Out of Control Workqueues

Everyone needs a Workqueue
Maintenance of Epic Error Workqueue

In the beginning, everyone believes they need an error workqueue in Epic. I truly believe they have good intentions and I believe everyone wants to resolve the errors. After go live, reality may shift and perhaps the workqueues are not as important as they originally thought.

Wait about 6 Months After Go Live

Epic Error Workqueues – allow users to review the inbound messages coming into Epic and resolve errors that prevent them from filing.

I like to wait about six months post Epic go live to wait to see what the new normal is. If you are the one who manages Epic Bridges, you know exactly what I am talking about. You have a list of Workqueues and you can tell quickly if anyone is working them.

I realize for some organization this may be more of a political battle, but from a system overhead, I would argue that unused workqueues should be removed. At the very least, reviewed to see why they are not being used.

In the beginning, people believe that these errors MUST be resolved and for most, that is true. However, the new normal may prove that is not the case.

About D288 IT Solutions
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D288 IT Solutions is a consulting/service firm that focuses on the success of your integration. We offer a wide variety of consulting services to meet the needs of your organization.

In today's culture, it is not enough to be the typical consulting/service firm. There are dozens of organizations that can tell you what you already know or place a body in a chair. What every CIO and Director strives for in an outside firm is benefit joined together with partnership.
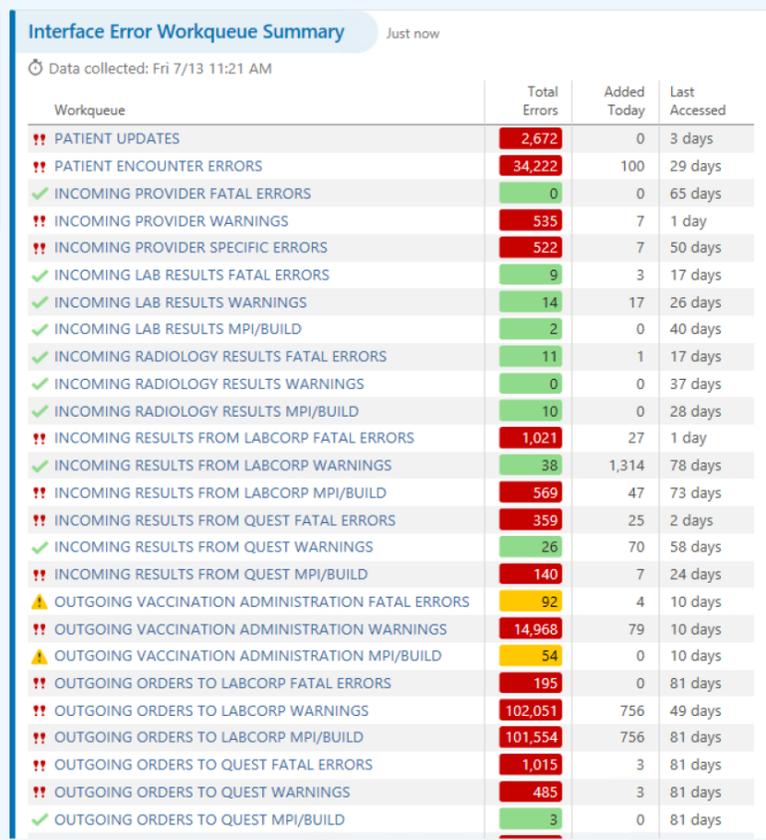
D288 IT Solutions is based out of Syracuse, NY and our workforce is based solely in the United States. Our consultants offer our clients expertise in their perspective technology, workflow and hospital experience.

Does Your Environment Look Like This?

This is from a large multiple hospital Epic site. It is easy to tell which queues are being worked and which ones are not. In some cases, people use the workqueues more like a report. Can I recommend that it would be better to give them a report versus the workqueue. The report doesn't have the overheard like the workqueue. If it is a need to know, the go with the report.

