

Epic Journey Adventure Guide



This guide is a tool designed to prepare you and your teams for workflow changes you can expect to see and learn about during operational readiness and training activities. Information within this Adventure Guide is categorized by the type of work it falls into. The Epic Journey Adventure Guide is best understood when shared and discussed with peers and used as a resource to talk about the impact of Epic.

What the Adventure Guide is:

- An overview of some of the most impactful changes coming when we go live with Epic
- A tool to conceptually outline the knowledge users will gain in training

What the Adventure Guide is not:

- A process flow for a specific role or group
- A policy document
- Intended to cover every change, role, department or team impacted by Epic

What we're asking you to do:

- ✓ Identify which guide resonates most with your teams (there may be several!)
- ✓ Share during team meetings/huddles and validate their understanding. Ask questions like:
 - Which change are you most excited or nervous about? Why?
- ✓ Discuss this feedback with your fellow Epic project team members and share it with the Change Management team (email [Lena Rubinstein](mailto:Lena.Rubinstein)). Here are a few ideas for the type of feedback to share:
 - What provoked the most conversation?
 - What surprised you the most?
- ✓ Make the discussion fun! Taylor, our patient from the “What’s Changing” video makes several appearances throughout this guide; tell us how many times you find Taylor and you could win a prize!



Seattle Children's Epic Journey – Research



How does our Epic Journey benefit me?

- Improved communication with clinical teams
e.g. Alerts for ED admissions and In Basket notifications of visit cancellations
- Increased awareness by clinical teams of clinical trial participation and research flags
- Consolidation of several research systems into Epic
- Research orders pended by clinical research coordinators (CRCs) including medications (must be signed to be actionable)

Research Cohort ID



Finding eligible patients is user friendly and streamlined by user's ability to identify a cohort on their own. There is a centralized location to query patient cohort information, and patient data.

More patients may be given the opportunity to participate in research studies.

A consolidation of systems (Merge, CIS) into Epic.

Study Intake and Creation

ServiceNow tickets initiate the research study protocol creation in Epic. Building of research records supports ordering workflows and accurate billing direction.



STUDY START-UPS

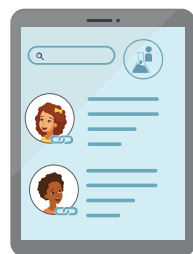
Approaching and Enrolling



Reporting and SlicerDicer functionality makes it easier to identify patients who may be eligible to participate. These tools may lead to increased recruitment opportunities for patients and families to participate in research studies.



Ordering Workflow



Research orders are pended in Epic without needing paper requisitions* and are routed to a specific provider for signature.

The Beaker icon is a visual reminder to the clinical team that orders are for research.
*Except lab requisitions, which is a hybrid process.

Ordering Tools

Qualifying studies have SmartSets and order sets built to streamline ordering workflows.



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VISITS



Patient Visit

Orders initiate scheduling workflows in many ancillary departments, including the Pediatric Clinical Research Center (PCRC).
Research documentation for notes, flowsheets, specimen collection, etc. are in Epic.

Adverse Events

Adverse events can be documented in Epic in the research record. Team sets are available for this documentation.

Lab Review



Labs resulted in Epic are routed for evaluation of clinical significance to the principle investigator and study team.

DATA



Monitor Workflow

Study team releases patient records to monitors using EpicCare Link for 5 days.



Charge Review and Reconciliation

Charges for patients enrolled in a study are held in queue for revenue cycle to complete research billing review and reconciliation.



Seattle Children's Epic Journey – Psychosocial



How does our Epic Journey benefit me?

- Barcode scanners verify patient information and initiates documentation
- Increased efficiency prescribing narcotics and stimulants using e-Prescribe
- SmartLinks make documentation efficient by populating common fields such as history sections, vitals, and patient demographic information into a note
- Universal Procedure Coping Plan available on summary pages

SCHEDULING



Telehealth Scheduling

Staff setup visits and collect patient information and insurance details. Link to visit is embedded within the patient's chart in Epic.

Pre-visit exams are no longer required.

Capturing family history is contributed to by the entire organization and housed centrally. Complete capture is required at first visit, but will be visible for all future visits.

Patient History

Department-specific history questionnaires are available in MyChart after the appointment's scheduled so they can be filled out before the clinic visit. They may also be filled out at eCheck-in when the patient validates insurance, medications, allergies and signs consent forms.

PBMU

PBMU admissions coordinator is responsible for direct admissions from the Emergency Department.

Appointment Reminder

Scheduling requests arrive via In Basket pool and use work queues and other scheduling tools to track appointments.



CARE COORDINATION

Coaching

Coaches and RNs can see worklists organized by their Guidelines of Care (GOC) group so that they may review which tasks remain to be completed during that shift.

Coaches are able to choose patient lists based on their A/B/C/D/E/etc. groups or location to streamline selecting patients' for charting.

Social service specialists use flowsheets and patient lists to easily manage disposition planning.



Logistics Coordination

Food Pantry has a streamlined process (for clinics that trial the food security program) to make referrals to the food pantry, all within Epic flow sheet.

Any supporting service may pull reporting numbers on demographics, utilization, visits, geolocation to deploy services.



Seattle Children's Epic Journey – Psychosocial



How does our Epic Journey benefit me?

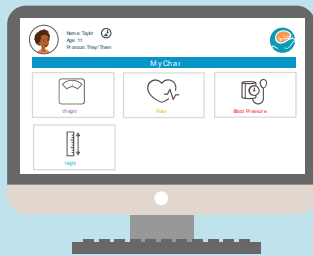
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PATIENT VISIT

SmartLinks

Documentation of patient information is more efficient because SmartLinks can pull patient data (e.g. vitals signs) from elsewhere into a new encounter.

Staff are made aware of CASPERS by FYI flags in the StoryBoard. BRPS, Safety Plans and Partnership Plans live in longitudinal care plans is visible from the StoryBoard.



eConsent

Families can review patient history in MyChart and complete eConsent prior to arrival at visit.

ORDERS AND CONSULTS

Patient Consults

Consult requests arrive via the Patient List. Types of consults in Epic now include Behavioral Support, Play Specialist and Therapeutic Gaming Specialist.

Patient lists show summary reports within the same workspace to give an overview of key patient information, pulling forward flow sheet documentation. Summary reports also include Epic Handoff Tools for social work and PBMU.



Perioperative tracking board now has a penguin visual icon to show which patients are being supported by Child Life. Child Life can add these cues on their own.

Behavioral Health and Child Life have designated track boards for the Emergency Department. Patients may be added to these boards with an order or manually.

Electronic Prescriptions



ePrescribe for narcotics and stimulants is available using Electronic Prescription of Controlled Substance (EPCS). Provider can send the prescription directly to the family's local pharmacy so that the family no longer has to manage transmission of a hard copy prescription.

Best Practice Advisories for inpatient suicide screening provides automated alerts for rescreening and initiation of social work referral.



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Patient Documentation

Documentation done in Patient Navigators appears in notes through SmartTexts. Documenting in Flowsheets allows team members to easily see previously charted values. They can choose to select this value.



All team members are able to create phone encounters and document phone calls not associated with an official patient visit.



Universal Procedure Coping Plan

Procedure coping plans highlight patient and family preferences and appears on summary pages. Child life and nursing are able to create and edit these plans.

Procedure Coping Plans are viewable in all areas (Ambulatory, Inpatient, ED).

MyChart communication with families allows teams to share more resources via links to Seattle Children's websites.

Code Purple Documentation

Code Purple documentation falls under "significant events" and is searchable within the medical record. Code purples are documented in e-feedback.

A post mortem encounter is available to document referrals to the Journey Program. Journey staff will receive these via In Basket.

Group Therapy Documentation

Group Therapy documentation may be completed simultaneously for multiple patients for common note elements.

Open Notes

Notes from Psychiatry, Social Work and SCAN are not shared in a patient's MyChart portal by default. Clinicians may choose to share notes to MyChart if desired. Patient support services defaults to sharing notes.

Reporting

Restraint assessments are consolidated in one flowsheet to increase efficiency. Tasks trigger support documentation needs.

Face-to-Face documentation is initiated with an alert to ED providers and PMBU RNs to streamline and support regulatory requirements.



DOCUMENTATION



Seattle Children's Epic Journey – Patient and Family



How does our Epic Journey benefit me?

