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Trending in IT

For All Epic Users

Epic Update is Sunday, March 7

Downtime Sunday, March 7



The Epic Update and planned downtime are scheduled for Sunday, March 7. Use this time to continue preparing. Review the upcoming changes in your role-specific **Update Companions**, which includes a section on the first page highlighting top changes.

To find your **Update Companion**:

- Press **F1** on your keyboard while logged into Epic to access them in the **Learning Home**.
- Visit it.houstonmethodist.org/epicupdate/ for links to all **Companions**.

You can also watch recorded short [Update Briefings](#) or attend an [Update Snapshot](#) session to learn about the changes and ask questions.

Visit it.houstonmethodist.org/epicupdate/ for more information.

For HMM and HMB New Mapping Software Coming to HM Kiosks



HMM: Tuesday, March 2

HMB: Tuesday, March 16

To make it easier for our patients, visitors and volunteers to find their way around our hospitals, we're installing new mapping software in navigation kiosks systemwide, with HMM scheduled on **Tuesday, March 2** and HMB on **Tuesday, March 16**.

These kiosks provide step-by-step directions to areas like cafeterias, gift shops, restrooms, Medical Records and even doctors' offices. New features include things like 3D images and wheelchair accessible routes, and you can even send directions straight to your phone.

These updates follow successful rollouts at all HM locations, except HMCCH and HMCL which are expected to take place by the end of summer 2021.

For PAS Scheduling/Registration and CBO Recondo: New Look/New Vendor

Effective Mid-March

Recondo, a program that completes medical necessity checks and creates ABNs and notices of non-coverage for outpatient surgery and other outpatient services with Medicare and managed care payers, was recently acquired by **Waystar**. As a result, the program will get a new look, but the workflow will remain the same.

For questions or issues, contact the IT Help Desk.

Current:



New:



Security Matters

For Everyone

Phishing Drill Results

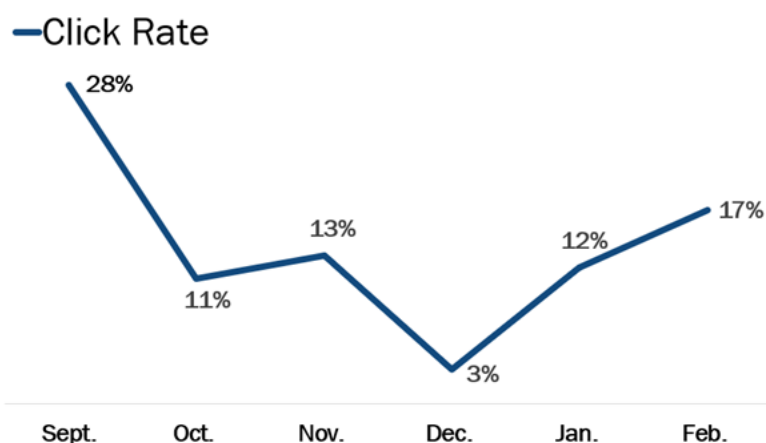
Remember to Always Report Suspicious Emails

HM recently conducted our sixth monthly phishing drill. With these drills, we purposely send you emails that look similar to those that threaten HM and put our patient data at risk. These drills help train you on how to respond to a real attack. They also let us know how prepared we are at identifying suspicious emails.

How are we doing?

Since our first drill, we've been doing better but there is still room for improvement. See the results below.

Phishing Drill Results



Cyberattacks continue to be a threat to health care organizations. It's crucial that we all stay alert and vigilant.

Here's how to handle any suspicious email:

- Desktop/laptop (preferred method): 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.
- Webmail/Office 365: Select the email. In the preview pane, click the three dots. Scroll down and click **Report Phish**.
- Apps Center: The **Report Phish** button isn't available, so forward the email to spamspotting@houstonmethodist.org.

All SecureAuth Users

SecureAuth Upgrade

Effective Sunday, March 7

On **Sunday, March 7**, SecureAuth will be upgraded for better security. There are no changes to your current workflow, but over 100 applications using the SecureAuth authentication method will look a little different. This includes apps like Caregility, DocuSign, GE Encompass, WELL Health, apps portal, HM Self-Service password reset, etc.

Example: HM Self-Service

View before upgrade

View after upgrade



Launch Alerts

For All Outpatient Rehab Staff, Including Front Office Staff
New Outpatient Epic Rehab Module

Now Launching Sunday, March 7

Complete Training by Friday, March 5

On **Sunday, March 7**, the new Epic Rehab module launches for outpatient rehab — streamlining documentation, reporting and billing into Epic, making your workflows easier and more efficient.

