



## Trending in IT

For Everyone

### Flu Campaign – Track Your Vaccine in Employee Health Portal

New this year, you must sign into the [Employee Health Portal](#) in MARS to complete your flu vaccine consent form as a first step. Once logged in, click on **Message Center** to access and complete the vaccine questionnaire. You should also access the **My Appointments** section in your portal to schedule your flu vaccine. Walk-ins will not be accepted.

If you receive your flu vaccine outside of HM, you must submit your documentation in the [Employee Health Portal](#). Once logged in, click on **Other Health Resources “Flu Resources”** and submit proof of your flu vaccine.

See the HM [flu policy](#) for more details. Click [here](#) to review frequently asked questions.

For Everyone

### Two-Factor Authentication Very Important

*You Wouldn't Leave Your Front Door Unlocked,  
Why Leave Your Personal Information  
Vulnerable?*



Keeping our HM and your personal data safe and secure is now more important than ever. Did you know that 90% of employee passwords can be hacked in six hours or less, and nearly two-thirds of people use the same password for multiple accounts? Plus, more than 99.9% of Microsoft enterprise accounts that get attacked don't use two-factor authentication (2FA).

One of the best ways to protect data is to enable 2FA in your personal settings. This extra layer of security drastically reduces cybercriminals' ability to steal your information by requiring you to enter a PIN, sent to you via text, email or phone call. This PIN is in addition to your standard username and password. 2FA is available on many of the accounts you use every day like banking, Amazon, credit card companies, etc. HM IT uses it to validate our VPN users, and we will use it on **HM MyChart**.

Here are extra steps you can take, in addition to using 2FA, to protect your personal online accounts:

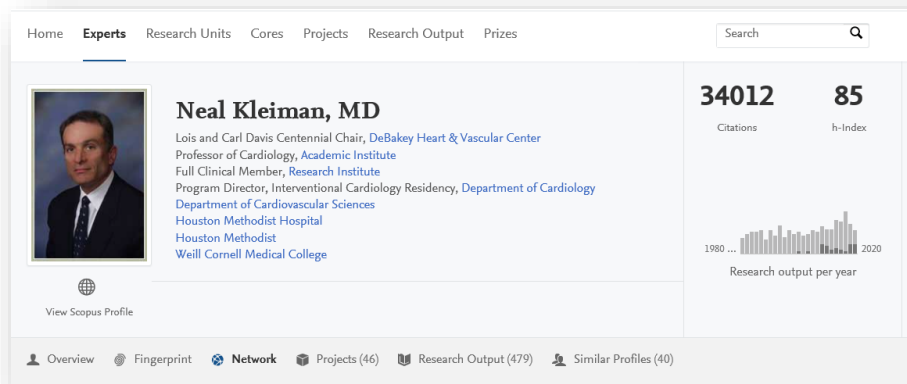
- Don't use the same passwords across multiple accounts.
- Make sure all your passwords:
  - Are a minimum of eight characters.
  - Use a combination of uppercase and lowercase letters, symbols and numbers.
- Don't use words, birthdates, addresses or phone numbers as your passwords. Hackers can easily find this information about you on the internet.

## For Everyone Scholars Researchers Profile and Collaboration Tool Effective Now

[Scholars](#), a global network of faculty profiles, allows healthcare professionals globally to search online for HM physicians, researchers, clinical trials and academic publications. From our faculty profiles, you can click the **View Research Network** button to access faculty members' background information, view their academic articles, the number of publication citations and social media mentions, funded research projects and the network of people with whom they collaborate. This is particularly beneficial to researchers wanting to learn who is working on specific diseases/areas of expertise around the world.



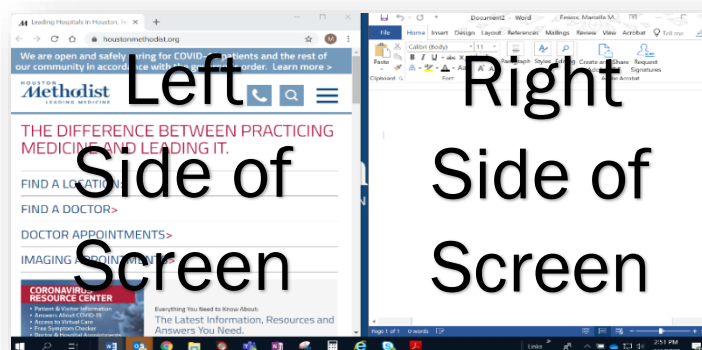
By making it easy for others to find us, we expand our virtual global reach and reputation and build strong collaborative networks, making us able to provide better patient care by discovering novel treatment protocols. Another great example of how HM is leading medicine.