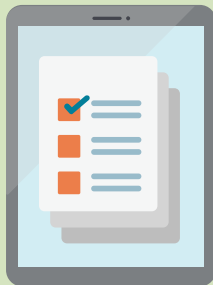
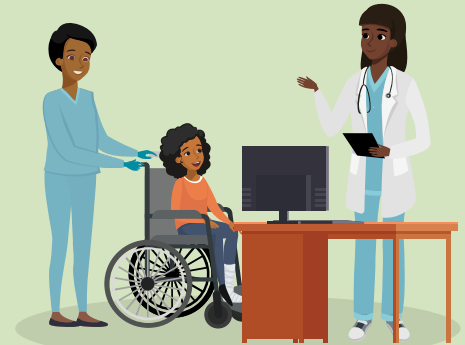
- Improved visibility into treatment and care plans in MyChart and simplification from three portals to one
- Medication management from home with MedActionPlan tool
- Simplified arrival process with electronic consent and check-in prior to visit or at kiosk where available
- Open communication channel with care teams through MyChart
- More personal representation of patient through MyChart profile and stickies

SCHEDULING AND ORCHESTRATION OF CARE

Clinic Communication

Patient messages regarding scheduling, medication advice etc. are sent through MyChart via In Basket to a nursing pool.

Improved communication with patients and families using MyChart instead of traditional phone calls or voicemails.



Procedure Coping Plan

Families have the opportunity to share their approaches for managing procedures. Child Life documents patient and family preferences and best practices for procedures, visible in the patient summary to all care team members.

Medication Management

Prescriptions prescribed or filled at a Seattle Children's pharmacy can be managed from patient's home with MedActionPlan.

MedActionPlan, a calendar-based program which supports medication management, integrates into clinical workflow for successful patient transition of care and patient safety.



PATIENT CARE



Controlled Substances

Controlled substances can be prescribed electronically and filled at pharmacies closer to home. Families are not responsible for delivering paper prescriptions to their local pharmacy.



Seattle Children's Epic Journey – Patient and Family



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EXLEARNING AND KNOWLEDGE CHANGE

Patient Education

Patients and clinical teams have the ability to collaborate and communicate regarding patient care using MyChart.

Open notes gives families visibility into care team's note documentation and decision making. Not all notes are automatically released.



Low English Proficiency (LEP) Support

Increased access to resources for LEP families is available in Epic. KidsHealth education materials and some patient education are automatically translated.

It is possible to request (order) an interpreter and there are visual cues in the patient schedule to show if an interpreter is present.

PATIENT CARE ADVOCACY



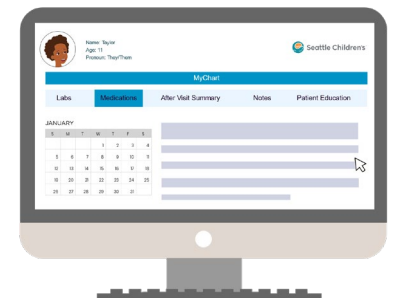
Procedure Coping Plan

Patient and family requests for social/emotional support may be documented and visible for care teams to view using Stickies or the procedure coping plan on the summary page within Epic. Specific types of Stickies may be used to communicate these preferences.

MyChart Profile

Patients may update their personal profile on with their pronouns and preferred names. Legal guardians of patients aged 13-17 may have some limitations.

Families may also recommend updates to medication lists, allergies and immunization records etc. These need to be incorporated into the record by a workforce member.



Seattle Children's Epic Journey – Patient and Family

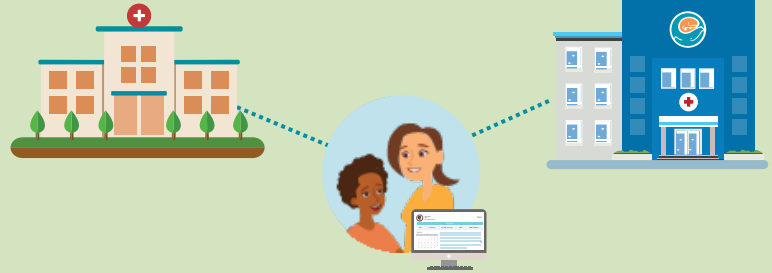


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Care Everywhere

Patients sharing and receiving care between hospitals, clinics or healthcare systems with Epic can share records via Care Everywhere.



Transition to Adulthood

Patients transitioning to adult care have access to more information in MyChart with open notes.

MyChart Bedside

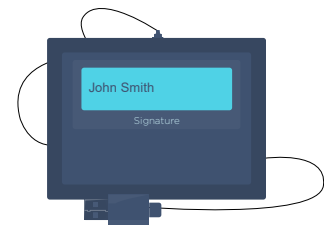
MyChart Bedside gives access to clinical information while inpatient. Real time information such as lab results, vital signs, clinical notes and information about their care team is accessible from the bedside tablet.

CARE AT SEATTLE CHILDREN'S



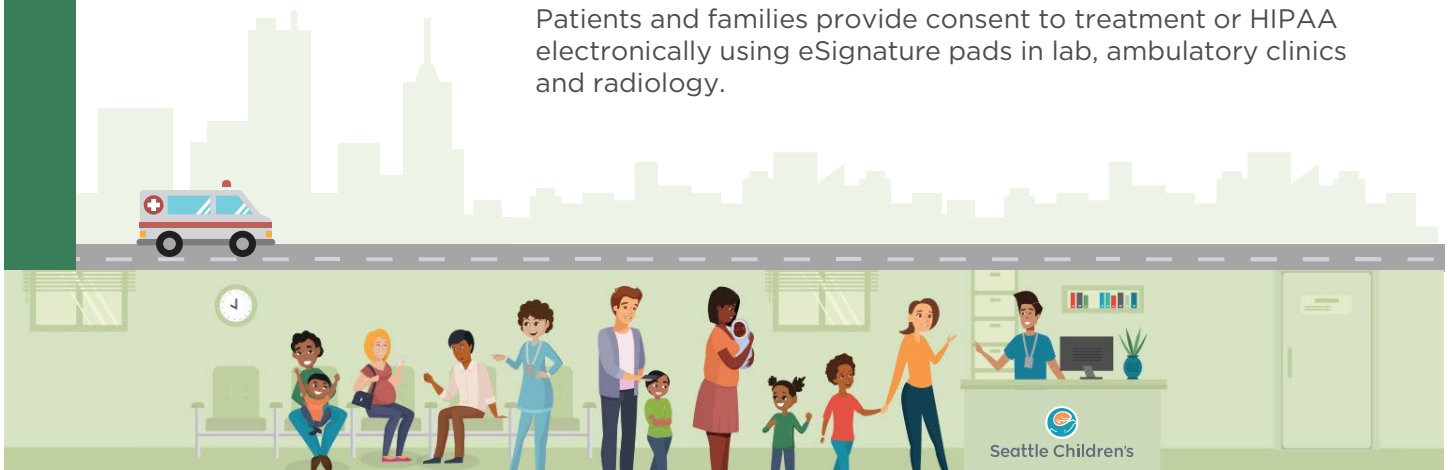
Research

Patient's involvement in clinical trials is fully visible to care teams via a link icon and note in the patient's chart. Automated admission alerts to the research team improves care coordination.



e-Consent

Patients and families provide consent to treatment or HIPAA electronically using eSignature pads in lab, ambulatory clinics and radiology.



Seattle Children's Epic Journey – Rehab



How does our Epic Journey benefit me?

- Accessibility of information on prescriptions and orders organized by tabs
- More efficient charting and notes via SmartText templates
- Direct treatment communications to nurses and providers using In Basket messaging
- Discharge milestones improve collaboration between teams and increase patient safety

THERAPY ORDERING

Insurance Authorization

CoverMyMeds allows providers to initiate prior authorization at the time of prescription for medications that require it.



Decreased margin of error is expected with integrated ordering and printing in Epic.

Orders

Inpatient orders are received 24 hours a day and outpatient orders are auto-generated from scheduling.



A clipboard with an * icon will populate on the patient list indicating a new order to be acknowledged.

SCHEDULING

Scheduling Process

Patients are scheduled for therapy visits in collaboration with other clinical areas. Examples include:

- Outpatient visits are scheduled as clinic visits similar to other ambulatory specialties.
- Inpatient visits are coordinated with other therapy and procedure visits within the confines of an inpatient stay, dependent on the availability of other providers and care teams.

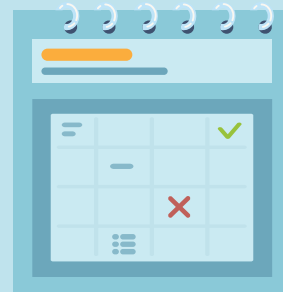


CHART REVIEW



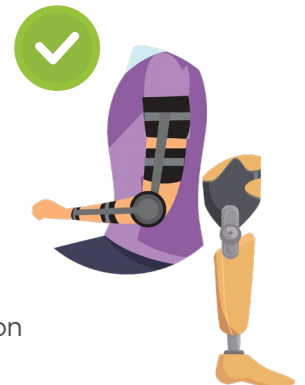
Search and Verify

Patient treatment ordered by providers outside of therapy clinics is reviewed and verified ahead of the patient visit.

