

# MORNING CMO REPORT

08.20.2014

**FROM THE DESK OF:**  
Anthony P. Weiss, MD, Chief Medical Officer,  
Associate Dean for Clinical Affairs,  
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**UPSTATE**  
UNIVERSITY HOSPITAL

## EPIC Resources

Applies to All Physicians

EPIC  
Informational

We are approaching six months since the launching of EPIC at Upstate. While there have been many benefits to shifting to the electronic medical record, it is clear that there is ample room for improvement on the use of this tool. Over the coming weeks I will be discussing improvement opportunities in the management of problem lists, progress notes and discharge summaries. In addition, here are several helpful resources and hyperlinks for your EPIC use.

### Care Everywhere

Epic's tool for sharing between Epic organizations. All inpatient and ambulatory providers have access to Care Everywhere. There are hundreds of Epic sites across the country using this functionality.

<http://epic.upstate.edu/intra/document/index.php?kword=care+everywhere&strrole=Providers&numcid=10&stage=1&submit=Search>

### Transition of Care

As of July 22, Upstate now supports electronic transmission of the universally formatted Continuity of Care document when a patient transitions care to a non-Epic provider.

<http://epic.upstate.edu/intra/document/index.php?kword=transition+of+care&strrole=Providers&numcid=10&stage=1&submit=Search>

### Haiku and Canto

Epic's proprietary iPhone and iPad applications are currently available for all Upstate providers. Download the app and get started now!

<http://epic.upstate.edu/intra/document/index.php?kword=haiku&strrole=Any&numcid=10&stage=1&submit=Search>

### Thrive

During the week of September 22, Epic and Upstate training resources will host a number of Thrive sessions for providers. The sessions focus on efficiency, system customization, and education regarding system best practices. The schedule and registration should be open in the next 2 weeks. Providers who attended the Ambulatory Thrive sessions last summer reported greater Epic satisfaction and a positive return on investment after attending the sessions.

Below is a Save the Date message from the EPIC Training Department regarding Provider Thrive sessions in September:

**ALERT**-Highest priority emergency communication; warrants immediate action or attention by the recipient.

**HIGH ADVISORY**-High priority does not warrant immediate action but recipients should be aware.

**ADVISORY**-Provides very important information for a specific incident or situation that does not require immediate action.

**UPDATES TO ALERTS AND ADVISORIES**-Provides updated information regarding an incident or situation; unlikely to require immediate action.

**INFORMATIONAL MESSAGE**-Provides timely information, important for review or serves as a reminder for an action that should be taken.

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**Save the Date: Provider Efficiency Sessions to help you Thrive in Epic!**

**SAVE THE DATE**

**We'll Help You THRIVE in Epic!**

- *Are you still struggling to return to your pre-Epic productivity?*
- *Have you heard about cool Epic tricks, and want to learn them?*
- *Do you want to make your work life just a little bit smoother?*

Here's your chance to change the way you work with Epic and shave minutes off every visit! In just 90 minutes, you'll learn tips and tricks that will save you time and help you navigate through Epic much faster than in the past. Then spend another 90 minutes to go deeper into documentation tools and ordering to really streamline your workflow.

**Class A: General Efficiency Tips:** If you are able to navigate through Epic, but you just KNOW there has to be quicker ways to get things done, sign up for this class. Topics will include, but are not limited to:

- Personalizing Epic
- Searching In Basket
- Quick Filters in Chart Review
- Customizing Your Patient Lists

**Class B: Advanced Documentation and Ordering:** If you feel like you are starting from scratch and typing the same information for each of your patient visits, then this class is for you. Topics will include, but are not limited to:

- Phases of Care
- Custom Order Sets
- User Preference Lists
- Custom Note Templates
- Notewriter Macros
- Bookmarking notes

Sept 22	Sept 23	Sept 24
Fly Road 3 <sup>rd</sup> Floor	UH 8308	Fly Road 3 <sup>rd</sup> Floor
Class A: 7:30 AM	Class B: 9:30 AM	Class A: 7:30 AM
Class B: 9:30 AM	Class A: 11:30 AM	Class B: 9:30 AM
Class A: 11:30 AM	Class B: 1:30 PM	Class A: 11:30 AM

**Space will be limited, so stay tuned for instructions to reserve your seat!**

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