## For Everyone Create the Effect of Dual Monitors on Your PC

Want to look at two documents or websites at the same time but only have one monitor? You can view two items at the same time through a simple keyboard shortcut:

1. Open the document or page you want to see on the left side of your screen.
2. Click both the **Microsoft Windows icon** and your **left arrow key**.



3. The right side of your screen will display all the windows you have open. Select the one you want to view.

Both screens will display side by side on your single screen, and you can now work on them at the same time.



For All Microsoft Office 2013 Users

## Systemwide Upgrade to MS Office Pro Plus

All computers systemwide will be updated to **Microsoft Office Pro Plus** through **Oct. 16**. This impacts about 10,000 users who are currently using **MS Office 2013**. If your computer is impacted, you'll receive an email before the change with instructions.

## Launch Alerts

For Everyone

## New HM Specialty Pharmacy Celebrates Successful Launch



(Pictured L to R: Brian Le, Safiya Baker, Ghalib Abbasi, Linda Drucker, Javon Artis and Mark Norton.)

A new specialty pharmacy successfully launched at two HMH clinics earlier this week, allowing us to fill specialty medication prescriptions for our patients, rather than them needing to use a non-HM pharmacy.

"This opening marks a milestone for Houston Methodist," said Dan Metzen, HM system director of pharmacy services. "For the first time, we're able to provide comprehensive services to our patients who need specialty medications, and we're doing it in a way that is seamless and convenient for them."

Our systemwide rollout continues with **HMWB select clinics on Monday, Oct. 5**, with other hospitals launching in the coming months. HMWB clinics launching Oct. 5 include Oncology Hematology, Cancer Center, OB/GYN, Infusion Center and Interventional Radiology.

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

**For Physical Therapists, Occupational Therapists and Speech Language Pathologists**

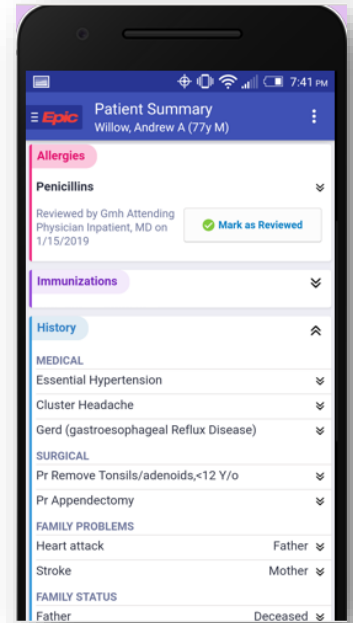
## **Rover Smartphones for Clinical Documentation**

*Pilot Launching Monday, Sept. 28*

Rover, a simplified version of Epic on a smartphone, is launching on **Monday, Sept. 28** for a pilot group of physical therapists, occupational therapists and speech language pathologists. It launches systemwide for all PT/OT/SLP on **Monday, Nov. 2**.

Rover allows you to perform several functions on the go, including flowsheet documentation, LDA, bar-coded medication administration and wound care photos.

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



**For HMTW Nurses, PCAs, EMTs, ED Techs and Lab Staff**

## **HMTW Specimen Scanning Launching on Tuesday, Oct. 6**

*Complete Required Training by Friday, Oct. 2*

Specimen Scanning is launching at HMTW on **Tuesday, Oct. 6** for nurses, PCAs, EMTs, ED techs and lab staff. This is already live at HMSL and will roll out systemwide into 2021.

This new tool reduces the risk of specimen labeling errors, improving patient safety. Increased accuracy helps reduce lab processing turnaround times, so providers can make patient care decisions sooner than previously possible.

### **Required training – deadline Friday, Oct. 2**

If you are part of the HMTW launch, required online training has been assigned to you in LMS, or you can search for **Epic Lab Specimen Collection & Barcode Scanning for Inpatient Nursing Staff**, course #1582031. Please complete this training by **Friday, Oct. 2**.

