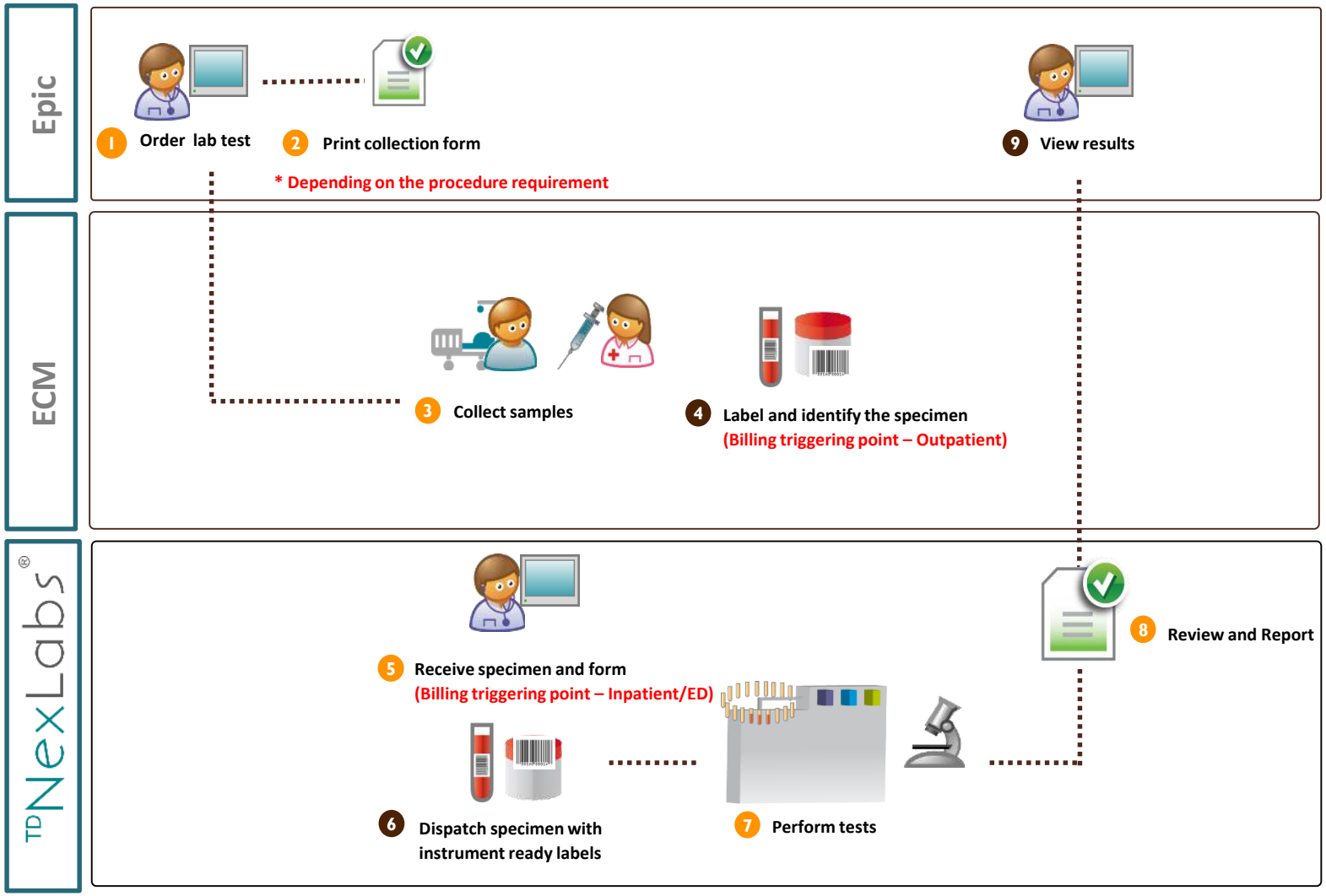
ECM Trainers Training

Agenda

- End to End Workflow
- Sample Collection Process
- Performing Order Search
- Label display for OGTT test
- Items To Take Note
- Demo
- Simple Troubleshooting Guide
- Q&A Session
- Label Description
- How to perform labeling and correct orientation of specimen labeling