Orders for patients and additional information (i.e. progress notes) are available in Epic using organized tabs and filtering.

Device Orders

Device orders are verified ahead of the patient visit for appropriateness based on condition.



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Self Charting and Proposed Order Initiation

All care team members are responsible for charting and completing fields to generate appropriate billing codes. Therapist forms are different from inpatient to outpatient.

More structured charting is available with Epic using SmartText which uses pre-populated templates and can be used to input notes with a few keystrokes.

Capture Measurements and Notes

Measurements are captured along with notes in daily sports notes and evaluations for first time visits. These are shared in After Visit Summary or open notes. These may not be intuitive to families and documentation should be written with enough context and without abbreviations.

Most SmartText notes are still in an easy to use SOAP (subjective, objective, assessment and plan) note format.

Treatment communications are prescribed for patients and co-signed by a provider.

Activity Communications

Following the build and fabrication of prosthetics or intra-op patient fitting, OT/PT treatment communications (previously OT/PT nursing communications) are handed off to nurses through activity communications orders displayed on the patient summary.



MyChart Bedside

MyChart Bedside allows patients and families the ability to access their information while inpatient. Real time information such as lab results, vital signs, clinical notes and information about their care team is accessible from the bedside tablet.



PATIENT CARE

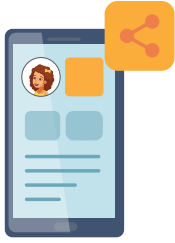
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PATIENT EDUCATION



Add Discharge Milestones

There is a designated field for adding discharge milestones, which must be checked off before a patient may be successfully discharged. This improves standard work and quality of documentation.

Create and Share Patient Education

Patient education notes are included in the After Visit Summary in Epic. Seattle Children's patient education is added via Instructions in the Discharge Navigator.



BILLING AND DISCHARGE



Billing

Therapists can more easily complete billing activities on the date of service as billing activities are part of the workflow of completing the visit.

Discharge

After a patient encounter is closed, a quick visit is created for follow up.



CARE COORDINATION



Inpatient

Care coordination communication with nurses and providers is completed using In Basket or Cureatr. Team sticky notes are not encouraged.

Inpatient therapies are using discipline sticky notes (not team) for handoffs.

Ambulatory Coordination

Follow-up communication is sent as needed for no-shows and waitlisted patients.

Team stickies are being replaced with In Basket messaging, but personal stickies will still be available for use.



Seattle Children's Epic Journey – Providers



How does our Epic Journey benefit me?

- Smarter, more efficient system with better user experience
- Mobile friendly: Haiku and Canto put the EHR in your pocket
- Shared experiences and information across all clinical areas and across other institutions that use Epic
- Ancillary and patient generated data automatically becomes part of the system
- All data resides in Epic for easier access

DATA RETRIEVAL

Chart Review

Providers review existing patient notes and data prior to patient visit. Clinical information is available on desktops or mobile devices for access anywhere.

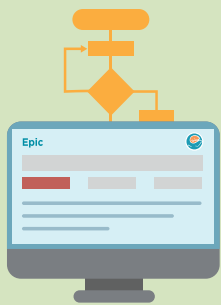
Patient records from healthcare organizations within the Care Everywhere network are instantly accessible.

Chart Search

Chart search is easier with personalized layouts and filters.



PLAN IMPLEMENTATION



Navigators

Navigators are a predefined set of steps for a care team member to follow, built electronically into Epic. These are based on common practice and each step is not required.

Navigators guide the activities involved in standard processes such as rounding, admission, transfer and discharge.

Analytics

Providers are able to create personalized reports. Population health management is improved by the ability to target reminders to groups of patients.



Research

Clinical research participation is clearly visible to all Epic users. Beaker icon indicates research participation. Study information is available on the summary page.



Order Search

Enhanced searchability for order sets or medications. Search logic allows users to find the right results, even without using the exact terms.



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PLAN IMPLEMENTATION

Ordering

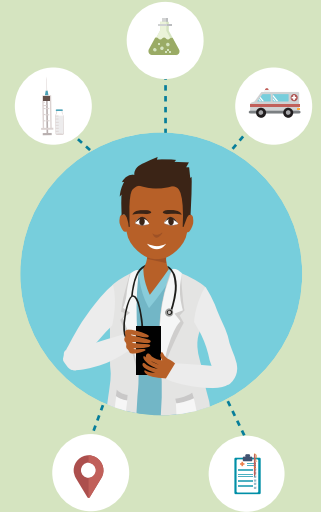
Ordering is smoother and more intuitive by simplification of orders and new mobile functionalities using Haiku, Canto or Limerick.

Patient Tracking

Patient location within the clinic or hospital spaces for testing is visible. It is possible through Epic to have visibility into patient movement (e.g. ECG, Lab, etc.).

Reduced Paper Documentation

Data is entered into Epic once, without re-transcription. Data from designated fields (e.g. vitals), can be added easily to the note without transcribing again.



DOCUMENTATION

Real-time Documentation

Documentation with reusable shared templates can start and be put on pause anytime. Providers can document in real time.



Voice Recognition

Using M*Modal voice recognition, all information is captured electronically in real-time during a patient visit. Direct entry allows providers to finish and share documentation immediately, instead of waiting for transcriptions.



M*Modal is replacing Dragon as the tool for voice recognition.

With open notes, patients have immediate and direct access to their data. With some exceptions, once the note is signed, it is automatically loaded into the patient portal.



Seattle Children's Epic Journey – Providers



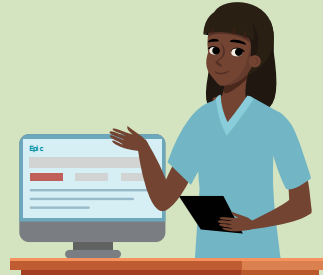
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COMMUNICATION

Clinic Flow

Clinic flow is enhanced through common experiences and better visibility.



Open Notes

Nearly all progress notes, labs and other results are viewable by patients and families on MyChart. Notable exceptions include psych and adolescent medicine. Any note can be withheld from the patient's MyChart portal manually.

Handoffs

Handoffs are integrated within Epic and follow a standardized, simplified format.



Clinical Communications

In Basket is used for direct communication with patients and families via clinical pools. It is also used for communication between care team members. **Secure Chat** increases mobility, speed and ease of communication. May be accessed via Hyperspace and mobile apps Haiku, Canto and Limerick.

BILLING AND SCHEDULING



Billing

Selection of the level of visit in outpatient clinics and the Emergency Department is streamlined and simplified after completing documentation.

ProcDoc enables charges to automatically generate from procedure documentation for certain common non-OR procedures.

Schedule Visibility

An integrated system improves schedule visibility for entire care team.

Outlook is no longer used for scheduling ambulatory and procedural visits; instead scheduling orders are created in Epic.

Case Request

Electronic case request and preference cards replace a paper process.



Seattle Children's Epic Journey – Access and Revenue Cycle



How does our Epic Journey benefit me?

- Collection of patient photos helps patients build relationships with care teams
- Improved check-in and day-of communication with patients and families
- Digital document distribution simplified with updated fax system directly interfacing with Epic
- ROI module streamlines requests with prefilled templates

PRIOR AUTHORIZATION

Request Processing

A prior authorization request is created from a clinician's order and is dropped into a referral queue for insurance processing. The requisition is marked as authorized in Epic once processing is complete.

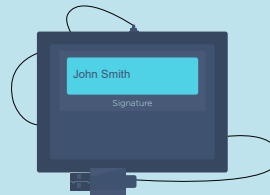


In Basket messaging replaces email communications with providers and care teams.

The cue to process a prior authorization is based on an order request instead of clinical scheduling (visits).

Information Processing

Multiple clinical records may be added to a request for prior authorization, streamlining accumulation of clinical support.



Prior authorization is easier to process because the order has more complete information attached for processing.

eCheck-in and eConsent

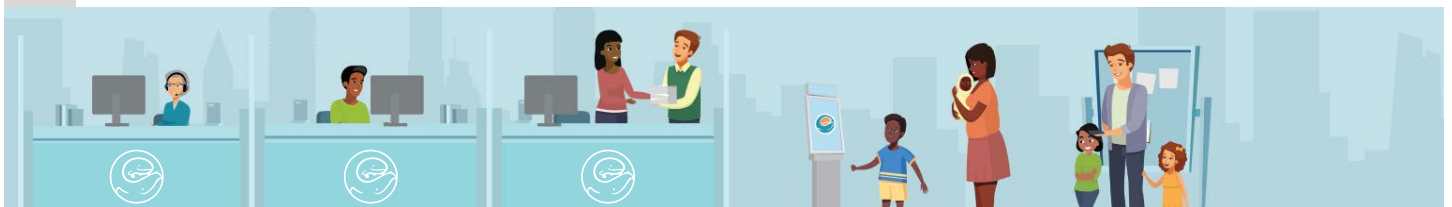
MyChart makes it easier for patients and families to verify and update insurance information and check in on their own before arriving for their appointment.

