IT MATTERS

Trending in IT

For Everyone
Security Alert: Update Your Apple Devices – Multiple Patches Released

If you have an Apple® device (iPhone, iPad, desktop), be sure to run the iOS update from **Thursday, Nov. 5**, which included several security updates. These updates correct a security gap identified by Google that could let cyberattackers take over your camera or microphone, share location data and track your keystrokes.

To learn more about these updates, go to the Apple security update page.

For Everyone
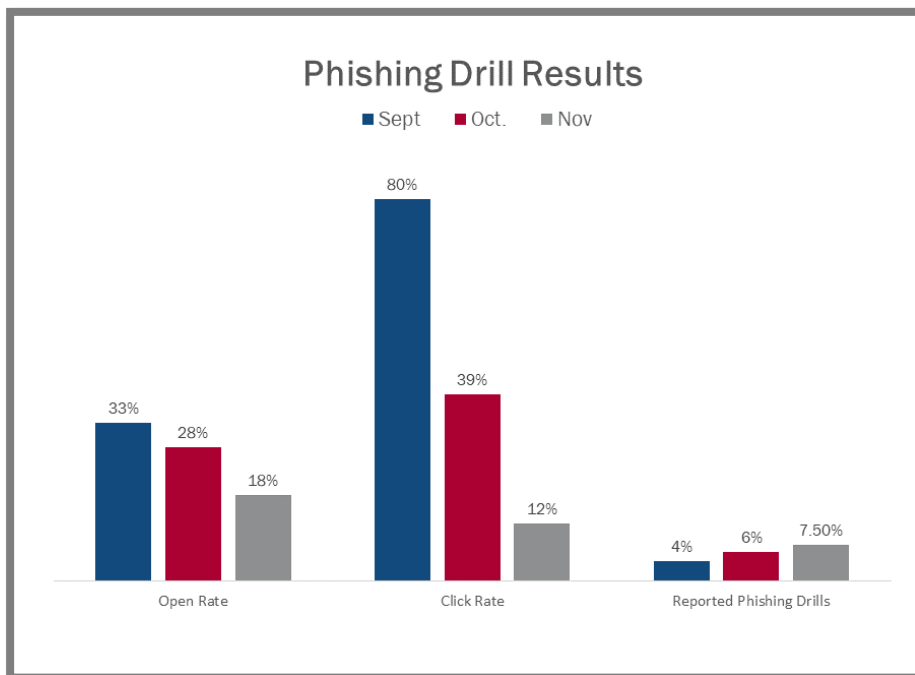### Phishing Drills Are Making a Difference
Remain Alert and Vigilant, and Keep HM Safe

Over the past three months, the HM IT Security team has held several phishing email drills to train everyone on what to do in the event of a real attack. Phishing emails are sent by hackers to steal sensitive data and/or disrupt computer systems.

Report
Phish

PhishAlarm
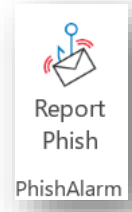
Are the phishing drills working?
If you look at the data below, the phishing drills are working! Since September, the percentage of people who opened the email has decreased from 33% to 18%. Clicks within the email decreased significantly, and the number of people who reported these drills using our **Report Phish – PhishAlarm button**, has increased.

Phishing Drill Results

■ Sept ■ Oct. ■ Nov

	Open Rate	Click Rate	Reported Phishing Drills
Sept	33%	80%	4%
Oct.	28%	39%	6%
Nov	18%	12%	7.50%

With the increase in cybersecurity threats and attacks on healthcare organizations, it's important that we stay alert and vigilant. Be on the lookout for more phishing drills in the future.

What if you suspect you got a phishing email?

- Desktop/Laptop: Click **Report Phish - PhishAlarm** button on the Outlook toolbar.
- Mobile: Tap the three dots by the sender's name and tap the **Report Phish** icon.
- Apps Center: Forward email to spamspotting@houstonmethodist.org.
- Webmail/Office 365: Select the email. In the preview pane, click the three dots. Scroll down and click **Report Phish**.