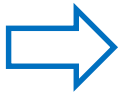
End to End Work Flow

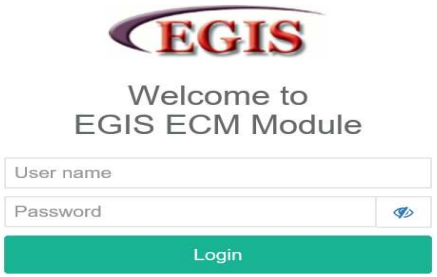


Sample collection process

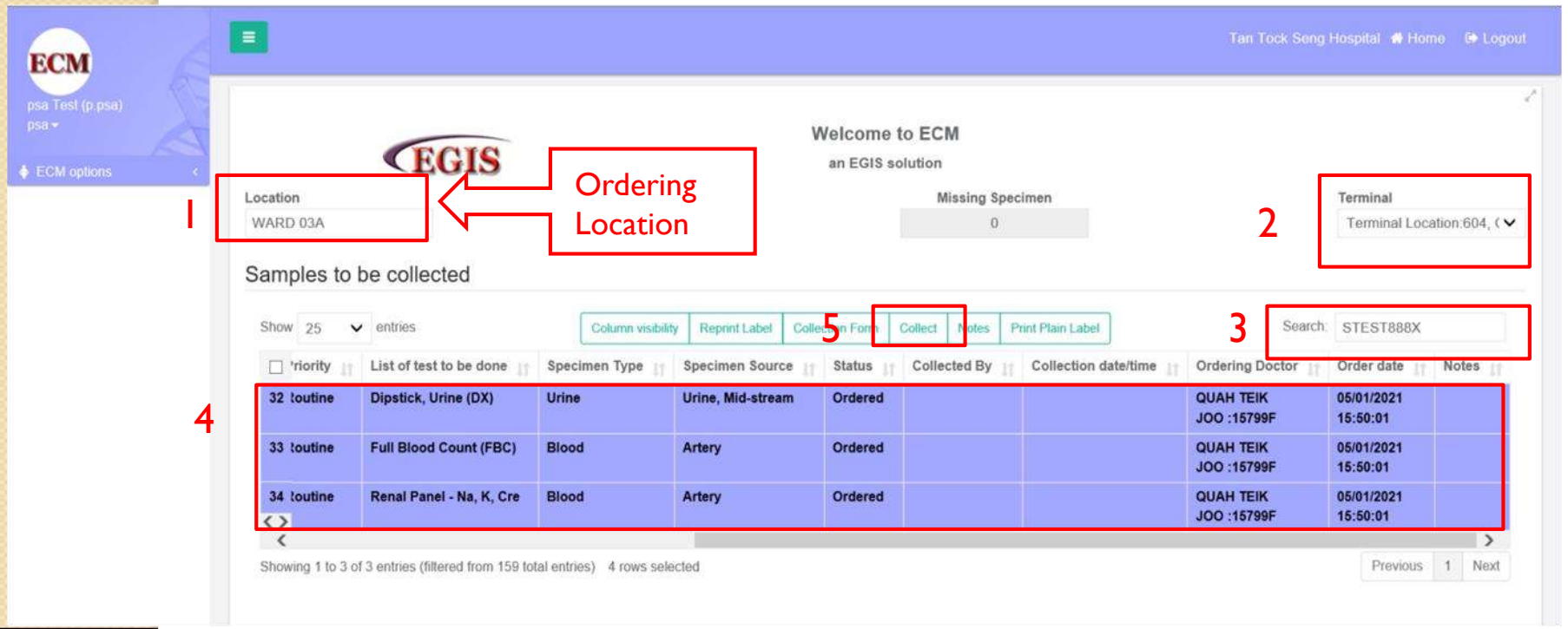
INPATIENT

Launch ECM
icon from user desktop
or context switch (pending build)



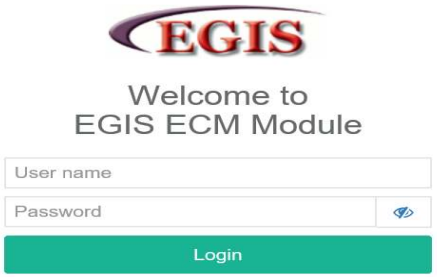


Login to TTSH ECM with NHG ADID
account and password



Sample collection process

Launch ECM
icon from user desktop



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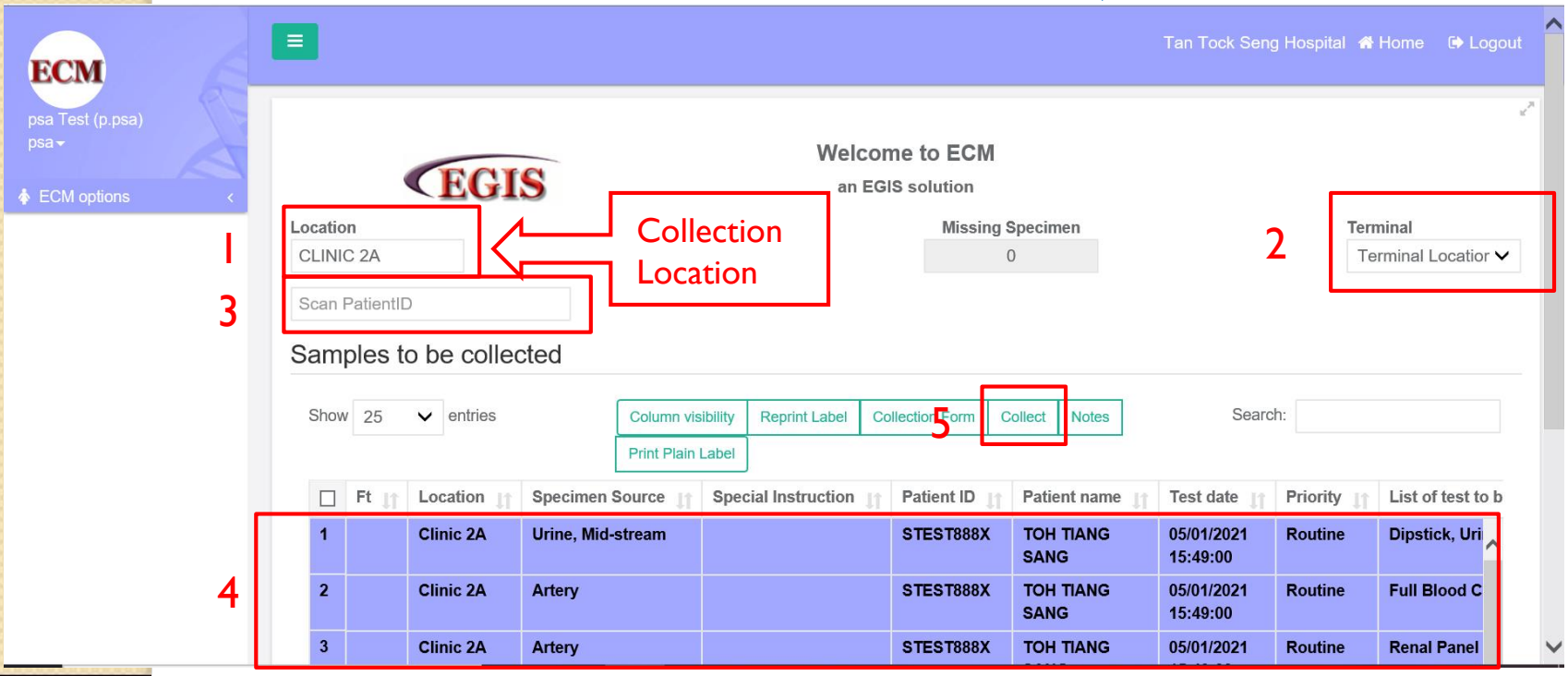


Sample collection process

Sample collection

Patient ID: STEST888X (6)

Patient name: TOH TIANG SANG

Return to main page (10)

Seq. 01	Seq. 02	Seq. 03	Seq. 04	Seq. 05	Seq. 06	Seq. 11	Seq. 12
LightGreen	Purple	Plain 20ml co					
Re-Print	Re-Print	Re-Print					
Blood	Blood	Urine					
1013143232	1013143231	1013143233					
Artery	Artery	Urine, Mid-str					
Renal Panel - Na, K, Cre	Full Blood Count (FBC)	Dipstick, Urine (DX)					