Training and Support

To make sure you are prepared, be sure to take LMS training. Click the applicable link below for details on role-specific training and training resources, including required LMS modules, WebEx recordings and tip sheets. Please be sure to complete all training **by Friday, March 5**.

[Front Office Staff Only](#)

[All Other OP Rehab Staff](#)

For All Providers and Inpatient Clinicians

Communicate with Patients' Families Easier with the

Caregility Video Conferencing App

Simple to Use App Available on HM Tablets

The ability for patients to communicate with their families and loved ones has been challenging due to our current visitor policies related to COVID-19. The Caregility video conferencing app on HM provided MyMethodist Patient and Telerounding (Virtual Visit) tablets is making it so much easier for our patients to connect to the support they need. The app has been used to provide families with post-surgery updates, as well as facilitate special events like weddings, baptisms and end-of-life gatherings.

The Caregility app is simple to use and easy to access. Patients, or a member of their care teams, call a family member, who receives a message and a link to join the call. To date, more than 2,250 MyMethodist Patient tablets with the app have been deployed to patient rooms systemwide.

“Leveraging technology is the single most logical thing we can do in this age of innovation in healthcare,” said Kimberly Goode, HMM director of service quality and guest relations. “These tablets, and the connectivity they provide, open a window to the world outside of our hospital. It is a benefit to patient care, wellbeing, engagement and satisfaction.”

Telerounding tablets with Caregility are available at nursing stations in most PACU, ICU and OR units. The Caregility video platform is used by HM Virtual Care for outpatient virtual visits, vICU and telestroke programs, and also connects patients and their families with their care teams.

For more information about:

- Caregility, view this [tip sheet](#) and for a demo, view this [recording](#).
- Using the Caregility app for family visits, speak with Guest Relations.
- MyMethodist Patient tablets, read [Patient engagement at the bedside](#).
- Virtual care (clinical telemedicine programs), contact virtualcare@houstonmethodist.org.

For HMWB

IT System Maintenance – Keep Your Devices On

HMWB: Tuesday, March 2, 9 p.m. to Wednesday, March 3, 2 a.m.

IT system maintenance will take place for HMWB **on Tuesday, March 2, 9 p.m. to Wednesday, March 3, 2 a.m.** Everyone will lose connection to most wireless medical devices and business

systems/devices **for about three minutes** during this timeframe, but devices should reconnect automatically. If your devices don't reconnect following the maintenance, please reboot.

The wireless interruption includes systems and devices like EKG carts, ultrasounds, portable X-rays, glucometers, WOWs, desktops, laptops, printers, cell phones and other wireless devices.

This maintenance excludes Vocera badges, Rover Zebra smartphones, Cisco wireless phones and any devices connected through HM guest Wi-Fi.

To prepare

- Keep your systems and devices turned on and online.
- Save your work often between 9 p.m. on Tuesday and 2 a.m. on Wednesday

For HMW/HMCCH Nurses, PCAs, ED Techs, Paramedics and Respiratory Therapists

HMW/HMCCH Specimen Scanning Launching on Tuesday, March 23

Complete Required Training by Friday, March 19

Specimen Scanning will launch at HMW/HMCCH on **Tuesday, March 23** for nurses, PCAs, ED techs, paramedics and respiratory therapists. This 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, March 19

- Required online training has been assigned to impacted nurses, PCAs, ED techs, paramedics and respiratory therapists. Please complete this LMS training by **Friday, March 19**.

Road shows

- Road shows featuring a live demonstration will take place daily **Monday through Friday, March 15 - 19**, in all departments.
- Look for the road show coming to your unit the **week of March 15**.

For questions, contact your unit's super users of the IT Help Desk.

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

Epic Updates

For All Epic Users

Some Epic Functionality Unavailable

*Wednesday, March 3 at 5 a.m.
to Sunday, March 7 at 4 a.m.*

Some Epic functions will be unavailable, and no changes or enhancements will be made from **Wednesday, March 3 at 5 a.m. to Sunday, March 7 at 4 a.m.**

You'll still be able to work in Epic as usual, but you won't be able to do the following:

- Apply filters in **Chart Review**.
- Create, edit and share **NoteWriter** macros, **SmartPhrases** and **SmartLinks**.
- Create and edit **In Basket QuickActions**.

For All Epic Users

Epic Downtime

Sunday, March 7 from 2 to 4 a.m.

In preparation for the Update, Epic will experience a planned downtime on **Sunday, March 7, from 2 to 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](#).

For All ICU Providers and Nurses

ICU Proning Intervention Orders Panel Replacing Standalone Order

Effective Monday, March 1

Starting Monday, March 1, the **ICU Proning Intervention Orders Panel** will replace the standalone order, improving efficiency and standardization of care.

Now, when you do an ICU Proning Order search, you'll see the order panel. **Note:** It will no longer display in the **Procedures** section.

