

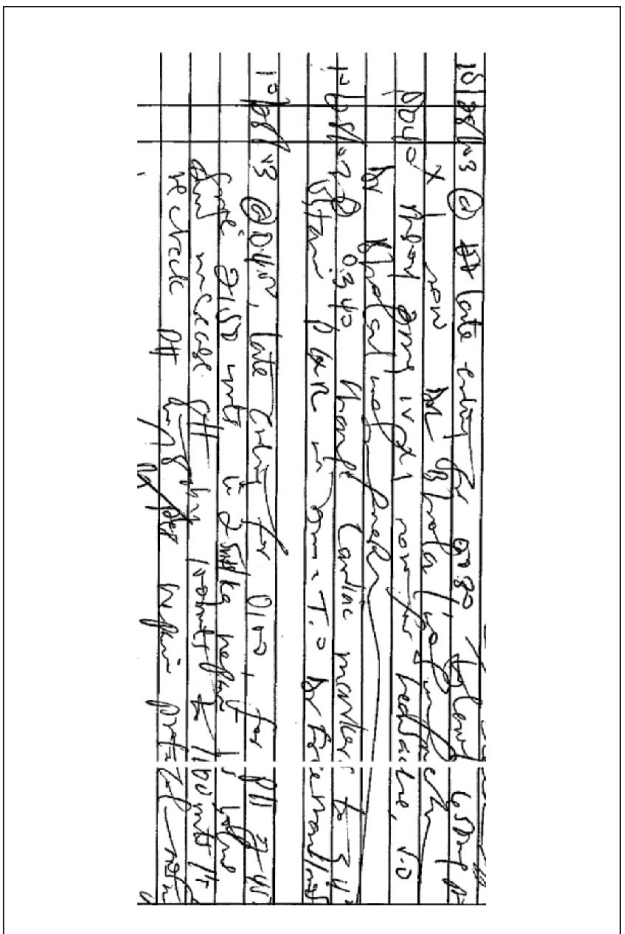
Tell Your Patients about O₂'s Benefits

Our patients may notice the increased activity in patient care areas during go-live, so take this opportunity to briefly explain how this new system will benefit them. Here are just a few of the many patient benefits.

- O₂ is the hospital's new electronic health record. It's designed to increase patient safety, as well as the quality of care we provide.
- O₂ is a shared record, which means all staff will have real-time access to important information, such as allergies, test results or clinician notes.

This makes care safer, especially when patients move from one unit to another unit or service.

- The system has "decision support" features that alert caregivers to potential medication interactions, dosage issues and other key information.
- Staff no longer must decipher individuals' handwriting, reducing the chance of medication errors.



"Handwriting analysis" will be a thing of the past with O₂.

- Patient information is securely stored in O₂, and it's there whenever patients come to the hospital or visit one of our physicians. Patients no longer must answer the same questions over and over again.
- Staff members spend less time on paperwork or searching for a chart, so they can spend more time with patients.

The O₂ Journey Continues

At The University of Kansas Hospital, we're committed to improving the quality and safety of the patient care we provide. O₂ will help us continue improving patient care.

The O₂ Journey...

- Summer 2005 – We searched for a system vendor that would best match our goals for high quality patient care. Hundreds of hospital and medical center staff judged the products of three vendor finalists. Epic Systems Corporation emerged as the preferred vendor.

- October 2006 to April 2007 – The O₂ Team and advisors from around the hospital met for Design-Build-Validate (DBV) sessions. Our O₂ Team built decisions about how specific tasks should function into the system. Then advisory groups and other clinicians validated whether the designed system met expectations.
- May to July 2007 – The O₂ Team tested how O₂ integrated with other hospital systems, such as Lab, PACS, billing, etc. Each problem was addressed and fixed.
- September and October 2007 – Almost 50 in-house trainers taught nearly 5,000 end-users to use the system in real-life situations.
- Today – We're poised for staff to begin using the system in patient care units. Staff feedback will help us update the system.
- Future – With O₂ and a staff committed to improving patient safety and quality of care, our journey will continue to lead us to become the nation's best hospital.