7

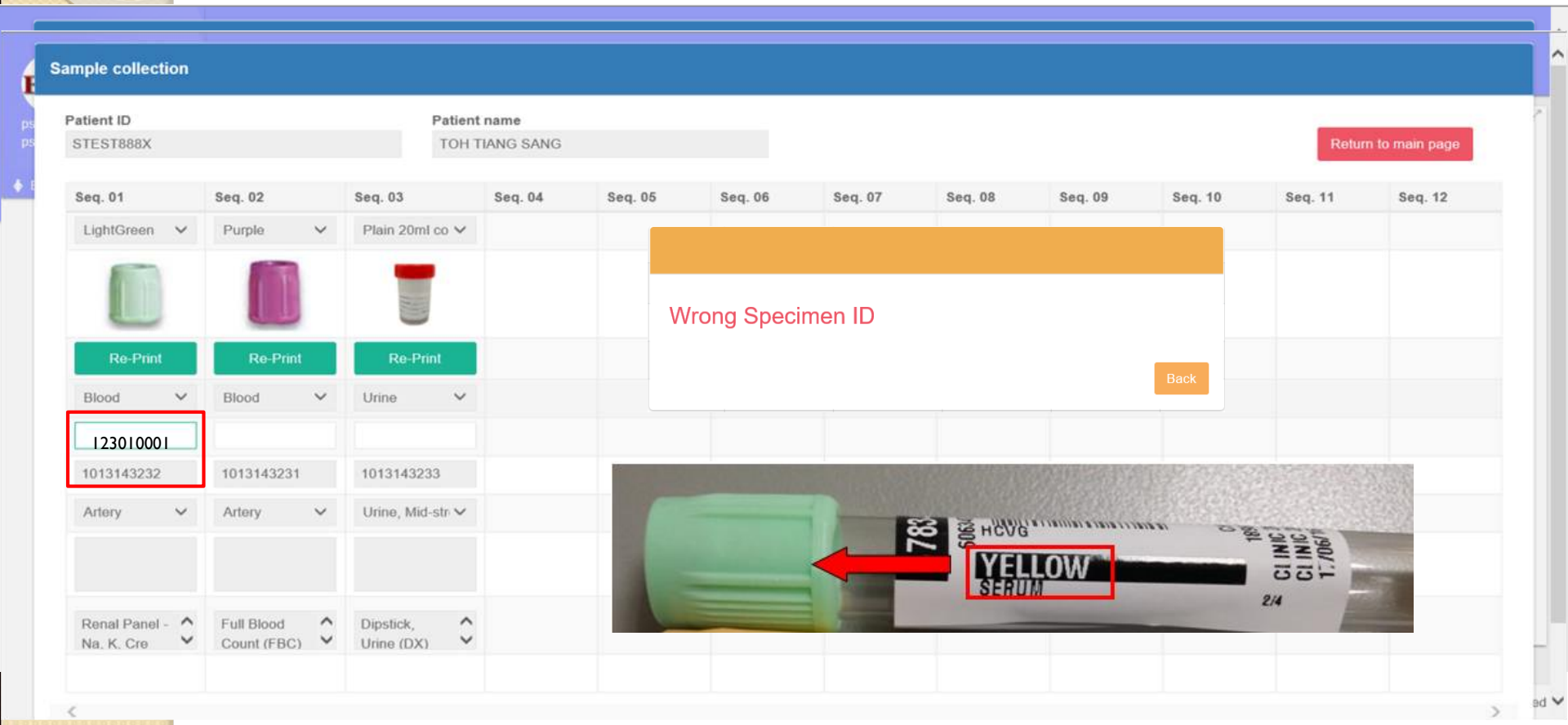
9

Scan SID barcode after sample collection

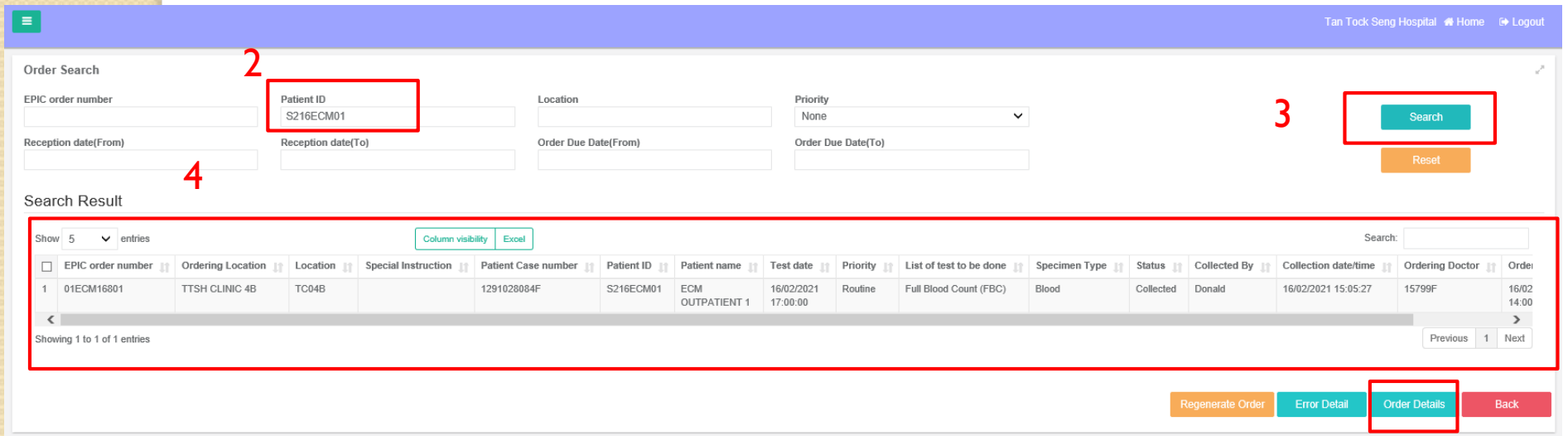
8

Sample collection process

When a wrong specimen ID is scanned



Performing of Order Search (1/2)



Performing of Order Search (2/2)

To access functions such as

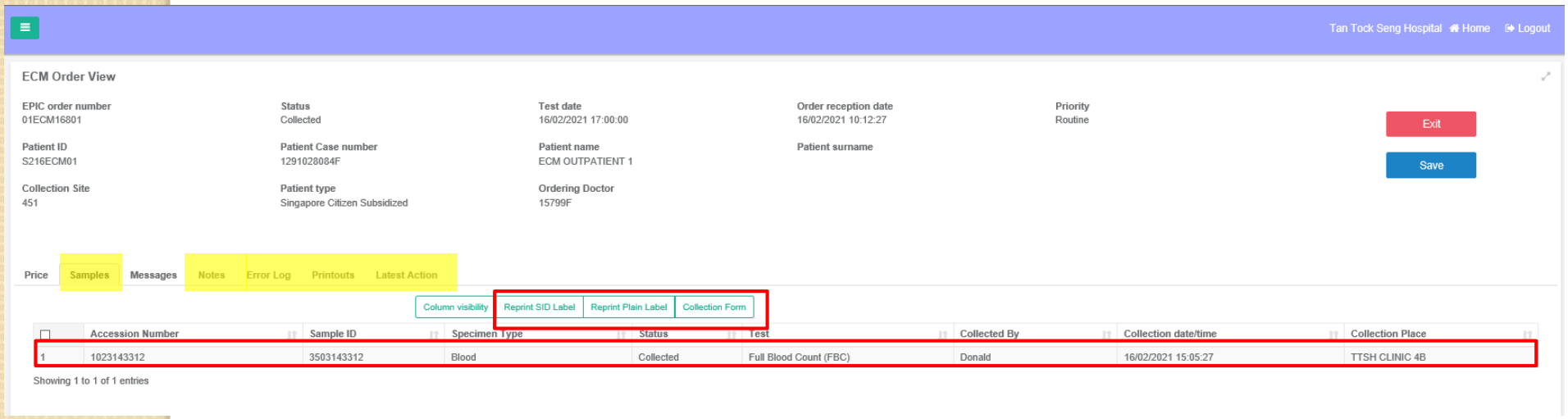
(a) Reprinting of labels/Collection Form

