Saint Joseph's Hospital
Denver Health Emergency Medicine Residency Orientation

July 3, 2019

Welcome

We are excited to have you rotating with us!

Please contact us at anytime if you need anything!

Ryan Paterson

SJH Emergency Department Resident Site Director
Graduated DHREM 2011
Fellowship in Wilderness Medicine – 2012
Diploma in Tropical Medicine – London 2012
Diploma in Mountain Medicine – 2014
Colorado Native
Email/call/text me at anytime:

Ryan Paterson, MD

303-386-2251

ryan.paterson@CUAnschutz.edu

Adam Hill

Medical Director, SJH ED

DHREM Graduate, 2003

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Garrett Mitchell, MD
Assistant Medical Director, SJH ED
Graduated DHREM 2013

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History

1873 - Saint Joseph Hospital founded by the Sisters of Charity of Leavenworth, Kansas

Oldest private teaching hospital in Denver

1998 - Saint Joseph Hospital joined the Exempla Medical Group (Lutheran) to form Exempla Healthcare

2014 – Dropped Exempla *now* just Saint Joseph's Hospital (SJH) -> Not A KAISER Hospital

2015 – Partnered with National Jewish Hospital

- 365 State of the Art beds
- Largest Number of Heart Surgeries/Deliveries in CO
- 2019 one of the Top 50 hospitals in Nation
- Delivers the most care for Kaiser Permanente patients

SJH Residency Programs

Oldest Residency in the State

110 residents

Internal Medicine

Surgery

OB/GYN

Family Practice

KAISER PERMANENTE®

KP Founded 1945

One of the nation's largest not-for-profit health plans

10 million members nationally

628,752 patients in the CO region

CA, OR, WA, CO, GA, HI, VA/MD/DC

KAISER PERMANENTE®

National Committee for Quality Assurance (NCQA)

2008-2018 -> Our Private and Medicare health plans have each consistently been ranked number 1 in Colorado

J.D. Power Best in State for 12 years – Member satisfaction

"For a decade, our members and J.D. Power have awarded us the honor of being the highest ranked plan in Colorado – an achievement that wouldn't be possible without the continuous hard work of our more than 7,000 staff and physicians."

ST JOSEPH'S IS NOT A KAISER HOSPITAL

SJH Data:

- ED Annual Census -> 56,000
- ~150 patients/day

Patient mix:

- ~50% Kaiser patients
- Private physician referrals (NJH)
- Resident clinic referrals
- Indigent Population

SJH Emergency Department

- 42 Acute Care Beds (4 Trauma/Resuscitation Beds)
- 5 Fast Track
- 15 Observation beds

- Stats:
  - Medical 82%
  - Surgery 2%
  - Trauma 8%
  - OB/GYN 4%
  - Psychiatry 4%
  - Admission Rates: 22% , (2.7-5% Critical care)

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CT1
CT2
Charge Nurse
EMS Entrance
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CT3
CT4
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FT
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SJH ED

Coverage:

10am and 11am Residents with 1 attending.

Cover Purple (9-19) and T3/T4

Help in Orange until 1200 on Weekends.

(feel free to ask and see patient's in other areas as able)

12 beds max.

No Acuity differences!

Shifts:

12 hours

10a-2200 and 11a-2300.

Wednesday after conference 1300-2200 or 1300-2300.

Free Lunch -> Physician lounge, Mon-Fri.

Dinner = 30 minute break!

Stop Picking up patient 1 hour before end of shift

$6 Meal voucher (i.e. food stamps), provided by physician group.

Obtain from ED Charge Nurse.

Where do I Park?

Parking!

Ambulance Entrance off of Downing between 19th and 20th.

Go up ramp and turn left (yes, against the one way sign).
Look for "physician parking" sign and park.
Enter the ED thru the ambulance entrance.
No more than 2 residents per day in these spots.

What do I wear?

Please dress professionally.

Scrubs and a white coat or Scrub top with slacks/khakis please.

