

Appendix E: Technology Platforms

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New Innovations:

New Innovations is an online platform used to log evaluations, duty hours and procedures. New Innovations is also available in an app.

How to login to New Innovations:



Evaluations

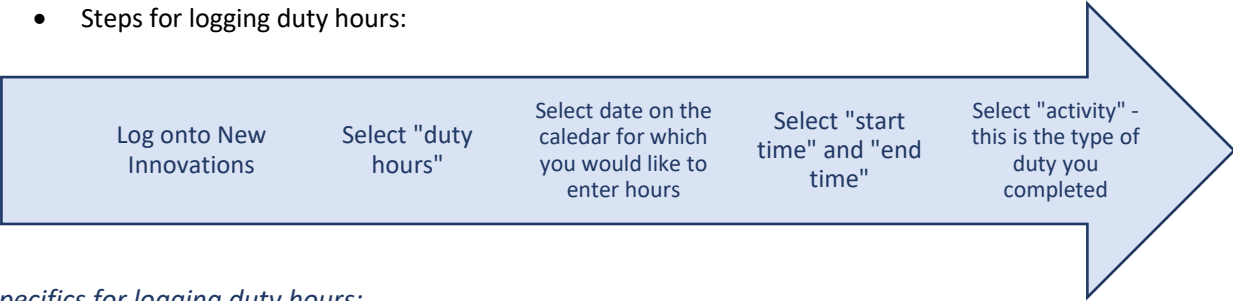
- Log into new innovations
- Select “evaluations”
- Select the staff/resident/intern that you want to evaluate.

Resident and Intern Evaluations (by Attending Physicians)	At the end of each rotation, attending physicians submit evaluations of their residents and interns based on the goals and objectives for the rotation.
Resident Evaluations (by Interns)	At the end of each rotation, interns submit evaluations of their supervising residents.
Intern Evaluations (by Residents)	At the end of each rotation, upper-level residents submit evaluations of their interns. Residents should provide direct and timely feedback regarding their intern’s performance during the rotation.
Attending Evaluations (by Interns and Residents)	At the end of each rotation, interns and residents submit evaluations of their attending physicians. These evaluations are aggregated in large time blocks and are completely anonymous. These evaluations are directly considered for faculty advancement and/or development.
Continuity Clinic Evaluations	These evaluations are completed by faculty members to give the training program feedback regarding the intern/resident’s performance in the continuity clinic.
Multi-Rater Evaluations	Periodically evaluations may be completed for interns and residents by non-MD, non-student healthcare professionals to give the training program feedback on their interpersonal communication, skills and professionalism.
Patient/Family Evaluations	Periodically evaluations may be completed by patients and/or family members for interns and residents to give the training program feedback on interpersonal communication, skills and professionalism.
Resident Self-Evaluations	These evaluations may be requested from interns/residents annually to promote practice-based learning and improvement.
Training Program Evaluations	All residents evaluate the program, the institution, and the hospitals via the ACGME survey each year. This is an anonymous survey, the results of which are reviewed during the Annual Program Review with the goal of improving the program.

Student Evaluations	Residents will be asked to submit an evaluation of medical students on their team. If you feel that the student is doing unsatisfactory work, you should discuss it with the attending before the middle of the rotation so they can notify the student with room for improvement. The student works with the resident every day, and the resident should provide constant feedback to the student. To be most effective, this feedback should include what the student is doing well, as well as areas for improvement. The performance of the student on the ward rotation counts for 50% of the final grade so this evaluation is a very important one.
End-of-Year Evaluations	At the end of each year, the ABIM requests from the Program Director a summative evaluation of each intern/resident.

Duty Hours

- Duty hours will be tracked by each resident in New Innovations. <new-innov.com>
- Residents are required to log their hours daily in the fall. If a certain percentage of residents do not comply with logging duty hours, this period of tracking will be extended.
- Steps for logging duty hours:



Specifics for logging duty hours:

Post-Call

- Any transition of care and educational activities done after 24 continuous hours of in-house duty must be logged with the correct duty type (“Transition of Care,” “Hand-offs,” “Conference,” or “Educational”). Hours logged past 24 as any other duty type, will create a duty hour violation, even if the resident was engaged in appropriate activities.
- The “Justifications” feature in New Innovations should only be used for those times when a resident stays past 24 hours “on their own initiative” for the reasons outlined in the ACGME Common Program Requirements [VI.G.4.b). (3)-*In unusual circumstances, residents, on their own initiative, may remain beyond their scheduled period of duty to continue to provide care to a single patient. Justifications for such extensions of duty are limited to reasons of required continuity for a severely ill or unstable patient, academic importance of the events transpiring, or humanistic attention to the needs of a patient or family*], not when they have stayed past 24 hours to perform transition-of-care activities. If transition-of-care activities are logged correctly, these hours will not cause a violation; thus, no need for a justification.

