Launches at HMH

*Rollout Continues to Expand*

To enhance the patient experience, HMH is introducing a new online meal ordering system for patients through the **MyChart** app on our patients' mobile devices. "We continually seek to enhance and innovate the patient experience, and this is an exciting, positive step in that direction," said Kimberly Goode, director of guest relations at HMH.



The HMH rollout began on Tuesday, Sept. 1 with units in Walter Tower and continues as follows:

- **Tuesday, Sept. 8** – Alkek 7, 8; Fondren 11, 23; Jones 8, 9, 10, 11
- **Friday, Sept. 11** – Dunn 6, 7, 8, 9, 10
- **Tuesday, Sept. 15** – Main 3, 4NW, 4SW, 6NW, 6SW, 7SW, 8

This new technology:

- Simplifies the meal ordering process.
- Ensures patients receive nutritionally appropriate meal options.
- Decreases patient's length of stay by supporting healthy nutrition.
- Increases patient satisfaction.

Patient meal ordering through MyChart will launch systemwide throughout 2020.

For Everyone

## Tips to Properly Disinfect Your Phones

Your mobile and desktop phone can be a host to viruses and bacteria, but improper cleaning may cause damage. Here's some tips and instructions to prevent permanent damage during cleaning:



1. For a mobile phone, take the case off and power it down.
2. Wring out excessive moisture from a disinfecting wipe and gently clean your device. Be careful to not let any moisture from the wipe seep into the buttons, speaker, microphone or earpiece.
3. Don't spray any liquid disinfectants or use antibacterial gels on any phone.
4. Avoid cleaners that are advertised as a strong commercial cleaning product.
5. Repeat these instructions approximately twice a week.

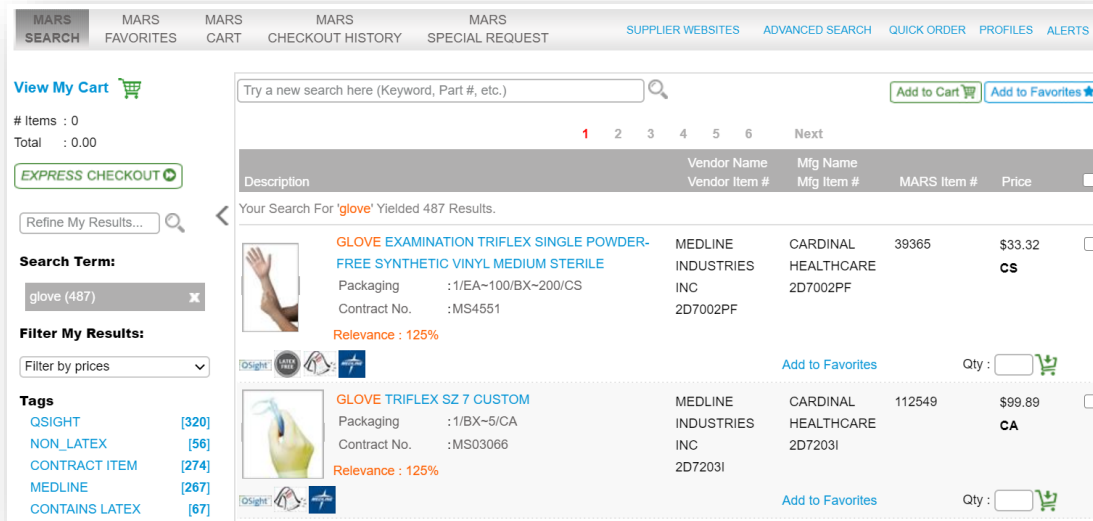
For All MARS Requestors

## HM myBuy – Updated Ordering Platform

*Action Required: Complete Training by Friday, Sept. 11*

HM myBuy, an updated ordering platform that provides one central location for HM purchasing requestors, goes live on **Monday, Sept. 14**.

To prepare for this change, complete the required LMS course **HM myBuy Requisition Training** (Course #1583117) by **Friday, Sept. 11**. It has already been assigned to you.



With HM myBuy, you can easily search for products, view details and see images, then simply click to add items to your shopping cart. HM myBuy makes the ordering process easier for you, combining our current requisition screens - TMHS myBuy or Punchout and catalog items.

Click [here](#) for FAQs. For additional questions, contact [SCMSupport@houstonmethodist.org](mailto:SCMSupport@houstonmethodist.org).

## Launch Alerts

For Rover Users

### Rover Smartphone Upgrade, Sept. 9

*Keep Your Device Fully Charged and on from 10 a.m. to 1 p.m.*

The Rover smartphone upgrade is **Wednesday, Sept. 9** beginning at 10 a.m., and is a critical step to prepare for the Sept. 13 Epic Update. **Before the upgrade**, ensure your Rover smartphone **battery is fully charged**. **Be sure the phone is left on from 10 a.m. to 1 p.m.** If you don't, your phone won't receive the Epic Update and won't function properly afterward.

During the upgrade, you will have a brief outage that will last about five to 10 minutes. You will still be able to use the device for phone calls, but you will need to use Epic on workstations for documentation.