No scrubs, jackets that have other hospital affiliations please.

ED Staffed by CPMG (Colorado Permanente Medical Group)

64 Physicians…

Plus a few Part-time/moonlighters

8+ full time PAs

Nursing staffed by SJH (non-kaiser).

SJH ED ROTATION HISTORY

2 residents-

Initially 1 resident employed by ESJH and 1 employed by Kaiser/CPMG

1998 CPMG/KP took over contract for both residents

Other DHREM rotations

SAC, Porter, Swedish,

KP Anesthesia, OBGYN

SJH Cardiology

Login from Home

Now Use: https://apps.sclhs.net (Now need Duo Mobile – Download and call IT)

For:

- eSummit prod MT (a.k.a. ASAP or SJH EPIC) – **Must Login every 60 days.**
- Hyperspace EH prod (Kaiser Health Connect – a.k.a. Kaiser EPIC) – **Must Login every 60 days.**
- UptoDate Home access plus others.
- eSummit Prod MT (a.k.a. ASAP or SJH EPIC) - SJH hospital medical records for all hospitalized patients (Kaiser and non-Kaiser).
- Kaiser Health Connect (a.k.a Kaiser EPIC) – KP outpatient records.

SJH eSummit (EPIC)

Template to use (.2018sjhedtemplate).

Customize it prior to using it.

Would recommend adding/modifying the template to reflect what ROS and Exam that you do regularly. Then with dragon it is much easier to change….

See User Guide in email.

SJH eSummit (EPIC)

Use Ordersets for Stroke, Sepsis

All department dot phrases start with ".sjhed"

If you order a trop please document a heart score. ".heart"

ED Ordering/Documentation

eSummit (a.k.a. ASAP or SJH EPIC)

Must complete charting before you leave. Sign them. (Professionalism).

Remember Enter Clinical Impression then go back and refresh note before you sign!

Order EKGs, IV insertion, Monitor even if it is already done.

ePrescribe Prescriptions Please!!!

Bedside US St Joes - Orders

When performing bedside US first place order in computer

ED US .....will pull up the available orders

Then perform study, save images and document procedure note.

This must state that you saved the images for billing purposes.

For emergent type pt name in and it can be merged with the order later.

Saving images to synapse

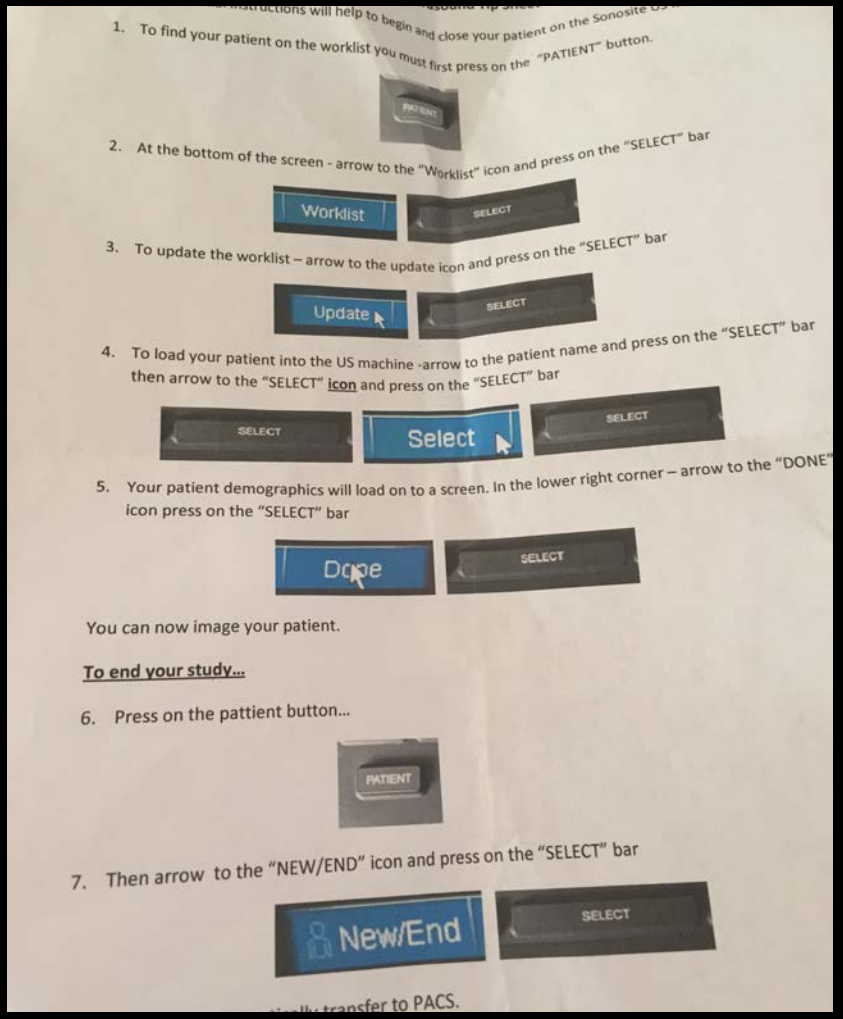
Select "patient"