(b) Notes

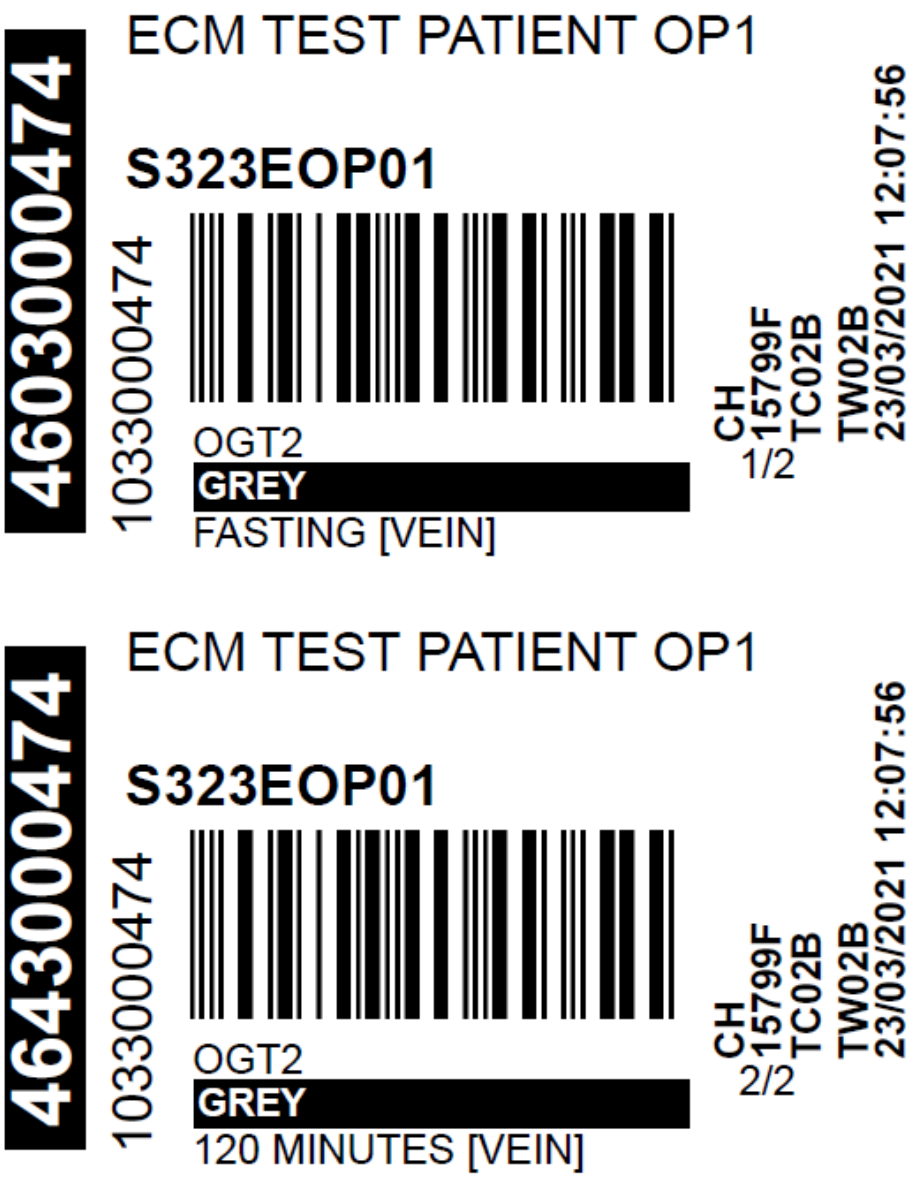
(c) Error Log

(d) Printout Performed

(e) Collection History



Label display for OGTT test



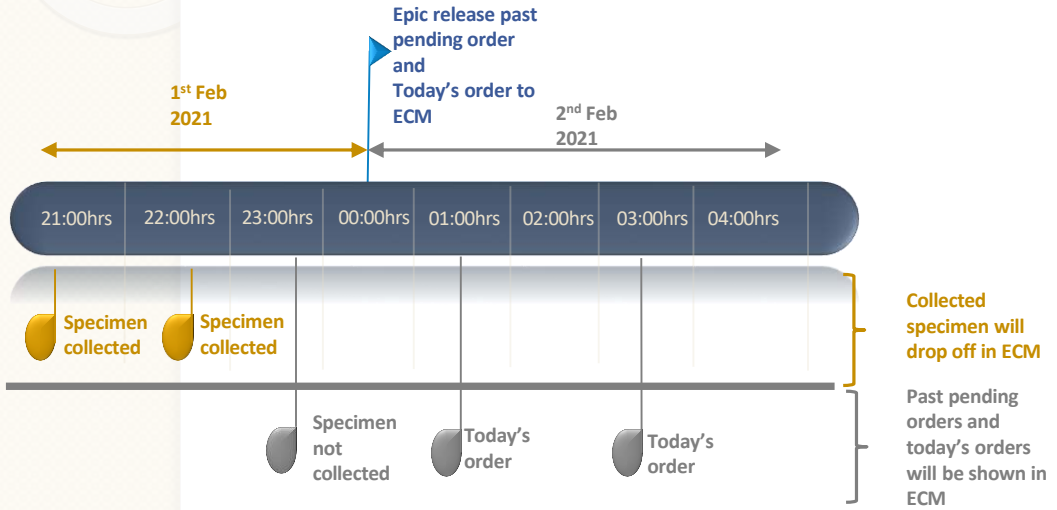
Items to take note

Item	Things to take note
Tests that can be collected in ECM	Pending orders to be collected are displayed - Blood, stools, swabs can be collected in ECM - Pathology test are not collected in ECM (The detailed list of tests included and excluded from ECM can be found in ECM e-learn and Intranet - Lab notice board).
Printer setup	-Using wireless printer, printout will be automatic printed to the printer
Cancellation of test after collection is performed	-No change in the current workflow, nursing to work with lab on the cancellation of test.

