



2.2.18



Implementation Oversight Group Update

As of this week, Kathy Bollinger, president of the Banner – University Medicine Division, is the new head of the Implementation Oversight Group. She takes over from Banner Health Chief Clinical Officer John Hensing, MD, who retired from Banner Health on Wednesday after many years of service.

The work of the Oversight Group will now be divided into six subcommittees relating to clinician experience, access to care, EMR/Cerner transition, revenue cycle/financial issues, the Voice of Sofia and external communications, and Cerner system performance.



ATAG Update

To better represent our clinicians, the Academic Technical Advisory Group will add four physician residents to its membership. Also, please note that each week a different ATAG member discusses Cerner updates in their medical specialty in a short video blog.

In this week's [video update](#), Dr. Maria Proytcheva, professor of Pathology and medical director of the BUMCT Laboratories, talks about Cerner enhancements affecting Lab services.



Cerner Update

- Some significant advancements have been made in Pharmacy to improve efficiency.
 - Pharmacist order verification time has decreased allowing for improved turn-around time.
 - There has been a decrease in the number of medication requests due to IV batching and Pyxis optimization.
 - Testing and demonstrations of the Pharmacy Patient Monitor are occurring this week. This will improve the medication request process and enhance the communication between nursing and pharmacists by allowing and tracking messages between nursing and pharmacy within the medication request tool.
- Discussions regarding Dosing Weight are in progress with numerous meetings scheduled in the upcoming weeks. These discussions will determine how the dosing weight is defined, how dosing weight could be used or implemented throughout the Banner system, and what Cerner opportunities are available.
- Discussions are occurring with Critical Care CCG about requested changes to the DKA and Critical Care Insulin ordersets, which includes review and incorporation of the new ADA guidelines.



Help Desk Ticket Process

Have you reported an issue through the Help Desk? Do you have questions about how IT processes your report and communicates its progress back to you? IT uses a specific process to report tickets as resolved or still awaiting resolution. This includes a feedback mechanism for staff to report if the solution has solved the problem or if there is still an issue. IT will always close the loop with the end user.

- When an incident has been worked on and a solution found, it will be tagged as “Solution Applied.” This generates an email to the customer from Service Hub indicating that the incident has been updated. The customer then has the option to click on a link to notify IT if they are still experiencing issues or the solution is not acceptable.
- The incident will stay open for three consecutive days to give the customer time to respond to the email.
- If the incident is part of a larger problem, it will be set to “Awaiting Problem” until the underlying problem is fixed. The customer will be notified of this status.