Select work list-then update

The order for your patient can then be selected, click select

Image your patient, saving images

When done press patient button again, select new/end button



instructions will help to begin and close your patient on the Sonosite

1. To find your patient on the worklist you must first press on the "PATIENT" button.

PATIENT

2. At the bottom of the screen - arrow to the "Worklist" icon and press on the "SELECT" bar

Worklist SELECT

3. To update the worklist – arrow to the update icon and press on the "SELECT" bar

Update SELECT

4. To load your patient into the US machine -arrow to the patient name and press on the "SELECT" bar then arrow to the "SELECT" icon and press on the "SELECT" bar

SELECT Select SELECT

5. Your patient demographics will load on to a screen. In the lower right corner – arrow to the "DONE" icon press on the "SELECT" bar

Done SELECT

You can now image your patient.

To end your study...

6. Press on the pattient button...

PATIENT

7. Then arrow to the "NEW/END" icon and press on the "SELECT" bar

New/End SELECT

transfer to PACS.

Continued...

You must end the study, if not other images saved will end up in that patients chart if it was not closed.

Please do not save images if you are not ordering a bedside study as IT sees all the images and tries to get them associated with an order.

If formal study and bedside performed patient only charged for formal .

Dragon Dictation

Same login and password as for eSummit (SJH EPIC or ASAP) Try IT!

Vocera

Communication (or lack there of) tool…sorry.

Password Expiration…

This is a HUGE problem and will result in you having to come in early to your shifts to deal with resetting your password

We can't reset them for you.

You Have 2 sets of them. Kaiser NUID and SJH usernames and passwords. Keep them both active.

eSummit (a.k.a. ASAP or SJH EPIC).

Health Connect (a.k.a. Kaiser EPIC).

KAISER PERMANENTE
HEALTHCONNECT

Kaiser Health Connect (Kaiser EPIC)

Patient data (year 2000 forward).

Kaiser Help Desk

303-344-7755

You will be given:

NUID (this is your user name and will never change).

Password (you must log-in every 60 days to keep active).

(See handout for initial login).

Resident Evaluations

Please remember to ask your attending to complete a MedHub evaluation for you.

This is not only their responsibility.

Ask for feedback! Please give some too.

SJH Patient Satisfaction

Press Ganey:

Courtesy of the doctor.

Degree to which the doctor listened.

How well the doctor kept you informed.

Doctor's concern for your comfort.

Courtesy with family/friends.

Degree that staff cared about you.

How well your pain was controlled.

Information at discharge.

Reminders

E-Prescribe please! – See ASAP Resident guide for details/screen shots.

Please email Interesting Cases to the Chiefs for St Joes/DHREM interesting case conference.

Introduce yourself when calling consults.