For the Record

One patient. One record. One goal. Safe, high quality care.

November 2007

O₂ Goes Live

At 1 p.m. Monday, Nov. 12, The University of Kansas Hospital reaches the O₂ journey milestone that will put our new electronic health record system to the test. This is when the first phase of O₂ "goes live."

About 4,200 hospital staff, physicians, residents and medical students will use O₂ to help deliver an even higher level of safe, high quality care to our patients. Although the switch to O₂ will bring changes to the way we work, it also will bring us closer to our goal of providing the very best care possible.

In the months leading up to go-live, the O₂ Team and many other staff have been working behind the scenes to prepare the system for use.

Information for current inpatients is being preloaded into O₂, with the help of staff from Nursing and Pharmacy.

Staff has entered additional data into O₂, including lab, radiology and pulmonary results, and transcribed reports for patients who have been in our hospital in the past two years. Allergy and infection information for those who have been here in the past year also is documented.

On the first day of go-live, staff will begin using O₂ at 1 p.m. and, in most

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On Oct. 15, we welcomed O₂ hardware to the hospital with a "calf drive." From left are Brad House, Jim Williams and Pat Bates, clinical analysts, O₂ Team; Mike Hastings, quality outcomes coordinator, Organizational Improvement; Christine Kober, application analyst, O₂ Team; Doug Erich, director, O₂ Team; and Shirley Weber, director, Clinical Labs.

Give It Time ...

Ask any veteran of a large system implementation, and you'll hear about the "big dip."

"During the first few days of go-live, all the positive feelings you have about the system are going to run smack-dab into your struggle to remember what you learned in training," said Vance Brison, new training manager for the O₂ Team. "The end result can be frustrating, and you may find yourself longing for the good old days."

Brison, who has witnessed a dozen go-lives at other hospitals, says this situation is always temporary.

"After a few days, a light suddenly goes on and things start clicking. Give it time," he advises.

There's always help available. If you have questions or need assistance, call on your nearby Go-Tos or contact the ITS Service Desk, 8-4894.

O₂ Goes Live continued...

cases, will no longer document on paper. The most current patient profile for each inpatient will be in the system, minimizing nurses' workload of entering new information. Nurses can then update patient assessments in O₂.

Nurses will see a significant change in the way they document the administration of medications. Once O₂ is live, clinicians will document directly on a computer on wheels (smaller than our current "COW's," so clinicians have taken to calling them "calves") at the bedside. This process will make the documentation of medication administration more accurate.

All clinical staff will benefit from having a single record across the enterprise, with the ability to view results and vital patient information from any location.

Practice, Practice, Practice

Practice makes perfect. End-users are encouraged to practice with O₂ before go-live on Nov. 12. To devote a little time to practice, click the O₂ icon on your desktop, log in and enter the "play" environment. You also can practice with one of the tablets or "calves" in your department.

Give Your Feedback

O₂ was designed understanding that the system always can be improved – and using the system will reveal opportunities to make changes. As you begin using O₂ during and after go-live, you may think of ways the system could work better. Your input can help make significant, lasting improvements.

Hospital staff will have solid support through this important part of the O₂ journey. During go-live, "O₂ Go-Tos" will be in units and departments to assist end-users with questions or problems. Staff also are urged to call the ITS Service Desk, 8-4894, when they need assistance.

An O₂ Command Center will function 24 hours a day, seven days a week for the first four weeks of go-live. Members of the O₂ Team, along with representatives from Epic Systems and ChartMaxx (document imaging vendor), will staff the center and visit units to ensure a smooth switchover.

