



Trending in IT

For Everyone

Stay Alert for Cyberattacks

FBI warns of imminent threat to health care facilities

Houston Methodist is on high alert for potential cybersecurity threats following recent attacks to health care facilities across the country. An advisory sent from the US Cybersecurity and Infrastructure Security Agency (CISA), indicates these are credible threats and we must take necessary precautions to protect our data. Since Tuesday, at least four health care facilities have been attacked. The cyberattacks described in the advisory, are known as ransomware attacks. This means the cybercriminals hold data hostage until the organization pays a set ransom. The attacks have affected patient wait times, at the impacted organizations, and in some cases the need to divert patients to other facilities. Click [here](#) for more on this story from CNN.

Employees should remain vigilant about potential threats and continue practicing the following security protocols:

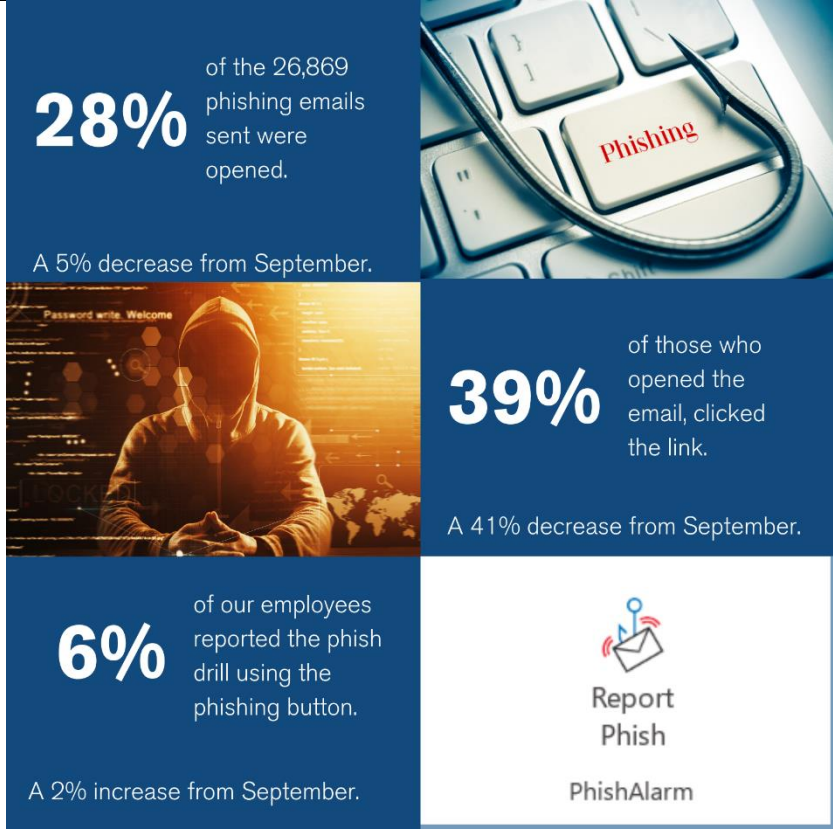
- Use HM email, because it has several layers of security.
- Don't open attachments from your Gmail, Yahoo or other non-HM email from your work computer.
- Watch out for suspicious emails, including phishing messages (see article below). Use the Phish Alarm button in Outlook.
- Use only secure Wi-Fi connections.
- Turn off Bluetooth when you're not using it.
- Utilize two-factor authentication, when available.

For Everyone

Results from Our October Phishing Drills

Phishing emails account for nearly 70 percent of hospital-related data breaches according to the Healthcare Information and Management Systems Society. These disguised messages look like emails from people you know or trust, but they disrupt computer systems and steal sensitive data.

Results from the October phishing drills at HM indicate an improvement from September, but there is still a significant need for more training and drills.



How do I recognize a phish?

- External Email – Look for **[External]** in the subject line. This should alert you that the email is coming from someone outside our organization. Before you click make sure the sender is someone you know.
- Urgency – Be wary of emails that have a strong sense of urgency. Asking for your attention or action right away should be a red flag.

If you suspect a message is a phishing email, follow these steps:

- If you use Outlook, while on the network, click the **Report Phish - Phish Alarm** button on your Outlook toolbar.
- If you use Outlook from a mobile device, click the three dots by the sender’s name and select the **Report Phish** button ([click here](#) for a visual aid).

If you access Outlook via webmail, click on the three dots next to the email to view the **Report Phish** button.

