

From Epic Incident Commander, Shea Corum
To Salem Health Leaders

Summary from our 10:00 command center report out

We did not have a large volume of calls from the night shift, so we were able to spend time resolving some of our open issues. Since yesterday's 4:00 report out, we have received fewer than 100 calls.

We are continuing to work on resolving several high priority issues:

- Dr. O'Brien will be communicating with the medical staff to make a clarification about the deficiency issue. The timing of the deficiencies has made it appear that physicians are at risk for suspension—HIM is working closely with us to ensure that this does not occur. We should have this issue resolved in the next few days.
- There are several different printing issues that we are working to mitigate. Keep calling in!
- Salem Health West Valley is experiencing issues (especially in infusion and wound care) around history missing from flowsheets. We are working to resolve this.
- We are getting training materials out to the floor to make sure that everyone is clear on documenting blood administration.
- Salem Clinic and Salem Health pharmacies have both reported that providers are getting errant messages in their inbasket that represent prescriptions that did not cross to SureScripts. *An example of how this plays out would be if a provider orders a prescription (Percocet) then cancels the order and orders a different prescription (Vicodin). They are receiving an inbasket message that the Percocet prescription cannot be filled, which is unnecessary since it has been canceled.*

We are posting these updates to the Epic Intranet site, as well as the Common Ground website, but please feel free to share with your staff and physicians as appropriate.