For questions or more information, contact your unit's super users or visit [it.houstonmethodist.org/specimenscanning](http://it.houstonmethodist.org/specimenscanning).

**For Everyone**

## **Patient Meal Ordering in MyChart Continues Rollout**

*Next Launch at HMWB on Sept. 29*

To enhance the patient experience, a new online meal ordering system for patients will roll out at HMWB on **Tuesday, Sept. 29**, with launches at HMB, HMSL and HMW scheduled later this year. The program went live at HMTW on July 14 and HMH on Sept. 1.



With this new tool, patients can order meals through the **MyChart** app on their mobile devices, simplifying the meal ordering process while ensuring patients receive nutritionally appropriate meal options.

## Epic Updates & Changes

For All Epic Users

### Sept. 20 Epic Update Complete

*Next Update is Sunday, Feb. 21, 2021*

If you need a refresher on the new changes that went live with the **Sept. 20 Epic Update**, review the **Update Companions** for your role or others. To access the **Update Companions**, press **F1** on your keyboard while logged into Epic, follow the link to the Learning Home, then click the **Companion** visual/notable in the upper-right corner.



The next Epic Update is **Sunday, Feb. 21, 2021**.

For All Epic Users

### New Feature Alert – Epic Learning Home



For more information, review the [Accessing Your Epic Learning Home tip sheet](#).

For All Inpatient Nurses

### Dysphagia BPA Pop Ups Modified

*Effective Today*

To reduce high dismissal rate of BPAs, specific patient criteria are excluded from causing a BPA to fire for dysphagia screening and dysphagia screening consult to SLP. These changes should improve efficiency and reduce excessive firings of these BPAs.

The following will no longer cause a BPA to fire:

- ACTIVE ETT present and no order to discontinue.
- Patient has a trach, tube feeding or laryngectomy.
- Active NPO order and nursing documentation of NPO.
- SLP has entered swallow eval charge.
- Firing in procedure areas.

An **Acknowledgment Reason**, which will be used to remind nurses in two hours of a prior BPA, was added.

## For Inpatient Nurses

### New Care Plan BPAs

*Effective Today*

A new BPA was created to automatically add **Post Mechanical Thrombectomy** or **Post Cerebral Angiogram (ELVO)** care plan when an order is placed for **IR Angiogram Cerebral, Bilateral Procedure**.

The screenshot shows a new Care Plan BPA form titled "Post Mechanical Thrombectomy or Post Cerebral Angiogram Maintain or Improve Vascular Perfusion". It includes a search bar for "HM IP Post Mechanical Thrombectomy or Post Cerebral Angiogram Maintain or Improve Vascular Perfusion", a "Priority" dropdown, and an "Expected end" date/time selector.

## For All Inpatient Users and OB

### New Tile Shows Patients on CareSense Pathway

*Effective Thursday, Oct. 1*

On **Thursday, Oct. 1**, a new tile showing if a patient is on a **CareSense Pathway** will be added to the **Overview Summary Reports** for inpatient and OB staff. This helps to inform you of any **CareSense Pathways** a patient may be enrolled in. The tile only displays if the patient is on a pathway.

The screenshot shows the EpicCare Summary page for a patient named "Test, Banana". The "Overview" tab is selected. The "CareSense Pathways" tile, located in the bottom right section of the summary, is highlighted with a red box. It displays "TIA, Syncope, ACS Pathway". Other tiles visible include Medical Problems, Medical History, Surgical History, Social History, Emergency Contact(s), Orders with Associated Pumps, Vital Signs, I/O, Respiratory, Restraints (last 24 hrs), Lines, Drains, and Airways, Recent Pain Assessment Documentation, Therapy Summary, Diet Orders, Supplement Orders, and Nursing Activity Orders.

## For All Providers

### Updated Dx Codes

*Starting Thursday, Oct. 1*

On **Thursday, Oct. 1**, diagnosis codes will be updated to the latest Intelligent Medical Objects (IMO) standards. The 2021 International Classification of Diseases, 10<sup>th</sup> Revision, Clinical Modification (ICD-10-CM) includes:

- 609 new codes
- 57 revised codes
- 39 invalid codes
- 26 retired codes

Click [here](#) for more information, including a list of new terms and modifier changes.

