TOP 11 ISSUES

1. Overall system slowness (particularly at log-in), to be remediated with reboot at 2:25 PM
2. Ensuring patients admitted on paper during downtime procedures have appropriate admission order and attending signature within eStar prior to discharge
3. Credit card machines not reading swipes in at least one clinic (exploration underway as to other impacted areas)
4. Bar code scanners not working in some areas
5. Zebra (armband) printers not functioning in some areas
6. Additional education needed for providers and nurses on how to review and reconcile backloaded orders with current treatment plan
7. PSRs cannot bypass insurance verification screens in walk-in clinics

KEY METRICS

- More than 6,500 users logged into eStar as of 10:00 AM this morning
- More than 350 VUMC clinicians and nurses participated in pre-Go Live bedded patient backload effort
- More than 1,100 unique steps performed as part of cutover (switch to eStar) effort
- High proportion of first-day Pegasus tickets relate to security/access, as expected

MAJOR WINS/ISSUE RESOLUTIONS

- Operating rooms all full and performing cases; ORs were experiencing some log-in/access issues for some residents (resolved quickly)
- More than a dozen nurses in our pediatrics cancer clinics had trouble accessing eStar—log-in issues have been remediated

SUPER eStar

Our transition to eStar would not have been successful without the amazing contributions of our Go Live activation team, which was led by Erin Tickle and Nancy Evans. The individual teams included:

- The data backload team led by Rachel Lassiter and Kathy Moss
- The cutover team, led by Peter Shave and Karen Hughart
- The operational readiness team, led by Brent Moseng
- The at-the-elbow support team, led by Wendy Kiepek

OTHER NEWS

- Use the VOOM Migration tool to ensure remaining VOOM orders are accessible via eStar and worked—see video here for overview on how to use this temporary tool: https://epicleap.mc.vanderbilt.edu/content/estar-voom-migration-tool
- Tip Sheets—which provide useful information on how to optimize your use of eStar—are available within eStar’s Learning Home Dashboard, as well as the Tip Sheets tile within Hubbl (look under the relevant eStar app)
- Don’t forget to be mindful of your own well-being in navigating the transition—there are a number of fun activities planned around the Medical Center: https://ww2.mc.vanderbilt.edu/vumcnursewellness/50139
- Continue exhibiting great Vanderbilt CREDO behavior throughout the change—this transition would not be possible without all of us remembering “It’s Who We Are”
- Remember that you can also access eStar on any Internet-connected computer by going to https://virual.vumc.org (for computers you use frequently, you can load eStar on your system by visiting https://getestar.vumc.org)