For Everyone
Daylight Saving Time Ending – Are You Ready?
Sunday, Nov. 1

On Sunday, Nov. 1, we adjust our clocks back one hour due to the end of daylight saving time (DST). If you’re working during this change, follow these instructions for Epic and LaborWorkx.

Epic
 Epic won’t automatically correct the time and some data may need to be manually entered twice from 0100-0200 CDT (before the time change) and 0100-0200 CST (after the time change) for the repeat fall-back hour. Be sure to validate all times for accuracy as



documentation, event times, some BPAs and ADT events may be impacted.

To maintain continuity of care, review your department's instructions here: it.houstonmethodist.org/dst-nov-2020.

LaborWorkx

Badge readers and Quick Badge will update at 2 a.m. on Sunday. LaborWorkx will automatically add the extra hour worked and generate an exception message stating the hours were adjusted for DST change.

If you notice any problems with a badge reader or for clocking questions contact the IT Help Desk.

For Everyone

MyMethodist Patient Tablets Foster Patients

Rolling Launches Underway Systemwide

MyMethodist Patient tablets preloaded with useful apps to educate, entertain and engage our patients, have started rolling out to more than 2,250 patient rooms systemwide. These Apple® iPads provide quick, convenient and easy access to help patients:

- Stay connected with family and loved ones, including use of video calling.
- View their HM MyChart accounts for available test results and details specific to their condition, treatment or recovery.
- Review educational materials related to their conditions or diagnosis.
- Access the HM Patient Guide.
- Play games, listen to music and watch movies or TV shows.
- Order physician and dietician-approved meals at select HM hospitals.

Education materials are available to help patients [get started with the devices](#) and [conduct a video call](#). As patients are discharged or transferred to a different room, their personal data will automatically be wiped from the tablet's memory. Patients and/or staff can also manually reset the device and erase the previous patient's data by tapping the red app icon beside the **Welcome Guide** in the navigation menu at the bottom of the home screen.

Tablets have been distributed at Jones 9, 10 and 11 and Alkek 7 and 8 at HMH, the birthing center at HMCL and 5N at HMTW, with more units coming online through early December. As MyMethodist Patient is rolled out at each facility, guest relations and IT field ops will provide technical set-up support and guidance for staff.

Launch Alerts

For Providers and Pharmacy Staff in Select Clinics

HM Specialty Pharmacy Expands Rollout

HMSL Gynecologic Oncology – MOB 3 and 450 – Sunday, Nov. 1

On Sunday, Nov. 1, the new HM specialty pharmacy will become available for HMSL Gynecologic Oncology (MOB 3 and 450). This new service allows us to fill specialty medication prescriptions for our patients, instead of them needing to use a non-HM pharmacy.

Other November launches include:

- **Nov. 16:** HMSL (Hematology Oncology MOB 2 and 131)
- **Nov. 16:** HMH BMT (Walter Tower)

For more information, review the tip sheets on it.houstonmethodist.org/specialtypharmacy. For questions, contact your unit's super users.

For All Physical and Occupational Therapists and Speech Language Pathologists (Except HMSL)

Rover Launching Systemwide on Monday, Nov. 2 (Except HMSL)

Reminder: Rover Training Deadline is Today

Rover, a simplified version of Epic on a smartphone, will launch systemwide (except HMSL) on **Monday, Nov. 2** for all PT/OT/SLP. Rover allows you to perform several functions on the go, including flowsheet documentation, LDA, bar-coded medication administration and wound care photos.

If this impacts you, required training has been assigned to you in LMS, or you can search for **Rover Virtual Training for Therapy Staff – course #1585007**. Be sure to complete this training today.

For more information, visit it.houstonmethodist.org/rover.

For All Tele-Neurology Providers, Nurses and Staff

New Caregility Carts Launch Date

Now Launching Monday, Nov. 16

Caregility Carts will replace Vidyo Telestroke carts on **Monday, Nov. 16**, at HMB, HMCL, HMSL, HMTW, HMW and HMWB. The new launch date accommodates scheduling conflicts at some campuses.

Training

- All impacted roles must complete training **before Nov. 16**.
- If you missed training, you must be trained **before Nov. 16** by someone who attended training.
- For training questions, contact your site's stroke coordinator.