For Everyone
Microsoft Teams Chats Delete After 30 Days
Effective Date Extended – Monday, Nov. 16

The start date for automatic and permanent deletion of **personal (1:1 or group) chats** over 30 days old from Microsoft Teams has been extended to **Monday, Nov. 16**.

This change **does not** impact HM-designated team channels or any file sharing/meeting notes within those channels. To request a designated team channel, complete this request form.

For Everyone
Tech Training Opportunities Now Available
Microsoft Teams Champions and Tech Tuesdays

HM is partnering with Microsoft on several initiatives to help our employees and physicians navigate technology.

For anyone interested in learning more about Microsoft Teams, the **Teams Champions** program will launch on **Wednesday, Dec. 2 from noon to 1 p.m.** Champions will participate in monthly calls, learn Microsoft Teams tips and tricks, have early access to new features and a resource library. If you or someone on your team is interested in participating, click here to join the program.

We're also excited to introduce **Tech Tuesdays** – weekly, one-hour trainings on Microsoft products. These trainings will kick off in December with a focus on Microsoft Teams. Future topics may include **OneNote**, **OneDrive**, **SharePoin**t and other Microsoft apps. Sessions will be recorded.

Tech Tuesday Sessions – Click on the links below to join at the time of the meeting.
[1 – 2 p.m., Tuesday, Dec. 1](#)
[1 – 2 p.m., Tuesday, Dec. 8](#)
[1 – 2 p.m., Tuesday, Dec. 15](#)

For Everyone
## Plan Your Career Through My Development Plan

Did you know there is a planning resource for you to document your development goals in **MARS**? **My Development Plan** helps you plan your career and allows you to track opportunities for gaining knowledge, skills and abilities. Your development opportunities may come from many areas including project work, experience, mentoring and formal education or **LMS SuccessFactors** courses. To work on your plan, log on to MARS, click the **Performance** tile, then click **My Development Plan**.

Click here for My Development Plan FAQs.
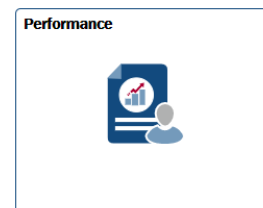
For Everyone
HM OnDemand eLearning at Your Fingertips

There is a large library of over 100 free on-demand, online courses accessible in **LMS SuccessFactors**, through a partnership with **Open Sesame**. Courses range from five minutes to one hour in length, and new courses are added regularly. Some class topics include communication, interpersonal skills, managing others, time management and much more.
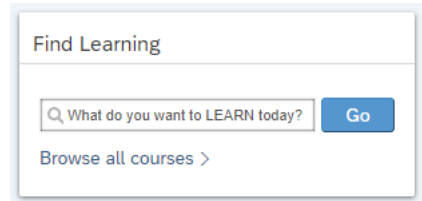
Log on to MARS and click the **LMS SuccessFactors** tile and click the **Learning** tile. Using the **Find Learning** box, click **Browse all courses** and filter the courses by the **Open Sesame** source. Now click the **Start Course** link to enroll in a course.

Launch Alert

For HMSL and HMH Providers and Pharmacy Staff in Select Clinics
HM Specialty Pharmacy: Available Monday, Nov. 16

On **Monday, Nov. 16,** the new HM specialty pharmacy service expands to include:
- HMSL Gynecologic Oncology (MOB 3 and 450)
- HMSL Hematology Oncology (MOB 2 and 131)
- HMH BMT (Walter Tower).

This new service allows us to fill specialty medication prescriptions for our patients, making it easier for them to get needed specialty medications.

For questions, contact your unit's super users. For more information visit it.houstonmethodist.org/specialtypharmacy

For HMCCH
IT System Maintenance – Keep Your Devices On
HMCCH: Tuesday, Nov. 17, 6 – 9 p.m.

On **Tuesday, Nov. 17** from 6 to 9 p.m., IT system maintenance will take place at HMCCH. Wireless medical devices and business systems/devices, like those listed below, will **lose connectivity for about three minutes** during this timeframe but should reconnect automatically. If your devices don't reconnect following the maintenance, please reboot.