Days Off

- It is not necessary to log “Days Off”. New Innovations will recognize any period of 24 hours without any time logged as the 24-hour period free of duty that the ACGME requires. This does not apply to vacation or other leave time. Residents can continue to log leave time in the designated area.

Other Issues

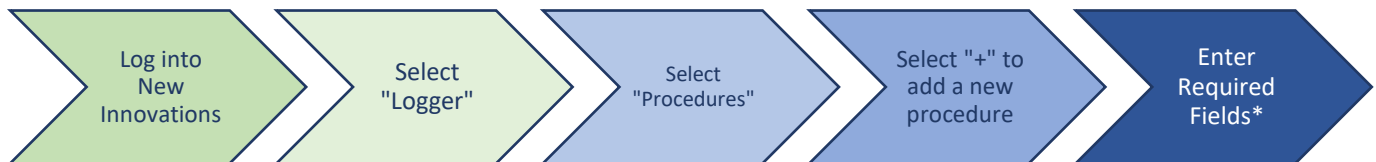
- Residents need to avoid leaving short periods of time during their day without any hours logged (meal break, time between call and conference, drive time between sites, etc.). These gaps cause short-break violations (less than 8-10 hours off between duty assignments). Once a resident reports for duty and until they get another 8-10 (or more) hours off, his or her hours should count toward the 24 hours maximum of continuous duty.
- When a resident is scheduled on a rotation that “belongs” to another program, he or she needs to use that program’s duty types. (When residents log hours while on another program’s rotation, the department option on the duty hour log screen will default to the department that owns the rotation.) It will not check for violations if a resident records a duty type that is not active in the other program’s basic configuration.

Procedure Logs

For certification in Internal Medicine, ABIM has identified a limited set of procedures in which it expects all candidates to have competency. Upon completion of your residency, it will be essential for you to have a log of the procedures you have performed to ensure technical competence and in obtaining hospital privileges. Procedures include, abdominal paracentesis, advanced cardiac life support, arterial line placement, arthrocentesis, central venous line placement, drawing venous blood, drawing arterial blood, incision and drainage of an abscess, lumbar puncture, nasogastric intubation, pap smear and endocervical culture, placing a peripheral venous line. After you have done a given procedure several times, you no longer need a supervisor's approval. All residents are to enter procedures in New Innovations, the same program used for completion of evaluations. These procedures are to be entered as they are completed so that an updated list will be available during faculty advisor meetings and so that they are not lost.

Steps for logging procedures:

**Patient ID, Date of procedure, Procedure, Location (VA/UAMS/ACH), role (observer/assist/primary perform), supervisor, and diagnosis*



EMR Remote Access:

UAMS

Remote Access on your Laptop

- Go to the following link and follow the instructions:
 - chrome-extension://efaidnbnmnnibpcajpcglcfindmkaj/https://www.uams.edu/it/eovirt/MyDesk%20Documentation%20Win10.pdf
 - **You can also call the UAMS IT help desk.** You can take your laptop to them in person, and they can assist you in setting up remote access.

Haiku (app for your phone)

- Download “Epic Haiku” in your app store.