"Hi, my name is….one of the Denver Health Residents in the ER and I have a patient that I would like to discuss possible admission with you…"

Get First and Last Names and Spellings of all the people with whom you speak.

Order and Sign EKGs, Give them to the Attending, Place them on the chart.

Use Ordersets! ED / IP Stroke Acute Evaluation and ED Sepsis

Take away points

- Parking!
- Know where the required template (.2018sjhedtemplate) is located and how to customize it.
- Sign your notes before you leave shifts. (Enter Clinical Impression, Go back into note hit refresh then sign).
- ePrescribe and Use ordersets
- Keep passwords/access active by logging in from home every 60 days.
- Try Dragon!
- Don't forget rooms T2 and T3!
- Call 303-386-2251/Email me ryan.Paterson@CUanchutz.edu with problems or questions.
- Read the eSummit (ASAP or SJH EPIC) training pdf prior to starting shift or if you haven't been at Joes in a while.

Important Contact Information:

Ryan Paterson, MD (Residency Site Director)

303.386.2251

Ryan.Paterson@CUanschutz.edu

Main ED -> 303-812-3000

Kaiser Help Desk (a.k.a. – HealthConnect or Kaiser EPIC) -> (303) 344-7755

For Health Connect Password Problems

Saint Joseph's Hospital IT (a.k.a. ASAP or SJH EPIC) -> 303-866-8282

For ASAP, Vocera, or Dragon problems.

Medical Staffing -> 303-812-3600

For Badge, Access problems.

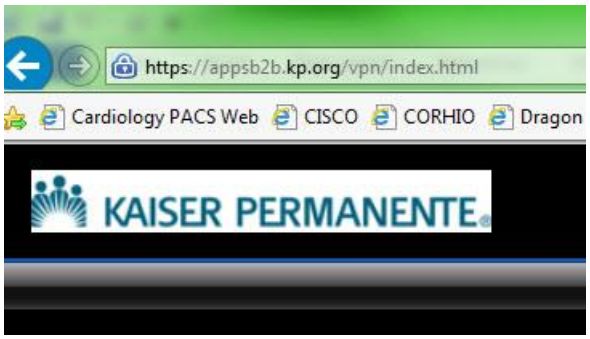
SCL Health

Systems & Technology Service Center

Accessing KP's EPIC (HealthConnect) for the First Time

There should be a link to Kaiser's Citrix Portal on your desktop in the hospital. It is a blue E and labeled KP.

https://appsb2b.kp.org



You should have been provided with a KP NUID. (check your email) Treat this like a script.

KP Helpdesk is 303-344-7755

To sign into the portal you will need to call the KP HelpDesk and say:

"I will be needing a Kaiser Windows password reset"

If they ask tell them you're logging into Windows for the first time.

They will reset your password to something generic and it should prompt you to change it to something you remember.

Note: this is NOT your EPIC/HealthConnect Password.

Once signed into the KP Citrix Portal, click on the Hyperspace CO icon. (NOT THE RED EPIC)

Type in your NUID to the EPIC Hyperspace login and ask the helpdesk

"Please reset my Colorado HealthConnect password."

They will reset your password to something generic and it should prompt you to change it to something you remember.

MAKE BOTH OF THESE PASSWORDS THE SAME AS YOUR ST. JOES PASSWORD for ease of use.

Call Annie Vogel if you have questions or issues: 303-812-3587

eSummit ASAP Resident Provider Quick Training Guide

This guide assumes you already have experience using inpatient Epic.

Logging in to eSummit ASAP

Access eSummit through the desktop icon on all workstations throughout the hospital.

Log in context: Be sure your log in context is **SJH Emergency Services**. You must be logged into the correct department in order to see ASAP views.

Your home view will be the **ED Track Board**. The **ED Manager** will be your other main view. Both are available in the Epic Hyperspace toolbar at the top of your screen.