This impacts systems and devices like Vocera badges, Zebra smartphones with Rover, barcode specimen scanners, WOWs, desktops, laptops, printers, EKG carts, ultrasounds, portable X-rays, printers, glucometers, cell phones and any other wireless device.

To prepare
- Keep your systems and devices turned on and online.
- Save your work often from 6 – 9 p.m. on Tuesday.

This maintenance excludes any devices connected through HM guest Wi-Fi.

For Imaging Departments and Clinics using lifeIMAGE
New, Improved Image Viewer for External Imaging Studies
*Effective Wednesday, Nov. 18*

Dicom Viewer, a new image viewer for diagnostic images, will be embedded into the **lifeIMAGE** application.

The Dicom Viewer includes an updated toolbar and icons for ease of use. The viewer no longer requires Adobe Flash and can be used with different internet browsers, including Internet Explorer and Google Chrome.

With **lifeIMAGE**, you can send and store external studies to PACS systems, including GE PACS, Syngo and Digisonics, depending on the study type.

Use the Help menu on the Dicom Viewer toolbar to review the user guide and additional support materials. To request **lifeIMAGE** access, submit a request to the IT Help Desk.
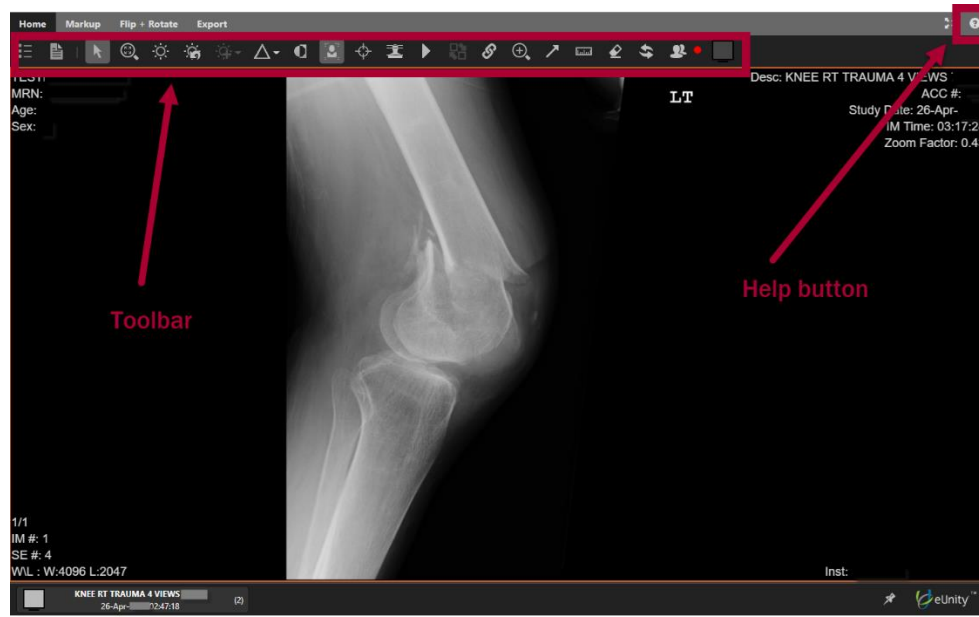
For HMCL Nurses, PCAs, Techs and Respiratory Therapists
HMCL Specimen Scanning Launching on Tuesday, Dec. 8
Complete Required Training by Friday, Dec. 4

Specimen Scanning launches at HMCL on **Tuesday, Dec. 8** for nurses, PCAs and techs in acute care, ICU, ED, CBC, cath lab, endoscopy, perioperative services, infusion center, dialysis and for all respiratory therapists.

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, Dec. 4.
- Required online training has been assigned to impacted nurses, PCAs, techs and respiratory therapists. Please complete this LMS training by Friday, Dec. 4.

Road shows
- Road shows featuring a live demonstration will take place daily Monday through Friday, Nov. 30 to Dec. 4, in all departments.

