

University of Illinois Hospital & Clinics

ROUNDUP

February 2020

The Benefits of 3i & EPIC



The Benefits of 3i & EPIC

It's happening: Saturday, May 9, we are going live with Epic!

You (hopefully) have heard a lot by now about Epic and our 3i Project, but we wanted to give an overview of why this is such a big deal.

First of all, the 3i Project is about so much more than switching to a new electronic health record system. With our Integrated Information Infrastructure — 3i — **we are overhauling how we do business at UI Health.**

We are rethinking how our outpatient clinics and inpatient units operate to maximize efficiency and improve patient care. We are making decisions based on what works best with our new system, not based on “how it’s always been done.” We are adjusting our policies to fit with the best workflows, not the other way around.

Epic will give us new tools, but it’s up to us how we use them — and we are committed to making the most of them. Epic itself will bring a lot of exciting new changes. **Here are just a few of the things to look forward to:**

Care Everywhere

Care Everywhere is Epic’s health information exchange. In Care Everywhere, patients’ data and medical records are easily viewed within Epic at any health system that uses the Epic platform. This includes the majority of hospitals in the Chicagoland area, such as Cook County Health, Rush University Medical Center, and the Jesse Brown VA Medical Center.

MyChart

MyChart is Epic’s patient portal. MyChart brings easier activation and more functionality for patients and providers. Patients will have access to lab results, imaging results, and pathology results. They will be able to schedule/cancel/reschedule appointments on their own, and they will be able to read providers’ nonsensitive outpatient clinic notes and discharge summaries. With MyChart, patients will truly become partners in their healthcare. Clinics will have a fully functional

waitlist to fill cancellations, and patients also will be able to begin their check-in on MyChart to make for a more efficient check-in with more accurate patient information.

Single Billing Office (SBO)

SBO will offer patients the ability to make a single consolidated payment. Both hospital and professional charges will appear together on a single statement and can be paid through traditional checks, by phone, or through a patient’s MyChart account. UI Health also has created a consolidated bill payment call center staffed with bilingual customer service representatives to help answer questions about all UI Health medical bills in a single call. SBO also will offer the ability for patients to enroll in an interest-free payment plan, so a single monthly payment can be made that will cover all services within UI Health.



Haiku/Canto

Haiku and Canto are Epic’s mobile apps that allow providers to use Epic from a smartphone (Haiku) or tablet (Canto). Providers can sign charts and write orders via the apps, among many other features!

Tap & Go with Single Sign-On

With Epic, you can save time by only having to type your password once a day. You can sign in to a clinic workstation with just the tap of your ID. Tap & Go badge readers will be attached to multiuse clinic computers.

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The Benefits of 3i & EPIC *continued*

Secure Chat

This is Epic's secure messaging platform. Securely send images and information to other users at UI Health. Available through Epic's Haiku smartphone app or from a desktop, this will greatly improve our communications and, ultimately, patient care.

Electronic Prescription of Controlled Substances

With dual-authentication ordering, providers now can prescribe controlled substances electronically.

Care/Treatment Teams

This is Epic's way of keeping track of who is caring for the patients — both in inpatient and outpatient settings. This includes the primary service and any consultants, in addition to members of the nursing and ancillary staff team. Members of the Care/Treatment Team appear automatically in secure chat and make communicating with whomever is caring for a patient easier than ever!

This is just a sample of the care benefits that will come with Epic. If you would like to learn more, please visit the 3i website from the intranet.

Lastly, make sure you identify your department's Specialty Champions and Super Users!

Each department's Specialty Champions will be teaching the provider training classes, and they all are a wealth of knowledge. After classes, look to your department's Super Users to help guide you in personalization and working in the Epic playground before Go-Live.

We can't wait for Go-Live on May 9!