For more information, review the following tip sheets:

- [Caregility Telestroke Cart – Connecting with Patients](#)
- [Caregility Telestroke Cart and iPad Overview](#) (updated)
- [Caregility Troubleshooting Guide](#)

Epic

For All Epic Users

Do Not Create “Test” Patients in a Live Epic Environment

Using Epic for anything but documenting patient clinical care and HM business operations can result in faulty data, business issues, deficiencies with unsigned InBasket messages and many other concerns.

Only use the Epic Playground to create a test patient or test a workflow, order scheduling process. Click [here](#) for a tip sheet on accessing the Epic Playground.



or

Here are a few important reminders:

- **Don't create** test patients through any third-party systems.
- **Don't use** your own chart as a test environment.
- **Don't create** test patients in a live environment when training new employees.

If you must test something in a live Epic environment, send your special exception request to itepicprodstestpatientmonitor@houstonmethodist.org.

For Inpatient and Emergency Care Nursing

National Institutes of Health Stroke Scale (NIHSS) and t-PA Bolus Rows Added Effective Today

New flowsheet rows were added to the MAR for **Alteplase (t-PA) Bolus**. These flowsheet rows were placed on the **MAR** to remind nurses to document a full National Institutes of Health Stroke Scale (NIHSS) within 15 minutes prior to the **Alteplase Bolus Initiation Time**. Additionally, the last documented NIH scores were also added.

- On the left side of the **MAR** you will see the last flowsheet documented NIH was added. It will be left blank if there isn't one documented.
- On the right, you will see the question to remind nurses to complete and document a full NIHSS within 15 minutes prior to the **Alteplase Bolus Initiation Time**.

The screenshot displays the MAR interface for an Alteplase (t-PA) bolus order. On the left, the 'Last Flowsheet Documentation' section shows 'NIH 10 filed at 10/22/20 1330 by Nurse Jones'. The 'Associated Flowsheet Rows' section contains a warning: 'Flowsheet data cannot be documented in the future. Flowsheet time has been set to 10/22/20 1359.' Below this is a box asking 'NIH Stroke Scale before bolus' with an 'I will document' button.

For Quality NIHSS Now Appears in Stroke Flowsheets Report

To make it easier to view stroke related trends, the **NIHSS** is now visible in the **Stroke Flowsheets Report** under the **Summary Activity**.

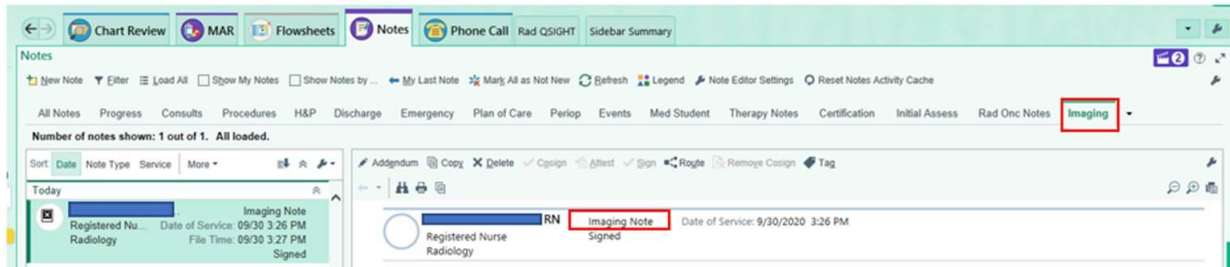
The screenshot shows the Stroke Flowsheets Report in the Summary Activity. The report displays a line graph for 'NIHSS' scores over time, with a red line indicating the score. The graph shows a score of 15 at 07:15 and 23:07, and a score of 30 at 10:21. Below the graph is a table of 'Flowsheet Values' for various items like Level of Consciousness, LOC Question, and Motor Arm, Right.

Interval	24 hr	24 hr	Interval
Level of Consciousness	1		Level of Con...
LOC Question	1		LOC Question
LOC Commands	1		LOC Comma...
Best Gaze	1		Best Gaze
Visual	1		Visual
Facial Palsy	1		Facial Palsy
Motor Arm, Left	1		Motor Arm, Left
Motor Arm, Right	1		Motor Arm, R...
Motor Leg, Left	1		Motor Leg, Left
Motor Leg, Right	1		Motor Leg, R...
Limb Ataxia	1		Limb Ataxia

For Radiology Technologists and Nurses Imaging Note Available in Notes Tab

Effective Now

A new note type – **Imaging Note** – was added for imaging technologists and imaging nurses to document patient prep or delays. This makes it easier for ordering providers and inpatient nurses to see notes from imaging during chart review.