REGISTRATION

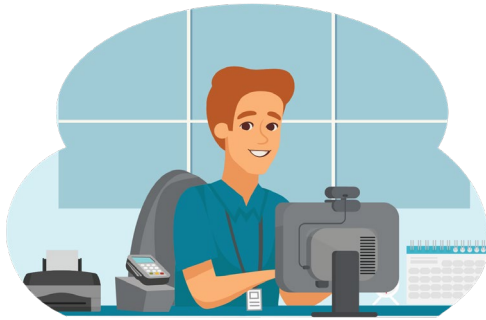
Check-in

Patient and families check in upon arrival for scheduled appointments using the self-serve kiosk (where available) or staff member. If they have completed e-Check-in via MyChart, they can use a QR code to simplify the check-in process. Consent for care and copays are collected.

Radiology and lab orders (for walk-ins) are transcribed from outside referral at the time of check-in.



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Patient Information

Insurance and prescription cards are scanned directly into the patient's chart in Epic. This improves the integration of outpatient pharmacy billing.



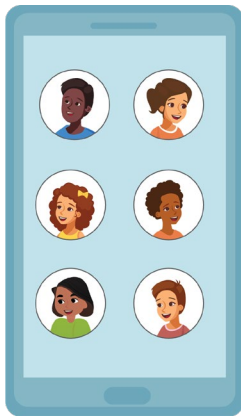
Portal Invitation and Technical Support

MyChart account creation for the portal is available in a number of ways. All team members support inviting patients to join the portal.

REGISTRATION

Patient Photos

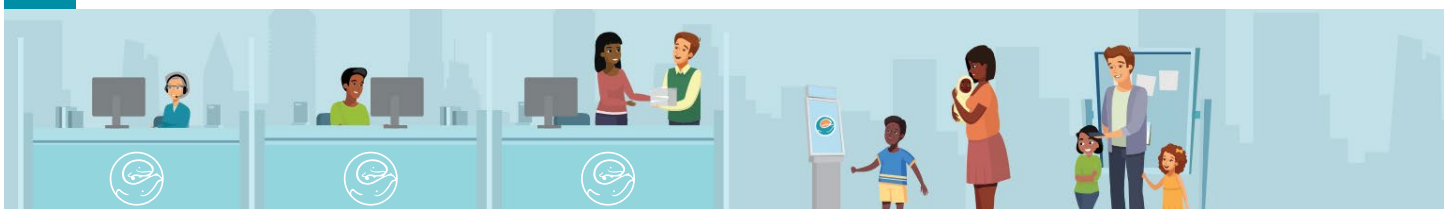
Patients' photos are collected using a webcam during registration and then added to the patient's chart. This encourages relationship building between patients and care teams and improves patient safety.



Patient identification photos are collected at check-in and updated every 90 days for patients under 1 year or annually for patients 1 year and older. Patient or family can defer or decline photo capture.

Day-of Coordination

Patient status (schedules and delays) is communicated to other clinical teams for care coordination via In Basket. Registration coordinators collect phone numbers from families for same-day communications (e.g. clinic delays, wayfinding and other communication needs from clinic).



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Release of Information

Centralized disclosure tracking is visible for all teams so they may more easily compile information in one place.

Orders and referrals entered from outside providers into Epic are accessible via EpicCare Link. PHINConnect will be maintained for a limited scope of users after go-live.



Document Support

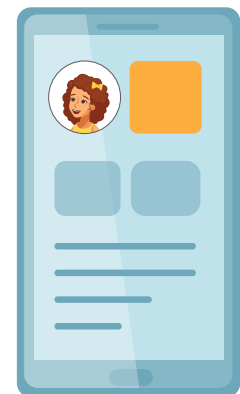
Document distribution to primary care providers and third-party requestors is completed in Epic (e.g. when notes are copied to another provider).

MyChart Support

Account setup, maintenance, and technical assistance is provided to patients and families and external reviewers. Access reviews are routinely performed when changes in guardianship and patient age occur.

Patient Identity

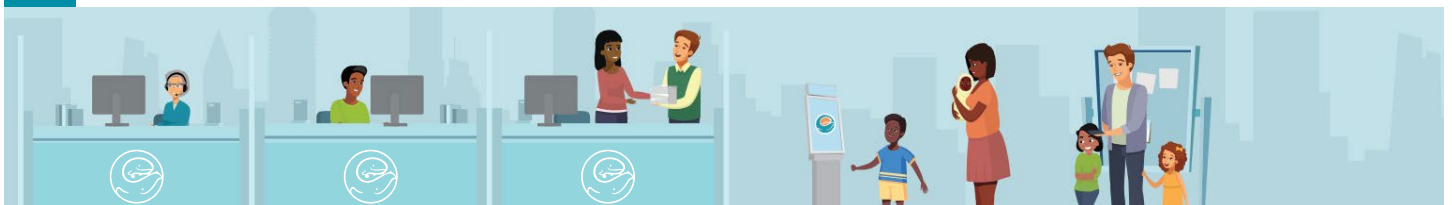
Families can contact HII for changes to patient identity information such as legal name, date of birth, gender markers, etc. Limited information such as preferred name and preferred pronouns can also be updated by patients and families directly using MyChart.



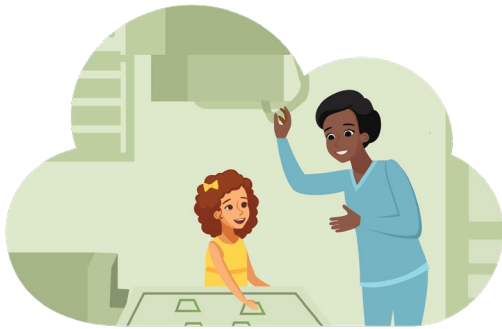
Document Imaging

Certain clinical departments are able to directly scan documents to the chart via OnBase. Security classifications limits scanning to staff and faculty members who are authorized and based on document type.

DATA INTEGRITY



Seattle Children's Epic Journey – Radiology



How does our Epic Journey benefit me?

- Patient scheduling is completed in one system
- Easier order management process
- Access to patient chart as single source of truth
- Better visibility into scheduled exams, including on Rover for mobile
- Accessible equipment utilization data with equipment up/downtime reporting
- More efficient process of sharing patient exam results with external referrals using EpicCare Link

SCHEDULING

Order Management

Orders from requesting providers or self-initiated radiology orders are received and protocolled by radiologists when appropriate.



Orders must be signed off by a provider or follow an approved workflow. Technologists can place orders per protocol.

All exams, including walk-ins are scheduled for radiology staff visibility.

Exam Prep

NPO call with a nurse and patient and family occurs 48 hours prior with exam prep instructions, including guidance on location and logistics. This is documented in a flow sheet for the care team.

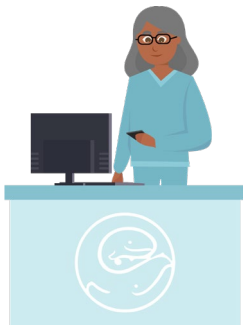
Consent and History

Prior to the exam, patient consent and trauma history are collected as relevant and appropriate in communication with a social worker and the family. Historical information is stored centrally for all care team members.

Scheduling Exams

Outpatient exams are scheduled manually by technologists adding them (in the ED, for example) or scheduled by radiology schedulers across modalities. Inpatient exams are initiated by clinical teams and scheduled by technologists, nurses or schedulers after being protocolled when appropriate.

PATIENT CARE



Patient Chart Review

The patient chart is reviewed to verify the type of exam scheduled for patient.

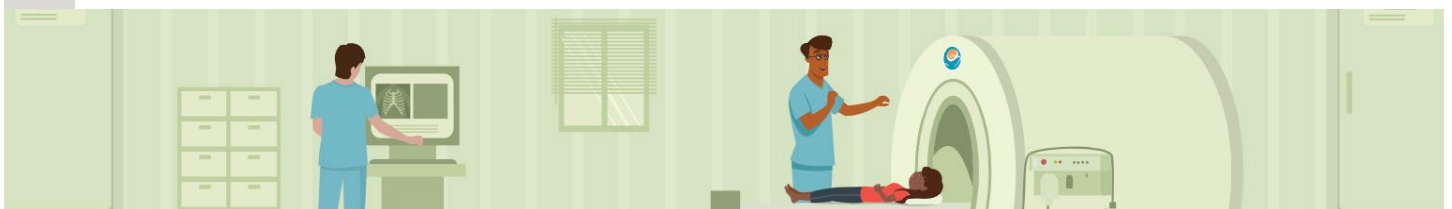
Rover

Using handheld devices, technologists can review worklists, start and end exams with mobile functionality for portable modalities (e.g. X-rays and ultrasound).