ED Track Board Overview

The ED Track Board provides a snapshot of patient activity in the emergency department. This is the primary work space for documenting patient care during a shift. Notice several different tabs allow users to sort patients by care area. Residents work in the purple care area.

Patients change color according to their status. This color change is seen in the Bed column and is used by staff for tracking. Right click on a patient to view what their status is in the cascading menu there. Red, for example, means “ready for physician”.

Icons in the Lab and Rad columns change as tests are completed. Hover over items in the columns for additional information.

By default, patients are sorted by room number. Click on a row header, like Name, to sort a different way.

ED Manager Overview

In the ED Manager, all of the patients in the ED can be viewed at once, including where they are roomed and how they are progressing through their visit (status). Waiting room and expected patients are roomed by staff from the ED Manager. Currently signed in staff are listed here, also.

Sign In For Your Shift

In order to be seen as available for patient assignments, you must "sign in for your shift". From the track board or the manager, click the **Sign In** button in the toolbar and Accept. After signing in, your name will be listed in the Current Staff list in ED Manager.

Assign Yourself to Patients

You will assign yourself to patients so your name appears on their treatment team and on the track board. You can assign yourself 3 ways:

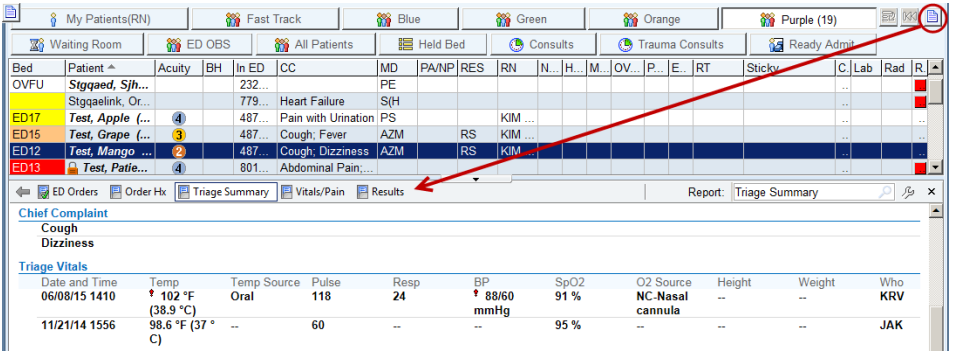
- Track board: Right click on a single patient or multi-select several patients, right click, and choose **Assign Me.**
- Manager: Right click on a single patient and choose **Assign Me**
- Manager: Drag and drop your name in the Current Staff list onto the patient you wish to assign yourself to.

Now that you have assigned yourself to patients, you can view just your patients under the **My Patients** or **Mine + Unassigned** tab on the track board.

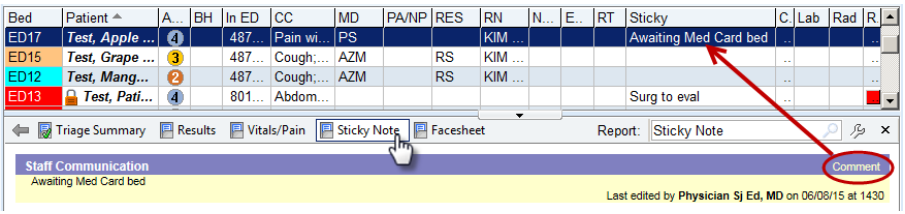
Reviewing Patient Information

Now that you have your patients, there are several ways to view information about each one.

- Report Viewer: Click the paper icon at the top right of the track board to turn on the Report Viewer in the bottom part of the screen. As a patient is selected on the board, summary reports about that patient appear in this section, making it efficient to see up to the minute data and results.



  - Triage Summary, Results, Vitals/Pain, Facesheet, and Sticky Note are default reports.
  - Additional reports are available via the search field on the right. Use the wrench icon to permanently add reports to the Report Viewer.
  - A **Sticky Note** represents staff communication that can be viewed by all team members on the Track Board. Click the Sticky Note tab> Comment> type a free text comment. Sticky notes are edited and removed the same way. All ED staff can use Sticky Notes.