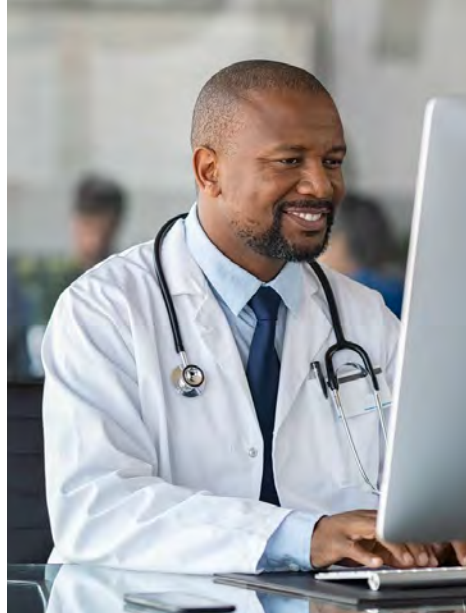
Important Dates You Need to Know

February 12: 90-Day Go Live Readiness Activity

February 26: EPIC High Impact Workflow Summit

March 2 to April 24: Technical Dress Rehearsal

March 6 by 3 pm: Deadline for new Hospital ID badge. Make sure you have a Kronos and Tap and Go compatible ID. Not sure if your ID is compatible? Visit Kronos.UIHealth.Care



DATES TO KNOW

Feb. 12: 90-Day Go Live Readiness

Feb. 26: EPIC Workflow Summit

March 2 to April 24: Technical Rehearsal

March 6: Deadline for new ID.

March 8: Kronos goes live

March 9: Set up two factor authentication

March 10: 2FA Go Live

March 11: 60-Day Go Live Readiness Activity

March 16 to May 8: Attend Training

April 1: 30-Day Go Live Readiness Activity

April 2: Patient Movement Day

April 25: Appointment, Registration, Case Conversions

May 9: Epic Go-Live

March 8: Kronos goes live

March 9: Set up Two Factor Authentication (2FA)



If you have already set up 2FA for any University application, you do not need to take any additional action. You are already setup for remote access 2FA. However, you can log in to the [NetID Center](#) at any time to review and update your settings, or to register a new mobile phone or other devices. If you have not set up 2FA, you will need to do so to be able to remotely access the Hospital Employee Portal & applications, including access to Cerner. To set up 2FA, log in to the NetID Center and select "Set up 2FA." You will be able to verify your login through the Duo 2FA smartphone app, a code sent via text message, or a phone call. You can also purchase a hardware token at the [WebStore](#) if you do not wish to use your personal device for authentication.

March 10: 2FA Go Live

March 11: 60-Day Go Live Readiness Activity

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May 9: Epic Go-Live ●

'MPN Hero': Dr. Irum Khan Recognized for Work on Rare Blood Cancers

Dr. Irum Khan, a hematologist/oncologist, was recently recognized for her work in the field of rare blood cancers known as myeloproliferative neoplasms (MPNs).



The CURE Media Group, which publishes the website Voices of MPN, honored Dr. Khan as one of its 2019 MPN Heroes, which recognizes individuals who have made exceptional contributions to improving the lives of people

affected by MPNs. Dr. Khan was recognized in the "Commitment to the Broader Community" category.

In addition to her clinical activities, Dr. Khan performs translational oncology research at the University of Illinois Cancer Center.

Congratulations to Dr. Khan — and thank you for all you do for your patients! ●

UI Health Offers CAR T-Cell Therapy

The Blood & Marrow Transplant (BMT) Program recently helped UI Health secure designation as an approved treatment site for CAR (Chimeric Antigen Receptor) T-cell therapy. CAR-T is an FDA-approved therapy for the treatment of specific types of blood cancers and provides a new treatment option for patients who have not responded to previous cancer treatments. **For more information about CAR-T, visit Cancer.UIHealth.Care.** ●



Damiano Rondelli, MD, Division Chief, Hematology and Oncology



Pritesh Patel, MD, Hematology and Oncology



John Galvin, MD, Hematology and Oncology

How's your commute?

Take the campus commuter survey to help the Office of Capital Planning & Project Management understand where you are coming from – literally. Tell us about your commute and be entered into a drawing for a Visa gift card. bit.ly/UICommut



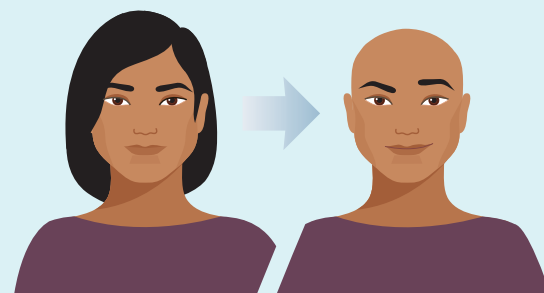
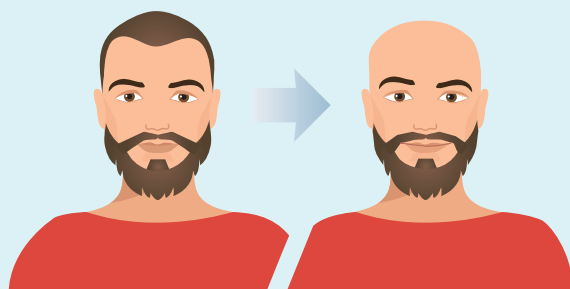
Brave the Shave: St. Baldrick's 2020 Head-Shaving Event

