

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-Tos, 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.
- **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 OM – 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 helps your body fight stress. Don't forget to smile. You'll survive go-live!

For the Record

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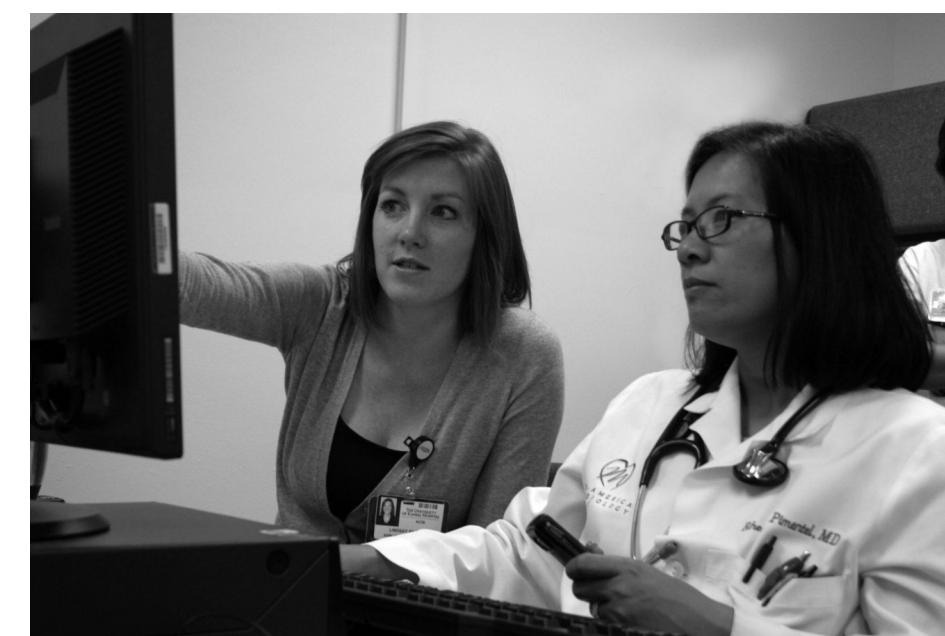
Need support during go-live? Here's how to find it:

- 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.
- 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 “O₂Info” 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.

For the Record

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

Go-Live Preview



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

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** – Order sets 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.

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 Order Management – O₂ OM for short – goes live.

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

“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.”

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

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jobs. It is the culmination of 18 months and thousands of hours of work by hundreds of people. Subject-matter experts from Medical Staff, Nursing, Hospital Information Technology Services, Ancillary Services and others worked together to create the initial 250 order sets that will go live on Nov. 1.

While it’s easy to focus on the technology piece, the launch of a system like O₂ OM is much more than hardware and software. “Implementing this system isn’t just about technology, it’s about doing what’s right for our patients,” said Greg Ator, MD, chief medical

information officer. “With O₂ OM, physicians are in the driver’s seat for directing all orders for patient care, while improving our efficiency and increasing patient safety.”

Prior to O₂ OM, clinical orders were handwritten on paper, which often led to delays as staff had to decipher handwriting or wait for physicians to call back to clarify orders. With O₂ OM, physicians will place orders directly into O₂ using standardized order sets. These order sets have built-in patient safety alerts and evidence-based, decision-support tools, further ensuring that our patients receive safe, high-quality care.

Two UKP Clinics Adopt O₂

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 for months 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.



O₂ OM Orders Task Force

Electronic medical records are just one of the ways we are working to ensure every patient receives safe, high-quality care. The team pictured at left spent more than 18 months evaluating and refining order sets that will be used in our online order management system, O₂ OM, which launches Nov. 1. The computer-based tool allows physicians to order tests, procedures and medication more efficiently since they are entered directly into O₂.

[http:// O₂Info](http://O2Info)

Got questions?

Get answers.

Help Desk, 8-4894.

Visit O₂ Info on 24/7.