- Activity Menu within the chart—This is the same as the inpatient view of the chart—Chart Review, Results Review, etc.

ED Navigator

In ASAP, the patient's chart will open to the ED Navigator, where you'll do most of your documentation. Important points:

- **Allergies** must be marked as reviewed before orders can be placed.
- **Prior to Admit Meds** will have a basic review done by nursing. Providers should also review and update the home meds before placing orders, but do NOT click Mark as Reviewed. The ED pharmacist will perform a thorough medication review if the patient is admitted.

Orders

- **Order Sets** specific to the ED begin with "ED xxx". Remember to right-click and save frequently used ED order sets to your favorites for faster workflow.

Under **Orders**, use the search box to place single orders. The

will show you a list of ED specific orders.

*Use the **Manage Orders** activity to modify or discontinue active orders.

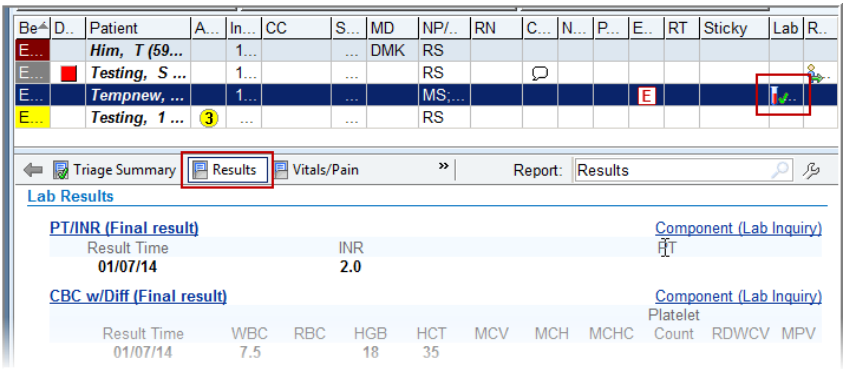
Notes

Begin a note either from the track board by selecting a patient and clicking the **My Note** button in the toolbar, or from within the chart by clicking the **Provider Notes** link in the ED navigator. Your note will be correctly filed as an ED Provider Note type either way.

- You must choose an attending as the **Cosigner.**
- Use the **.SJEDTemplate** smartphrase to start your note and then **Share**, don't Sign while the note is in process.
  *See last page for how to add this smartphrase to your list.
- All ED Provider Notes must then be completed and **Signed** by you before leaving your shift.
- Before signing a note, a **Clinical Impression** must be added in the ED Navigator. Then refresh the note. This will ensure that the most recent information is populated into the note and the chart can be marked as completed.

Results

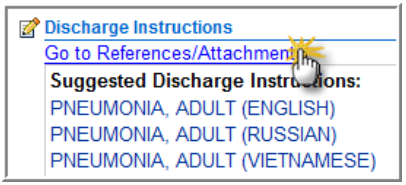
The status of lab and imaging results is displayed as an icon on the track board. When results are ready, they can be viewed in the **Results Report** in the Report Viewer of the Track Board. Test results are also viewable in **Results Review** as in the inpatient world.



Disposition

Work through the Disposition section as you would for an inpatient.

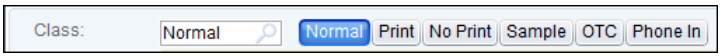
- Clinical Impression: **Add** a diagnosis using the search field or select a problem from the Problem List then click **Add to Impressions**. Remember to refresh your Provider Note after adding a clinical impression so it will appear there.
- Discharge Instructions: <u>Do NOT add the suggested discharge instructions</u>. They will not be formatted correctly. Instead, click on the **Go to References/Attachments** link and add discharge handouts there. The handouts are available in several languages. Use the **Language** selection box on the right to choose a language other than English.