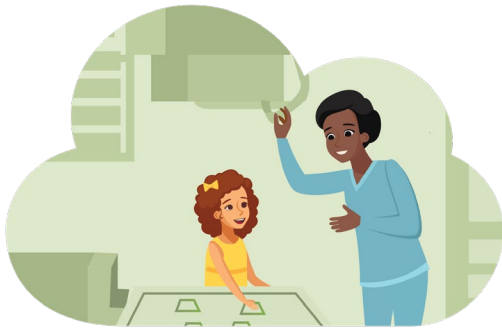


Results

Patient exam results are shared with the ordering provider in Epic or in some cases sent via EpicCare Link to the referring provider.



Seattle Children's Epic Journey – Radiology



How does our Epic Journey benefit me?

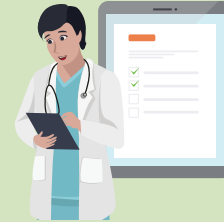
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COMMUNICATION

Exam Review and Verification

Exam results are verified with providers.

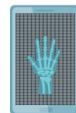
Verification protocol is followed in real-time review of exam.



Add-on Exams

Add-on exams are discussed and communicated with nurses.

Communication with nurses and relevant clinical teams is completed using In Basket messaging.



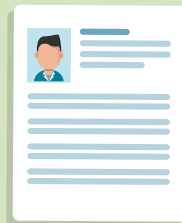
Patient Location

Patient location or clinic (e.g. "Orthopedic") and status (e.g. "Imaging Complete") during exam is communicated to relevant clinical teams.

ADMINISTRATION

Patient Registration

Validation and updating patient registration and insurance information occurs at registration.



Charge Processing

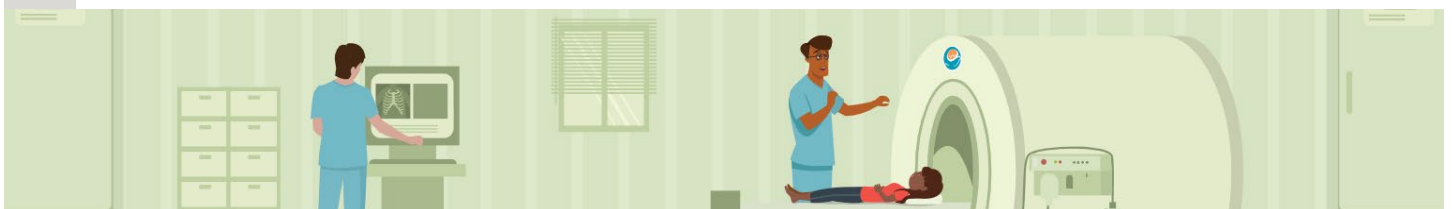
Charges are auto-generated after exam completion and documentation.



Data Consolidation

Data such as exam volumes from Radiant is provided through easily accessible dashboards. Leveraging these dashboards can help with forecasting.

Radiant is an Epic module used to order, schedule and perform imaging procedures.



Seattle Children's Epic Journey – Pharmacy



How does our Epic Journey benefit me?

- Digital orders and verification through provider product selection increase efficiency
- Providers have automated guidance to order formulary medication where appropriate
- Improved communication and work queue management with In Basket
- Increased visibility of pharmacy and medication status
- Improved accuracy and patient safety using in-process barcode scanning

Dispense Prep and CNR

Pharmacy technicians select a product from a work queue. Batch process is in a new order to support dispense prep filtering.

Photos are taken of finished sterile products. All products use in-process barcode scanning.



Delivery

Pharmacy technicians deliver controlled substances to nurses or Omnicells using a Rover device. The controlled substance is scanned to document the delivery location and/or person receiving.

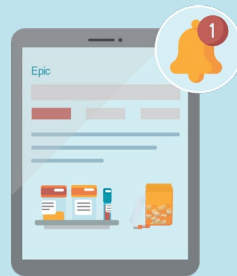
An electronic record is created of controlled substance delivery.

INPATIENT PHARMACY

Order Verification

When attempting to order a non-formulary medication, the provider receives an alert with a suggestion for formulary medication.

Provider selects product type instead of registered pharmacists.



Chemotherapy

Providers order chemotherapy electronically which is then verified by oncology pharmacists. Elimination of paper reduces search time and the potential for loss. The treatment roadmap is filled out on paper and scanned into Epic. Pharmacy uses "advance prep" functionality with Epic to anticipate fills and drug prep for medications that are always associated with certain chemotherapy regimens.

Pharmacy has the ability to view all elements required to process chemotherapy electronically.



In-Process Barcode Scanning

Medications are scanned at appropriate intervals during preparation. Users are unable to proceed if the wrong product is selected or they are using an expired product.



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RETAIL PHARMACY

Order Entry

Orders are entered only into Epic and do not need to be transcribed into additional systems. As a result, there is a potential for reduction in errors.

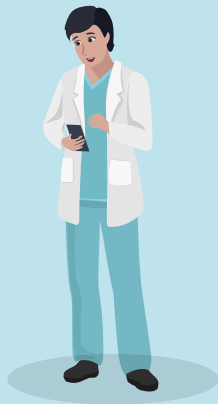


Prior Authorization

Prior authorization requirements are presented to the provider as prescription is written and shared via In Basket communication, visible to relevant staff.

Prescription Adjudication

Charges and billing associate happens in real time based on the patient's prescription coverage. Automatic adjudication, within the same system as ordered, facilitates prescription refill processing with ease.



Product Verification

Outpatient pharmacy documentation occurs in Epic so team can see real time prescription information such as number of refills, last dispense, etc. This creates a reduction in outlook and phone communication and improved efficiency between teams.

Refills

Patients may request refills through MyChart provided the prescription is active at one of Seattle Children's outpatient pharmacies. Patients and families are notified via MyChart, text message or phone call when their refill is ready to be picked up.

CLINICAL SERVICES

Order Intervention

Pharmacists use iVents to track interventions for medication therapy. iVents are also used to document collaborative practice work and patient education in the medical record.

Clinical Score

A clinical score is auto-calculated for each patient based on factors that are relevant to a pharmacist's work. This score allows a pharmacist to prioritize their work triaging patients with higher scores first.



Seattle Children's Epic Journey – Pharmacy



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CLINICAL SERVICES

Patient To-Do

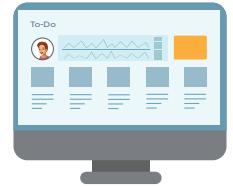
The pharmacist-only “handoff tool” is used to communicate the next steps for each patient and document information that needs to be readily available for the next pharmacist to take over.

Analytics

Consolidated, electronic data collection, supports real-time decision making and error prevention tools and analysis.

Anticoagulation Management

Navigator functionality in Epic walks pharmacists through standard work to ensure safety of patient; documentation is streamlined through use of an iVent.



Patient Education

MedActionPlan, which is accessible through MyChart, provides flexibility to organize a patient's medication list to meet their needs. Available in many languages.

INVESTIGATIONAL DRUGS

Naming Conventions

Investigational drug names begin with “Study-” and include protocol reference number. Pharmacy references drug name to identify investigational medicine to be used.



Prescribing

All investigational drugs, including oncology, are prescribed electronically. These may be pended by clinical research coordinators to be signed by providers.

General Dispensing

Most medications from the Investigational Drug Services (IDS) medications (including retail prescriptions) flow to a dispensing queue.

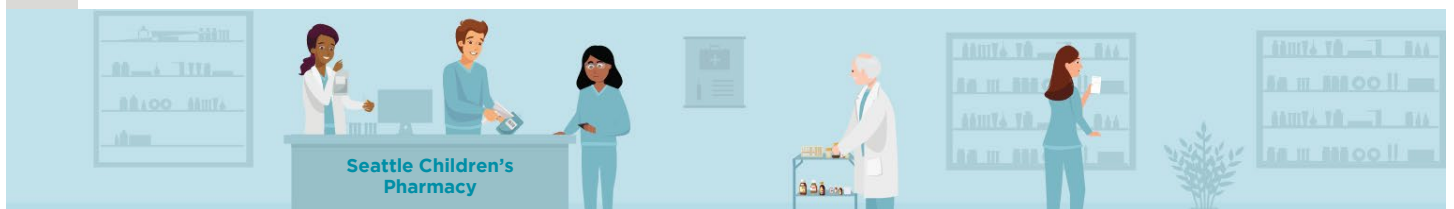
No dispense prep instructions are embedded in the workflow, rather, preparation is found outside of Epic, in the study binder.