- Go to your phone’s settings and find the Haiku app to configure the app

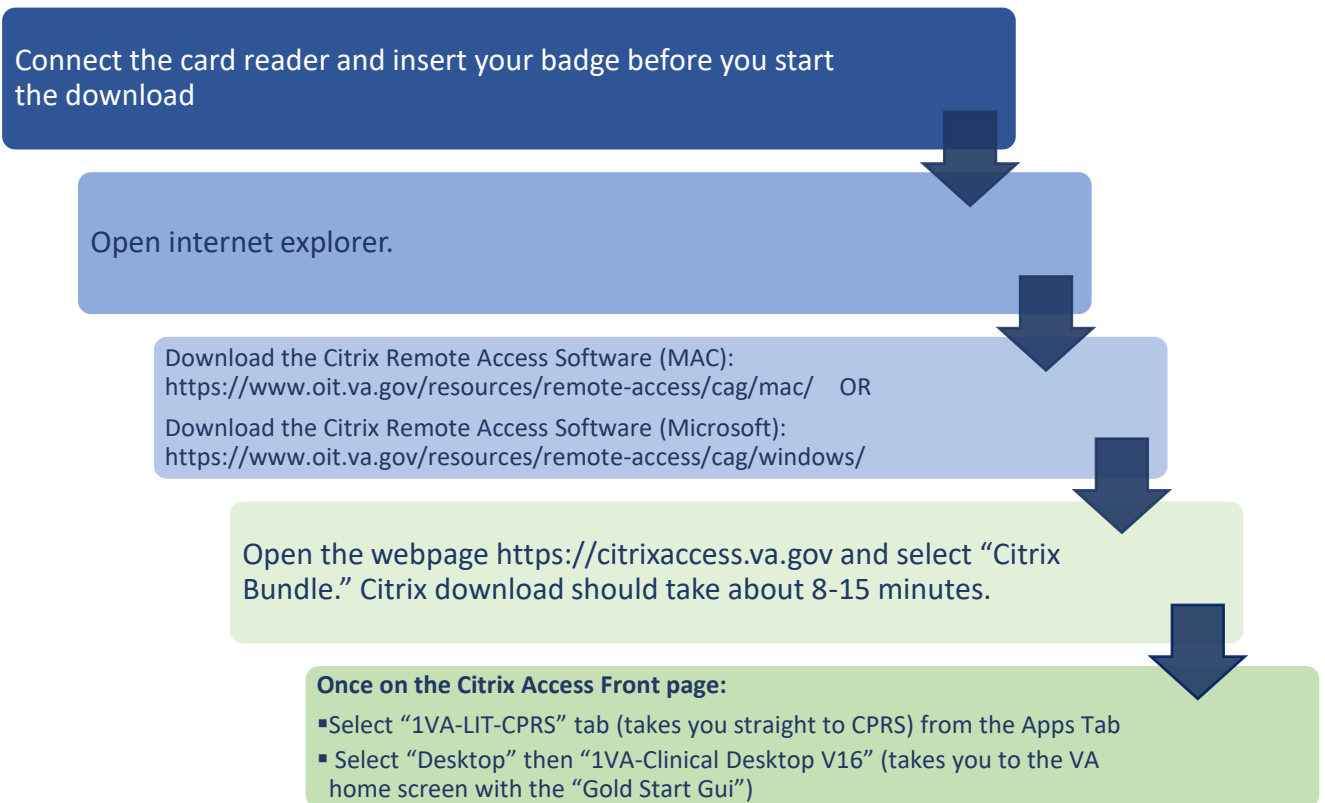
<u>Server</u> ucsoap.uams.edu	<u>Path</u> soap-prd-mobile
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- Open the app and enter in your epic login information. By doing this, IT will be notified of your request for Haiku access. You will receive an In Basket message once approval has been granted.
- **You can also call the UAMS IT help desk.** You can take your phone to them in person, and they can assist you in setting up the Haiku app.

VA

Two tasks will need to be completed before following the instructions below. First, you will need to contact Cyndi Shaw at the VA to request these privileges. Second, you will need to purchase a home card reader to connect to your laptop. You will need the home card reader and your badge to download the software onto your laptop. Several are available on amazon.

Remote access for your laptop



Dragon Medical One software

- At the VA, there is the capability to dictate notes using the “Dragon Medical One” software.
 - First step is to contact Cyndi Shaw and inform her you want to use this. You will receive an email once your account is set up. You will also receive more detailed instructions on how to use the software once the download is complete.
 - To download the dragon app on a VA computer:
 - Type “Software Center” in the search box
 - Look for Dragon Medical One and install, should take about 10mins for install



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Image of the Dragon Medical One app that you should select to start install.

Microsoft TEAMS:

Daily communication will occur on Microsoft teams including weekly conference schedule, weekly lunch schedule, reminders, updates, wellness events and more. Other ways Teams is frequently used is to stream and record daily noon conferences and to store important files for residents’ reference.

- You can download the Microsoft Teams software on your laptop. Simply google “Microsoft teams” and follow the prompts for download.
- You can also download the Microsoft Teams app to your phone. This is strongly encouraged since Teams is frequently used for daily communication and you will also enable you to open important stored files for your reference at any time.
- Log in: SAPID@uams.edu
 - The SAP ID is the same ID that you log into epic with
- Password: UAMS password

ERAVE Access:

This is the system we use to enter death certificates. You need this **before** you start on July 1.

- Watch this 5 min video, <https://vimeopro.com/healthyarkansas/vr20190906/video/358296194>, for an introduction on how to apply for ERAVE access and how to log-in to the ERAVE system for the first time.
- Fill out and **FAX** the attached ‘ERAVE User application’ form to 501-683-6646.
 - You can go to the house staff office to use their fax machine if you do not have one, or you can download a fax app on your phone. The Doximity app has a free faxing function as well.
- You only need to fill out the ‘applicant data’ part. The rest has been filled out for you.
- Shortly after you fax this in, you will be emailed with your unique log-in information.
- You can still apply for ERAVE even if you are still working on VISAs and getting your SSN.

PDMP Access

This is the system that allows us to verify that patients are filling their controlled substances.

- Go to <https://arkansas.pmpaware.net/identities/new> to register for an account.
- The tutorial of how to fill out the application can be found at chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://d1b1sdx6nwlphm.cloudfront.net/aware/default/updated_user_registration_tutorial.pdf.
- Your ‘User Role’ is ‘medical resident’
- For the spot where you enter your DEA number, enter AK 3349289-your Workday number, eg if your Workday ID is 123456, fill out AK3349289-123456