

PHYSICIAN

NEWS BRIEF

News about Covenant HealthCare from the Office of Physician Relations
January 12, 2015

BUSINESS UPDATES

High Census Alert

Covenant HealthCare, like all Michigan hospitals, is experiencing extremely high volumes of medical admissions with the recent spike in influenza and other influenza-like illnesses. Influenza activity is occurring earlier this year than in prior years. We have implemented our surge capacity plans that include:

1. Utilization of overflow units
2. Conversion of private rooms to semi-private rooms
3. Cohorting of positive influenza patients
4. Refusal of regional transfers when holding in the ECC
5. Placement of patients in non-traditional settings within the hospital

We recognize that these high volumes impact our medical staff at the same time as they put stress on all of our systems. As our partners in providing optimal care to our patients and best supporting our community, we ask for your patience, flexibility and collaboration with our efforts to accommodate these high volumes.

Specifically, we need your collaboration in the following ways:

1. Please be very judicious with ordering either medical or cardiac telemetry as they both limit our options for placing patients and have been frequent causes for inpatients to be held in the ECC.
2. You may be contacted by nursing staff regarding placement of your patients in nontraditional locations when the Census is at its peak.
3. Consider rounding earlier in the day on your patients as a tactic to assist in expediting discharges, if appropriate.

For questions or concerns, please contact Dr. Glenn Cipullo, Medical Director of Clinical Utilization at 583.7002, or Kyle McDaniel, Manager of Clinical Resource Management at 583.6446.

Information for your Office Managers

It has come to our attention that there have been some issues surrounding the process of ordering forms from Covenant HealthCare either via the website or by fax. Please note that the issues with web ordering have been resolved. In addition, if you order via fax, the fax number on the order form has changed due to the merge of FP Horak and TBF Graphics. Please use the fax number 989.671.0913 or e-mail Paul at pchritz@fphorak.com. Thank you for your patience in this matter.

EMR UPDATES

Epic Downtime

Epic will be unavailable on Wednesday morning, January 14, from approximately 3:30-5:30 AM for installation of a routine update. Please plan your work accordingly. You may access information on downtime BCA devices. Please contact the Help Desk, 583.6014 with any questions.

Epic Orders

In conjunction with the routine update, the Order Entry and Order Set Tabs will be removed from Epic. Both of these functions will now be found in the Manage Orders tab. In addition, the Manage Orders tab will also contain Order Review functions. A Tip Sheet will be emailed to all providers on January 13 at the address on file in the Medical Staff Office. Sheets will also be available at most workstations throughout both campuses. If you have questions please contact the Help Desk at 583.6014, or EMR Support on vocera 583.4500.