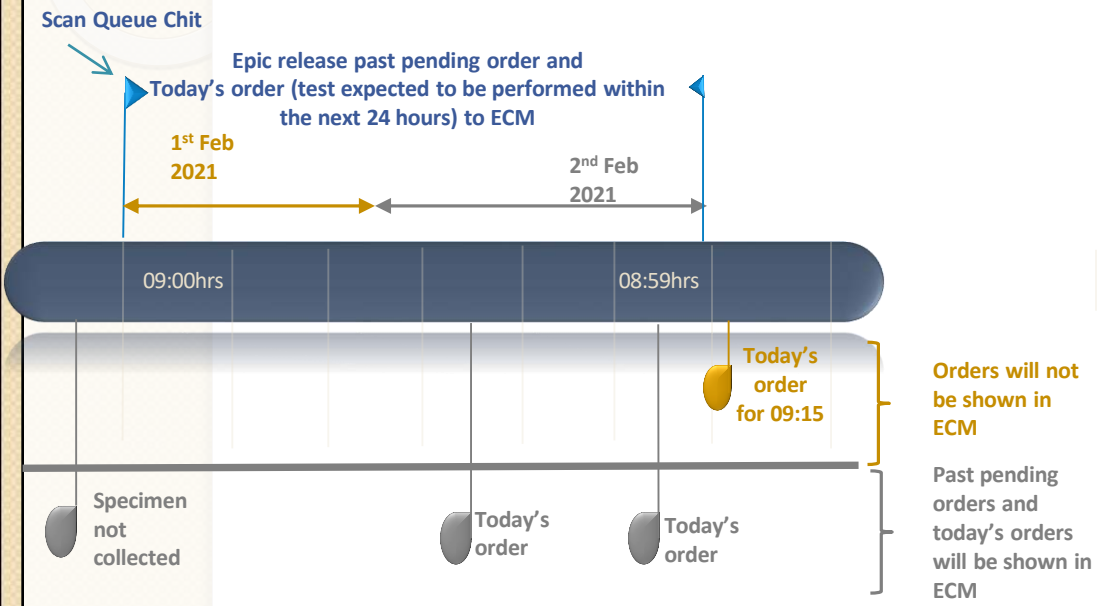
Items to take note

Item	Things to take note
GXM Test	- For GXM Test, authorised collector need to sign on both the collected specimen tubes and collection form. • PSAs are NOT allowed to do GXM. • Certified RNs are allowed to take GXM.
Collection Performed at Different Location	<u>SOC/ED</u> - Displays all pending collection procedure for the selected patient regardless of the ordering location - 1 specimen collector serving 1 patient at a time based on the Q-ticket in SOC/ED <u>Inpatient</u> - Display only pending collection for the selected patient in the selected ward - 1 specimen collector serving different patients that is in the ward
Context Switch (pending build)	Pending build – in future will be able to open ECM from Epic.

Items to take note

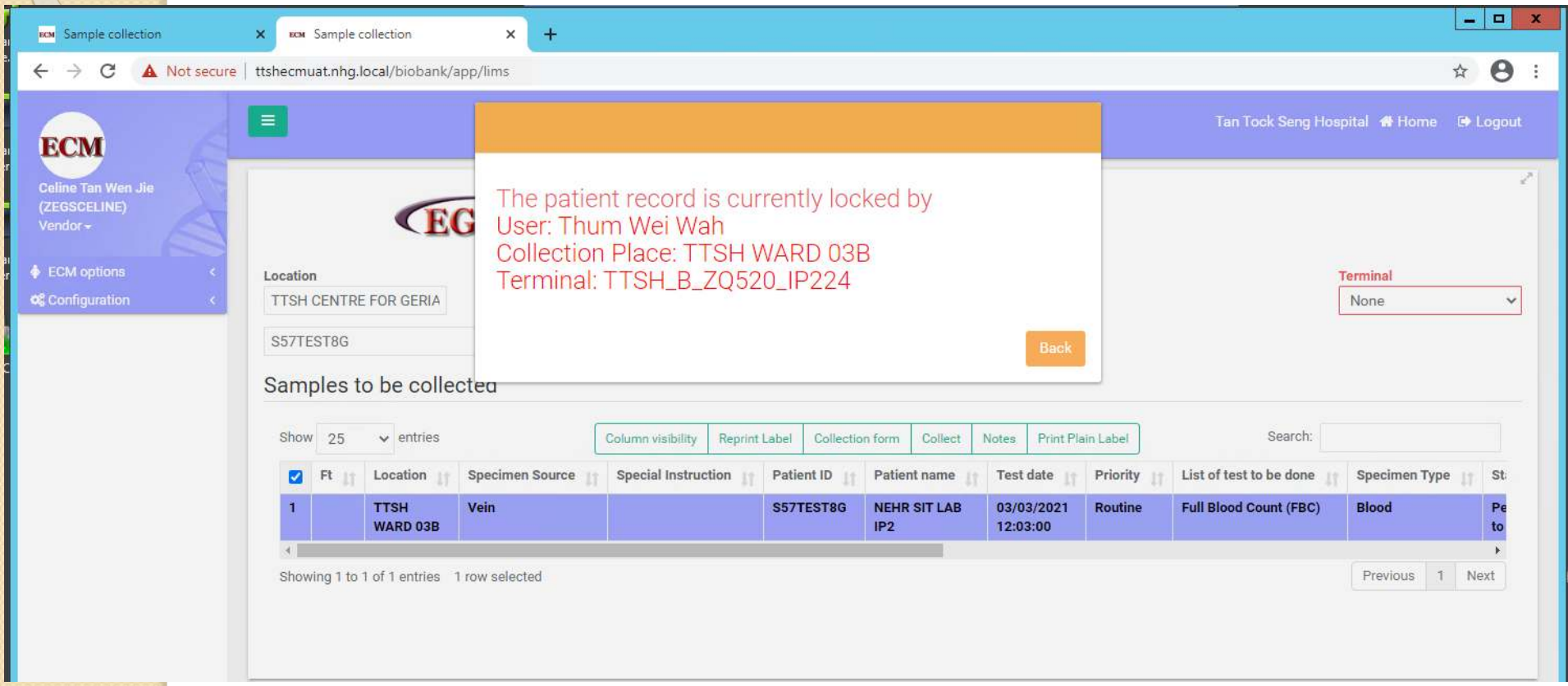
Item	Things to take note
Future orders will not be seen in ECM 	**<u>Inpatient or ED</u> (Orders are date-based)** - Today's and previously pending orders will flow into ECM from Epic after 12 midnight If future orders needs to be collected, nurses are to manually release from Epic