Asking the Tough Questions

I would strongly encourage all the Epic Bridges owners to ask the tough questions. Put a list of criteria together that allows you to focus on which ones are not being worked. For example, the last access and the number of total errors are good ones. Contact the owner of the workqueue and ask do you still need these? It can be as simple as emails or a quick phone call. If the answer is yes, then I would remind them that the last

Interface Error Workqueue Summary — Just now			
Data collected: Fri 7/13 11:21 AM			
Workqueue	Total Errors	Added Today	Last Accessed
‼ PATIENT UPDATES	2,672	0	3 days
‼ PATIENT ENCOUNTER ERRORS	34,222	100	29 days
✓ INCOMING PROVIDER FATAL ERRORS	0	0	65 days
‼ INCOMING PROVIDER WARNINGS	535	7	1 day
‼ INCOMING PROVIDER SPECIFIC ERRORS	522	7	50 days
✓ INCOMING LAB RESULTS FATAL ERRORS	9	3	17 days
✓ INCOMING LAB RESULTS WARNINGS	14	17	26 days
✓ INCOMING LAB RESULTS MPI/BUILD	2	0	40 days
✓ INCOMING RADIOLOGY RESULTS FATAL ERRORS	11	1	17 days
✓ INCOMING RADIOLOGY RESULTS WARNINGS	0	0	37 days
✓ INCOMING RADIOLOGY RESULTS MPI/BUILD	10	0	28 days
‼ INCOMING RESULTS FROM LABCORP FATAL ERRORS	1,021	27	1 day
✓ INCOMING RESULTS FROM LABCORP WARNINGS	38	1,314	78 days
‼ INCOMING RESULTS FROM LABCORP MPI/BUILD	569	47	73 days
‼ INCOMING RESULTS FROM QUEST FATAL ERRORS	359	25	2 days
✓ INCOMING RESULTS FROM QUEST WARNINGS	26	70	58 days
‼ INCOMING RESULTS FROM QUEST MPI/BUILD	140	7	24 days
⚠ OUTGOING VACCINATION ADMINISTRATION FATAL ERRORS	92	4	10 days
‼ OUTGOING VACCINATION ADMINISTRATION WARNINGS	14,968	79	10 days
⚠ OUTGOING VACCINATION ADMINISTRATION MPI/BUILD	54	0	10 days
‼ OUTGOING ORDERS TO LABCORP FATAL ERRORS	195	0	81 days
‼ OUTGOING ORDERS TO LABCORP WARNINGS	102,051	756	49 days
‼ OUTGOING ORDERS TO LABCORP MPI/BUILD	101,554	756	81 days
‼ OUTGOING ORDERS TO QUEST FATAL ERRORS	1,015	3	81 days
‼ OUTGOING ORDERS TO QUEST WARNINGS	485	3	81 days
✓ OUTGOING ORDERS TO QUEST MPI/BUILD	3	0	81 days

accessed is X. Perhaps, they just need a reminder to go out there and start back into it. I have also found that the person responsible for the duties has since left the organization and they need to reassign the duties to someone else. There are many times when the user states they don't need the workqueue any longer. Great! You can remove it. At least once a year, go through this process. It will help keep bridges running more efficiently.

D288 IT Solutions, LLC was founded by Kevin L. Frederick in 2010, a former Vice President and CIO of a health system, who was always in search of a company that could assist him in seeing the "big picture" and then help him achieve it in a practical approach.

D288 IT Solutions started in the early years with general HIT consulting. However, Kevin realized quickly that there was a large need for vendor neutral integration services. In 2013, D288 IT Solutions re-launched itself focusing on integration. At the same time, we launch a series of webinar to help the health care IT professional grow in their knowledge of HL7. "It is startling the number of individuals that have no foundation of what HL7 really is." states Kevin Frederick

"It has been an honor and privilege to serve every client." says Frederick, "Founding this organization has been an amazing adventure, and I am deeply humbled to be part of this company. My only regret, is that I did not do it sooner."

The goal of D288 IT Solutions, LLC is to support the IT advances of hospitals and healthcare through integration. To come along side and assist with their strategic vision and objectives.

For more information visit us at http://www.d288itsolutions.com