For All Providers New COVID-19 BPA Alert

Effective Thursday, Oct. 29

Starting Thursday, Oct. 29, you will receive a new BPA alert to order a COVID-19 test when an admitted patient:

- Hasn't been tested for COVID within the last 14 days or received a negative COVID test result at least 14 days ago.
- **And** is on a nebulized medication and/or high flow oxygen therapy.

Care Guidance (1)

This patient was **COVID Negative** at least 14 days or greater or has not had a COVID test in the last 14 days **AND** on nebulized medication and/or high flow oxygen therapy.

Please consider ordering a COVID test to **screen the patient**.

Last COVID19RES, collected/resulted: DD/MM/YYYY = Result value

Acknowledge Reason

For SPG/PCG Providers and Office Staff Hepatology Referral Enhanced, Supporting New Metabolic Liver Disease Clinic

Effective Sunday, Nov. 1

The new Metabolic Liver Disease Clinic within the Sherrie and Alan Conover Center for Liver Disease & Transplantation is slated to open in November, providing a multidisciplinary approach to treating NAFLD patients.

To support the new clinic, **starting Sunday, Nov. 1**, the **Hepatology Referral** in Epic will be updated. This will help triage our patients more efficiently and provide better care.

Enhancements include:

- Select your patient's preliminary diagnosis to better direct referrals.
- Acuity information is now provided to the referring service, including FIB-4 fibrosis assessment.

- The FIB-4 fibrosis assessment is included in the notes, defining acuity/severity to the consulting physician and the hepatology service.
- You must now select provider and diagnosis in **Ambulatory referral to Hepatology**.

The screenshot shows the 'Ambulatory referral to Hepatology' form. Key elements include:

- Class:** Internal Ref
- Referral:** Override restrictions
- To provider:** [Search]
- To prov spec:** Hepatology
- To dept:** HMH LIVER CENT
- To dept spec:** Hepatology
- Reason:** Specialty Services Required (Selected), Second Opinion, Patient Preference
- Priority:** Routine (Selected), Urgent, Elective
- # of visits:** 1
- Reason for referral:** General Hepatology, Liver mass, Transplant, Fatty liver
- Let me know if the patient declines service or is unable to be contacted?** Yes, No
- File referral to ordering clinic?** Keep, Send
- Sched Inst.:** [Text area]
- Status:** Normal, Standing, Future
- Expected Date:** Today, Tomorrow, 1 Week, 2 Weeks, 1 Month, 3 Months, 6 Months, [Approx.]
- Expires:** 10/8/2021, 1 Year
- Comments:** Fibrosis Score was 1.6 at 9/2/2020 2:31 PM Age: Value Interpretation <35 Consider other
- Show Additional Order Details** [Dropdown]

For All Leaders, Providers and Staff
21st Century Cures Act: Share Clinical Notes with Patients
Effective Monday, Nov. 2

The 21st Century Cures Act covers a wide range of health care initiatives, including a requirement that patients have access to their electronic health record (EHR) information. To meet this requirement, **starting Monday, Nov 2.**, inpatient and outpatient providers can share all USCDI clinical note types with their patients through **MyChart**. This will give our patients access to their important health care information easily and securely.

What's Changing

- Use the new **Share w/ Patient** button in **NoteWriter** to share the completed note with your patient via their **MyChart** account.
- The **Share w/ Patient** button will be defaulted **off**.
- Notes are limited to **Signed, Completed** and/or **Attested Physician Notes**.
- Medical student and nursing notes are **not** included.
- HM, the entity or provider can track shared notes using the new **Shared Notes Clarity** report for audit purposes.
- Note types include:
 - **Consultation Notes**
 - **Discharge Summary Notes**
 - **History & Physical**
 - **Imaging Narrative/Results Release**
 - **Laboratory Report Narrative/Results Release**
 - **Pathology Report Narrative/Results Release**
 - **Procedure Notes**
 - **Progress Notes**
- Your patient can also request this information through the **Medical Records Request** form in **MyChart**.

- All post-encounter queries will follow current Epic ROI workflows through **MyChart**, fulfilled by Medical Records.
- When your patient receives your clinical note via **MyChart**, it will include a standard HM message, outlining the purpose of the note.

