

# MORNING CMO REPORT

12.03.2014

**FROM THE DESK OF:**

Anthony P. Weiss, MD, Chief Medical Officer,  
Associate Dean for Clinical Affairs,  
Upstate University Hospital

**UPSTATE**  
UNIVERSITY HOSPITAL

## New Inpatient Provider EPIC Opportunities

Applies to All Providers

EPIC Opportunities  
Informational

### Inpatient providers have new opportunities to improve their experience with Epic:

**1. Thrive Optimization Classes:** Due to the popularity of the initial Thrive classes, we have scheduled weekly Thrive courses to help you get the most out of your Epic workflow. Register at the link below for 90-minute classroom sessions that will actively engage you in learning system tricks, efficiency tips, and personalize your Epic tools. These sessions are consistently rated highly by your peers; sign-up today for a class at the Community or University campus.

Registration: <http://www3.upstate.edu/hr/training/index.cfm?topicid=86123&go=1>

- Personalizing Epic
- Searching In Basket
- Quick Filters in Chart Review
- Customizing Your Patient Lists
- Phases of Care
- Custom Order Sets
- User Preference Lists
- Custom Note Templates
- Notewriter Macros
- Bookmarking notes
- Workflow Questions
- General Tips and Tricks

**2. Epic Training Support on Rounds:** Inpatient teams can request an Epic trainer to accompany you on rounds. This "at the elbow" support gives DMT/Epic staff an opportunity to review workflow and provide immediate feedback on system efficiency and operations. Call 464-EPIC and discuss this opportunity in further detail with Shane Pech or Pete Nicolini.

**Ongoing Epic Training Support:** In addition to providing these new services to help you succeed, the Epic training team will continue to offer the same support services we have since Go-Live:

- New Provider Training
- Help with Deficiencies
- 1:1 General Assistance Appointments
- Support by Phone or Email

#### To Contact Us for Training, Assistance, or Questions:

- Call 464-EPIC and ask for the Inpatient Provider Training Team
- Email Shane Pech or Peter Nicolini in Groupwise
- Call Clinical Support on Vocera, or page 441-0093, for assistance
- File a HEAT ticket for any system update or fix requests
- Find classes on the HR or Self-Serve training pages

**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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## Outstanding Physician Comments

[Applies to All Providers](#)

Physician  
Comments  
Informational

Each week we receive written comments from our patients regarding the care we provide within the Hospital. Below are this week's comments from grateful patients receiving care on the units at Upstate:

**5B – “Dr. Bem is excellent.”**

**6A – “Dr. Hegazy & Dr. Heisig, Dr. Roy – ALL OUTSTANDING DRS – ALL A’s.”**

**10G – “The physicians were very thoughtful to inform my family about everything.”**

**8E – “The doctor at Upstate Community ER – Dr. Barus, very caring.”**

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