



Physician News Brief

NEWS ABOUT COVENANT HEALTHCARE FROM
The Office of Physician Relations & Regional Outreach

APRIL 25, 2018

200% Hand Hygiene Accountability

Covenant HealthCare continues to see hand hygiene rates that are well below our internal target of 97%. In response to the low rates Covenant HealthCare has implemented a multi-level approach to help increase our hand hygiene compliance. We have increased the amount of observations that are completed each month from 20 to 60 observations per unit. Nursing leadership is now doing hand hygiene observations on their units as well as coaching staff who have missed opportunities. Also, each department that has direct patient interaction has developed a hand hygiene action plan. Now that these steps are in place it is time to introduce Covenant's new hand hygiene initiative called 200% accountability. It is the expectation that all employees are 100% accountable for themselves and 100% accountable for those around them, raising the bar to be 200% accountable. We want all staff to feel empowered to stop individuals who miss a hand hygiene opportunity and politely remind them to Wash In/Wash Out. Please help us by being vigilant on your rounds to help hold each other 200% accountable. Together, we can increase our hand hygiene compliance and keep our patients safe from infections. Thank you for your commitment.

Elimination of Finger print readers for ePrescribing of Controlled Substances (EPCS)

The IT Clinical Advisory Committee (ITCAC) is committed to driving IT system optimization that make Covenant's IT system's easier to use, while improving quality and patient safety. One of our guiding principles is to minimize variability and to standardize on best practice workflows. The committee has determined elimination of finger print readers for ePrescribing of Controlled Substances (EPCS) will assist in these efforts.

In the hospital setting starting on June 1, 2018 Covenant will be exclusively utilizing the "Imprivata ProveID" Mobile App from your Smart Phone or Tablet and eliminating Finger Print Authentication for EPCS. The purpose for the change is to have 1 standardized way to efficiently EPCS from any device and from any location. Finger Print readers will be removed from the Harrison, Cooper and Michigan campuses by the end of June.

Enabling EPCS on your Smart Phone or Tablet is a 2-step process. First, you will need to install the "Imprivata ProveID" app on your Smart Device. The app can be found by searching for "Imprivata ProveID" on your Smart Device's App Store. Second, you will need to enroll the application by either contacting your physician liaison (Hannah Schultz 989.980.9459 or Jennifer Behm 989.239.4451). You can also contact the eCovenant IT Help Desk during regular business hours at 989.583.6014 to schedule a time to have someone enroll you in the application. Federal Regulations require that we verify the identity of a person before enrolling a provider with EPCS. Attached are tips sheets to download the app and utilization once enrolled.

For any questions or concerns please contact Dr. Aaron Smith, Chief Medical Informatics Officer at 583.6256.



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OUR PATIENTS

EPCS Enrollment for Smart Phones

Prior to meeting with a physician liaison, the app will need to be downloaded on your smart phone.

Download App on Phone

1. iPhone Requirements:

- iOS 8 or later installed.
- The Imprivata ID app installed (available from the iTunes App Store).
- The following app permissions set (Settings > Imprivata ID):
 - Location set to Always.
 - Bluetooth Sharing enabled.
 - Notifications enabled and configured.
- An active Internet connection.
- Bluetooth turned on.
- Location services for the phone are turned on (Settings > Privacy > Location Services).



2. Android Requirements:

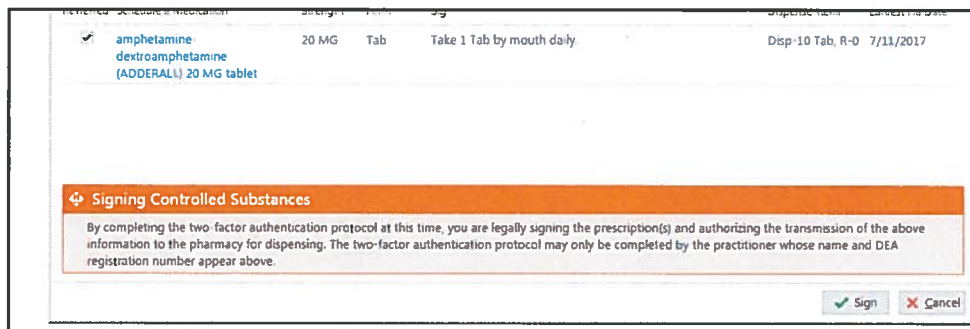
- Imprivata ID 2.1 or later (available from Google Play).
- An active Internet connection is only required during Imprivata ID enrollment, for Push Authentication, and for sending log files to Imprivata.

