

SPRING 2024



Progress Notes

METHODIST HEALTH SYSTEM MEDICAL STAFF NEWS



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Help Methodist overcome staff burnout by taking our physician survey



Martin L. Koonsman, MD,
FACS, CPE
Chief Medical Officer

Burnout has been a problem in the medical field for decades, but it reached new heights with COVID-19. In 2021, 63% of providers reported suffering from the effects of burnout, compared with 38% in 2020, according to the American Medical Association. In short, while doctors, nurses, and other medical professionals were helping their patients weather a generational pandemic, they were enduring an epidemic of their own.

Methodist Health System depends on a productive and engaged medical staff to achieve the exceptional progress highlighted by this newsletter. We also know first-hand that a career in healthcare can take a personal toll on the physicians who dedicate their lives and livelihoods to their patients. That's why the Care Commitments to take care of each other and ourselves are so critical when burnout is at its worst — and why we value every opportunity to hear from you, our providers.

This year we have partnered with the American Medical Association to promote clinician well-being. The first step in that initiative will be a physician survey to help us measure burnout and identify solutions to combat its effects. This assessment will provide us with tangible data that we will use to implement solutions. We hope to develop strategies to improve work-life balance and ensure your daily work provides the joy, purpose, and meaning that led us all to this career in the first place.

Please visit the link below and complete the survey no later than May 17, 2024. All responses will be analyzed and presented confidentially to our organizational leadership. The survey will not ask you for your name or email address, and all demographic information will be presented in the aggregate by the AMA. We appreciate your participation in this initiative and look forward to the next steps.

[TAKE THE SURVEY](#)

Duo to access Physician Portal

Starting on May 6, a two-factor authentication called Duo will be required when accessing the Physician portal via webdoc.mhd.com. This is the same two-factor authentication we use for e-prescribing. If you have not already registered for Duo, you can do so by filling out [this form](#). When you log on to the Physician Portal, you will receive a push notification to your phone and will no longer be required to answer a security question. The purpose of using a two-factor authentication is to provide Methodist Health System with an additional layer of security and reduce the risk of an unauthorized party gaining access to PHI.

Universal Skills for Providers

We're asking our providers to join us on our RISE High Reliability journey with training tailored to your needs. To access the video, please click the button below and enter the password **MD-RISE** or visit the **Physician Portal**. You must scan the QR code at the conclusion of the video to receive 1 CME credit for the training.

[WATCH THE VIDEO](#)

Methodist Health System

Press Ganey crowns Methodist its first Health System of the Year

Methodist Health System has been named HX24 Health System of the Year by Press Ganey, an industry leader that works with more than 41,000 facilities nationwide to enhance patient care and caregiver resilience to improve the overall safety, quality, and experience of healthcare.

The inaugural award, which recognizes healthcare systems that "set the standard" in transforming the Human Experience (HX), was presented to Methodist leaders on February 6 at Press Ganey's HX24 convention in Orlando.

"Press Ganey is the gold standard organization for excellence, in terms of patient satisfaction, employee engagement, and quality improvement," said **James C. Scoggin, Jr.**, Chief Executive Officer, Methodist Health System. "For this award to come from an organization like Press Ganey makes it that much more special."

In fiscal year 2023, Methodist far exceeded top quartile nationally in inpatient, emergency department, and outpatient experience scores, an exceptional achievement for a system that treats patients throughout the Dallas Metroplex, from the southern sector of Dallas and southern Dallas County to the suburbs of Collin, Tarrant, and Ellis counties. Methodist also achieved top quartile or near top decile in many major clinical indicators.



"Methodist Health System, over a multi-year journey, has achieved top-tier clinical results throughout the system, and we could not be prouder of our hospitals and corporate leaders and staff," said **Pam Stoyanoff**, MBA, CPA, FACHE, President and Chief Operating Officer of Methodist Health System.

In addition to caring for patients, Methodist also counts "taking care of each other" among its Care Commitments and strives to engage its employees, whose tireless work is what makes results and accolades like this possible. Methodist achieved near top quartile scores in employee engagement last year and lowered overall turnover well under the national averages in healthcare.

Methodist Health System Foundation

Join us for the Robert S. Folsom Leadership Award dinner May 17

Methodist Health System Foundation invites members of the medical staff to attend the 2024 Robert S. Folsom Leadership Award dinner. This year's event will take place on Friday, May 17, at the Hilton Anatole Hotel Chantilly Ballroom.

