EPIC OFFERS NEW TOOLS FOR DOWNTIME

A mid the excitement about eStar Go Live on Nov. 2, it is important for the Vanderbilt University Medical Center (VUMC) community to understand new details about downtime procedures. A new downtime policy and procedure, communication plan, and system recovery plan have been approved by the Downtime Work Group and are beginning to go through the organizational approval process. Scheduled downtimes will be during hours in which the fewest patients would be impacted – between 1 and 5 a.m. early Saturday or Sunday mornings. While unscheduled system problems could occur at any time, downtimes will not be scheduled during busier times of the week unless absolutely necessary.

Epic provides VUMC with three new tools to support clinical operations during eStar downtime:

- Support Read Only (SRO) application, for use when the Medical Center’s internet is functioning properly. This looks and feels like eStar but is read-only.
- Business Continuity Access (BCA) application, for use when VUMC has a functional internal network. This is a more stripped-down version of eStar.

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We are now less than two months away from our EpicLeap, and all hands are on deck. In this issue, please read an important update about downtime procedures we will use with Epic. I am excited about the opportunity to care for our patients using the latest technology, and I have full confidence that we will be ready when our Go Live date arrives.

Also in this issue, you will get to know one of our newest nursing leaders, Andrea Hughie. Please join me in welcoming her to her new role as administrative director of nursing at Monroe Carell Jr. Children’s Hospital at Vanderbilt.

Kudos are also very much in order this month. We celebrate an accomplishment of the third floor of the Round Wing, which is celebrating more than four years without a catheter-associated urinary tract infection. This is a prime example of our remarkable nurses. Congratulations to everyone involved in this impressive work.

Enjoy this issue,
- Business Continuity Access Personal Computers (BCA PCs) at each site will house reports that can be viewed or printed to support clinical operations when functioning Internet is down and the institution may be running on emergency power.

This suite of applications will be accessed from the desktop of all clinical workstations and from administrative workstations on which the applications have been installed. Please note that all three of these methods are up-to-date only to the start of the downtime. These reports available through these applications are updated regularly but their accuracy will be influenced by the timing of the most recent update in comparison to the timing of the start of the downtime. BCA reports will include items such as downtime MARs, daily appointment reports, operative schedules, bed cleaning reports and copies of the most commonly used order sets for the area.

VUMC will also have a new Document Management System – OnBase. One component in OnBase is MedEx, the application that can print patient specific documents that can be scanned into eStar. These index-ready forms will contain bar coded document type and patient identifiers in the header, dramatically improving speed and accuracy of indexing and making it easier to locate the desired document in eStar. Administrative forms and other resources used during downtime will continue to be available in eDocs.

To make work during downtime as efficient as possible, areas are expected to update existing downtime kits or create them if they do not already exist. Among other elements, these kits should include area appropriate downtime checklists to use as quick references for work processes before, during and after downtimes. To familiarize all personnel with downtime procedures, a brief eLearning module will be available by mid-September and will need to be completed by the end of October. This module will be augmented by distribution of downtime checklist and job aids outlining steps to print documents, labels, and other items before or during downtimes.

NEW VUMC EMPLOYEE PUBLICATION DEBUTS ONLINE

_VUMC Voice_, a new online publication dedicated to news and features about members of the Medical Center community, is now live at http://voice.vumc.org/.

“Without question, the Medical Center’s greatest asset is its people. We created VUMC Voice as a platform to celebrate the diversity of our community and our unique culture,” said John Howser, chief communications officer for VUMC. “Not only are our colleagues doing outstanding work, but we are often surprised to learn about other aspects of their lives that have shaped them, such as travel, previous careers, hobbies or memorable life events.”

_VUMC Voice_ is produced by the Medical Center’s Office of News and Communications, and edited by Wayne Wood, who previously edited the longtime Medical Center employee magazine, _House Organ_.

Popular employee engagement features, including a Pet Photo Contest, are planned for the _VUMC Voice_. The publication also has a section dedicated to news from VUMC Human Resources (HR), which will be provided by the HR communications staff.

