



User news from The Menon Group

# MenonNotes

## NURSING HANDOFF TAKES THE SPOTLIGHT

# OSF WINS GE CUSTOMER INNOVATION AWARD

The Menon Group congratulates OSF HealthCare for winning a 2007 GE Customer Innovation Award (CIA)! Each year, GE Healthcare (and formerly IDX Systems Corporation) selects five CIA winners from customer submissions for innovative use of the Centricity® Enterprise system to improve patient care. OSF collaborated with The Menon Group to implement *Nursing Handoff* to address JCAHO requirements for patient hand off communication.

Dr. Bob White, OSF chief medical officer of clinical informatics has this to say, "It is truly an honor to be one of the GE Customer Innovation Award winners for 2007. The successful efforts around the design, development, and deployment of the Nurse Handoff report were shared by many individuals inside OSF HealthCare. It was a natural selection for us to submit this work as the report itself has been widely accepted into the nursing work flow. The opportunity to actually facilitate the hand off process for nursing is critically important to our caregivers and to the safety of the individuals we care for. We also thank our development partners at The Menon Group for their expertise and diligence in the design."

Today, not only do nurses appreciate the thorough and concise communication process, they report that it saves nurses 40-45 minutes a day. Read more about the *Nursing Handoff* project at OSF in the Summer 2007 issue of *Menon Notes*, available at [www.menongroup.com](http://www.menongroup.com).



Dr. David Hall and Dr. Bob White (not pictured) from OSF HealthCare won a GE Customer Innovation Award for their Nursing Handoff project at the 2007 GE Healthcare Users Summit.

### In This Issue

- SYSTEM DOWN? NO WORRIES WITH OFFLINE ACCESS
- MINT TRAINING COMING UP

# OFFLINE ACCESS GIVES PEACE OF MIND

Imagine for a moment... your hospital census is full; physicians are busy entering their own orders in Centricity® Enterprise; nurses are documenting care activities online.



Suddenly, everything stops. The network has gone down, and your staff can't get information from the clinical system. How will they get current patient orders and active medications?

Thanks to the Centricity Enterprise system and its HP NonStop platform, this situation is rare. Although most organizations won't experience a major outage, every organization has to prepare for one.

Several organizations, including the Health Alliance and Parkview Health, have turned to the Menon Group. The *Offline Access* application makes critical patient information from Centricity Enterprise available to clinical staff even if the clinical system or network is unavailable.

## Parkview Health

Parkview Health is a multi-hospital health system based in Fort Wayne, Ind. When they installed the Centricity Enterprise system, they included downtime preparations in their implementation process.

"When we installed Centricity Enterprise, we knew our staff would quickly come to rely on it for patient care, so we had to plan for those instances when the system might be unavailable," explains Bill Stiles, Parkview senior information systems analyst. To make sure patient information would always be available to staff and physicians, they installed *Offline Access* along with their clinical system in May 2004.

*Offline Access* works by sending reports from the clinical system directly to specific workstations, where they are stored and refreshed at regular intervals. Once stored on the workstation, reports can be viewed online or printed on a

locally connected printer, completely independent from the clinical system and the network.

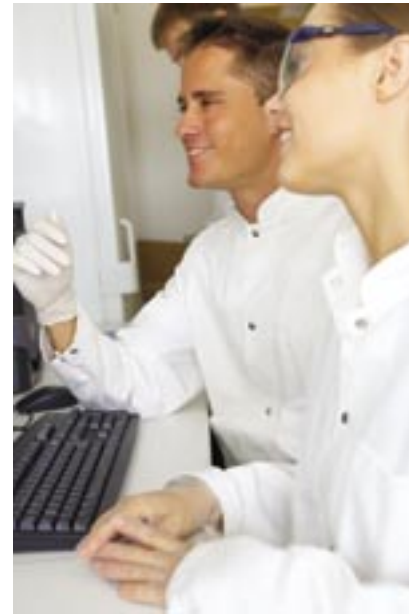
"It gave everyone a sense of security that patient care could continue no matter what," says Stiles. To make it easy for staff, Parkview placed dedicated "gold workstations" in strategic locations throughout their organization, such as nursing units and physician lounges. These workstations are identified by a bright yellow desk mat and are paired with a specially marked desk tray of downtime procedures and forms.

Parkview selected key reports and refresh intervals, including Active Medication Orders and Nursing Orders, which update every six hours as well as Physician Rounding reports, which refresh every four hours. They have 85 workstations distributed throughout their facilities, including one dedicated workstation in the call center that receives all of the reports.

Although they have not experienced an unexpected outage, they routinely use *Offline Access* during bi-monthly scheduled maintenance. Clinical staff, especially physicians, have come to depend on having their reports available during scheduled downtimes. "Physicians rely on it, so we would definitely hear about it if their reports weren't there," concludes Stiles.