This year's honoree, James W. Keyes, is a well-established business and community leader, who has had an enduring impact on countless people through his involvement and support of a multitude of charitable organizations.

You may find more information about tickets and sponsorship opportunities by clicking the button below.

[Sponsorship Details and Folsom Fact Sheet](#)

2024
ROBERT S.
FOLSOM
LEADERSHIP
AWARD

Methodist
HEALTH SYSTEM FOUNDATION

Join Us On
05.17.24

For the
2024 Robert S. Folsom
Leadership Award
Honoring
James W. Keyes

6:30 pm to 9:00 pm
Hilton Anatole - Chantilly Ballroom
2201 Stemmons Freeway, Dallas, Texas 75207

For Sponsorship and Ticket Information, please visit:
www.methodisthealthsystem.org/Folsom

Speaking Up for Safety



Care Commitment Message:

Taking care of Methodist by example

Fostering a culture of open communication and prioritizing patient safety are paramount in maintaining high reliability within Methodist Health System. As medical staff, your commitment to advocate safety not only ensures the well-being of patients but also supports a collaborative environment where everyone feels empowered to speak up.

One physician leader has stood out throughout our RISE journey. **L. Stephen Foster**, DO, CPE, Chief Medical Officer at Methodist Mansfield and Methodist Midlothian Medical Centers, has set a powerful example for others by embodying the values and behaviors of high reliability. He influences others by:

- Prioritizing safety first
- Supporting those who speak up
- Embracing the messenger
- Modeling fallibility
- Modeling the use of Universal Skills
- Coaching others in private
- Praising others in public



Here are a few testimonials about Dr. Foster from those who know him best: the medical staff and employees he leads as chief medical officer.

"Dr. Foster is committed to the High Reliability Journey here at Methodist Midlothian. He attends RISE trainings and encourages staff to be patient advocates. He leads by example – using the Universal Skills in all meetings and his daily work."

"Dr. Foster is a true example of a servant leader and a pertinent part of our High Reliability journey at Methodist Midlothian."

"Dr. Foster exemplifies principles of high reliability by removing unnecessary authority gradients and welcoming new ideas, thoughts, and perspectives to improve patient safety."

"He embodies the RISE principles habitually, and this is most apparent when identifying/analyzing quality of care concerns to improve patient safety, as well as processes pertaining to Methodist Mansfield and Methodist Health System as a whole."

Dr. Foster truly embodies his role as a servant leader whose door is always open and whose commitment to zero harm and high reliability never wavers.

Click **HERE** to read the **RISE** newsletter

R - Reliability
I - Innovation
S - Safety
E - Excellence
METHODIST HEALTH SYSTEM

Download app to stay alert

By now, many of you have witnessed our new mass notification platform in action. Introduced last fall, Singlewire-InformaCast offers significantly more capabilities than our previous vendor, from full integration with our phone system to National Weather Service alerts. We want all Methodist employees to benefit from the speed, reach, and reliability of its emergency message delivery.

Visit the [Apple Store](#) or [Google Play](#) to download Informacast today. Also, visit the [Pulse intranet](#) to learn more about receiving push notifications tailored to your needs and to manage your own profile through the self-service screen.





See new guidelines for medical acronyms and abbreviations

Methodist Health System has amended its Medical Record Documentation policy (RC 006). Staff and employees must now use **Dorland's Dictionary of Medical Acronyms & Abbreviations** as their chosen resource. MHS will no longer rely on **Stedman's Medical Abbreviations, Acronyms & Symbols** because of the limited availability of hardcopies and lack of digital versions.

This [LINK](#) offers direct access to Dorland's. You may also find it through the Pulse intranet, under Library Services:

1. Start at the MHS Pulse Page
2. Select Education & Resources Tab
3. Select Library Services
4. Select A to Z List of Electronic Resources
5. Type DORLANDS in the Search Bar
6. Select Title
7. Select ClinicalKey eBooks Link.

Built for Success



Methodist Richardson ED expansion enters final phase

Phase two of Methodist Richardson Medical Center's \$46 million Emergency Department expansion is complete and now serving patients. On Friday, March 23, 10 more rooms opened, including five new trauma bays.

The first phase of the project added two new floors, which totaled about 80,000 square feet, to accommodate the hospital's new laboratory and pharmacy. The final phase of the project includes refurbishing the original ED with new floors and paint. The expansion is a much-needed project as Methodist Richardson currently sees more than 50,000 ED visits per year.

