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Sentara Internship
Reflection #2

After another 50 hours of the internship as an IT Clinical Systems Intern, I have begun my “SaveClicks Alert Optimization Project.” In simple terms, my role in this project is to take a BPA (Best Practice Advisory), which is an alert that notifies clinicians about specific warnings, and find a way to improve its overall effectiveness. To help me gain a better understanding of BPAs and how to configure their builds, my project mentor assigned me a BPA training companion to teach me and take notes on. The training companion provided text and a step-by-step guide that allowed me to explore Epic and get a feel for how the EMR software works. Once I felt comfortable enough, I chose which BPA I would work to improve. My particular BPA is a warning that deals with ischemic stroke that has only been 6.2% effective in the past year. My job now is to utilize the tool “SlicerDicer” to analyze the breakdown of its effectiveness. Aside from working on my project, Sentara has offered many opportunities that I have benefited from and that will help me in the future. I was given a tour of Sentara’s data center, which houses rows upon rows of computers connecting much of the Sentara network across Virginia. I was also able to shadow the IT team as they launched one of their big projects. Additionally, Sentara has provided me with professional career help. They offer a weekly internship series that gives career advice such as resume help and interview tips, and I was able to have a professional headshot taken to use for work profile pictures and LinkedIn. During these 50 hours of my internship, I feel that I am gaining valuable experience through hands-on work and receiving professional development support.

Screenshot of BPA training companion:

The screenshot displays the Epic UserWeb Galaxy interface for the CLN2210v BestPractice Advisories Basics training companion. The sidebar on the left contains a table of contents with the following items:

Pre-Class Tasks
Pre-Class Tasks: Start Here
Step One: Make Sure You Know the Following
Step Two: Complete the Overview of Clinical Decision Support Self-Assessment
Step Three: Learn the Basics About Rules (CER)
Step Four: Find Badge Documentation
Step Five: Learn the Basics about Boolean Logic
Step Six: Confirm Training Environment Access
Step Seven: You're Ready for Class!

The main content area is titled "CLN2210v BestPractice Advisories Basics" and includes the following information:

- Download Options, Link, Share, and a note: "As always, remember your responsibilities for safe use of the software. Last Significant Update: 05/11/24"
- Request project specification for this version by: October 18, 2024
- Submit project for this version by: November 22, 2024
- Request exam for this version by: October 11, 2024
- Materials and assessments for the next version available: October 20, 2024

Below this information, there is a section for "Pre-Class Tasks" with the heading "Pre-Class Tasks: Start Here". The text states: "Welcome to the BestPractice Advisories Basics Badge! BestPractice Advisories (BPAs) are the most flexible, widely applicable decision support tool in Epic. BPAs can:"

- Analyze an immense range of patient criteria.
- Appear passively in clinical navigators.
- Intrude on certain workflows (such as placing orders, filing flowsheet data, or administering medications).
- Fire behind the scenes, triggering task templates or sending In Basket messages.
- Prompt users to take follow-up actions such as place suggested orders, add diagnoses or allergies to the chart, etc.
- Allow or require users to acknowledge and/or dismiss them by choosing from a list of reasons.

Below the list, a note states: "Because BPAs are so powerful and adaptable, they require a great deal of design and careful setup. You must understand the discrete data you're using to trigger BPAs, as well as the logic used to evaluate those criteria. In this badge, you'll learn to create BPAs that evaluate critical patient data, such as diagnoses, labs, and orders. You'll also create passive BPAs that appear in navigators and allow users to act on or dismiss them at their own discretion."

A yellow box with a red exclamation mark icon contains the text: "Please complete this entire chapter before attending virtual class. In class, your instructors will assume that you have completed this entire chapter."

At the bottom, there is a section for "Prerequisite Certification or Proficiency" with the text: "In order to get certified in the BPA Basics Badge, you must be proficient, accredited, or certified in a prerequisite training track. To see the full list, go to the Course Catalog (https://training.epic.com/coursecatalog)."

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Screenshot of SlicerDicer tool (For privacy reasons I cannot show some information):

