Relax. Breathe. OM.

Let’s face it. Any big change can be stressful. However, if we can stay focused on our end goal – improving patient safety and the quality of care we provide – the stress might be a little easier to manage. The stress busters provided below can also be effective.

Proven Stress Busters
• Give yourself permission to ask for help. No one is perfect, and we all learn at our own pace. Your O2 Go-To, along with the HITS 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 OM, 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 OM if you keep the goal in mind: safe, high quality patient care.

1) Look for an O2 Go-To on your floor. Need support during go-live?

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2) Visit O2 Info. The O2 Info intranet site will be the source of frequent updates and other important information throughout go-live. To access it from a hospital computer, type “O2 Info” into the address bar of your internet browser. Or click on the “O2 Resources” link on the left side of the 24/7 home page.

3) Call the Help Desk at 8-4894. Assistance will be provided through our established HITS Service Desk. For most issues, however, a dedicated team of analysts, working with our vendor Epic Systems, will staff an O2 OM Command Center and provide assistance for more complex issues as needed.

Need support during go-live?
Here’s how to find it:

1) Look for an O2 Go-To on your floor. Your first source of support is your O2 Go-To. These are “super” users who have had many hours of training and are eager to help you get up to speed on O2 OM. They’ll solve your issue on the spot or take the issue to the HITS Service Desk for a solution.

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Benefits of Electronic Order Sets

When members of the O2 OM team kicked off the project, they were faced with the daunting task of reviewing more than 600 paper order sets. After their thorough assessment and evaluation, we’re going live with the 250 most commonly used order sets.

Because they are now electronic, the order sets have additional features that will enhance patient care.

• Increased accuracy – Many of the fields within the electronic order sets are pre-populated with default information, such as the most common dosage and type of medication for a specific diagnosis.

• Built-in safety alerts – Order sets will signal “red flags” to physicians when the potential for allergic reactions, negative interactions with other drugs or improper dosages are present.

• Evidence-based medical information at the fingertips – Ordersets will contain links to peer-reviewed articles that pertain to the orders. This feature will help keep our physicians up to date on evidence-based care.

• Additional supporting material –Tables, charts, protocols and text documents, such as policies and procedures, can all be linked within an order set, providing doctors with data at the time and within the context of when they need it.

O2 OM is the biggest go-live event since the initial O2 system launch in 2007, changing the way more than 3,000 people throughout the hospital and some clinics do their work. However, we’re all excited to be making this change and improving care for our patients.

The amount of time and resources we’ve invested in O2 OM is a true testament to how much this hospital values its patients, staff and physician partners.

Go-Live Preview

O2 trainer Lindsay Sifley and Rhona Pimentel, MD, go through the new Orders Management system during a recent training.

Like the due date of a child, the hospital’s clinical staff have had Nov. 1 circled on their calendars for months. It’s the date the electronic ordering system O2 OM goes live.

“The launch of O2 OM will mark a significant milestone in our hospital,” explained Chris Ruder, RN, vice president, Patient Care Services.

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The University of Kansas Hospital isn’t alone in its adoption of technology designed to make the patient experience safer and better. On Nov. 2, physicians and staff in General Medicine and Infectious Disease, part of The University of Kansas Physicians (UKP) group, will be the first of their peers to adopt O2.

"Like the O2 OM go-live at the hospital, we’ve had many people working form on this initial roll-out," said Teresa Neely, COO, The University of Kansas Physicians. "We’re excited to see the system come to life and be used in our environment."

The two clinics will use a number of tools in the O2 electronic medical record software suite, including physician documentation, the problem list and order entry. All are designed to help the physician deliver the optimal patient experience in the ambulatory care environment.

"With all of the patient’s information in one place and easily accessible via computers, the clinical staff and physicians can spend less time on administrative tasks like tracking down paper charts and more time with our patients," said Neely. "I think that will positively enhance the patient experience in our clinics."

The UKP O2 project team hopes to collect feedback on the go-live process and the system itself from users in the two pilot clinics before rolling out O2 to other clinics.

"Kudos to the physicians and staff who will be the first to use O2 in our ambulatory setting," said Neely. "They’ll be an important source of information and learning in the months ahead as we plan to bring all of our clinics on board."

Additional clinics will adopt O2 throughout the next two years with the goal of having all UKP clinics on board by October 2012.

http://O2Info