"Over 50% of our admissions come through our Emergency Department, so it's essentially the front door of our hospital," says Methodist Richardson President **Ken Hutchenrider, FACHE**.

Methodist Celina Drone video shows new hospital taking shape in Collin County

A year has passed since the system broke ground on its newest hospital, and Methodist Celina Medical Center has already transformed the Texas prairie in northern Collin County.

Drone footage shows construction crews working on the \$237 million project, with much of its impressive glass and steel facade already in place.

Here's a look at some of what goes into building a hospital:

- Nearly 40,000 tons of concrete
- 1,600 tons of steel and 2,789 squares of metal roof deck
- 180,000 labor-hours and counting

"We're meeting and exceeding numerous project milestones, so clearly we can't wait to serve this community starting in 2025," said Methodist Celina President **Cody Hunter, FACHE**. "In fact, our hardworking construction crews are already giving back."

A donations box has been gathering food for monthly donations to the Grace Bridge Food Bank of Celina every month since the project began.

[WATCH THE VIDEO](#)



Methodist Celina

New clinic opens in Collin County

In April, a grand opening was held for Methodist Family Health Center – Prosper, a newly constructed facility that spans 2,600 square feet and includes six exam rooms.

Several Methodist Health System leaders attended to show their support, including Chief Executive Officer **James C. Scoggin, Jr.**, and Chief Operating Officer and President **Pam Stoyanoff**, MBA, CPA, FACHE.

Community members also got an opportunity to meet with **William Dodge**, MD, physician on the medical staff at Methodist Richardson.

“I’m privileged to join an organization with such a great reputation, and I’m excited to be a part of a beautiful, new facility that services the growing Prosper area,” said Dr. Dodge, who also expressed excitement about helping Methodist Celina Medical Center grow.



Methodist Dallas

Safety, facility upgrades underway

Methodist Dallas Medical Center is taking spring cleaning to a new level: enhancing one unit and adding security to another hospital entrance.

A new Evolv weapons detection system is up and running at the Pavilion II Parking Garage entrance on the second floor near Outpatient Services. This is the second weapons detection system installed at Methodist Dallas. Keeping our staff, patients, and visitors safe is a top priority.

Construction on Methodist Dallas' Labor and Delivery unit also began in March. Work on the \$10 million improvement project will last through the end of the year. Meanwhile, laboring mothers and their visitors will be temporarily rerouted.

What's more, each outdoor directional sign at Methodist Dallas has an updated look and listing. A large new Methodist Dallas monument sign will also be installed on the corner of North Beckley Avenue and East Greenbriar Lane. These improvements will improve traffic flow across the campus and beautify hospital grounds.

Methodist Charlton

ED sees rise in patient visits since 2023 overhaul

Methodist Charlton Medical Center ended fiscal year 2023 with 83,790 patient visits to the Emergency Department — a 15% increase compared with 72,903 in fiscal year 2022.

EMS arrivals at the ED were also up, jumping from 19,683 visits in FY 2022 to 20,817 visits at the end of FY 2023.

The new 40,000-square-foot ED, which is among the busiest in the Dallas-Fort Worth area, opened in February 2023 with 70 beds. It features larger waiting rooms and triage areas, expanded ambulance bays, and advanced equipment needed to meet a wide range of critical needs.





Methodist Charlton

New president at Methodist Charlton

Methodist Health System has named **Michael Stewart** as the new president of Methodist Charlton Medical Center.

A Florida native and veteran of the U.S. Air Force, Stewart will begin the latest chapter of his 20-year healthcare career on May 21, following six years as chief executive officer of Saline Health System in Arkansas.

"We're confident that Michael is the right leader to safeguard that century-long mission for years to come," Chief Executive Officer **James C. Scoggin, Jr.**, said.

Stewart received his bachelor's degree in mechanical engineering from Texas A&M University and a master's in business administration from the University of Texas at Austin. He served in the U.S. Air Force, achieving the rank of captain and putting his engineering skills to use overseeing a variety of construction projects. Stewart started his career in healthcare in 2004 with Dallas-based Tenet Healthcare, working in various administrative roles before moving on to Tennessee-based Community Health Systems. That 12-year stint culminated in his being named CEO of Navarro Regional Hospital in Corsicana, Texas.

