eHospital (Issue 33)

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eHospital Times - keeping you up to date with what's going on　　　<u>View this email in your browser</u>

News and information about our largest ever investment in improving healthcare quality

17 October 2014

Direct admissions
There appears to have been some misunderstanding around the admission of new patients out of hours.

The current practice for out of hours admissions is for the nurses on the wards to register a new patient, notify bed planning and admit the patient when they arrive - this will continue when eHospital goes live.

<u>Access the Tip Sheet that has been created to detail the process</u>

<u>Access the eHospital Education Library</u>

Not long now!
The top ten things to do before go-live:

1. Complete your training
2. Practice in the Playground
3. Run a local dress rehearsal
4. Test your log in to our live system
5. Set up your log in to my-ehospital.org
6. Keep up to date

and if you are a doctor/clinical nurse specialist:

7. Set up your preferences in the personalisation lab

and if you are a nurse:

8. Get Rover trained
9. Get further coaching in the drop-in lab

and if you are a Super User:

10. Attend a secondary training session
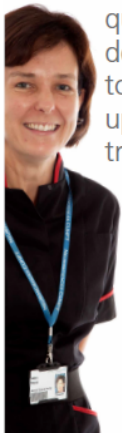
Patient Administrative Pathways presentation

Admin Staff - the presentation you've been waiting for - an end to end patient journey focused on patient administration

12:30 - 13:30
William Harvey Lecture Theatre

No need to book, just turn up on time for an action packed hour!

eHospital — our new **electronic patient record**

" We can make quicker decisions to speed up your treatment "

Find out more
www.my-ehospital.org
Follow us on Twitter
@my_ehospital

eHospital
Our largest ever investment in improving healthcare quality

Cambridge University Hospitals | Papworth Hospital

Information for our patients

At go-live we'll be calling out the benefits of eHospital to our patients in all common areas as well as asking them to 'bear with us' as we all get to grips with our new ways of working.

The Go-live Support

Log-in Labs

To ensure that come your first shift using Epic 'for real' you can see and access what you need to, please try your log-in before 25 October.

Here's how:

- Visit a log-in lab in the concourse (available from 20 Oct)
- Visit a personalisation/drop-in session in the Comms Café
- Attend a Super User catch up session
- Attend a log-in lab held in your Directorate (currently planned for: Labs, Pharmacy, Theatres, Radiology, the Rosie)

More information on all of the above will be circulated on Monday.

Nurses - come and meet Rover

Rover training is now available in the concourse

10 minutes is all that's needed to become proficient - Meet Rover!

Dress Rehearsals a big success

The centrally and locally run dress rehearsals and the live use of eHospital for appointment entry have taught us a great deal:

**KEEP CALM
RUN A
DRESS REHEARSAL**

Dress rehearsals can be scary...

Remember your patient...

Everyone was slow to start with but all speeded up...

Practise practise practise...

Know who your Super Users are going to be...

The Go-live Support Guide leaflet that was delivered with last month's payslips suggests what we might wish to say to patients when they are with us.

Record what is necessary or what you normally do...

Use the tips sheets or develop your own...

Customise the system to your preferences...

Take time to log into the computers before go-live...

Don't be scared to stick with some existing processes...

More on all of these

Whilst we don't have capacity to add to the list of centrally run rehearsals, all services are encouraged to undertake locally managed rehearsals. An example information pack has been circulated to support this. If the information pack hasn't been cascaded to your team please request it here.

Use the Playground to support you local dress rehearsal

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The Big Weekend was a phenomenal success...
A big thank you to all those that came in last weekend to convert patient information from HISS to Epic. By the end of the weekend some 70,000 appointments had been created in Epic (with fewer than 250 errors, which have since been corrected).

Super Super Users
By popular demand we have now scheduled an additional, and final, Pre-live Super User and Managers briefing - Next Tuesday (21st October) 09:15- 10:45.