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

Epic Updates and Changes

For Everyone
Planned Epic Downtime
Sunday, Nov. 15 from 2 to 4 a.m.

From **2 to 4 a.m., on Sunday, Nov. 15**, Epic will experience a planned downtime for system maintenance.

During this downtime:

- Access the **Epic Read-Only** icon on your workstation desktop or apps.houstonmethodist.org
- Data in **Epic Read-Only** is current until the downtime begins.
- You can't document or enter orders in **Epic Read-Only**.
- Medical device data will not flow into Epic from mobile vital signs machines, dialysis machines, bedside monitors, ventilators or anesthesia carts. Manually enter this data when Epic is restored.

For additional instructions, including action before and after the downtime, click here.

All Outpatient Providers and Clinical Staff
SOGI SmartForm Updated
Effective Sunday, Nov. 15 at approximately noon

The **Sexual Orientation and Gender Identification** (**SOGI**) **SmartForm** was updated to allow only physicians and APPs to edit it. To edit **SOGI**, providers can use the **Click Here to Edit SOGI Information** link at the bottom of the report. If you are **not** a physician or APP, you can click **Gender** to view the information, but you will no longer be able to edit.

For All Providers and Nurses
Insert Foley Catheter Order Updated

The **Insert Foley catheter** order was updated with language to remove Foley per nursing protocol. This helps clarify our current policy for removing a Foley catheter without needing the physician's explicit order. You'll also have access to the decision-making link and our system policy within the order, so you won't have to search for it in PolicyTech.

For All Providers and Staff using FHIR Patient Education
Enhancements to FHIR Patient Education

To reduce the amount of paper used, there is a new option at discharge to send education document(s) to patients' **MyChart** versus printing them with the After Visit Summary (AVS).

After adding the education in FHIR to a patient's cart and clicking on the **Education Cart**, you'll see two buttons – **Print** and **Attach to AVS Only**. **Print** will print a copy and send content to the AVS. Clicking **Attach to AVS Only** will open a **Publish to Portal** screen. If you do not want to print content with the AVS, **uncheck** the **Add to After Visit Summary (AVS)** box and click **Publish**.

All education notes will continue to show in the **Notes** activity and in **Chart Review**, regardless of which option you choose.
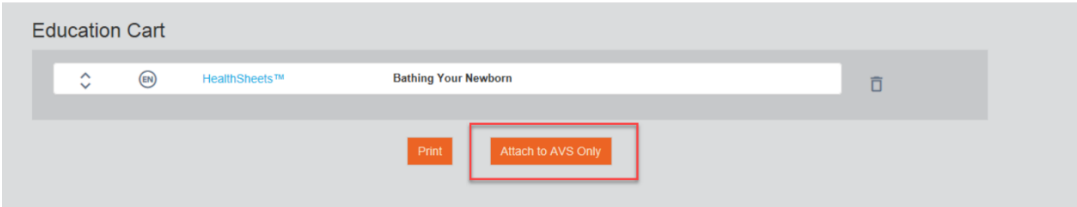
For Inpatient Nursing
Comprehensive Flowsheets Only Show Actual Documentation

Effective Today

The **Comprehensive Flowsheet** summary report was updated to remove the **~ symbol**, also referred to as the estimation feature. The **Infusions** flowsheet rows in this report will now only show the current infusion when a dose is documented in the **I&O** or the **MAR**. It no longer gives estimates.

As a reminder, start and stop times can be entered in the rate row with a zero (0) in the **I&O**.

For Front Desk, Scheduling and Registration Staff
Patients with Both Medicare and Medicaid Coverage Issued New Directives
Effective Monday, Nov. 16

The Centers for Medicare and Medicaid Services have issued new directives for providing an Advance Beneficiary Notice (ABN) to patients who have both Medicare and Medicaid.

When a provider issues an ABN to these individuals, Medicare will deny the item/service, because it is not medically necessary or constitutes custodial care. Therefore, you will need to follow these special instructions to continue with the order.

