

From Epic Incident Commander, Shea Corum
To Salem Health Leaders

Good afternoon from the command center,

Though we have continued to see a general decline in calls from the floor, we have seen the recurrence of a few technical issues that resulted in the decision to launch a second command center. The second command center keeps the whole technical team in one area to problem solve our Citrix issues that are causing Salem Clinic users and some Salem Health users to be kicked out of Epic.

The main command center will still be the point of contact (1-HELP, option 1) and will triage issues to the second group.

Printing issues

We are adding a tip sheet regarding the network printing issues to the Epic Intranet site for Assistant Nurse Managers, Charge Nurses, and Physician workgroups, as well as Salem Clinic. The issues Care Management was experiencing are in the process of being resolved.

Salem Health West Valley is still experiencing the issue with the IV and medication flowsheets. We have identified the necessary steps to resolve the issue and will fix it as quickly as possible.

The next report out will be tomorrow at 10:00 a.m.