## Health Alliance

The Health Alliance, based in Cincinnati, Ohio, began implementing Centricity Enterprise Physician Order Entry (CPOE) in June 2005. They understood the importance of providing continuity for clinicians using CPOE given the increased reliance on electronic information. The Health Alliance investigated and piloted different downtime solutions



before standardizing on the *Offline Access* solution. The two key features that made this product stand out were the reliability and ease of use for clinical staff.

Nursing played a key role in the implementation. They specified the reports that would best support their work flow – Medication Administration Record, Kardex, Unit Bed Worklist, Current and Future Orders and 24-hour Order Summary – as well as the time interval and target workstation. Currently, *Offline Access* is deployed on 138 workstations in two facilities that use CPOE. In similar fashion to Parkview, each facility has one dedicated workstation that receives copies of all reports.

The Health Alliance also developed detailed user documentation. "We worked on the assumption that there would be chaos if the system were down," explains Steve Schinasi, Health Alliance systems analyst. "People will probably forget all about *Offline Access*, so we built our documentation with that in mind." According to Schinasi, the application is very easy to use: Users simply click a desktop icon, enter a password, and then pick a report from a list to either view it online or print it.

Function History

\*\*\* View the Downtime Access Log \*\*\*

Selection Filters

Sort By	Select	Expression
<input type="radio"/>	Date Time	17:00
<input type="radio"/>	MIDN	
<input type="radio"/>	Account #	
<input type="radio"/>	Lastname	
<input type="radio"/>	Report Type	
<input type="radio"/>	Unit Key	

[List]

Status	Unit Key	Attempts	Last Time	# Times	Patient Name	MIDN	Account #	Report Type	Destination
Sent	CASTCH		17:00	1			3	HOUR24	W0308
Sent	CAWICH		17:01	1			3	CLUTURE	W0104
Sent	CASTCH		17:01	1			3	HOUR24	W0104
Sent	CASTCH		17:02	1			3	HOUR24	W0301
Sent	CAWICH		17:02	1			3	HOUR24	W0302
Sent	CAWICH		17:02	1			3	HOUR24	W0309
Sent	CASTCH		17:02	1			3	CLUTURE	W0104
Sent	CASTCH		17:02	1			3	HOUR24	W0308
Sent	CASTCH		17:02	1			3	HOUR24	W0307

Offline Access provides a log for monitoring the reports sent to individual workstations, which makes it easy to confirm that reports are received as expected. By taking advantage of filters, you can quickly find specific reports.

In terms of reliability, Schinasi makes extensive use of the logging features. "The logging feature lets us monitor regularly to be sure that the workstations are receiving reports on schedule," explains Schinasi. "If reports are starting to queue, we know there's an issue and we can address it right away before it becomes a problem."

The good news for the Health Alliance is that they have yet to experience a situation requiring staff to use *Offline Access*. The better news is that both Health Alliance and Parkview Health are ready if and when the need arises!

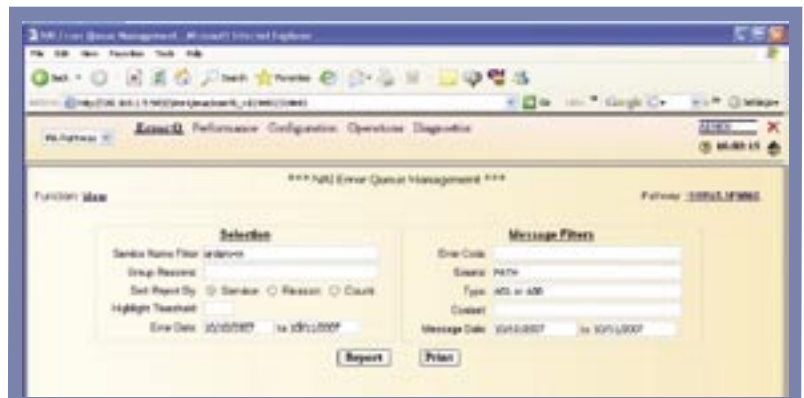
## MINT PROGRAMMING CLASSES OFFERED

Menon Group applications employ the proprietary programming language, MINT (Menon INTERpreter). This powerful language enables you to isolate business rules within specific applications. This means you can easily implement custom features to address challenges specific to your organization.

If your organization would like to have MINT programming skills on staff, The Menon Group periodically offers a comprehensive 3-day course for up to eight people. The Menon Group will schedule the next session if at least four people commit to attending. If you are interested, please contact support@menongroup.com.

## TODAY'S TOPIC: SAVE TIME USING FILTERS IN WEBNAI

Did you know that the size of the NAI error queue affects the response time for *WebNAI* Error Summary? The most effective way to manage large error queues is with judicious use of filters. One example that many organizations find very helpful is the filters in the *WebNAI* Error Queue utility. By taking advantage of flexible filtering based on criteria such as Source, Service, Message Date, Error Date, etc., you can focus on specific messages or types of messages quickly. Use this to isolate a group of messages with the same type of error and handle



Filters in *WebNAI* help you isolate specific error messages and work more efficiently.

them all at the same time. In addition, using filters helps the query run faster and more efficiently, which also helps speed response time.

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