Make Patient Safety Your Priority During the Epic Transition

Implementing Epic at The Johns Hopkins Hospital will help make our patients safer, but we need to be extra vigilant during this transition to ensure we are focusing on the patient and providing the safest care.

Here are six ways you can help ensure our patients stay safe during the Epic transition:

1. **Understand New Handoff Workflow**
   - Epic workflows for handoffs and transfers are different.
   - Actively participate in handoffs to ensure safe transitions in care.
   - Learn the new handoff and transfer workflows/tools. Use the multidisciplinary goals of care and handoff sidebar reports to ensure accurate, complete handoffs.
   - Ensure all parties have conducted handoff before transferring the patient.
   - Seek guidance from a super-user if you have questions.

2. **Reconcile Medications**
   - It is important to keep an accurate medication list in Epic because it will be used at every point of care.
   - Make sure you are reviewing and verifying all medications with the patient and updating the list to keep it accurate.

3. **Use Bar Code Scanners Safely**
   - Bar code scanning will help reduce medication and patient identification errors, but unsafe workarounds can derail this double check.
   - If a medication is not scanning, consider that it might be the wrong medication or patient. If it still will not scan, let the pharmacy know so this can be remedied.
   - Remember, scanning a bar code does not replace the process for verifying two patient identifiers, checking the five rights of medication administration, or independent nurse double checks.

4. **Manage Your InBasket**
   - Critical results, patient advice requests and refill requests will now come to your InBasket.
   - Make it a habit to monitor your InBasket and respond in a timely manner to prevent delays and adverse events.
   - Check your InBasket at least once a day, and if you are out of the office, mark yourself as “out of InBasket.”

5. **Pay Attention to Pop-Up Warnings**
   - Did you get a pop-up warning? Pay attention to these best practice alerts and other warnings.
   - Warnings may have changed to standardize across the health system.

6. **Avoid Wrong Chart Errors**
   - Wrong chart errors occur when you become distracted or interrupted.
   - With Epic there is no longer a double check when entering orders to confirm the right patient has been selected.
   - At the start of each documentation or ordering session, verify the right patient has been selected in the header and confirm again before submitting.

If you see something, say something!
If you have an issue or concern, first notify the “red shirt” assigned to your area. If he or she is not available, call the Epicenter at 410-502-2777.

As always, if there was a near miss, adverse event or error, please report it using HERO at http://hero.jhmi.edu. Use the “Healthcare IT” icon, and if a help desk/care tech ticket has already been submitted about the issue, please include the ticket number in the description.

Your knowledge and feedback are valuable and will be used to guide patient safety efforts!
Enter Epic Patient Safety Issues into HERO

When to enter a HERO Event
When an Epic issue reaches the Command Center and has a potential negative impact on patient safety, even if harm has not yet occurred.

Enter the CareTech ticket number in the HERO Event Description field so the Epic and Patient Safety teams can coordinate to resolve the issue.

Accessing HERO
Either log in to my.johnshopkins.edu and select the yellow H icon from the left menu bar, or go directly to https://hero-login.jhmi.edu.

You may be automatically logged in via single sign on, or enter your usual JHED ID and password.

Entering an Epic Event
On the HERO main page, select “Healthcare IT” in the second row.

Fill out the form, and required fields are marked with a green asterisk. Enter the CareTech ticket number in the “Event Description” section.

All events are read by Patient Safety staff.

Thank you for reporting and helping us keep our patients safe.