"Michael brings a depth of experience to Methodist," said **Pam Stoyanoff**, MBA, CPA, FACHE, President and Chief Operating Officer of Methodist Health System. "He is passionate about healthcare, our employees, and the communities we serve."

Stewart and his wife, Trisha, have a 6-year-old daughter and a 9-year-old son. A lifetime member of the Kappa Alpha Psi Fraternity, he also serves on advisory boards for the Texas A&M Corps of Cadets and UT's McCombs School of Business.

Medical Milestones

Methodist Dallas Transplant program in Puerto Rico turns 40



The transplant team at Methodist Dallas Medical Center celebrated a major milestone in March. An event was held to mark the 40th anniversary of the first transplant procedure performed by Methodist Puerto Rico Transplant Administration Corp.

Among those who attended were Methodist Dallas President **John Phillips**, FACHE; Vice President of Transplant Services **Yvette Chapman**, BSN, CCT; **Richard Dickerman**, MD, FACS, surgical director of the kidney and pancreas transplant program at Methodist Dallas; and **Jose A. Castillo-Lugo**, MD, nephrologist on the hospital's medical staff. Pedro Vergne, MD, founder of the transplant program in Puerto Rico, and Ruben Velez, MD, who helped pioneer it, were also part of the celebration.

During the event, patients and their families expressed sincere gratitude to the Methodist Dallas team for guiding them through the transplant process.



Methodist Richardson Hospital celebrates 10th birthday

Methodist Richardson Medical Center reached a significant milestone this year. The hospital is celebrating a decade of providing exceptional healthcare to neighboring communities.

Since the campus on the corner of George Bush Highway and Renner Road opened in April 2014, Methodist Richardson has evolved from a regional hospital into an acute-care medical center with Level III trauma services and a comprehensive stroke center. What's more, Methodist Richardson has had an undeniable effect on the local economy — adding more than 1,200 jobs over the last 10 years.

"Over the past decade, Methodist Richardson has undergone remarkable growth, including expanding by more than 250,000 square feet," says **Ken Hutchenrider**, FACHE, President of the hospital. "The journey from a regional hospital to a leading healthcare institution is a testament to the dedication and hard work of its staff, physicians, and leadership team."

Methodist Mansfield Physician experiences career highlight



A physician on the medical staff at Methodist Mansfield Medical Center is celebrating a memorable career moment.

Sports medicine specialist **Shaun Garff**, DO, recently treated his 100th patient with a carpal tunnel release procedure. He used the UltraGuideCTR device, which uses ultrasound guidance.

Dr. Garff was one of the first physicians in Texas to provide this innovative treatment to patients suffering from carpal tunnel syndrome.

He is also the first physician in the DFW area to treat more than 100 carpal tunnel patients with the ultrasound-guided device, which is said to yield better results with minimal downtime.



Methodist Dallas

Achieving Magnet® redesignation

In March, Magnet leaders held a video call with Methodist Dallas Medical Center staff to announce the hospital has been redesignated as an institute of nursing excellence. Magnet recognition is a coveted status that only 9% of U.S. healthcare organizations hold.

As part of the survey process, Methodist Dallas earned seven exemplars including:

- More than 80% of RNs hold a BSN (81.5%)
- Nurse Sensitive Indicators: MRSA (inpatient), Device-related HAPI (inpatient), Patient Burns (ambulatory), Falls with Injury (ambulatory)
- Patient Experience: Patient Education (inpatient), Patient Education (ambulatory)

Setting the Standard

Methodist Health System

Showing gratitude to healthcare heroes for National Doctors' Day

Special events were held in March across Methodist Health System in honor of National Doctors' Day, which recognizes the dedication, skill, and unwavering commitment it takes to provide high-quality healthcare to patients.

Physicians on the medical staffs at Methodist Dallas, Methodist Charlton, Methodist Mansfield, and Methodist Midlothian enjoyed provided lunches, along with personalized cards or gifts. Methodist Southlake hosted a mixer at local restaurant Calabrese, where staff mingled and socialized for the evening.

Methodist Richardson was more literal when giving physicians their laurels. Methodist Richardson Medical Center Foundation allowed donors to purchase \$10 carnations to give to physicians as a token of appreciation. Carnations have long been used as a symbol for National Doctors' Day — a callback to the holiday's origins in 1933 when a prominent doctor's wife began using the blooms to honor physicians posthumously. In partnership with Sage Blooms, Methodist Richardson Foundation distributed 74 carnations in total.