Our annual St. Baldrick's Head-Shaving Event helps raise money to support children's cancer research and treatment.

Visit StBaldricks.UIHealth.Care to sign up to be a shavee, volunteer, donate, or fundraise.

Reach out to **Dana Thornquist** at danatho@uic.edu, 312.413.0662 or **Dee Foster**, fosterdo@uic.edu, 312.413.8655

When: Friday, Feb. 21, 8 - 10 am,
Where: Conference Room 1135



Friday
Feb. 21
8 - 10 am

UROLOGY CLINIC OPENING

The Department of Urology held a ribbon-cutting ceremony for its new clinic on Friday, Jan. 17. The new clinic, located on the concourse level of the University of Illinois Hospital, allows the department to expand its clinical services here on the UI Health campus and provide more access to high-quality care for patients and the nearby community.

The clinic opened Dec. 18.

In addition to the new [Urology location](#), [Urology providers](#) see patients at Mile Square Health Center–Main and in the Outpatient Care Center, plus the University Center for Urology in downtown Chicago. [Andrology services](#) also are available on the UI Health campus.

The Department has built a reputation of excellence for the diagnosis and treatment of urological disorders, including the diagnosis and treatment of [prostate cancer](#).

Visit the [Department of Urology](#) to learn more about urology services or to request an appointment. ●

With the new clinic, located on the concourse level of the University of Illinois Hospital, the department now sees patients at two clinic locations on the UI Health campus, in addition to the University Center for Urology in downtown Chicago.



Quality & Safety: Improving Our Performance + Coronavirus Preparations

The New Year at UI Health has been centered on a single focus: Epic! We recently had Super User Kickoff and have been registering providers for electronic prescription of controlled substances (EPCS). **Next month, we will go live with Kronos, our new scheduling and timekeeping system, and officially begin training staff on the Epic platform.** Please know that we have arranged significant additional expertise and support to assist all of us in the period at and directly following Go-Live on May 9. By doing this, we can best ensure that we all are assisted in enhancing our professional development and capabilities as a part of this implementation.

While our 3i Project and Epic Go-Live are our priorities for the coming months, **we remain steadfast in our commitment to quality and safety** — part of our current and long-term Strategic Goals & Initiatives. **All of us at UI Health have put considerable efforts into patient care and safety, and we have shown improvements in a number quality and safety processes and measures.** Unfortunately, this progress is not always reflected in external hospital rating systems.

Last month, the Centers for Medicare & Medicaid Services (CMS) released its annual hospital quality ratings, giving us 1 out of 5 stars. As Illinois' only public hospital, we are committed to maintaining and advancing the highest standards of quality care and serving our unique communities, regardless of what the rating systems show. **We feel that CMS' single-score system does not adequately measure the complexities of quality care,** and it does not take into account the significance of social determinants of health or the economic challenges many of our patients face. **Rating systems can be highly influential, but their findings do not always align with our own assessments of the care and safety we provide — nor do they deter us from striving to continually improve the quality and safety of our patient care.**

In recent years, we have met with peer health systems and industry experts to better understand what top-performing hospitals



have done to improve these types of ratings. Among the key practices identified were improving clinician documentation, ensuring clean data reporting, continuous performance analysis, and performing peer reviews — all actions that Epic will help facilitate. **As we've said from the beginning: Our transition to Epic will help us improve the patient experience at UI Health. Thank you all for your work and commitment toward this goal.**

I also am pleased to report that **Dr. Susan Bleasdale, medical director for Infection Prevention & Control, was recently named Interim Chief Quality Officer at UI Health.** We are fortunate that Dr. Bleasdale will be leading our Quality & Safety leadership transition, and we are confident that under her guidance our quality and safety initiatives will remain a top priority for our healthcare enterprise.