EPCS Smart Phone Use

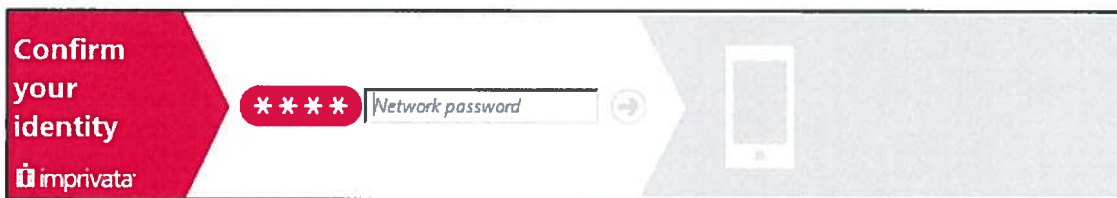
Prior to using your Smart Phone for EPCS, enrollment must be completed with Physician Relations or the eCovenant team.

Try It Out

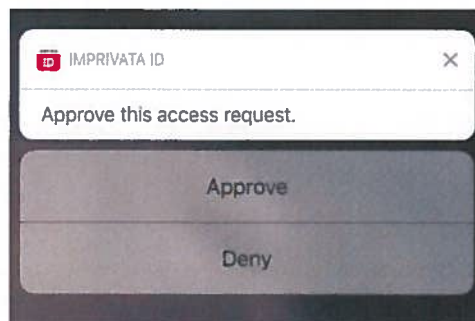
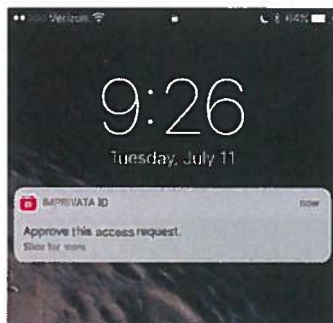
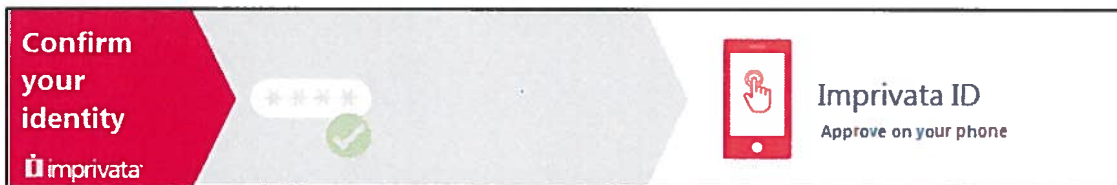
1. Provider writes the prescription and signs the order. If EPCS is not available for that pharmacy, or the provider is not set up through Imprivata, the prescription will automatically display as print.



2. Imprivata prompts for network password, the 1st of 2-factor authorization.



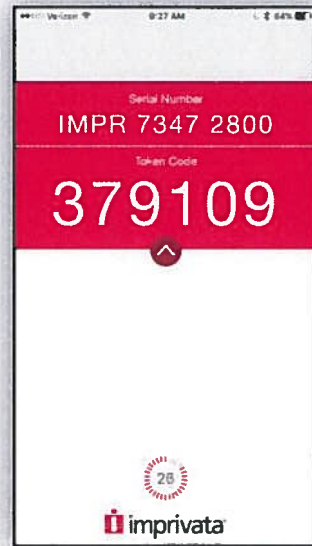
3. On successful 1st factor authorization, Imprivata sends approval notification to phone.



4. If there is a bad network connection, and signal was unable to push to phone, or after 30 seconds, Imprivata prompts for code from phone.



- Enter Token Code from phone



5. If both factors are approved, Imprivata screens will no longer display and the prescription is successfully prescribed.