Methodist Midlothian Team wins Press Ganey award

Methodist Midlothian Medical Center was recently named a 2023 Human Experience Guardian of Excellence Award winner by Press Ganey, the global leader in healthcare experience solutions and services.

This distinction means Methodist Midlothian ranked among the national top 5% of healthcare providers who delivered emergency care services last year. Together with independently practicing physicians on the medical staff, the hospital is committed to providing the community with timely care in the emergency department, as well as other units, when needed.

"Our patients are the top priority, and we are privileged to provide high-quality medical services centered on the needs of our patients in a compassionate and loving environment. Being recognized for patient experience by Press Ganey is a true testament to our incredible staff and the core values we focus on daily," said **Jary Ganske**, President of Methodist Midlothian. "We are so proud of our Methodist Midlothian family and their unwavering commitment to providing an exceptional human experience at our hospital."

The exciting news was covered by several regional newspapers, including the *Focus Daily News*, *Waxahachie Sun*, and the *Midlothian Mirror*.

Methodist Southlake Emergency Department sees jump in EMS arrivals

Methodist Southlake Medical Center has made great gains since kicking off its EMS campaign last October. ED Nurse Manager **Tiffany Bodetti**, BSN, RN, and other staff members have visited fire stations to drop off cookies, held educational sessions at firehouses, hosted lunches and tours on campus, and strengthened communication and relationships with emergency personnel.

Since the beginning of fiscal year 2024, Methodist Southlake has seen ED EMS arrivals more than double, jumping from 26 to 61.

"Improving EMS traffic has been quite the undertaking!" Bodetti says. "Everyone at Methodist Southlake was involved. Without each person on our team, the successes we have seen would not be possible."

The biggest success, she says, were on-site lunch-and-learns.

"We were intentional in our efforts to ensure every EMS station and shift crew was offered an opportunity to see what Methodist Southlake is all about," Bodetti adds. "These efforts have helped bridge gaps and form patient-centered relationships that will benefit all of us in north Tarrant County for years to come."



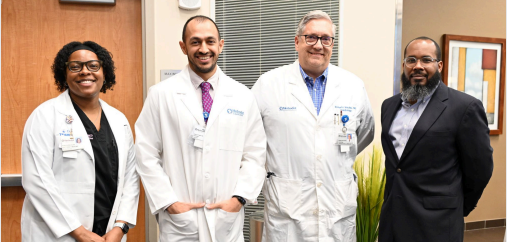
Methodist Midlothian Focusing on women's heart health



In February, during National Heart Month, community members gathered at Methodist Midlothian Medical Center to learn about heart-healthy tips and enjoy a meal together.

Akash Ghai, MD, MBA, cardiologist on the hospital's medical staff, discussed the different symptoms and stress factors of heart disease experienced by women.

"Women often experience heart disease through a lens tinted with subtlety, presenting symptoms that diverge from the more overt signs seen in men," Dr. Ghai says. "Their stress factors, too, reflect a blend of biological, psychological, and sociocultural influences that warrant a tailored approach to care."



Methodist Charlton Raising awareness for men's health

Methodist Charlton Medical Center staff, local pastors, and community members gathered for the hospital's inaugural men's health fair on March 23.

The event kicked off with an informative and interactive panel discussion featuring several physicians on the hospital's medical staff: colorectal surgeon **Paul Hackett**, MD; urologist **Srinath Kotamarti**, MD; emergency medicine specialist **Rosalyn Reades**, MD; and cardiologist **Roberto Wayhs**, MD. The panel was moderated by Levi Davis, a member of Methodist Health System's Board of Directors who has been vocal about his journey with prostate cancer.

A second panel featured pastors who have been treated in Methodist Charlton's ED: **Reverend Oscar Epps**, **Pastor Leonard Johnson**, and **Pastor Arturo Malacara**. The church leaders, along with their wives, spoke about the world-class care and follow-up surgeries they have received at Methodist Charlton. Their stories can be found at Shine Online.

Methodist Midlothian Training future healthcare heroes



Health science students from two Midlothian high schools attended a medical symposium in April at Methodist Midlothian Medical Center.

Hospital leaders, nurses, and physicians shared their expertise, guided students through hands-on learning opportunities, and discussed future career pathways.

Students learned skills such as suturing and about endotracheal intubation, ultrasound IV, and how to read EKG/heart rhythms.

