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A MESSAGE FROM THE SAINT LUKE'S CARE CMO

High Reliability Organizations

The concept of “high reliability organizations” (HRO’s) originated in industries that perform complex and potentially dangerous tasks such as the aviation and nuclear power industry. The result was safer and more efficient operations. In 2020 world-wide, the accident rate for scheduled commercial flights was less than one per million scheduled departures. Commercial airline travel is clearly the safest means of transportation compared to any other method of travel.

Thought leaders in the area of quality and patient safety have embraced this concept of developing high reliability organizations and are actively considering how to apply these methods to healthcare. And why not? Numerous studies have shown that 10-12% of hospitalized patients experience at least one adverse event during their hospitalization. The frightening follow-up statistic is about half of these adverse events were preventable if appropriate care standards had been followed. There is a clear opportunity to reduce variance and improve standards to give our patients not only the best, but consistently great outcomes.

The foundation of Saint Luke’s Care is evidenced-based medicine. The entirety of our Evidence-based Practice Teams (EPTs) are aligned with this tenet. We collaboratively construct order sets and smart sets for a given area of specialty from evidence-based standards. Historically, utilization of this clinical content has been voluntary. As the Saint Luke’s Health System moves forward, an emerging focus is on how best to utilize

our order sets and smart sets in a highly reliable manner.

The next step for Saint Luke’s Care is to foster a culture of high reliability through our latest initiative, the High Reliability *Order Set* Program. About 19% of our current 515 order sets already conform to this premise. Our goal is to make it easy to choose the correct evidence-based treatment for your patient by providing up to date clinical content that is associated with positive and predictable patient outcomes. Over time, we will identify high priority disease states and high value workflows to target so that more and more of our order sets will reflect highly reliable processes. Our approach will be data driven. We will have analytics to monitor adherence and outcomes related to these order sets. Ultimately, we believe this will better serve you as physicians and advanced practice registered nurses by delivering the best care to our patients through best practice workflows you can trust.

As always, we want to hear from you. If you believe that there is a better way to deliver evidence-based care, please let us know. We’re certain our aims are similar and are eager for any input from clinicians! We hope you have a great Saint Luke’s day!



William M Gilbirds II, MD

New Order Sets & Documents

MFM Diabetes Smart Set, Epic 1142/SYS-NEW

- Developed for MFM clinic use – contains lab and imaging/procedure panels. The content was developed and approved by the MFM providers and staff.

Observational Heart Failure Order Set, Epic 1114/SYS-NEW

- Developed by Dr. Bethany Austin and Evelyn Dean and approved by the Cardiac EPT. This new order set is a component of a system initiative (Community Hospital Admissions and Cardiology Opportunities) – trial observational HF admits from SLCC office in lower risk patients.

ED Maternal Hypertension Order Set, Epic #1130

- To couple with the BPA, a new ED Maternal Hypertension in Pregnancy Order Set was developed. The order set contains labs, consult orders for OB and MFM, anti-hypertensive medication options (IV/PO), seizure prophylaxis options (IV/IM magnesium), and eclamptic seizure treatment options.

New Therapy Plans

Protocol M19-148 Therapy Plan, Epic 1155/SYS-NEW

- This therapy plan supports a new Stroke Study at SLH. The content was developed by pharmacist, Sharon Bell and it was approved by the research team.

Belatacept (NULOJIX) – Renal Transplant De Novo, Epic #1085 / no SYS

- New therapy plan build request for renal transplant

Belatacept (NULOJIX) – Renal Transplant for Rapid Conversion, Epic #1413 / SYS-1698

- Updated transplant clinic phone number
- Added provider communication to ensure use of actual body weight and to not modify dosing weight unless >10% change

Belatacept (NULOJIX) – Renal Transplant for Standard Conversion, Epic #1372 / SYS-1697

- Updated transplant clinic phone number
- Added provider communication to ensure use of actual body weight and to not modify dosing weight unless >10% change
- Adjusted name to include “for Standard Conversion”
- Updated dosing to match standard dosing protocol

Eptinezumab, Epic #1157 / no SYS

- New therapy plan request for treatment of migraines

EPT Updates

Saint Luke's Care (SLC) Evidence-based Practice Teams (EPTs) are continuously meeting to address the needs of providers and other clinicians. Creating and modifying order sets and other clinical documents are just a few of these activities.

For more information on EPT activities and SLC multidisciplinary projects, click [HERE](#) to view the most recent updates.

- Anesthesia EPT
- Cardiovascular EPT
- Infectious Disease EPT
- Neurology EPT
- OB EPT
- Opioid Stewardship Program
- Radiology EPT

Primary Care EPT Physicians and APPs: Collaborative Practice Agreements

The team completed the final work product ahead of schedule! The following recommendations will be incorporated into Collaborative Practice Agreements and be reviewed on an annual basis.

Well-defined conditions:

- Refer to evidence-based clinical recommendations from AAFP and/or ACP

Noted Exceptions:

- Type II Diabetes: refer to AACE guidelines and SLHS algorithm attached
- COPD: refer to GOLD guidelines
- Hypertension: refer to JNC-8
- Hyperlipidemia: refer to ACC/AHA

Endocrinology Exclusions:

- Hyperthyroidism
- Type I Diabetes
- Thyroid Cancer

SHOUT OUTS

Shout out to our incredible Order Set Build Team – these folks working behind the scenes to ensure content revisions are executed never get enough credit. **Giuliana Swift, Vickie Hanson, Dana Dutcher, Luanna Thomas, Kyle Hugueley, Danielle Rawlings and Lindsey McGreer** - thank you for your continued dedication, commitment to excellence and strong customer service. We closed over 300 tickets last year and in this day and age there is no such thing as a “simple” request! You are all amazing and so very appreciated.

Saint Luke's Care would like to send a big shout out and thank you to those professionals dedicated to helping register and administer COVID-19 vaccines. Because of you our Community is feeling a little safer today.

Saint Luke's Care bids a bittersweet farewell to our cherished Clinical Project Manager, **Megan Hibler**. SLHS Neurosurgery gained a loyal, hardworking, dedicated, amazing employee! Thank you Megan for over 7 years of service to SLC. We miss you already!