Oncology Dispensing

Oncology IDS medications are prescribed electronically through Beacon protocols and are triaged by oncology pharmacists. General pharmacy staff will continue to dispense products after orders are reviewed by an oncology pharmacist.

Better visibility of incoming medication orders for IDS pharmacy team, allows the IDS team to manage their work queue and eliminates paper orders.



Seattle Children's Epic Journey – Inpatient



How does our Epic Journey benefit me?

- Better delivery and monitoring of patient education
- Rover improves ability to document on-the-go, e.g. patient transport
- Enhanced medication administration window
- Access to universal medical history using Care Everywhere
- Centralized patient information displayed for entire team, e.g. Procedure Pass and Procedure Coping Plan
- Notes, letters and other templates easily shared
- Share documentation across areas (i.e. inpatient and ambulatory)

MULTIDISCIPLINARY TEAM
COMMUNICATION

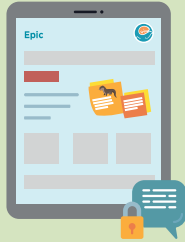
Resuscitation Documentation

The Emergency Department is piloting Epic-based tools to document resuscitation events.



Shift Handoffs

Nursing shift handoff workflow includes the ISHAPED tool that is visible in the patients After Visit Summary. IPASS for providers is also available within Epic for this documentation.



Communication

Centralized communication tools such as Secure Chat and Sticky Notes in Epic can be used across teams.

Consult orders are not automated. The sender needs to prompt the person receiving it to take action.

Comprehensive View

New integrated reports and multidisciplinary tools are available broadly for team rounding and documentation.

Secure chat with treatment teams has an audit trail.

PATIENT AND FAMILY CARE

Patient Education

Nurses use a universal Patient Education Activity tool in Epic to track patient education needs. Nurses can see which education topics have been covered with the patient and if follow-up is needed. Additional resources are available such as Kids Health and Seattle Children's Patient Education Handouts on CHLD. GetWell Network will continue to provide inpatient teaching but will not be integrated in Education Activity tool.

Patient Education needs can be tracked across care venues using the Patient Education Activity tool.



Seattle Children's Epic Journey - Inpatient



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PATIENT AND FAMILY CARE

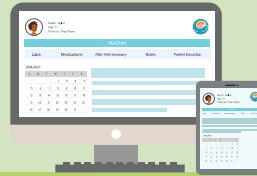
Patient Pre-Op

Procedure Pass is a centralized communication tool that replaces the need to document pre-procedure information in separate systems (i.e. CIS, SurgiNet, Outlook).

Procedure Pass standardizes the visibility of a patient's pre-procedure tasks to the entire care team.

Patient Information

MyChart provides an interactive and collaborative approach to sending patient and family information.



Patients and families have more autonomy over their medical record by having greater visibility and the ability to modify certain content which promotes partnership on care team.

MyChart Bedside

MyChart Bedside allows patients and families the ability to access their information while in the hospital. Real time information such as lab results, vital signs, clinician notes and information about their care team is accessible from the bedside tablet.

VISIBILITY OF PATIENT FLOW

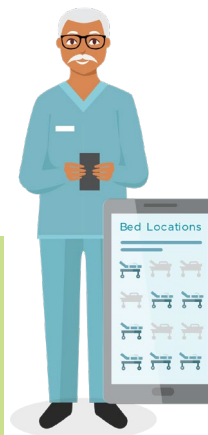
Pre-admit Patients

Clinical staff have increased visibility in Epic around incoming patients to their units.

Admit and Discharge Process

Clinical staff have visibility to bed locations and ability to contact nurse receiving patient.

The Grand Central module focuses on patient flow. Real time information is integrated for associated workflows. Complete visibility of this information, is available to facilitate more seamless patient movement.



Transfer Center

Transfer Center, within Grand Central, streamlines patient movement between external facilities and Children's locations. Providers document clinical information in the medical record at the time of transfer request. This ensures consultation information is not lost, improving continuity of care.

Teams may use Rover on a mobile device to document patient movement, rather at a workstation.



Seattle Children's Epic Journey – Inpatient



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PATIENT CARE WORKFLOW



Patient Safety

Nurses continue to use the Medication Administration Record (MAR) to complete “five rights” and prevent patient safety errors. Additional documentation may be needed in associated flowsheet rows which are embedded within the MAR window. 2RN check for continuous drips is documented within Epic, with the ability to co-sign multiple drips at once.

Standardization promotes better in-line documentation while administering medications.

PPID (Positive Patient ID) barcode scanning is used for blood and lab collection.

Signed and Held Orders

Nurses release or activate orders for patients transferred into their care at the appropriate phase of care. Providers sign a complete order set in advance, assigned to a phase of care.

Information Exchange

Interoperability with Care Everywhere provides a consistent and more complete patient medical history across healthcare institutions. This information is available at the time of patient admission.

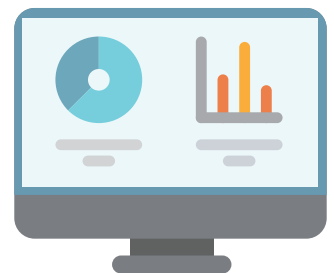
Patient medical history can be shared across multiple healthcare institutions that use Epic.

End of Shift Summary

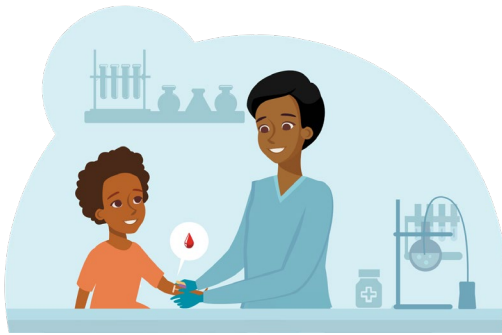
Nurses complete a Nursing End of Shift Note. This includes a quick (two to three sentence) update on the patient's status or events that occurred during a shift. This information is available to providers and care team members who plan their care.

Metrics

Solutions for Patient Safety (SPS) bundles (e.g. CLABSI, CAUTI, VAP) can pull reports and metrics in real time. Individual users can set these up as preferred reports on their own.



Seattle Children's Epic Journey – Laboratory



How does our Epic Journey benefit me?

- Samples no longer need to be logged into General Laboratory and Anatomic Pathology (except for bone marrow) for specialty lab areas
- Lab orders now incorporate Clinician Questions, reducing the number of corrections downstream in the lab
- Specimens are labeled at bedside, decreasing risk of confusion or error in transcription and communication
- Built-in scanning for ID bracelet and sample label in collection process improves patient safety

Order Receiving

Lab requests are received electronically from ordering providers who complete Clinician Questions to illustrate the tests they want completed.

Laboratory staff uses these order questions to ensure the correct order is processed and the appropriate billing is charged.

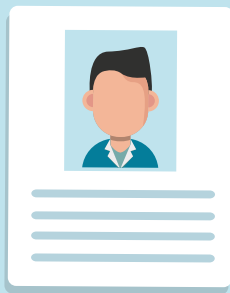


Positive Patient ID

Positive patient identification (PPID) is integrated with the blood draw process for patient ID band scanning.

This provides automated documentation in the patient chart as an extra layer of protection to make sure the right sample is collected from the right patient at the right time.

PPID is required for all specimen collection except in the OR.



External Sample Receiving

Received community samples for processing are accessioned and given a labels are printed in labs as in current state.

Shared Samples

When two lab departments share a sample, a process for identifying these samples is required. Collector is responsible for labeling for multiple tests and departments as appropriate.

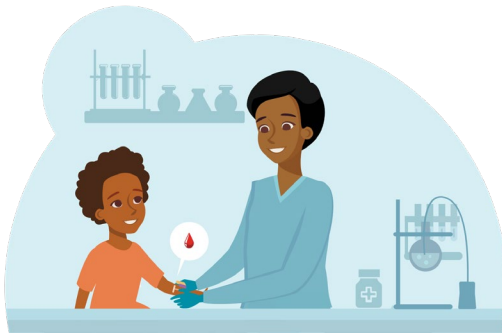
Add-on samples can be ordered using the prompt in Epic to print and add labels to additional samples.

Different labels indicate additional tests.

PRE-ANALYTICAL



Seattle Children's Epic Journey – Laboratory



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Test Resulting

Test resulting is completed directly in Epic without the need to manually release results in the Data Innovations middleware.

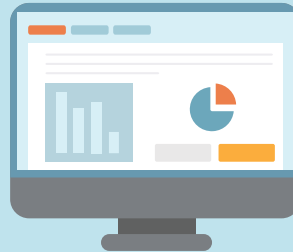
Dashboard and Pending Samples

A dashboard in Epic monitors and alerts turnaround time of samples. The Outstanding Lists tab show pending samples to be resulted.