"It is an honor for Methodist Midlothian and physicians on the medical staff to play a part in the training of the next generation of healthcare leaders," says **Jary Ganske**, President of the hospital. "Creating this unique learning environment strengthens the profession within our community and across the region."



Methodist Richardson

Surgeon elected to top position

In April, the Americas Hepato-Pancreato-Biliary Association (AHPBA) national conference selected **D. Rohan Jeyarajah** (above), MD, FACS, to serve as its new leader.

D. Rohan Jeyarajah (above), MD, FACS, director of gastrointestinal services and program director of the hepatopancreaticobiliary surgery fellowship at Methodist Richardson, was named president-elect of the organization, whose mission is to improve lives through education, research and innovation.

Dr. Jeyarajah is also the inaugural chair and professor of surgery at the Burnett School of Medicine at Texas Christian University in Fort Worth.

Methodist Mansfield

Provider of the Year selected

The Nurse Clinical Advancement and Recognition Council (CARC) at Methodist Mansfield Medical Center announced its Provider of the Year.

Colten Mabile (below on right), DO, physician on the hospital's medical staff received the award for always going above and beyond for his patients, helping them understand their plan of care, following up after interventions, and making himself available to provide care and assist the nurses.



Bedside Manners

Battling burnout depends on finding professional fulfillment

For Methodist Health System, addressing physician wellness means doing more than just trying to reduce physician burnout. Rather, we strive to create a community, a culture, where physicians thrive and can achieve fulfillment in their personal and professional lives. The U.S. healthcare system seems poised to recognize that we should not and cannot continue to rely on nurse and physician "heroes" making sacrifices to the demands of the profession, to stress, poor sleep, and moral conflict.

The model of professional fulfillment developed by Stanford Medicine is built around not only Personal Resilience, but also the organization's dedication to fostering a Culture of Wellness and Efficiency of Practice, and "describes a work environment, values and behaviors that promote self-care, personal and professional growth, and compassion" that physicians have "for themselves, their colleagues and their patients." In this model, well-being is a shared responsibility between the organization and the individual.

Paul Lansdowne, MD
Executive Medical Director
Physician Service
Excellence

At Methodist Health System, our currently running **Well-being Assessment Survey** will provide new perspective on physician well-being, burnout, and work satisfaction – which is a necessary next step in our ability to address the needs of physicians and advanced practice providers. Methodist has already sought insights from senior leadership and has dedicated resources in anticipation of the needs the survey may reveal.

Many resources exist for physicians on the medical staff. MHSCARES4DR is a weekly, virtual physician peer-support meeting that is physician-led, and supported by a knowledgeable, licensed counselor. Others include:

- MHS Wellness Coaching
- Headspace mental health app
- Critical Incident Stress Management response
- Pastoral Care

Making time for family or colleagues outside of work, exercise, or taking part in peer support or a meditation app – all may contribute to your well-being, and in doing so, strengthen our physician community.

Call the Pastoral Care Department for emotional or spiritual support.

- Methodist Dallas Medical Center, 214-947-2470
- Methodist Richardson Medical Center, 469-204-2028
- Methodist Charlton Medical Center, 214-947-7670
- Methodist Mansfield Medical Center, 682-242-7300
- Methodist Midlothian Medical Center, 469-846-2031
- Methodist Southlake Medical Center, 682-335-1339



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Epic Strides

G60 trauma updates for inpatient providers

These updates will help to maintain L1/L2 Trauma program requirements for G60 patients. G60 patients are 60 years of age and older who have experienced a traumatic injury.

New nursing orders, screenings, and required documentation

Early identification and management of delirium and depression in older adult trauma patients has been shown to improve care in this vulnerable population.

In accordance with the American College of Surgeons (ACS) Standards, **two new orders have been added to the General Trauma Admission order set for patients 60 years of age and older.**

Geriatric Depression Scale-15
Once, today at 1148, For 1 occurrence
Positive screen is greater than 5 "yes" answers. If positive notify the attending and place a consult to Case Management for referral assistance.

Nursing Delirium Checklist (Nu-Desc)
Once, today at 1148, For 1 occurrence
Positive screening score is greater than or equal to 2. If the screening is positive, implement interventions in accordance with PC 165. If further intervention is needed, notify the provider.