Items to take note

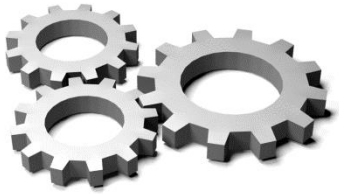
Item	Things to take note
Future orders will not be seen in ECM 	**<u>Outpatient</u> (Orders are time-based)** - Pending and today's orders (test expected to be performed within the next 24 hours) will automatically flow into ECM when the patient is actualized in Epic by scanning the Q- Ticket If future orders needs to be collected, nurses are to manually release from Epic

Items to take note

When multiple user access the same patient record

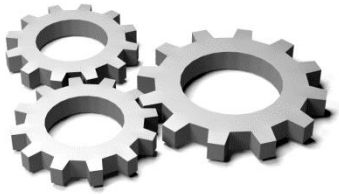


LIVE DEMO



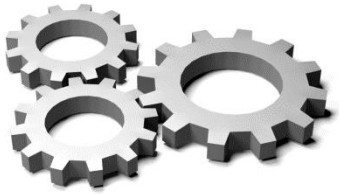
What you have learned

Topics	What you had learned
Accessing and Login to ECM	(1) How to Login ECM. (2) How to launch ECM from user PC. Note: Only NHG AD ID account can be used to login to ECM
Reaching ECM Home Page/Electronic Worksheet	(1) User role access - Perform sample collection and order search (2) Step by Step guide to use Electronic Worksheet (3) The type of specimen/test that can be collected in ECM - Blood, stools, swabs can be collected in ECM - Pathology test are not collected in ECM - For add test –> to use Epic to print add test form (4) The important information that is available in Electronic Worksheet Screen (Priority, Fasting, Precautionary Measures, Special Instruction, Notes, Missing Specimen Prompt) (5) Select an order of the patient to be collected and click on the Collect button and perform full collection



What you have learned

Topics	What you had learned
Performing Sample Collection	(1) Perform patient identification for inpatient (2) Plain/SID and collection form (for GXM and other BTS test) will be printed (3) Tube identification by scanning SID label after the sample is collected (4) Click Return to main page to complete the collection.
Other scenario for Sample Collection	(1) An incomplete panel/profile test (2) Aborting collection as patient specimen cannot be collected (3) Perform a partial collection of order with the following functionality a. Re-print SID labels b. Tube identification after sample collection c. Patient incorrectly identified, incorrect tube identification
Performing order search	Perform order search for the following functionalities: a. Patient Status and procedures order history b. Troubleshooting on any incident

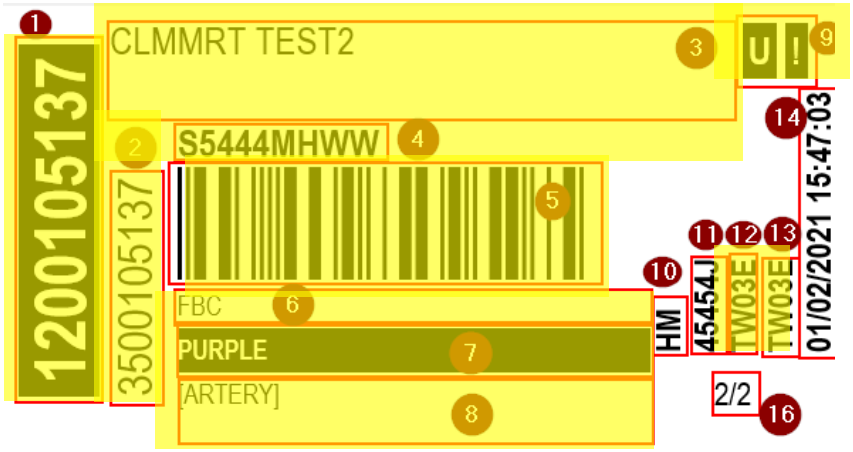


Troubleshooting Guide

Incident	What to do
Unable to login to ECM	➢ Check that user entered NHG ADID username and password ➢ Check that user can login to PC with the same NHG ADID username and password ➢ If user is unable to login to PC, contact ITD-HELP 1800-483-435 to unlock the account
Unable to locate the order in ECM	➢ Specimen is not due for collection within 24hrs ➢ Order is to be collected using Epic's platform ➢ Wrong patient is selected
Unable to locate labels/collection form	➢ Check that the correct terminal is selected ➢ Perform an order search to reprint the labels/collection form
Printer is faulty	➢ Perform a check and ensure that printer is switched on, contact ITD-HELP 1800-483-4357 if the printer is faulty.