Click [here](#) for additional details on what to do during and after the upgrade.

For All Providers, Nurses and Other Roles Using Shared Workstations

### OneSign System for Shared Workstations – Final Rollout

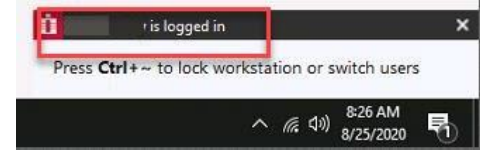
*Launching Tuesday, Sept. 15 at HMCL, HMH, HMSL, HMTW and HMWB*

On **Tuesday, Sept. 15**, OneSign for hospital-based, shared workstations will begin its final rollout at HMCL, HMH, HMSL, HMTW and HMWB and be completed by the end of this year. The new system provides a cleaner home screen, removes the top-of-the-screen launchpad, moving icons to the desktop.



**Note:** Workstations will be upgraded depending upon their availability and not all at the same time.

- **If the workstation is upgraded**, you will have a new log-in screen.
  - You must re-enroll your badge before using it for the first time.
    - Click [here](#) for detailed log-in instructions.
  - **Important:** Once you log in, check the message at the bottom, left side of your screen to verify your name displays as the person logged in.
  - If your name is not displayed or if you need assistance, contact the IT Help Desk, 832.667.5600. Be sure to provide your workstation computer name, located in the lower, right-hand corner.
- **If the workstation is not yet upgraded**, continue to use your current shared workstation log-in process.



Once you've logged into OneSign, you'll notice the launchpad at the top of the screen was removed and icons are now on the desktop.

## Epic Updates & Changes

For Inpatient Nursing, LTAC Nurses, SNF Nurses and Quality Staff

### Reminder: Flu Vaccine Screening for Our Patients

Beginning today, all patients need to be screened for the flu vaccine. The documentation can be found on the **Screening Flowsheet**.

Note: The **AVS** cannot be printed without completing the **Influenza Screening** and beginning this year, solid organ transplant (SOT) patients are included in the high dose vaccine population.



For more information and to properly note when a vaccine is given outside of HM, review the [CLN069 Influenza Vaccine Screen tip sheet](#).

For All Providers

### New Haiku "Hey Epic!" Voice Assistant

*Launching with the Sunday, Sept. 13 Epic Update*

**Starting Sunday, Sept. 13**, providers will have access to the new **"Hey Epic!"** feature – giving you a quick and easy way to navigate to activities using voice-driven commands. To access **"Hey Epic!,"** simply swipe up anywhere in the **Haiku** app (currently iOS only) and give commands like:

- "Remind me to call patient tomorrow."
- "Next patient on the schedule."
- "Open Notes Entry."
- "Show me recent labs."
- "Call Dr. Smith."
- "Call the patient."

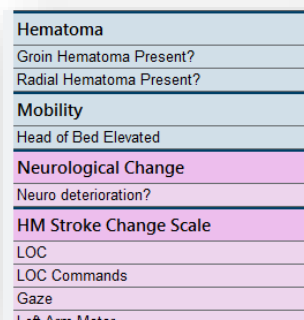
For more information on this exciting new feature, review the [tip sheet](#).

- **Note: “Hey Epic!”** is not yet available for Android devices or **Canto**.

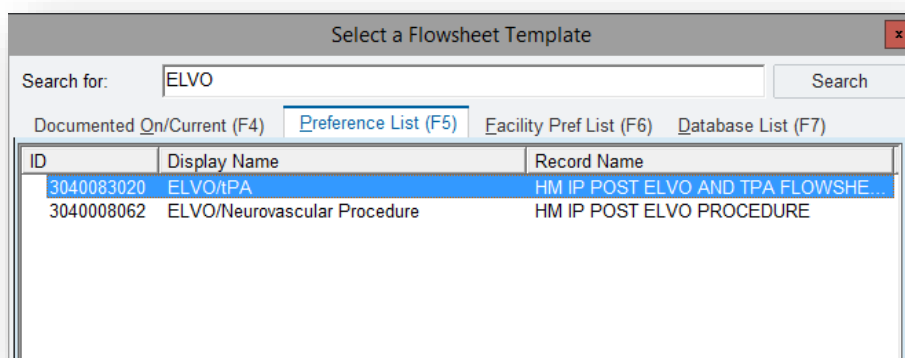
## For All ICU Nurses Who Assess ELVO Patients Receiving tPA ELVO and tPA Merged into One Flowsheet *Effective Now*

The **ELVO** and **tPA** flowsheets can now be found in one flowsheet (**ELVO/tPA**) to allow nurses to complete documentation more efficiently without having to switch back and forth between the two. The new flowsheet highlights the **ELVO** and **tPA** rows in different colors to easily distinguish between the two.

To access the flowsheet, search and add the **ELVO/tPA** flowsheet.