The above orders will drive **Required Documentation to be completed within 12 hours of Admission.**

DVT/VTE BPA for OB patients

If the DVT/VTE Score documented by the nurse is greater than or equal to 4, the provider will be alerted when they open the Orders tab.

The BPA will notify the provider 4 hours after a high-risk assessment has been documented, if orders have not been entered.

The 4-hour delay is intended to allow Providers to evaluate the patient before receiving the alert.

The BPA display includes the DVT/VTE Assessment responses documented by the nurse. The recommended order set will automatically be selected.

Haiku sepsis reassessment push notification

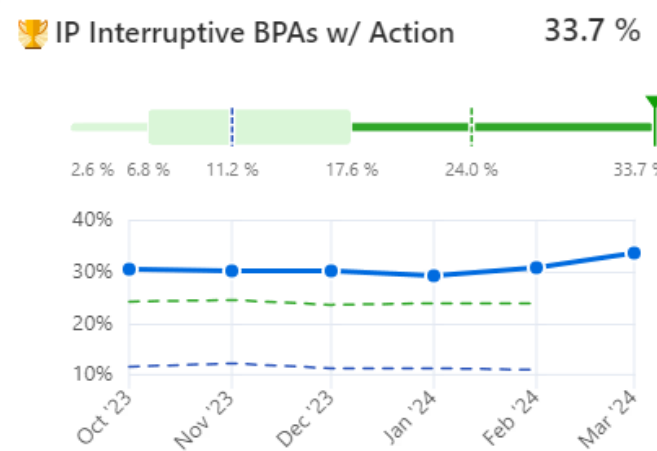
To help improve compliance with the Sepsis Reassessment for providers, a push notification has been created.

1. Notification alert example when outside of the Haiku app (no PHI displayed)
2. Once you open the notification, you can view the details
3. [Sepsis IP Provider Workflow](#) available on Pulse intranet

We are making BPAs more efficient, effective

BPAs are reviewed on a Biennial cycle: validating workflow, purpose, and individual metrics.

The MHS IP BPAs are in the top 5th percentile of the Epic community.



System changes will improve documentation

- A new SmartList now exists to bolster the disposition documentation for patients who may or may not receive palliative care upon discharge. This new SmartList is in the MHS Discharge Summary and the IP Consult Palliative Care notes.
- Also new to the Flowsheet Summary report are CIWA score and lorazepam administration:

CIWA Score	CIWA-Ar total	LORazepam INJ (mg)	LORazepam ORAL (mg)
	40		
		2	2
		4	

Guidelines updated for Pain Panel Optimization Project

Changes have been made to the ongoing Pain Panel Optimization Project to improve initiation and utilization of opioid medication orders.

- MME/Day is displayed on all opioid medication orders (see image on the right)
- Removal of high-dose opioids to reduce usage:
 - Removal of IV Fentanyl from moderate, severe, and breakthrough pain orders
 - Removal of Norco 7.5/325 from moderate pain orders
- Removal of NSAID options for ESRD/Renal Dysfunction patients

New Orders

HYDROcodone-acetaminophen (NORCO) 5-325 mg per tablet 1 tablet

1 1 tablet, oral, Every 6 hours PRN, mod pain (4-6/10), Starting today at 0957

Maximum MME/Day: 20 MME/Day for this order

- Update of breakthrough pain guidance for nurses:
 - Before: for breakthrough pain (for moderate (4-6/10) to severe (7-10/10) pain not controlled by previous analgesic administration
 - After: if pain persists after administration of PRN medication for moderate (4-6/10) to severe (7-10/10) pain, administer 30 minutes after IV or 1 hour after oral PRN medication has been administered

Epic Trainers are here, whenever there's a question — or suggestion

The Epic Training team is always available to answer your questions and provide guidance on how to use Epic more efficiently. We have a trainer posted at each campus to help with anything you may want to know about Epic, including taking your suggestions about how to improve clinical workflows in Epic for all physicians.

MDMC: 214-933-3742 (3-EPIC)
or EpicMDMC@mhd.com

MRMC: 469-204-3742 (4-EPIC)
or EpicMRMC@mhd.com

MCMC: 214-947-3742 (7-EPIC)
or EpicMCMC@mhd.com

MMMC: 682-242-3742 (2-EPIC)
or EpicMMMC@mhd.com

MLMC: 469-846-3742 (6-EPIC)
or EpicMLMC@mhd.com

MSMC: 682-335-3742 (5-EPIC)
or EpicMSMC@mhd.com