Order and Order Set Search

ICU PRONIN Browse Preference List Facility List

Order Sets & Panels Search order sets by user

	Name	User Version Name	Type
	ICU Proning Intervention Orders Panel		Order Panel

Medications (No results found)

Procedures (No results found)

ICU proning interventions now displays with all other orders in the panel:

ICU Proning Intervention Orders Panel ✔ Accept

Indications for Proning Intervention:

Moderate to severe ARDS with PaO ₂ / FIO ₂ (P/F ratio) < 150 mmHg
Early onset of ARDS < 36 hours
FIO ₂ requirement > 60% and PEEP requirement > 5 mmHg
No Contraindications exist for prone positioning

Please use reference link below (ICU Proning Algorithm) for more information:
[ICU Proning Algorithm](#)

- ICU proning interventions
 Routine, Until discontinued, starting today at 0838, Until Specified
- Maintain prone protocol for 16 hours
- Maintain extended prone protocol for 20 hours
- Supinate after 16-20 hours
- Arterial blood gas
 Once, First occurrence today at 0838
 Draw (1) one hour BEFORE proning.
- Arterial blood gas
 Once, First occurrence today at 0838
 Draw (1) one hour AFTER proning.
- Arterial blood gas
 Once, First occurrence today at 0838
 Draw 6 (six) hours AFTER proning.
- Consult to Wound Ostomy Care Nurse
- Consult to Nutrition Services
- Consult to PT eval and treat
- Consult Cardiovascular Surgery

You'll also notice two new required questions:

ICU proning interventions ✔ Accept ✖ Cancel

Routine, Until discontinued, starting today at 0838, Until Specified

Priority:

Frequency:

For:

Starting: At:

Starting: **Today 0838 Until Specified**

Scheduled Times

Indications for Proning Moderate to severe ARDS with PaO₂/ FiO₂ < 150 mmHG Early onset of ARDS < 36 hours

FiO₂ requirement > 60% and PEEP requirement > 5 mmHg

BIS score 40 to 60 OR RASS - 4?

Comments:

Sched Inst.:

✔ Accept ✖ Cancel

For Anyone Assigning Education to Patients Education Assigned in Epic Soon Available in MyChart *Effective Wednesday, March 10*

Around 10 a.m. on Wednesday, March 10, educational content assigned to patient's in Epic's **FHIR Education** will be available in MyChart during the hospital stay. As of **March 10**, you must use the **FHIR Education activity** for the content to be visible in MyChart, during and after a patient's hospital stay. Previously, some educational content may have been assigned to MyChart using just the **Education** activity.

Note (HTMW Only): This will not impact the process of using the **Education** activity to play educational videos on in-room televisions.

This [tipsheet](#) provides further instruction.

Planned Downtimes

LaborWorkx

Thursday, Feb. 25, 11:55 p.m. – Friday, Feb. 26, 5 a.m.

Be sure to print any required items before this maintenance begins. For questions, contact HR

Hub at 832.667.6211
or HRHub@HoustonMethodist.org. Note: Badge Readers will be available, but not Quick Badge.

Network Maintenance (Systemwide)

Thursday, Feb. 25, 10 p.m. – Friday, Feb. 26, 3 a.m.

Epic, Lab, PACS, Pharmacy, Internet, GE VPN, Siemens VPN and Carebridge access may experience intermittent slowness and/or access issues for up to five seconds. If you continue to experience issues, including missing computer icons or shared drives, restart your computer. To ensure minimal impact, save your work often prior to and during this maintenance.

LMS

Saturday, Feb. 27, 10 p.m. – Sunday, Feb. 28, 5 a.m.

LMS will not be available due to maintenance.

QSight

March 2, 10 p.m. – midnight

Be prepared for intermittent or no access. Follow your department's standard downtime procedures.

MARS

**Saturday, March 6,
7 – 8 a.m. and 4 – 5 p.m.**

To prepare, complete any transactions prior to these downtimes. **Note:** MARS will be available between 8 a.m. - 4 p.m.

Epic

Sunday, March 7, 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](#).

Reminders

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

[For Everyone](#)

[HM Leads the Way in COVID-19 Vaccines Documented in Epic](#)

[For Oncology Providers, Imaging and Scheduling Staff](#)

[Y90 Panel Updates](#)

[For All Epic Users/Scanners](#)

[Epic Media Manager Document Types Renamed or Consolidated](#)

Ways to Reach IT

[IT Help Desk Self Service](#)

IT Help Desk: 832.667.5600

Physician Help Desk: 832.667.5555

helpdesk@houstonmethodist.org

it.houstonmethodist.org



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Houston Methodist - IT Division

6565 Fannin Street, Houston, TX 77054

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