



OneView Report

Updates and key information for go-live week

Issue 2: May 9

IT'S OFFICIAL - ONEVIEW WENT LIVE MAY 7, 2017 AT 6 A.M.

Congratulations to the entire organization on completing our "Epic" journey to OneView! We are off to a great start.



OneView Super Stars

During go-live, team members that go above and beyond will be selected by the Management Team. Winners will be highlighted in OneView Reports during go-live. The winners will receive a Riverview Health mug, OneView commemorative pen and a gift card to the Riverview Bistro. The commemorative pen is actually a pen and stylus to symbolize our journey from writing on paper charts to using a stylus for electronic documentation. Congratulations to our OneView Super Star award recipients listed below. Winners can contact Colleen McWhirt to pick up prizes.

- » Dr. Sam Heiser closed all of his charts on the same day. He worked diligently to ensure his first day on OneView was a success.
- » Ann Dutkiewicz, Inpatient Therapy, has gone the extra mile as a super user and communicated great workflow questions to her team to prepare for the go-live. She has acted as a coach and displayed a positive and upbeat attitude helping motivate the team.
- » Jace Manion and Kevin Mintus, Information Services, were both recognized by Noblesville Family Medicine, Noblesville Pediatrics and Noblesville Family Care for providing awesome customer service. Both have been available for answering questions, helping with adjustments, while keeping a positive and calm attitude.

Team Spirit

The Physician Billing (PB) Team showed their OneView Team spirit with these cool “Team PB is Epic” t-shirts.



Issues

Reported issues are addressed in the order of severity. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

Document Scanning: Multiple reports that ambulatory clinics are having issues with document scanning being slow or delayed. The Mercy Team has multiple fix ideas and are actively investigating and planning the steps needed for resolution.

Epic image hyperlink for MUSE EKGs: Reports received that the image hyperlink is not working. The orders and interface team are engaged.

Bio-met implants: Report received that circulators are unable to scan biomet implants. Team is working to add to the Materials Management system and identify any other necessary items for resolution.

Credit card swipes (Trust Commerce): The PB team is engaged. A temporary fix was put in place but the ticket remains open for further troubleshooting for permanent fix.

Important Information

Transcription Information: Please be aware that transcription dates of service 5/7 or later, the providers should follow the posted instructions in the dictation areas on the units.

Maternity Center Postpartum: When patients are transitioned to the postpartum bed after delivery, please update the **Blood Specimen Collection Method** flowsheet row (located on the Adult Simple or Complex WDL) to **“Lab Collect”** to notify that the Lab to collect the blood specimens.

Sign-in and MyList: If you want to see the patients that have signed in to the treatment team on their MyList, you can draft the **.Provider System List “My Patients”** to their MyList.

Verbal Orders routed incorrectly to Physician: Providers requested that nursing staff make sure they're entering **verbal orders with the readback to route** them to the **correct ordering** physicians.



Keep up the awesome work and remember to keep calm. As with any major system implementation, not everything will go as planned and hiccups will occur. It's normal and things will get worked out. Don't worry, we have a team of great Riverview Health team members joined with Epic/Mercy consultants to help answer questions, provide assistance and get you through it. If you need help, don't hesitate to ask someone in a yellow vest or your areas super user for at-the-elbow support. If they are not available, contact the OneView Command Center hotline at x5HELP or 317.776.7456, option 2.