Employees are encouraged to use a feature on the _VUMC Voice_ site to submit ideas for future stories about interesting co-workers, questions for features such as “Curious VUMC,” and patient stories.
Andrea Hughie, MSN, RN, NEA-BC, is a new administrative director of nursing, directing Case Management at the Monroe Carell Jr. Children’s Hospital at Vanderbilt as well as the Float Pool. She comes to Vanderbilt from New York Presbyterian Hospital, where she was Patient Care Director in the Pediatric Intensive Care Unit (PICU). Hughie holds a Master’s of Science in Nursing from Rutgers University. She is originally from New Jersey, and before coming to Vanderbilt, she spent her nursing career in the New York City metropolitan area.

What is your vision for your role?
I’m really happy to be part of the case management and float pool team. In the float pool team, we provide a service. Our customers and our stakeholders are our own Vanderbilt team members. With the nursing float pool, we fill gaps for unexpected occurrences and things like that. No nurse wants to come in to work and know that they’re working short that day, because you just worry about what things you have to give up and things you have to sacrifice in order to take care of the patient, and I love the idea of my team being in a position to fill that void, so every nurse, care partner, medical receptionist can have peace of mind that they can work at the top of their license because they have enough people there to do what they need to do.

That excites me about the float pool team. What really excites me about the case management team is the community interface. It’s one of the few roles in an inpatient setting where we interface with patients after discharge. I feel like we really bring everything full circle.

Why did you want to become a nurse?
Growing up, I had a younger sister who had Down syndrome, and she was pretty healthy growing up, but as she got older, she started to develop some neurological complications and ended up with a tracheostomy. Really that hit when I was in nursing school. The reason I initially went to nursing school: I always wanted to work in medicine, and at school, there were two full tuition scholarships – one for engineering, one for nursing. I didn’t want to be anything close to an engineer, so I chose nursing. When my sister got sick, she spent a long time in the PICU, several months, and I saw how the nurses there worked and I also saw the relationship my mom developed with them. And that’s when I decided I wanted to be in the PICU.

What do you like to do when you’re not being a nurse?
I’m a big-time foodie. This food scene in Nashville is amazing. I also like to work out. I recently took up kickboxing since I moved here. I also like doing obstacle courses. In August, I did the Tough Mudder at Nissan Stadium. There was no mud. There was just heat.
ROUND WING MARKS INFECTION CONTROL MILESTONE

The General Medicine unit on the third floor of the Round Wing of Medical Center North is celebrating more than four years without a catheter-associated urinary tract infection.

Ed Land, RN, a Clinical Staff Leader for the 14-bed unit, said the accomplishment is the result of a team effort between nurses and care partners.

“It’s basic nursing,” he said. “I can’t say enough about the efforts of the staff.”

The inpatient medical unit provides care for patients with non-surgical acute medical conditions who are admitted by hospitalists.

Robin Steaban, MSN, RN, Chief Nursing Officer for Vanderbilt University Adult Hospital and Clinics, said the unit has a culture of patient safety that is passed on as new staff members join the team and others depart.

“I just want to thank you for this accomplishment,” she said. “This accomplishment is not accidental but the result of meticulously delivered care. There is a culture of excellence that depends on precision in implementing best practices. That culture of excellence is noted in the work of all team members including nurses, care partners, physicians and infection and the care of the bedside nurse is the single most important element in the prevention of this infection. It’s just hard work.”

Marilyn Dubree, MSN, RN, NE-BC, Executive Chief Nursing Officer, said the accomplishment shows great intentionality.

“Sometimes it’s the little things we do every day that add up to a great accomplishment,” she said. “This accomplishment belongs to every nurse and staff member who contributes to a culture of safety for every patient.”

Mitch Edgeworth, MBA, CEO of Vanderbilt University Adult Hospital and Clinics, added his congratulations. “We need units just like this one to be leaders, and that’s what you are,” he said. “You have led the way to some amazing things.”

Also offering his thanks was C. Wright Pinson, MBA, M.D., Deputy Chief Executive Officer and Chief Health System Officer for VUMC.

“Thank you very much for your attention to detail,” he said. “This happened because you have great process. It takes people to carry great process and that’s you.”