For All Providers, Pharmacists and Nurses
Hypertonic Saline Solutions Require Double Checks
Effective Tuesday, Nov. 3

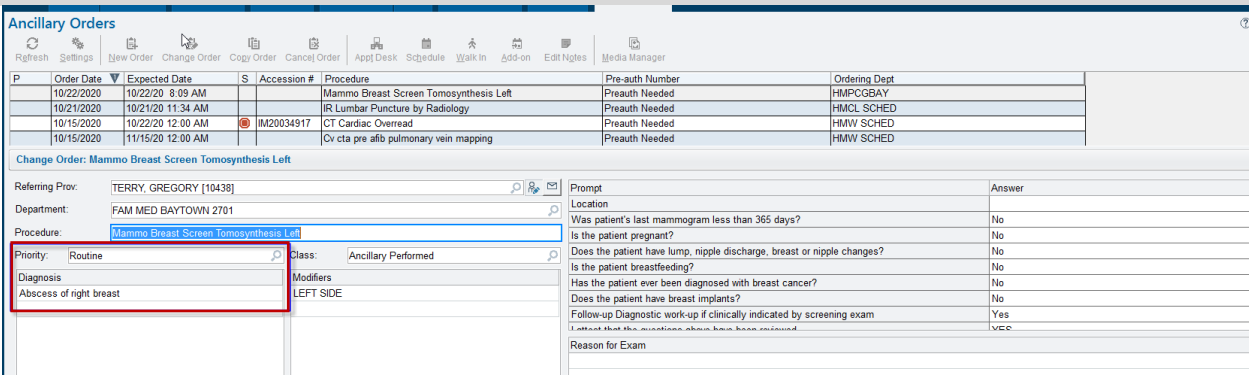
On **Tuesday, Nov. 3**, administration of hypertonic saline solutions will require two verifications in the MAR to be in policy compliance since this is a High Alert/High Risk medication.

Providers will need to enter the final sodium chloride concentration when placing orders. Pharmacy will then validate this information at order verification and nurses will need to obtain a double check on administration, when prompted.

Review this [tip sheet](#) for further instructions.

For Imaging Front Desk Staff
Access to Changing Diagnosis and Priority
Effective Tuesday, Nov. 3

Imaging front desk staff will have access to change the diagnosis and priority for orders placed outside of ancillary orders.



Planned Downtimes and Maintenance

Daylight Saving Time	<p>Sunday, Nov. 1, 2 a.m.</p> <p>Adjust your clocks back one hour at 2 a.m., due to the end of daylight saving time (DST). If you're working during this change, follow these instructions.</p>
LaborWorkx	<p>Thursday, Oct. 29, 11:55 p.m. – Friday, Oct. 30, 2 a.m.</p> <p>LaborWorkx will be unavailable during this time. Be sure to print any required items before the downtime. For questions or issues, contact HR Hub at 832.667.6211 or HRHub@HoustonMethodist.org or the IT Help Desk.</p> <p>Note: Badge Readers will be available during this time, but Quick Badge will not.</p>
LMS	<p>Saturday, Oct. 31, 11 p.m. – Sunday, Nov. 1, 6 a.m.</p> <p>LMS will not be available due to maintenance.</p>
QSight	<p>Tuesday, Nov. 3, 10 p.m. – midnight</p> <p>You may experience intermittent or no access. Follow your department's standard downtime procedures.</p>
Radiology TraumaCad Upgrade	<p>Wednesday, Nov. 4, 6 – 8 p.m.</p> <p>System upgrade will impact all orthopedic providers. For issues, email the IT Help Desk and Cc, IT-Radiology@houstonmethodist.org.</p>

Reminders

You can see previous issues of *IT Matters* and more at it.houstonmethodist.org.

For Everyone
Phishing Drills – Don't Get Caught!

For All Providers, Lab Staff and Nurses
Enhanced Procedures: Ensuring Safe Blood Products Transfusions
Automated Process – No Action Needed from Providers

For HMWB Providers and Staff
Meds to Beds – HMWB Rollouts Continue

For HIMSL Schedulers

WELL Health Bi-Directional Texting Now Live

For All ED and Nursing

Family Notification Documentation Moved to Increase Visibility

For All Providers

Respiratory Pathogen Panel (RPP) Test Now includes COVID-19 Result

For HMH Providers and Nurses

New BPA Alert for STAT Echo Orders

For All PCG Providers and Administrators

HCC BPA Enhanced – Now More Efficient

Effective Monday, Nov. 2