This session is a must if you are going to be a Super User and you have yet to attend. Access the presentation powerpoint on line.

If you haven't sat in on further training sessions after you did your own training (an important element in becoming Super) time has nearly run out so we are running further Super User only sessions that you should attend:

- Nurse Super User classes
- Doctor Super User classes

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An epic choice, an epic effort…
Many will recall that when Cambridge selected Epic to provide our electronic patient record, there were some that doubted the prudence of going with a supplier that hadn't been used in the UK before and, more importantly, hadn't any concept of Referral to Treatment pathways nor of NHS reporting requirements. Two years of hard work by

**Not practised yet?
Not logged in to the playground?
Now would be a good time!**

If you've been to training you'll no doubt want to try out your new skills. You can do this in our Epic 'playground'. The playground is a copy of the database used for your

years of hard work by Epic and staff from the Trusts (supported by HP) has now paid off and we are pleased to report that last Friday we got over the final hurdle set out by the Health and Social Care Information Centre. A first for Epic - they can can supply in the UK and a first for CUH - we have the world's best electronic patient record and are connected to the NHS personal demographics service (aka the spine).

Over the weekend we switched from receiving Choose and Book referrals in to our old patient administration system and are now receiving them into Epic.

And all that is truly epic!

eHospital Pin-ups

Pin-up No 13
Help support your colleagues who don't have easy/regular access to email or to eHospital Times by assigning a team member to print and pin-up the latest eHospital Pin-up on your area's staff noticeboards - there's a prize to be won! This latest Pin-up completes the story on how we obtain support at go-live and is designed for Operational Managers, Super Users and Floor

The playground is a copy of the database used for your training so will be familiar to you. You'll need the generic log in information you used in class to gain access into Epic Hyperspace.

Of course, when you come to use eHospital for real from 25 October (or before if you are helping to 'cutover' patient information) you'll have your own personal log in which will enable an audit trial of clinical activity and enable you to 'sign' orders etc.

The playground is available from any of the new eHospital (HP) computers or any old computer that has been prepared for eHospital. If the computer you normally use hasn't been changed/prepared yet, remember you can use any of the new machines (even the workstations on wheels or wall mounted PCs).

Here's how to access the playground

IMPORTANT ACTIONS for ALL Doctors and Clinical Nurse Specialists
to be undertaken in the eHospital Personalisation Labs

Personalising what is presented to you in our new eHospital electronic patient record is key:

- to you being able to work effectively from 25 October and
- to you enjoying your first experiences with using Epic 'for real'.

Want to practice using Epic? How about making sure that you can login? If you've completed training then please drop-in to the 'Personalisation Labs' in the Comms Café, within the staff area of the food court.

At the 'Personalisation Labs,' trainers will help Doctors (all levels) and Clinical Nurse Specialists to verify that you can login to the live environment and customise your preference lists, schedule views and other settings. Plan to drop-in for an hour if you'd like to complete the login and all of the 'personalisation' exercises.

Walkers.

Please continue to support your colleagues by pinning up the pin-ups and let us know when and where you have pinned them to be in with a chance of winning the next **£50 Waitrose voucher**.

*K*ey *d*ates

For further details of events, venues etc. please see www.my-ehospital.org/news-events/events

17 October
GP Briefing

18 & 19 October
The Big Weekend pt 2. Work continues up to go live

Doctor Super User Secondary Training

21 October
Managers' and Super Users' Pre-live Briefing (this further date added)

CEO's eHospital Briefings (two sessions)

Patient Administrative Pathways presentation

23-25 October
Cutover - converting final pre-go live

If anything is amiss with your login, we will make sure that it is corrected by the Users and Security team.

Times when you will be able to access the live system AND what to bring with you

Tip: You can share you personalisations with your colleagues

Nurses practicing their 'epic' skills in the Comms Café
Drop in and join them.

Want to practice using Epic? How about making sure that you can login? If you've completed training then please come to the 'Drop-in Labs' in the Comms Café, within the staff area of the food court.