Specimen tracking systems help teams communicate about sample locations. Storage Tracking (post-analytical) in Cerner and Tube Tracker (pre-analytical) functionality is available in Epic.

Proficiency Testing

Proficiency testing is completed according to College of American Pathologists (CAP) and Alternative Proficiency Testing standards for testing unknowns. Tracking results process TBD.



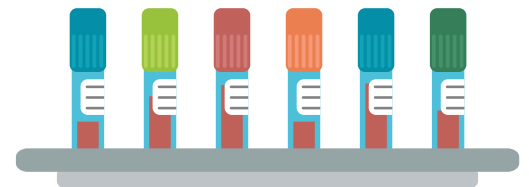
Quality Control

Quality control is performed and signed off in Epic and can be tracked via dashboard.

Label Creation and Logging

Labels for samples are printed by the collector from Epic and placed precisely by the collector and used by lab instruments for automated reading. Completed samples are logged directly into Epic without having to print a second label.

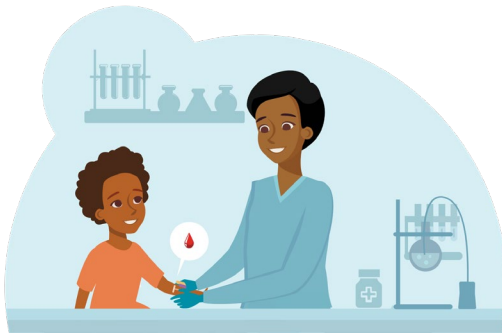
Labels must be positioned correctly on the tube and in the correct order by the collector (where there are multiple labels required) for instrumentation. Any errors in labeling will result in significant rework to reprint and relabel prior to being run in the analyzers.



ANALYTICAL



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Transcription and Documentation

SmartText and SmartPhrases are used for efficient, standard documentation and formatting of results across all areas.

POST-ANALYTICAL

Results Analysis

Critical lab results that require a phone call to the patient care team require documentation in the Epic Communication Log in order to proceed with result validation.

Results Review

Test results are stored as discrete values which allows care team members, patients and families to see how results have changed over time for a patient for easier interpretation of trends.



Specimen Cancellation and Reordering

If testing is not able to be performed, the lab technician contacts the provider via phone to ask if the test should be routed for re-collection. If unable to reach the provider to receive recollection approval, the lab technician cancels the test. Specimen cancellation is then communicated to provider via In Basket.



Seattle Children's Epic Journey – Ambulatory



How does our Epic Journey benefit me?

- Patient communication and clinical photo sharing via MyChart
- Letter writing and routing with shareable templates
- Patient referrals and scheduling streamlined within an integrated system
- CoverMyMeds interface for prior authorization of medications
- Lines, drains and airways are documented in a centralized place, with added specificity, on the patient Avatar
- Patient demographics can be pulled into telephone encounter documentation with simple click



Patient Check-In

Patient check-in is available via MyChart eCheck-in prior to arrival or upon arrival using the kiosks on Ocean 5, 6 and 8 at the hospital campus.

All care team members can support and encourage family sign-up for MyChart.

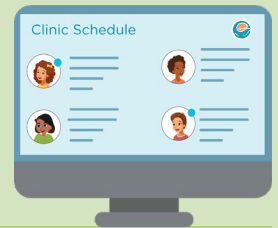
Patients can be checked in for multiple visits on the same day at registration.

Patient identification photos are collected at check-in and updated every 90 days for patients under 1 year or annually for patients 1 year and older. Patient or family can defer or decline photo capture.

CLINIC VISITS

Clinic Schedule

Clinic schedules list patient location and status (i.e. rooming in progress) in Epic. When a patient changes locations, users will be able to manually update their location to accurately capture where they are.



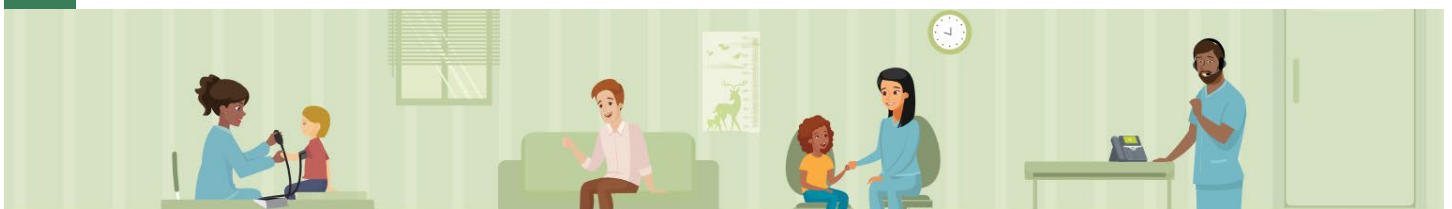
Family members can be alerted of visits or directed to their visit location via text message.

A visual cue (blue circle icon) on the schedule indicates that an order for in clinic medication administration or Point of Care (POC) testing has been placed and requires action. The Medication Administration Record (MAR) is accessible directly from the clinic schedule view on the visit order tab.

Patient Rooming and Chart Documentation

Documentation is completed in Epic as a part of the patient rooming process. Patient's medical, surgical, family and social history and medication review is documented during the rooming process.

Standardization of patient history capture decreases duplicative work and improves patient experience.



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- Patient demographics can be pulled into telephone encounter documentation with simple click

Case Request

Surgical specialties and others who perform OR procedures place case request orders in Epic.

Workflows vary by surgical specialty.



Preparing and Pending Orders

Orders may be pended for provider signature using SmartSets or a specialty preference list for provider signature. Once pended, the provider has the opportunity to make changes to the order before signing. Referral orders have been built for each specialty.

Epic will lock for editing, if two people are in the same area of the chart at the same time.

Lab Specimen

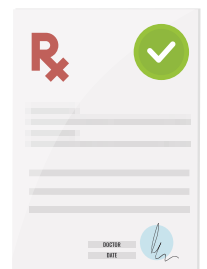
Specimen orders generate labels for labs, without requiring a printed requisition. Care teams can scan patient bracelets and specimen labels to activate orders for the lab to receive and process.

CLINIC VISITS

Multidisciplinary Clinic Visits

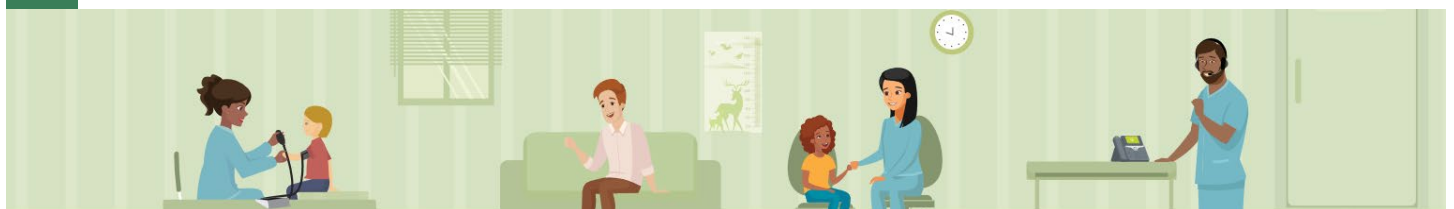
Medical assistants can change the context within Epic to access and document relevant history questions specific to each clinic.

Clinic workflow and multidisciplinary template build will affect whether family gets one or multiple After Visit Summaries (AVS) for the visit.



Prior Authorization

CoverMyMeds allows providers to initiate prior authorization at the time of prescribing medications for medications that require it.



Seattle Children's Epic Journey – Ambulatory



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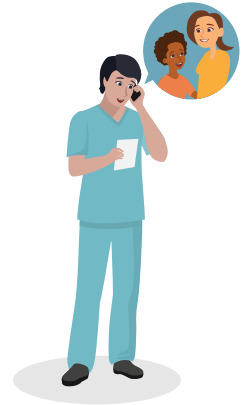
Patient Encounters

Most note types are now encounters: refill and medication, letters, documentation, telephone, etc. An encounter must be closed after the action is completed or it remains in the initiator's In Basket. Consistency in encounter documentation improves data quality and patient outcome analysis.

Templates for SmartPhrases, patient instructions, etc. can be shared between team members.

Chart review may be pulled up to view patient information while documenting.

Telephone encounters can pull in demographic information to capture the phone number, caregiver spoken to, etc. The reason for the call is selected from a list.



BACK OFFICE WORK



Letter Templates

Letters may be created using Epic-based templates and built-in data fields. Commonly used letters as well as specialty specific letter templates available in Epic. These letters include SmartLists, SmartLinks, and SmartText capabilities that make it easier to create letter. Letters requiring provider signature are routed within Epic.

