

MD Topline: October 2023

Epic Improvement

Provider Informaticists who work at NYP clinically have partnered with the IT team to make Epic better. A key goal of ours is to reduce burden by reducing alerts and clicks. By defaulting certain lab and medication orders, we have reduced inpatient order clicks by 9.5 million per year. InBasket messages were reduced by 1.8 million a year by consolidating duplicate folders and removing duplicate lab cancellation notifications.



Furthermore, 22.5 million outdated messages were automatically removed. One of the most anticipated projects, the Quality Checklist, went live this month and removed each interruptive alert for central lines, PICC lines, telemetry, expiring medications, foley catheters and VTE prophylaxis, and consolidating them into one checklist alert. We anticipate this to save over 100,000 alerts each month.

The recent Epic upgrade on October 14, 2023, delivered new features that will reduce the interruptions of Secure Chat. You can now react with a 👍 to acknowledge a message without generating an interruptive ping. The availability status also clearly communicates if you are busy. New urgent message priority will ensure receipt of critical messages. A new Secure Chat Etiquette guideline is in development to guide appropriate usage. Many other Secure Chat improvements such as Search are also in the works.

These are just a small sample of the projects that we are working on to make the system work better for all of us. If you have any ideas, please submit them through the Epic Help button under "Submit an idea".