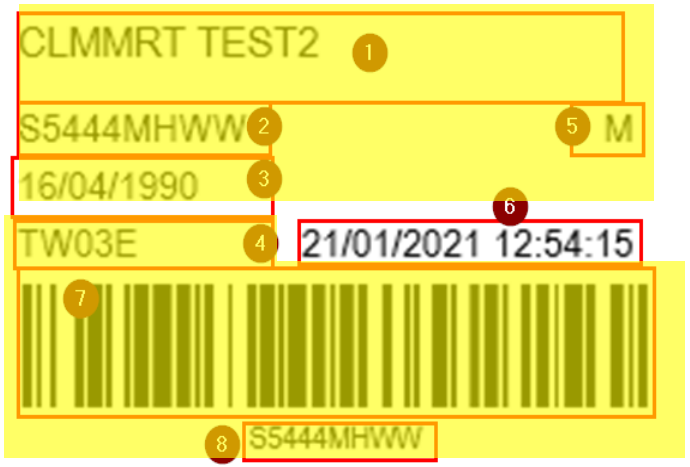
Q&A Session

SID labels



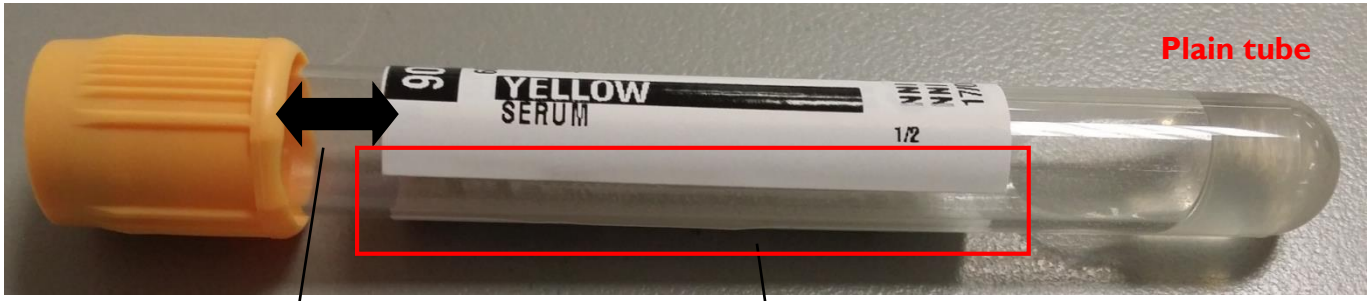
No	Description	Content
1.	Accession Number	Accession Number
2.	SID Number	SID number
3.	Patient Name	Patient Name
4.	Patient NRIC	Patient NRIC
5.	SID Bar Code	Barcode for SID number
6.	Test Code	Test code
7.	Container	Will not show if the ordered test don't have container.
8.	Specimen Type	Specimen Type or Specimen Source
9.	Priority	"U" : Urgent Status "!" : Fasting Status
10.	Test Subcategory	Display subcategory of the test
11.	Doctor Code	Display doctor code
12.	Collection Place	Display collection Place
13.	Order place	Display order place
14.	Print time	Date time form is printed
15.	Pages	Total number of labels to be printed

Plain labels



No	Description	Content
1.	Patient Name	Patient Name
2.	Patient ID	Patient NRIC
3.	Date of Birth	Date of Birth (DD/MM/YYYY)
4.	Collection Place	Collection place Ward/Clinic location
5.	Gender	Display: "F", "M", "O" or "U" F: Female M: Male O: Other U: Unknown
6.	Print Date	Date time form is printed DD/MM/YYYY HH:MM:SS
7.	Barcode of Patient ID	Barcode of the Patient ID
8.	Patient ID	Patient NRIC

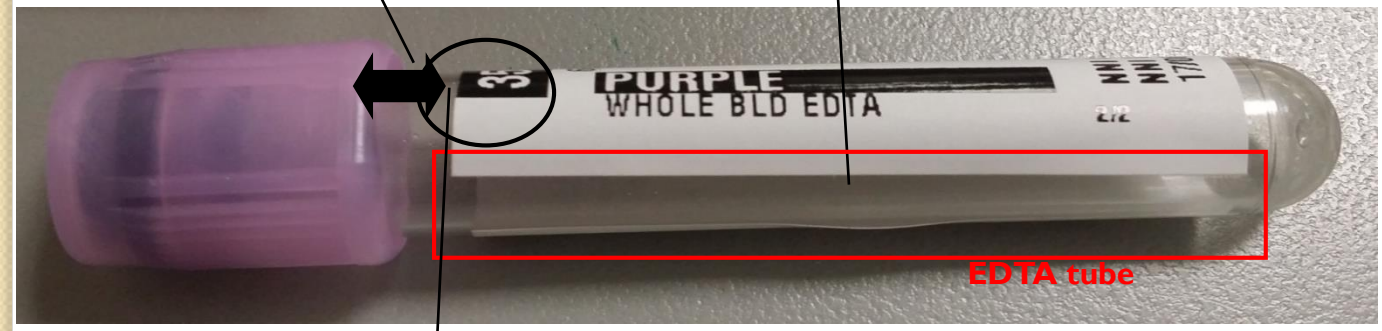
Correct way and orientation to label specimens



Plain tube

Slight gap between cap and tube label

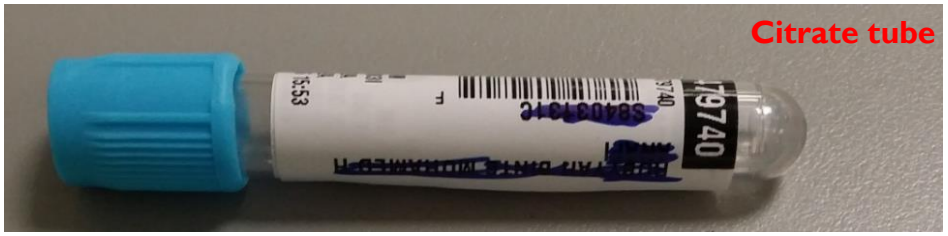
Gap for laboratory usage



EDTA tube

Accession number to face cap

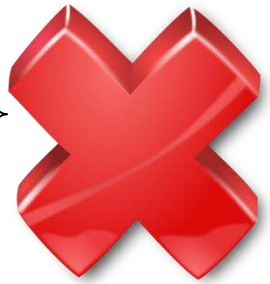
Incorrect way to label specimens



Upside down labeling (incorrect orientation)

Slanted labeling

Specimen label too low



Incorrect way to label specimens

Incorrect label on tube

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National Healthcare Group

Train-The-Trainer (TTT) session
Electronic Collection Module (ECM)

RESTRICTED

Equipment in Clinical Area

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Equipment in Clinical Areas

powered COW
(pCOW)

- ✓ Specimen printer*
- ✓ Barcode scanner*

*Only available on 1/3 of pCOW in respective clinical area

Printer On Wheel
(POW)

- ✓ Specimen printer
- ✓ Barcode scanner

Computer On Wheel
(COW)

- × Specimen printer
- × Barcode scanner

RESTRICTED

What's New?

RESTRICTED

What's New?

Current Aurora (CCOE)	New ECM
Printing of label at Nursing Counter	Printing of label at bedside (More label printers available)
No patient verification in system	Patient verification by scanning patient's ID at bedside is mandatory
No visual aid for number and colour of tubes to be collected	Clearly states the number and colour of tubes to be collected
Blood tube collection sequence is not reflected in system	Blood tube collection sequence is clearly shown at collection screen
Lab have to re-label specimens before introducing into analyzer	Instrument ready labels are directly printed and labelled during the collection process

