OneView Report

Updates and key information for go-live week

Riverview HEALTH

Issue 6: May 16

We have started our second week on OneView very strong. Keep up the momentum and great work!

OneView Super Stars

» Brooke Zerkel, Cardiovascular, was instrumental in the successful OneView rollout for Cardiovascular Services. When McKesson went down, she stepped up and took the lead to get McKesson system back online. She is one of our superstar super users and has really embraced taking full advantage of everything OneView has to offer.

» Melissa Waton, Tipton Family Medical, has been working hard to learn our new OneView system and help others whenever possible (even other locations). She has been making sure all patient work queues are clean at the start of each day which helps to improve daily workflow.

*OneView Super Star award recipients can contact Colleen McWhirt to pick up their prizes.

Team Spirit

3 West and the ED were upbeat and energized during our first weekend on OneView. Great physician and nursing teamwork!

The Noblesville Family Medicine Team is doing an awesome job quickly registering patients. Great job last Friday with 192 appointments!

Issues

Reported issues are addressed in the order of severity. There are currently 88 active Command Center tickets being addressed and 370 resolved. While all reported issues are being actively addressed, the following have been identified as the highest priorities:

New

No new major issues.

Ongoing

Credit card swipes (Trust Commerce): Fix was applied and ticket moved to resolved. Unfortunately, some devices are still erroring out intermittently. Issue moved to "ongoing" for continued monitoring and troubleshooting until full resolution. Please continue to use the work-a-round solution provided.

Patient Arm Bands: Multiple arm bands on patients with multiple procedures. A more efficient process is being developed to reduce the number of patient arm bands worn. Lean process will be reviewed as part of the new process development.

Resolved

Document Scanning:
  » **Actual Scanning:** Slow or delayed document scanning issue. Fixes applied. Issue resolved. Make sure the scanner is not in sleep mode and/or powered on before starting Citrix/Epic Hyperspace.
  » **Rendering Image:** Bringing up a scanned images is slower than expected. Fixes applied. Issue resolved. Make sure the scanner is not in sleep mode and/or powered on before starting Citrix/Epic Hyperspace.

Downtime: Emergency downtime occurred on May 13, 2:30-4:30 a.m. The downtime was necessary to apply Microsoft security patches for the WannaCry ransomware global security threat. Process went smooth. Epic Shadow Read Only (SRO) was available during the downtime.

Important Information

Hospital Billing – Manual Unit Charge Entry: Search for chargeable using the 9-digit Epic charge code vs. the 5-7 digit CPT. Entering hospital billing charges with the CPT or description of the service will cause the charge to error.

Upcoming Scheduled Downtime
Date/Time: Thursday, May 18, 3 - 4:45 a.m. (EST)
Reason: Schedule maintenance window for Epic code fixes.
Instructions: Epic SRO (Shadow Read Only) will be available.