For All Inpatient Nurses and Unit Secretaries
New Visual Indicator for Accommodation Codes
Effective Monday, Nov. 16

To assist with proper coding, when an incorrect accommodation code is used for patients being admitted from the ED to an inpatient nursing unit, a dark grey highlight will show up on the **Unit Manager**.

For All Inpatient Nurses
Change to Wording in Oral Care Plan
Effective Monday, Nov. 16

The description in the **Oral Care Plan** is changing to be more easily understood.

Old version:
- Consider use of oral chlorhexidine gluconate (0.12%) rinse twice a day in non-intubated patients.
- Use an oral chlorhexidine gluconate (0.12%) rinse twice a day in intubated patients to reduce risk of ventilator acquired pneumonia.

New version:
- Consider use of oral cleaning/anti-bacterial solution twice a day in non-intubated patients.
- Use an oral cleaning/anti-bacterial solution twice a day in intubated patients to reduce risk of ventilator acquired pneumonia.

For Inpatient Nursing Units, Imaging Staff and All Transport Employees
Patient Transport Enhancement
Effective Monday, Nov. 16

When an **In Progress Patient Transport Request** is cancelled, a **Return Patient Transport Request** will:
1. Automatically assign a follow-up task to the transporter to return the patient back to the originating location.
2. Epic will mark the task as **Acknowledged**.
3. Transporters will advance it to **In Progress.**
4. Transporters will mark the task as **Complete** when the patient is returned to the original location.

For All Respiratory Therapy Locations
Additional Flowsheet Documentation in Respiratory Navigator
Effective Monday, Nov. 16

To assist with proper patient care and documentation, new flowsheets are getting added to the **Respiratory Navigator.**

Changes include:
- Adding **Post-Extubation, SpO2,** and **RT Skin Assessment** to **Assessment group.**

- Removing **RT Skin Assessment** from **BiPAP/CPAP** and **Vent Check**.
- Adding **Mouth Rinsed** to **MDI treatment**.
- Adding **Spot check** and **ETCO2** to **Capnography status**.
- Adding **$ORDERED-Pulse ox multiple determination** to **Oxygen $ RT Pulse Oximetry**.
- Adding **Manually Ventilated** to **Respiratory Duties Performed**.
- Adding multiple **Equipment Change** fields.
- Adding **HHFNC - Heated High Flow**.
- Adding **SpO2** and **Cuff Pressure** to **Vent Check**.
- Adding **Reason to Extubate** under **Vent Stopped**.

Click on this tipsheet for more information.

Planned Downtimes and Maintenance

LaborWorkx	**Thursday, Nov. 12, 11:55 p.m. – Friday, Nov. 13, 5 a.m.** 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. Note: Badge Readers will be available during this time, but Quick Badge will not.
SharePoint	**Friday, Nov. 13, 6 p.m. – Saturday, Nov. 14, 9 a.m.** During this window, SharePoint sites may be down. Before this downtime, prepare by printing or saving any necessary materials to your local drive.
LMS	**Saturday, Nov. 14, 10 p.m. – Sunday, Nov. 15, 5 a.m.** LMS will not be available due to maintenance.
Epic	**Sunday, Nov. 15, 2 – 4 a.m.** For additional instructions, including action before and after the downtime, click here.
QSight	**Tuesday, Nov. 17, 10 p.m. – midnight** You may experience intermittent or no access. Follow your department's standard downtime procedures.
MARS	**Saturday, Nov. 21, 6 – 10 p.m.** To prepare, complete any transactions prior to the downtime.

Reminders

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

For Everyone
Rover Successfully Rolls Out for PT/OT/SLP
Completes a Year-Long Systemwide Launch

For All Providers and Pharmacists
HM 2020 Antimicrobial Stewardship Guidebook Available Online

For Everyone
IT Help Desk – Printer Services

For Managers
Email Distribution Lists

For Everyone
Weight Management Using Two-Way Texting

For All Providers
Two New Order Sets Replace Respiratory Pathogen Panel Test

For All Nurses
Skin Integrity Flowsheets
Effective Monday, Nov. 16