



OneView Report

Updates and key information for go-live week

Issue 4: May 11

Riverview Health and Mercy Team members are working hard behind the scenes in the OneView Command Center to answer questions and resolve issues to ensure we have a smooth go-live. If you need assistance, find someone from the yellow vest crew or your super user. If no one is available, contact the OneView Command Center hotline at x5HELP or 317.776.7456, option 2.



OneView Super Stars

- » Stacey Stroussel, TCU, has made awesome efforts going the extra distance to ensure orders are entered correctly. She has worked all three shifts to make sure TCU team members are ready for the OneView go-live and beyond.
- » Dr. Jillian Erb, Sheridan Family Medicine, has had a positive and calm attitude during the OneView go-live. She has exceeded her number of appointments and is getting more comfortable with the system each day.

Winners can contact Colleen McWhirt to pick up prizes.

Team Spirit



Nursing team members celebrated Nurses Day by coming in for cutover activities the day before go-live...now that is dedication! Special Thanks to Nursing for always putting our patients first. Riverview Health Nursing Rocks!



Focus, Focus, Focus... The ED Team is all business when it comes to documenting in OneView and taking care of patients. Awesome Job!



It's all thumbs up in RT and Cardio. Both teams are happy to be on OneView and appreciate the great Epic/Mercy crew helping them through the process. Way to go Team!



Popcorn, Popcorn, Popcorn...who wants some delectably delightful buttery salty goodness? The Food & Nutrition Team were all smiles greeting everyone with a popcorn treat.

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:

A couple new issues are noted below. Resolution of the scanning issue is still a work in progress.

Document Scanning: Two issue categories.

- » **Actual Scanning:** Hospital departments and ambulatory clinics are still having intermittent issues with document scanning being slow or delayed. Additional fixes have been put in place, which have had positive results. Will monitor further before moving to resolved.
- » **Rendering Image:** Bringing up a scanned image is slower than expected. Mercy continues to diligently troubleshoot for a final fix.

Patient Arm Bands: Numerous arm bands are being used. A team is being put together to develop a more efficient process to reduce the number of patient arm bands worn.

Radiant OB Charges are not dropping correctly. Issue is being investigated for resolution.

Resolved

Credit card swipes (Trust Commerce): Fix applied. Testing and reports from the field indicate issue is resolved. Will continue to monitor.

Bio-met implants: Teams have added current implants to the Materials Management system. Process updated for new bio-met implants to be added in the future.

ROI (Referral Packet) had **incorrect** logo and address. Fix applied and issue corrected.

Important Information

If you receive **Rx refill faxes**, contact the pharmacy and request that they download the latest Surescripts database.

Page House Supervisor starting at 7 PM for bed placement requests as may be rounding when requests are made in OneView.

Only 6% of **Lab add-on orders** are being correctly placed. Email to Physicians and Tip Sheet created. See TipSheet for more details on how to ensure Lab add-on orders are placed correctly.