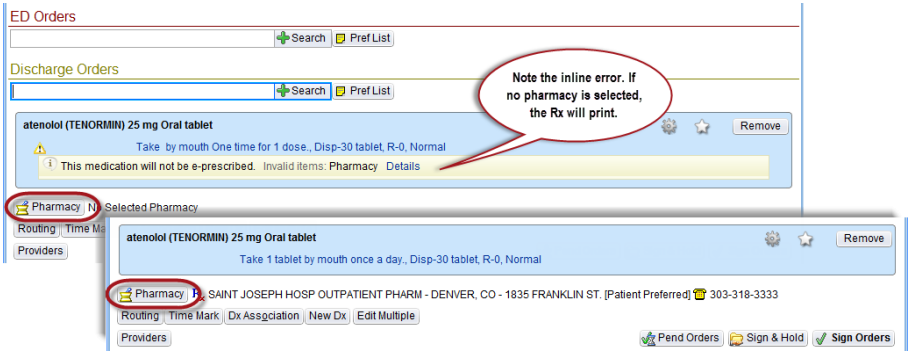
- Disposition: Completing the **Disposition** changes the patient's color on the track board, communicating their readiness for discharge or admission to staff.

- Comm Mgt: Use this section to write and print a school/work release for a patient. New Communication> Patient> Other> [HN AMB GEN: TO WORK] complete the template>

and choose a printer.
- Prescriptions using ePrescribe: Order medication(s) under **Discharge Orders**. Select **Normal** class if not already selected (not Print).



Prescriptions should be sent electronically to the SJH Outpatient Pharmacy during pharmacy business hours. Click the Pharmacy button to select the Outpatient Pharmacy or the patient's preferred pharmacy.



When the script is signed, **Normal** sends it electronically to the pharmacy if not a controlled medication requiring a signature. Controlled meds will print automatically at the nearest printer.

(Note: Kaiser prescriptions can be ePrescribed to the SJH OP Pharmacy, but KP pharmacies do not participate with the ePrescribe program.)

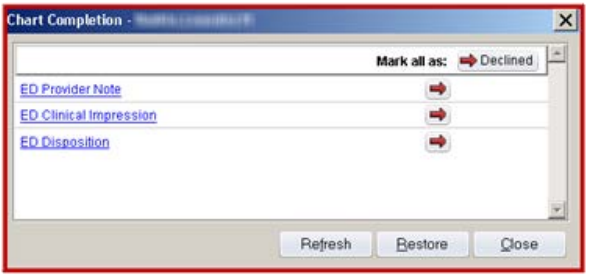
Tip: Click the

button in the Discharge Orders section to view commonly ordered ED discharge medications.

Complete the Chart

After refreshing and signing your note, complete the chart by clicking the Charting Complete button. Incomplete charts will fire reminder messages to your inbasket.

If there are outstanding reminders, the Chart Completion window appears to display which items



need to be addressed. Click on the blue hyperlink and you will be launched into that area of the chart to address the reminder.

Transfer a Patient to ED Obs

This workflow will be addressed by the attending when the need arises.

Review Patient Information After Discharge

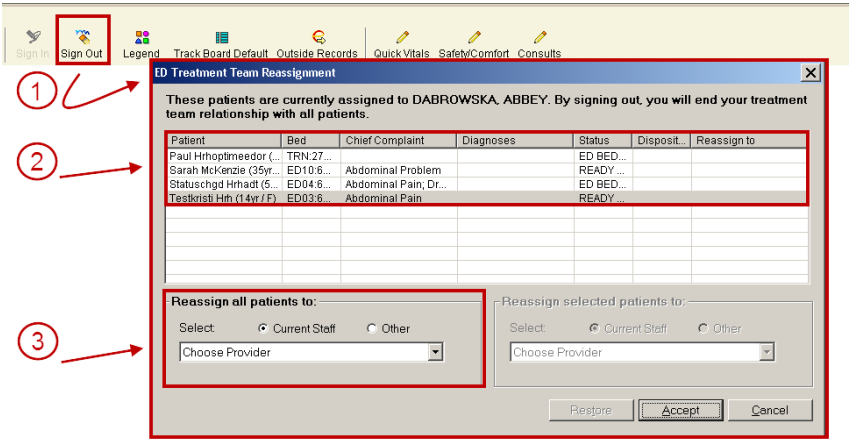
> Recent Patients tab or search by name under the Select Patients tab.