It's critical that staff provide feedback on O₂. The system, which was designed with the help of hundreds of hospital clinicians, will

Know Your Log-In Information

During the first weeks of go-live, our change approach will be cautious. Making a change in one place can affect system performance elsewhere. So, at first, the focus will be on any changes most urgently needed. Your input is crucial for future enhancements, and your requests will be recorded and prioritized.

continue to be improved as we move forward. Clinical leadership will help the O₂ Team prioritize staff feedback, focusing on the most significant issues first.

"For the first month or so, we encourage everyone to report any serious problem they might find," said **Doug Erich**, O₂ Team director. "After that, they should tell us about other improvements they have in mind for the system."

Know Your Log-In Information

To log into O₂, you must know your user ID and Novell password. If you don't know your ID and password, see your manager for assistance.

Continue Using PSN during Go-Live

As we go live, patient safety will be monitored constantly so any system issues affecting safety can be addressed immediately.

Staff can help in this effort by continuing to use the University

Rely on Your O₂ Support System

Most hospital employees already know the Information Technology Services (ITS) Service Desk number. If you're an O₂ end-user, this means you already know how to get help for any questions you have when O₂ goes live Monday, Nov. 12.

And there's more good news. Throughout go-live, floor support will come in the form of "O₂ Go-Tos," O₂ Team members, and Epic and ChartMaxx representatives who will be on hand to assist you around the clock in patient care areas. You can identify these people by the blue "O₂ Go-To" shirts they'll be wearing.

Physicians also will get assistance from O₂ Go-Tos who have knowledge specific to physician

tasks. You can spot these specialized Go-Tos by their burgundy O₂ shirts.

If you don't see a Go-To nearby, don't worry. You can call the ITS Service Desk for any O₂ question, at any time. The Service Desk staff will put you in touch with people who can answer your question, whether it's about logging into the system, placing orders, administering medications, running reports or any other topic.

KUPI Support
Hospital staff are not the only people who will use O₂. KUPI staff will access O₂ to review patient information. KUPI staff can call the ITS Service Desk, 8-4894, or the KUMC IT Help Desk, 8-7995.

If You Need Help

- Talk to a Go-To, who will help you immediately or take the issue to the ITS Service Desk for a solution.
- Call the ITS Service Desk, 8-4894.

Functions of the ITS Service Desk

- Triage and handle basic issues.
- Refer more complicated issues to the O₂ Command Center, where O₂ Team members will work with you to find a solution.

Beat the Stress of Go-Live

Let's face it. Health care can be stressful work. We also know it's the most rewarding profession possible because of the difference we make in the lives of our patients and their families. Go-live will add to the stress most of us feel. It also will be rewarding because O₂ will improve patient safety and the quality of care we provide.

To make the go-live experience a happier one, here's a list of stress busters. Try them out and share them with co-workers.

- **O₂ Stress Busters**
- Give yourself permission to ask for help. No one is perfect, and we all learn at our own pace. Your

Go-Tos, along with the ITS Service Desk staff, are ready to help. It's okay to ask for help every time you need it. Our go-live goal is for everyone to succeed using O₂, so speak up!

- **Don't look too far ahead.** Focus on your task at hand, not on everything you need to do in one day.
- **Look for the upside.** It's easy to be positive about O₂ if you keep the goal in mind: safe, high quality patient care.
- **Take a breather.** Take time to relax and refresh. Don't forget to breathe!

- **Communicate.** Talk to your co-workers about how they are using O₂ – it's probably the most powerful way to learn. Share your tips, shortcuts and "ah-ha!" moments with each other.
- **Exercise.** Whether you walk the dog or hit the gym, you'll feel better when you get your blood pumping.
- **Eat right.** Start with a healthy breakfast, and eat nutritious meals and snacks throughout the day. Your body will thank you for it.
- **Get enough sleep.** Sleep fuels your mind and body. Feeling tired will only add to your stress.
- **Laugh.** Laughing physically helps your body fight stress. Don't forget to smile. You'll survive go-live!