As a system, **we continue to prepare for a potential patient with the 2019 Novel Coronavirus (2019-nCoV).** We want to remind you that this is an evolving situation, and we will update providers and staff with new information as it becomes available.

Under the direction of Dr. Bleasdale and Leanne O'Connell, **the Department of Infection Prevention & Control has established protocols for screening, admitting, and isolating patients with symptoms of the Coronavirus** and outlined safety precautions that providers and staff should follow when caring for and transporting potential patients.

In addition to these preparations, as it remains flu season, **it is important for all staff to practice common infection-prevention strategies,** including hand hygiene, cough etiquette, social distancing, and the use of personal protective equipment (PPE), when necessary. **Please continue to visit the intranet for the most recent updates on Coronavirus, and know that we will communicate additional pertinent information via UI Health-All emails.**

A handwritten signature in black ink, appearing to read "Mike Zenn".

Michael B. Zenn
Chief Executive Officer

New Restricted Scrubs Launch Feb. 17!

Cobalt Blue

Starting Feb. 17, restricted scrub color is changing from misty green to cobalt blue to better identify the difference between restricted and all other scrubs.

Where are the restricted areas?

Restricted areas include:

- Operating room
- Interventional Radiology
- Cardiac Catheter Lab/Angio Procedure
- Labor & Delivery (ORs and labor suites)
- Central Sterile Department
- Pharmacy Compounding Area (OR Pharmacy Satellite)

Why do we even have surgical scrubs?

Studies have shown that clean surgical attire can protect patients from exposure to microorganisms that contribute to surgical site infections. Scrubs laundered and supplied by the hospital allows for control of the laundering process and a reduction in microbial exposure.

Do I need hospital laundered scrubs if I work in the non-restricted areas?

No, you do not need hospital laundered scrubs if you are not working in the restricted areas.

Where do medical students get scrubs when they are working in the non-restricted areas?

Medical students working outside of the restricted areas are not required to wear scrubs. If they do elect to wear scrubs in the non-restricted areas, they can purchase them as long as they are not the cobalt blue color.

Where do residents get scrubs when they are working in the non-restricted areas?

Residency programs requiring non-restricted misty green scrubs may secure them through the GME office utilizing the same process as lab coat requests.

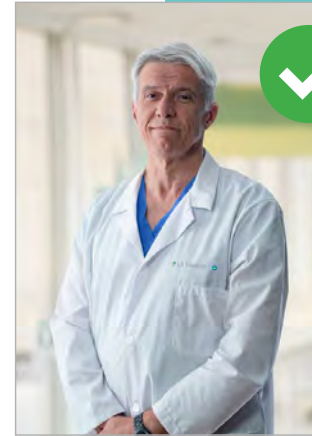
What do I do if I see employees wearing restricted scrubs outside of the approved designated areas?

Politely reeducate the employee on our policy; explaining the “why” behind this new change. They might not be aware of these new standards and guidelines. If there is a consistent pattern with a particular employee, at that time, escalate to your immediate supervisor. ●

Cannot be worn outside or in the below-ground tunnel system.



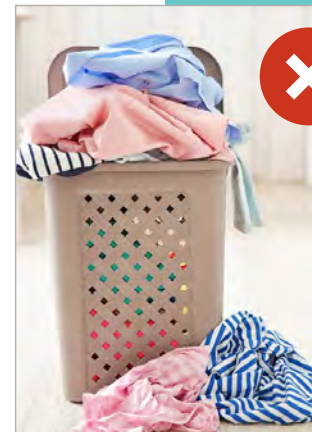
Can be worn in the hospital and connected clinics with a clean cover-up on over them.



Should not be worn by staff to care for patients in the non-restricted areas. Restricted scrubs should only be worn by staff working in the restricted areas.



Should never be taken home and home laundered.



Dr. Mark Hutchison Named to 2nd Olympic Team



Dr. Mark Hutchinson, director of Sports Medicine at UI Health, recently was named to the Team USA medical staff for the 2020 Olympic Games in Tokyo. Hutchinson has a long history of working with Team USA athletics and served on the Team USA medical staff for the 2016 Olympic Games in Rio de Janeiro.

For the 2020 Olympic Games in Japan, Hutchinson will be “UIC Proud.”