For HB and PB SlicerDicer Users

## Combined SlicerDicer Data Model for Hospital Accounts

To simplify **SlicerDicer** reporting and analytics, the new **Hospital Accounts (HB & PB)** data model has replaced the **Accounts (Hospital Billing)** data model.

Based on your HB and PB Epic access, you can view the corresponding hospital accounts. The **Billing System** filter can be used to display specific HB or PB accounts. This filter has been added to previously saved **Accounts (Hospital Billing)** sessions and these have been moved to the new data model.

If you are new to **SlicerDicer**, you will need to complete a quick Epic tutorial to gain access:

- Log in to Epic.
- Go to the search box in the upper right-hand corner and type **SlicerDicer**.
- This prompts you to begin the tutorial modules which will only take about 15 minutes to complete.

For more information, watch the [SlicerDicer resource video](#). For questions or access support, please email [IT-Business Intelligence](#).

## Planned Downtimes and Maintenance

For HM Cubes Users

### Cubes Data Refresh Paused

*Now through Monday, Sept. 28*

HM cubes data in Epic will not be updated until **Monday, Sept. 28**. **Note:** No downtime is expected, and you can still access the cubes.

For HMW

### IT System Maintenance – Keep Your Devices Turned On

*HMW MOB 1 and 2: Tuesday, Sept. 29, 5 p.m. – Wednesday, Sept. 30, 4 a.m.*

IT system maintenance will take place for HMW MOB 1 and 2 on **Tuesday, Sept. 29, 5 p.m. – Wednesday, Sept. 30, 4 a.m.** If you work in these locations, please keep your systems and devices turned on and online.

Everyone will lose network connection to all business systems and medical devices **for about three minutes** during this timeframe, but devices should reconnect automatically. If your devices don't reconnect, please reboot. This interruption includes systems and devices like Vocera badges, Zebra smartphones with Rover, pneumatic tubes, air conditioning, MRIs, CTs, laptops, WOWs, desktops, printers and more.

Holly Hall Data Center Maintenance	<p><b>Thursday, Sept. 24, 11:59 p.m. – Friday, Sept. 25, 5 a.m.</b></p> <p>During this timeframe, you may experience intermittent, slow access to Epic, Lab, Pharmacy and MARS. Save your work often and if you experience issues, close the app and reboot your computer.</p>
LMS	<p><b>Saturday, Sept. 26, 11 p.m. – Sunday, Sept. 27, 6 a.m.</b></p> <p>LMS will not be available due to maintenance.</p>
QSight	<p><b>Tuesday, Sept. 29, 10 p.m. – midnight</b></p> <p>You may experience intermittent or no access. Follow your department's standard downtime procedures.</p>
LaborWorkx	<p><b>Thursday, Oct. 1, 11:55 p.m. – Friday, Oct. 2, 2 a.m.</b></p> <p>LaborWorkx will be unavailable during this time period. Be sure to print any required work/schedule-related items before the downtime. Contact LaborWorkx Support at 832-667-5959 or <a href="mailto:LaborWorkx@HoustonMethodist.org">LaborWorkx@HoustonMethodist.org</a> or the IT Help Desk for questions.</p> <p>Note: Badge Readers will be available during this time, but Quick Badge will not.</p>

## Reminders

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

For Registration, Scheduling, Front Desk Staff, Hospital-Based Outpatient Departments and SPG/PCG Clinics

### Updates to COVID-19 Potential Risk – Travel Screening Window

For Inpatient Rehab Center West Pavilion 9 and 10: Case Managers, Social Workers, Nurses, Therapists, Pharmacists, Dieticians and PPS Coordinators

### Inpatient Epic Rehab Module

For All Providers

### Coding and CDI Queries Get a New Look

For All Providers

### Haiku/Canto Version 9.3 or Later – Now Required

For All Providers

### New Haiku “Hey Epic!” Voice Assistant

For All Providers and Pharmacists

### Pain Monitoring Index Report

For All Surgeons and Providers Using ImageStream, OR Directors



## ImageStream Integrated with Epic

For All Inpatient Providers and Nurses

### New COVID-19 Testing and Isolation BPA Alerts

For All Inpatient Nurses

### Orange Banner on Nursing Overview Report