Hematoma
Groin Hematoma Present?
Radial Hematoma Present?
Mobility
Head of Bed Elevated
Neurological Change
Neuro deterioration?
HM Stroke Change Scale
LOC
LOC Commands
Gaze
Life App Motor



## For All ED and Critical Care Nursing Organ Donation Notification BestPractice Advisory

To meet organ donation notification requirements, policy compliance and CMS requirements, the Lifegift referral BestPractice Advisory (BPA) will now require acknowledgment. This also ensures Lifegift notifications take place within 60 minutes.

If ETT is present and the patient meets one of the following criteria, the BPA Acknowledgment will automatically trigger:

- A Glasgow Coma scale score of five or less and the absence of one or more reflexes.
- Palliative Care Consult order for end of life, hospice or assistance with withdrawal of life support.
- Admit to Hospice Care.
- Diagnostic orders for brain death.
- Orders for DNR, modified DNR or OK to extubate.

For All Nurses, Therapists and Pharmacists: Senior Discharge Information

## Senior Discharge Information Automatically Prints in the AVS

**Senior Discharge Information** automatically prints in the AVS of patients ages 65 or older, being discharged from the hospital. Nurses, therapists and pharmacists should use this material to assist in discharge. It includes:

- **Caregiver Support** – Reminder that patients may be weak and require more assistance after discharge, including help with managing medications and mobility.
- **Medications** – Reminder to consult with a pharmacist or primary doctor for all medications, including over-the-counter medicines. Medications that should be avoided or may increase risk for falls, confusion, sedation, etc. are listed.
- **Fall Prevention** – Tips for preventing falls, since the risk for fall is increased after discharge.
- **Community Resources** – Encourages patients to seek additional resources for non-medical needs from their case managers or social workers and contact 211 for local resources.



For All Nurses

## Prevent Aspiration Pneumonia in Delirium Care Plan

The **Delirium Care Plan** in Epic now includes changes to help prevent aspiration pneumonia in patients with delirium. The plan is automatically added when a patient has a **Positive 4AT Screen** for delirium in acute care units.

Make note of these changes to the **Delirium Care Plan** and the added information on both oral care and eating safely. Better oral hygiene helps reduce the bacterial load in the mouth and reduce the risk for patients who are unable to manage their own secretions. The main elements in the care plan include:

- Help patients brush their teeth, at least twice a day, using a soft, compact head (pediatric or adult) toothbrush or use oral chlorhexidine gluconate (0.12%), rinse twice a day. Oral care with the chlorhexidine rinse is already required for intubated patients to prevent ventilator associated pneumonia.
- Keep head of bed elevated and assist patients with eating only when they are fully upright and alert.

For All Epic Users

## Select Epic Functions Unavailable

*Tuesday, Sept. 8 at 5 a.m. to Sunday, Sept. 13 at 4 a.m.*

Some Epic functions will be unavailable, and no changes or enhancements will be made from **Tuesday, Sept. 8 at 5 a.m. to Sunday, Sept. 13 at 4 a.m.** Staff can still work in Epic as usual but can't apply filters in **Chart Review**; create, edit or share **NoteWriter** macros, **SmartPhrases** and **SmartLinks**; or create/edit **In Basket QuickActions**.

## Planned Downtimes and Maintenance

For All Epic Users

## Epic Downtime Before the Update

*Sunday, Sept. 13, 2 – 4 a.m.*

In preparation for the update, Epic will experience a planned downtime on **Sunday, Sept. 13, 2 – 4 a.m.** During the downtime, access Epic Read-Only. Note: Data in Epic Read-Only is current until the downtime begins. You can't document or place orders in Epic Read-Only. For more details, review the [Planned Downtime Instructions](#).

DMZ	<b>Thursday, Sept. 3, 11 p.m. – Friday, Sept. 4, 3 a.m.</b>  During this timeframe, systemwide internet/VPN access may be down twice for up to 10 seconds each. If network drives or icons are missing, reboot your machine. Report any issues you may experience to the IT Help Desk, 832.667.5600 after this maintenance is complete.
LMS	<b>Saturday, Sept. 5, 11 p.m. – Sunday, Sept. 6, 6 a.m.</b>  LMS will not be available due to maintenance.
QSight	<b>Tuesday, Sept. 8, 10 p.m. – midnight</b>  You may experience intermittent or no access. Follow your department's standard downtime procedures.

## Reminders

You can see previous issues of *IT Matters* and more at [it.houstonmethodist.org](http://it.houstonmethodist.org).

For Everyone

### Specimen Scanning Successfully Launches at HMSL

*Next Rollout: HMTW, Tuesday, Oct. 13*

For Everyone

### Tech Tip – Internet Speed

For Everyone

### WebEx Gets New Look and Security Features

*Effective Now*

For Everyone

### Use HM Approved Software/Systems Only

*Do Not Enter into Individual Agreements or Set Up Accounts*

For All Providers

### Tele-Therapy Resources Available for Patients

For All Providers

### Haiku/Canto Version 9.3 Required Before Sept. 13 Epic Update



For All Providers

## **New Look for Coding and CDI Queries**

*Effective with the Sunday, Sept. 13 Epic Update*

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For All Epic Exam Takers

## **Epic Exam Proctoring is Changing**