“I brought a UIC flag to Rio and took pictures to make sure UIC knew they were at the Olympics. I will do the same thing in Tokyo,” Hutchinson said. “One of my greatest experiences was knowing that so many of my UIC colleagues felt pride that one of their own was there. I had a lot of support between my colleagues, the College of Medicine and the UIC chancellor. I cherish it and lived a blessed life being able to do it.” ●

UI Health Earns Blue Distinction® Center Designation for Quality in Knee & Hip Replacement Surgeries

BlueDistinction®
Specialty Care
Knee and Hip Replacement

Blue Cross Blue Shield of Illinois has selected **UI Health as a Blue Distinction Center for Knee & Hip Replacement**, part of the Blue Distinction Specialty Care program. Blue Distinction Centers are nationally designated healthcare facilities shown to deliver improved patient safety and better health outcomes, based on objective measures that were developed by Blue Cross Blue Shield companies with input from the medical community.

Hospitals designated as Blue Distinction Centers for Knee & Hip Replacement demonstrate expertise in total-knee and total-hip replacement surgeries, resulting in fewer patient complications and hospital readmissions. Designated hospitals must also maintain national accreditation.

UI Health is proud to be recognized by Blue Cross Blue Shield of Illinois for meeting the robust selection criteria for knee and hip replacements set by the Blue Distinction Specialty Care program.

Congratulations to the UI Health Orthopedics Team on this latest achievement! ●



Download the UIC SAFE app today!



At UI Health, safety is our top concern. We strongly encourage everyone to download the UIC SAFE app, a FREE personal security tool that provides UI Health employees, medical staff, faculty, and students, with added safety on the East and West campus. With the app, users can easily connect with friends and family to share their location in real-time as they walk and allows direct contact with police dispatchers and first responders in case of emergencies. It also provides access to easy reporting forms, emergency guidelines, and a comprehensive list of support resources.

[Click here to learn more about the app's features and to download the app.](#)

[Click here to view the UIC SAFE virtual friend walk demo.](#)



UI Health Appreciation Game: Free Tickets!

Saturday, Feb. 22
3:12 pm
Credit Union 1 Arena
525 S. Racine Ave.



To receive your complimentary tickets (limit 4), click [here](#) and use code: *HEALTH*.

ALL attendees must go to the Ticketmaster link to get their ticket.

For questions on the game, please contact Sophie Barish at sophiab@uic.edu.

UI Health is a Cannabis-Free Campus



CANNABIS IS NOT ALLOWED anywhere on the University of Illinois at Chicago/UI Health campus or on- or off-campus facility. Violations are subject to sanctions according to state, federal, and UIC policies and laws.



NO MEDICAL CANNABIS USE OR POSSESSION

Medical cannabis holders cannot use or possess on campus or at any on- or off-campus UI Health facility.



STATE VS. FEDERAL LAW

Illinois has legalized cannabis – but it is illegal under federal law.

21+ YEARS OLD

AGE OF PURCHASE AND USE

Per Illinois law, individuals must be 21 years or older to purchase and/or use cannabis.



DON'T BE ON THE MOVE

Operating a motor vehicle, aircraft, watercraft, or snow mobile while under the influence of cannabis remains illegal.



KEEP IT IN ILLINOIS

It is illegal to take any amount of cannabis across state lines.

February is Heart Health Month! Show your heart some love with a few simple tips:

- **Know your numbers.** The American Heart Association recommends monitoring: Total Cholesterol, HDL (good cholesterol), Blood Pressure, Blood Sugar, and Body Mass Index. Do you know your numbers? Talk to your healthcare provider today, your heart depends on it!
- **Get active.** Physical activity prevents cardiovascular disease and improves mental health. Looking for ways to squeeze aerobic exercise in your work day without having to face the cold? Get your blood flowing by joining Walk Well, a UI Health Live Well program for employees which will launch soon! Click [here](#) to learn more and register today!
- **Eat smart!** Salmon, nuts, berries, and oats are just a few of the heart “superfoods” that may reduce the risk of atherosclerosis (buildup of plaque in artery walls). Avoid foods and drinks with added sugars, like soda, that have many negative health implications.
- **Stress less and sleep more.** Sleep hygiene includes sticking to a regular routine, getting lots of sunlight, avoiding screen time before bed, and getting plenty of exercise. Sleeping restores our bodies, helps decrease stress, and increases overall happiness.