Nurses (all levels): in addition to verifying that you can log in to the 'live' system, you can use the 'Drop-in Labs' to review what you learned in training with help on hand. Bring along your exercise booklets, information sheets and any burning questions!

If anything is amiss with your login, we will make sure that it is are corrected by the Users and Security team.

Times when there will be a trainer on hand to help you AND what to bring with you

The following article is about logging on to the my-eHospital.org website - so you can access tips sheets, go-live progress reports etc.

Your login to Epic Hyperspace at go-live will be your Hills Road username and password

final pre go-live
patient information
into our Electronic
Patient Record

25 Oct
Electronic Patient
Record (EPR) go-live

Computer and
peripherals roll out
and technical dress
rehearsal (TDR) are
continuing (and will
do up to go-live).

Please continue to
give the installation
and testing teams
your support during
these activities.

eHospital
**Get
trained!**
www.my-ehospital.org/training

Additional instances
of the following
courses have been
scheduled and are
available for
booking now:

Doctor 100
Doctor 200
HCA
Nurse 100
Nurse 200
Referrals 100

Details...

**5,000 people have now set up their log-ins to access
private content on my-eHospital.org - have you?**
If you haven't logged in to my-eHospital.org please do so
using one of the 'one time' log in emails you've been
sent. A further email is being sent today to all those who
haven't yet logged in. *Please follow the instructions in
the email as soon as you receive it.*

Creating your log on to this site will enable you to access
an increasing library of information about eHospital that
we are not able to display publicly for privacy or
copyright reasons. It will also give you access to
eLearning videos, tip sheets and updates over go-live.
Note: This log in isn't for access to Epic, the Playground
or the Training booking system.

*This process is much easier if undertaken straight
away as the ability to do this will expire two weeks
after you receive the email - so please don't put it
off.*

NEW THIS WEEK:
*- access to the 'eHospital Education Library' - see
below for details.*

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e eHospital Education Library

1. Access the library (you'll need to have set up your
   login to my-eHospital.org)
2. Use the search tools to find the content you are
   after (tent cards, tip sheets, flow sheets etc.)
3. Download for you and your colleagues to use

Content is being added daily

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**Now available on site
and off site - see above**

e Learnings

Accessing the eLearnings
You can access the eLearnings you require prior to your
classroom training from either an old Trust computer or
from one of the new eHospital PCs and now also from
home (if you wish). See web site for more information

eHospital on Twitter
Keep up to date with latest news and information by following us @my_eHospital

eLearnings show the standard Epic software without the CUH configuration. Also some of the processes that are described, particularly drug administration, differ from our practice. What you will see and be taught in class will be the software set up and the processes that we will be using here at CUH from 25 October and may differ from the eLearning.

Briefings for our healthcare partners and commissioners continue...
to:inform, reassure, enthuse...

...and to ask them to help reduce demand for our services over the eHospital go-live. We've held an event for health system partners, one for the Cambridgeshire and Peterborough Clinical Commissioning Group and we have an event for local GPs this afternoon. So far all have been supporting but the overwhelming desire is for a more joined up healthcare system. I know that's on our Design Authority's radar, but for next year...

The team of 25 temporary staff keeping Epic up to date with new transactions in HISS. They are flying and expect to process a staggering 5,000 today - great team spirit!

Updates addresses

The web name for the Citrix connection to our Epic environment has changed (was eprcitrix.net). The links are now:

Production: http://eprcitrix/citrix/xenappprod

Test&Dev/Training: http://eprcitrix/citrix/xenapp

eHospital engagement is led by Keith Swinburne. Please make contact if you or your team would like to know more about the programme or have comments/concerns/suggestions.
Next issue deadline (22 October)... if you have content for inclusion please send it to Keith Swinburne.

Previous eHospital Times editions can be found here

@my_eHospital My eHospital website

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