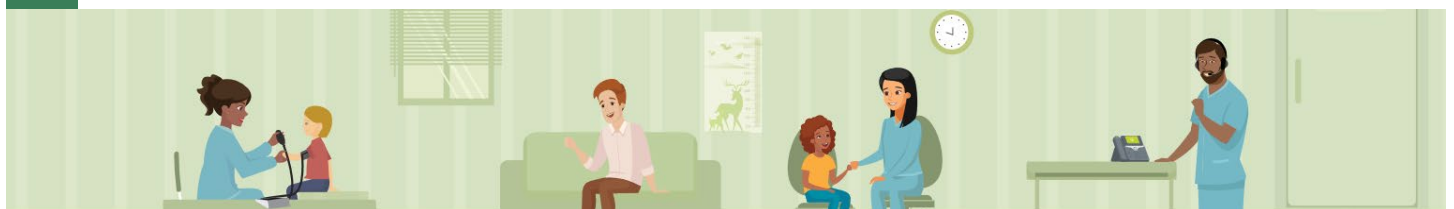
Pending Orders via In Basket

Pended orders are routed to the provider for signature. Providers should route the signed message back to the pool for completion of the work and the encounter. Providers should route back to nurses to action the orders.

New medications can be pended by nurses if they are on the Epic preference list, which is determined at the specialty-level.



Offsite lab and radiology orders are written using the same Epic orders used for labs and radiology done at a Children's facility. Users change the order detail fields as appropriate and print a requisition for the offsite facility.



Seattle Children's Epic Journey – Ambulatory



How does our Epic Journey benefit me?

- Patient communication and clinical photo sharing via MyChart
- Letter writing and routing with shareable templates
- Patient referrals and scheduling streamlined within an integrated system
- CoverMyMeds interface for prior authorization of medications
- Lines, drains and airways are documented in a centralized place, with added specificity, on the patient Avatar
- Patient demographics can be pulled into telephone encounter documentation with simple click

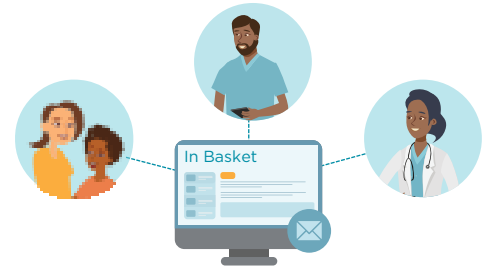
BACK OFFICE WORK

In Basket

In Basket is used for direct patient and family communication through MyChart as well as between specialty team members and pools.

In Basket communications for pended orders must be followed up to ensure rerouting has been completed after signature. Users cannot “reply-all” with In Basket; multiple recipients must be added manually for each response. Users can use “Build My List” to route messages to recipients more quickly.

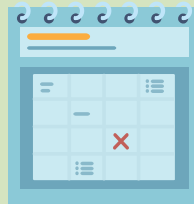
A “Comment” column is available in every In Basket message that can be used to label each message to help teams organize the work that needs to be done.



SCHEDULING AND REFERRALS

Follow-up Visits

Each specialty has a “Return to Clinic” order to indicate when a patient is due for follow up. Nurses may sign the order independently and use the option of “No co-sign needed” when ordering.



Incoming Referrals

The “Referrals” tab is built into chart review so clinical documentation is easily available.

Schedulers and surgery coordinators use In Basket for patient related communication.

PATIENT TEACHING

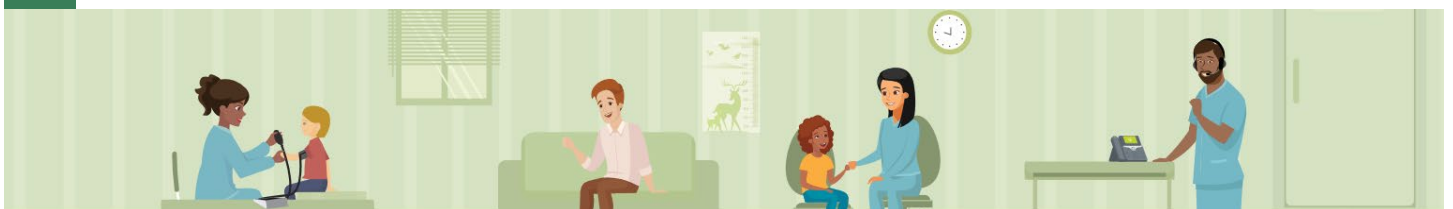


Patient Education

Patient education is documented using the patient education activity tool. Links to Seattle Children's patient education handouts are copied into the After Visit Summary (AVS) and accessed through MyChart. These links can also be saved as a SmartPhrase.

Patient education materials continue to be available from the Patient Education Toolkits on CHILD. In addition, content from KidsHealth may be incorporated into the AVS.

Clinic workflow and multi-disciplinary template build determines whether a family gets one or multiple AVS's for their visit.



Seattle Children's Epic Journey - OpTime and Anesthesia



How does our Epic Journey benefit me?

- Electronic Case Requests improve scheduling and reduce transcription errors
- Procedure Pass provides visibility across teams and allows teams to initiate their independent area tasks
- Avatars document lines, drains and airways with specificity and simplicity that is shared across all departments
- "Hover to Discover" feature shares selected information on the status board



Electronic Case Request

Electronic Case Requests in Epic replace paper planning sheets. Providers can save favorite common case types to streamline the process. Case Requests are shared with team members. Providers can view their preference cards while placing a case request.

Pending schedules are visible to the Periop team in the Depot.

Integration into one system reduces the number of transcription errors and improves efficiency of surgery scheduling.

Communication

Streamlined workflows by working in a single system instead of multiple applications.

Procedure Pass

Procedure Pass, a tool for auto-generated tasks across multidisciplinary teams. Based on the clinical decisions, tasks are initiated based on the workflow (i.e. surgery coordination to book consult, X-ray visit, cardiac anesthesia, etc.). The entire team can see each person's task and their progress.



Combo Cases

Surgical coordinators will continue to manually combine two case requests into one surgical case.

SCHEDULING



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Phases of Care

Markers or tags are assigned to orders which allow the nurse to see the provider's orders and in which phase of care should be activated (i.e. Preop, Intraop, and PACU/Recovery).



Pre-Procedure

Nurses contact patients and families to give clinical instructions before the procedure. They can review demographic information and document the phone call all in one system.

Mobile Documentation

Rover is used for quick on-the-go documentation for medical assistant to chart patients' height and weight.



PREOP

Procedure Pass

Procedure Pass facilitates coordination and documentation of implants and special requests. Information is visible directly from the Electronic Case Request.



Tissue Tracking

Tissue inventory is managed in Epic which will make documentation of tissue more efficient for OR nurses. Real-time documentation in the Surgical Log is available to entire team.

Instrument Tracking

The instrument tracking system, Censitrac, is synced with Epic in real time which improves instrument forecasting and visibility of supply and demand of surgical instruments for sterile processing.

PERIOP SUPPLY CHAIN

Documentation

A patient's anesthesia chart can be opened by multiple users simultaneously.

Anesthesia computers utilize touch-enabled screens for anesthesia documentation that will be easier and more efficient.

During the pre-procedure phone call, the nurse can document "Anesthesia Only Concerns." The comment will be visible on the Anesthesia Status Board and is only visible when the user "Hovers to Discover."

On-The-Go

Haiku and Canto will bring Epic's platform to providers mobile phones and iPad tablets.

ANASTHESIA



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OPERATING ROOM



Supply Scanning

Nurses use a barcode scanner to scan supplies used for a patient. The scanned supplies are automatically documented in the patient's chart.

One Step Meds

Circulators document medications on the Medication Administration Record (MAR) which enables visibility of medications given in the OR to all teams.

When a One Step Medication is documented, an In Basket message is sent to the provider to sign the order. No need for the provider to sign the OR nursing documentation.

Electronic Specimen Records

Electronic specimen records generate an order to the lab and a label for the specimen. No more handwriting lab slips and labels.



Avatar

Documentation of lines, drains and airways are shared in a central location with other nursing teams and with added specificity, using the patient Avatar.



OR Dashboard

OR leaders may quickly select and access relevant activities and reports, such as on-time starts and previous month volumes, by location or other key surgical metrics.

The Preference Card maintenance dashboard identifies cards that need to be reviewed and can be used for routine maintenance tasks.

RECOVERY

Copy Forward

PACU nurses can utilize the "Copy Forward" feature in flowsheet documentation for more efficient charting.

Status Board

Improved communication between teams via the Status Board using "Hover to Discover" functionality. The Status Board integrates with the pre-procedure phone call documentation and is visible to the targeted stakeholders.