Inbasket

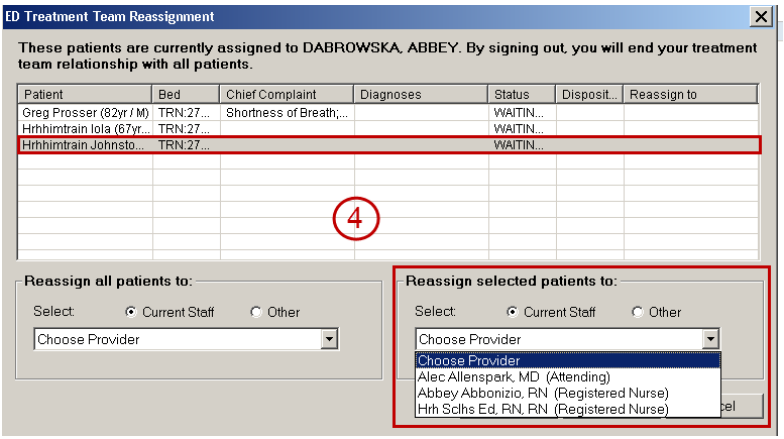
The Inbasket functions the same in ASAP as it does in Inpatient. Review your Inbasket to be sure all your charts have been completed at the end of each shift.

Sign Out and Reassign Patients

Remember to sign out at the end of your shift. When you click the **Sign Out** button (1), the ED Treatment Team Reassignment window appears. The list of patients assigned to you appears in the top half (2).



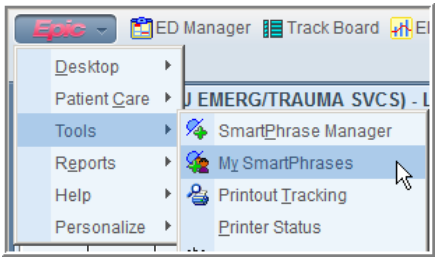
- By only clicking **Accept**, all patients will be removed from your care.
- You can **Reassign all patients to** another caregiver by choosing a provider from the drop down menu for current staff (3).
- You can **Reassign selected patients** by highlighting a patient name and then choosing a provider from the drop down menu for current staff.



*How to Add a Smartphrase

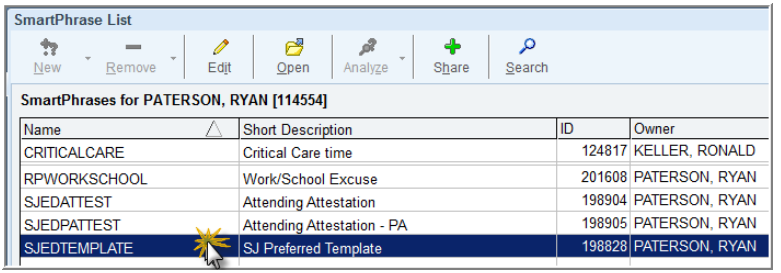
When starting a note using a smartphrase (or “dotphrase”) template, you may need to add another user’s smartphrase to your personal list in order to use it.

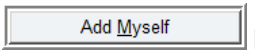
1. Go to: **Epic button> Tools> My SmartPhrases**



2. Click **Open** in the toolbar and type in the owner’s name to search.

3. Locate the desired smartphrase in the owner’s list and double click it.



4. Under the **Owners & Users** tab, click the 

button at the bottom of the list of users on the right.

5. **Save** the edited list and view the smartphrase in your Smartphrase List.

If the owner updates the smartphrase, your version will be automatically updated unless you make edits to the template and save it as your own version.