

Vocera & QGenda Daily Go-Live Debrief

Friday, May 19

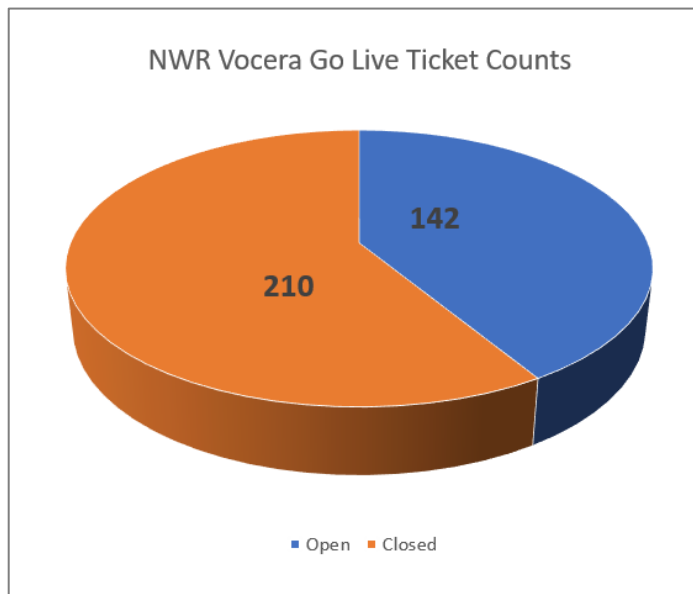
This daily report is your source for important Vocera and QGenda implementation news. It will be posted on Physician Forum > [Vocera and QGenda Resources](#).

Weekend Support

- Vocera rounders will be on site from 11 am – 6 pm
- If you need assistance, call MyNM Service Center at 312.926.4357 and press 1. Tickets marked as high or immediate priority will be addressed by the on-call teams.
- The support chats in Vocera will continue to be monitored.

Incident Statistics

The graph below displays the total number of open and closed tickets since May 16. The number of new tickets has continued to decrease, with only two tickets opened Friday morning. This has allowed the IS team to work through and close 40 tickets today.



Top Resolved Incidents for the Week

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 yesterday. 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.

2. Labor and Delivery at Huntley was pulling the baby ADT feed instead of the mother's feed. This was resolved Wednesday morning.
3. Security and 22222 not ringing in Huntley. This issue was resolved on Tuesday.

Emergency Code

Leadership teams met at noon today to review the updates to the stroke template and discuss emergency call. We will continue to call all codes through AlertMD first, and then through Vocera for the comfort of clinicians and staff. We will touch base again next week to determine when we will begin to use Vocera to call codes and use AlertMD as a backup.

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.
- 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.
 - Select McGaw Medical Center to see residents
 - Select Global to find all NM physicians.
 - Select a specific site to find physicians at that hospital e.g., Lake Forest Hospital
- 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 or Updated Tip Sheets

- [Genie Voice Commands](#)
- [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.