

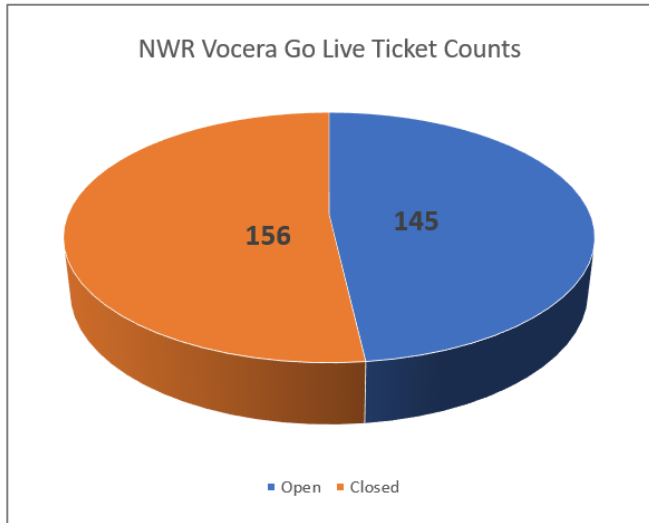
Vocera & QGenda Daily Go-Live Debrief

Thursday, May 18

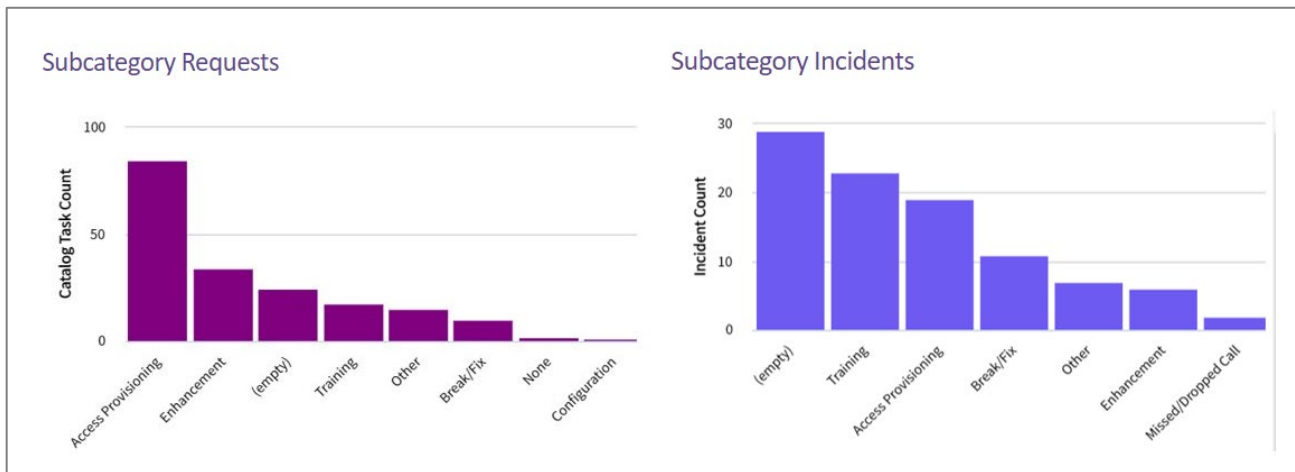
This daily report is your source for important Vocera and QGenda implementation news. It will be posted on Physician Forum > [Vocera and QGenda Resources](#).

Incident Statistics

The graph below displays the total number of open and closed tickets since May 16.



A majority of both requests and tickets continue to be for access, training and enhancements.



Top Open Incidents

1. Account issues and incorrect group
 - a. Some end users may be in an incorrect group. The team is resolving these tickets as they come in.

Top Resolved Incidents

1. Direct access (DID) numbers may not display to end users on the web console or app.
 - a. Vocera and NM IS teams collaborated to update the database at all three sites today. The update was successful and all users have access to direct access numbers (DID), as well as group member names and phones. Some users may experience slowness and lag, but logging out and back in stabilized the application.

Emergency Code

We are continuing to call all codes through AlertMD first, and then through Vocera for the comfort of clinicians and staff. There is a meeting scheduled for tomorrow morning to discuss stroke emergency code.

The stroke template has been updated for all three sites. There was a stroke call today at McHenry, and the team received positive feedback from the HUC on viewing acknowledgements. Review the new [code response tip sheet](#).

Reminders

- AlertMD will not be deactivated until **June 1**. Clinicians will continue to receive incoming messages from call centers via AlertMD as they transition to Vocera. Please remind physicians to keep AlertMD on their phones until June.
- A nursing meeting and ancillary meeting have been scheduled for all three sites. Please reach out to your IS Business Partner if you have not received the meeting invite.
- Physicians can find on-call schedules in the QGenda app by selecting the Schedule button at the bottom of the screen. On-call schedules can also be accessed from NM Interactive or Physician Forum.
 - NMI > Resources > Clinical > QGenda.
 - Physician Forum > Vocera and QGenda Resources
- When searching for physician contacts in Vocera, confirm you are viewing the correct site. Vocera will default to the user's home site. The steps are outlined in the [contacts tip sheet](#).
 - Select the Northwest Region Hospitals option to see all physicians.
 - The project team is seeking clarification on the resident site. We expect an update shortly.
- Staff should record their name and a greeting with Genie.
 - Tip – do this in a quiet area to avoid background noise.
 - Review the [Record My Name](#) tip sheet for additional information.
- If an employee needs access to the Vocera console, place a ticket with MyNM Service Center. Be sure to detail what the employee will be using it for so that the correct access can be granted.

New Tip Sheets

The following tip sheets were created today and can be found on [NMI](#).

- [Call forwarding for unit-based staff](#)
- [Code response – NWR](#)
- [iPhone volume controls](#)

Resources

Find tip sheets and other support materials on [NM Interactive](#) and [Physician Forum](#).

Thank you to all physicians and clinicians for your hard work as we make this important clinical communications and on-call scheduling transition.