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Workflow

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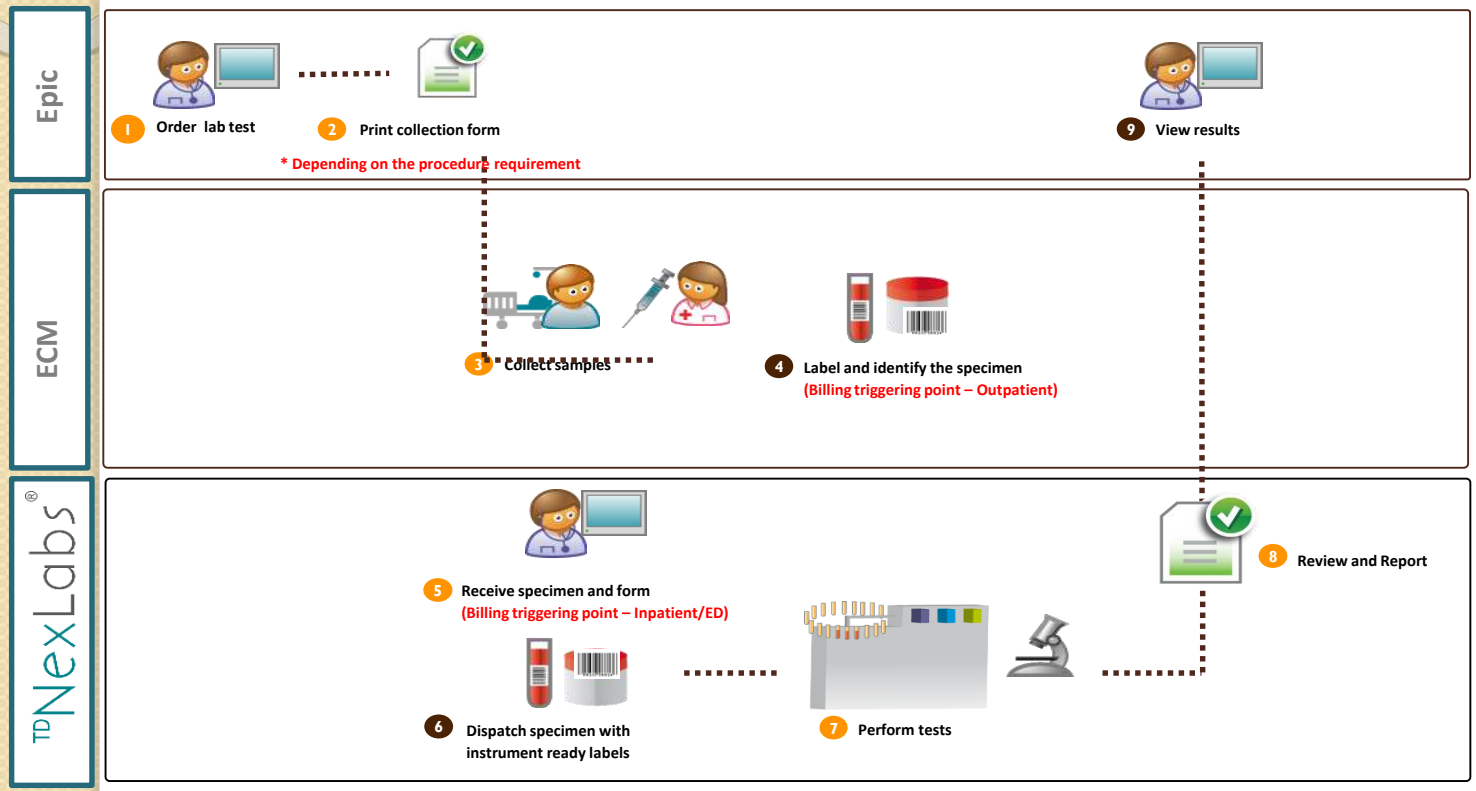
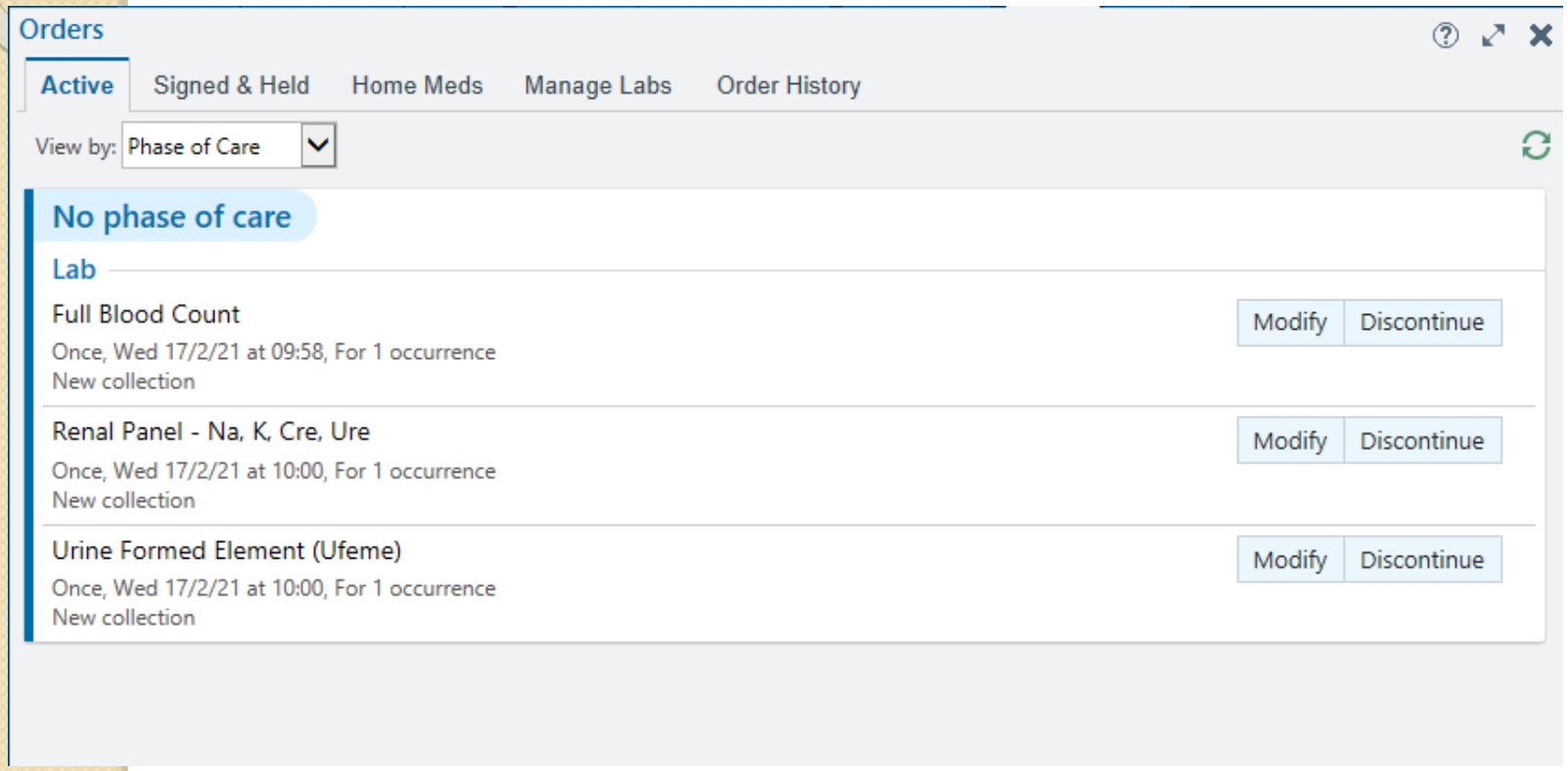
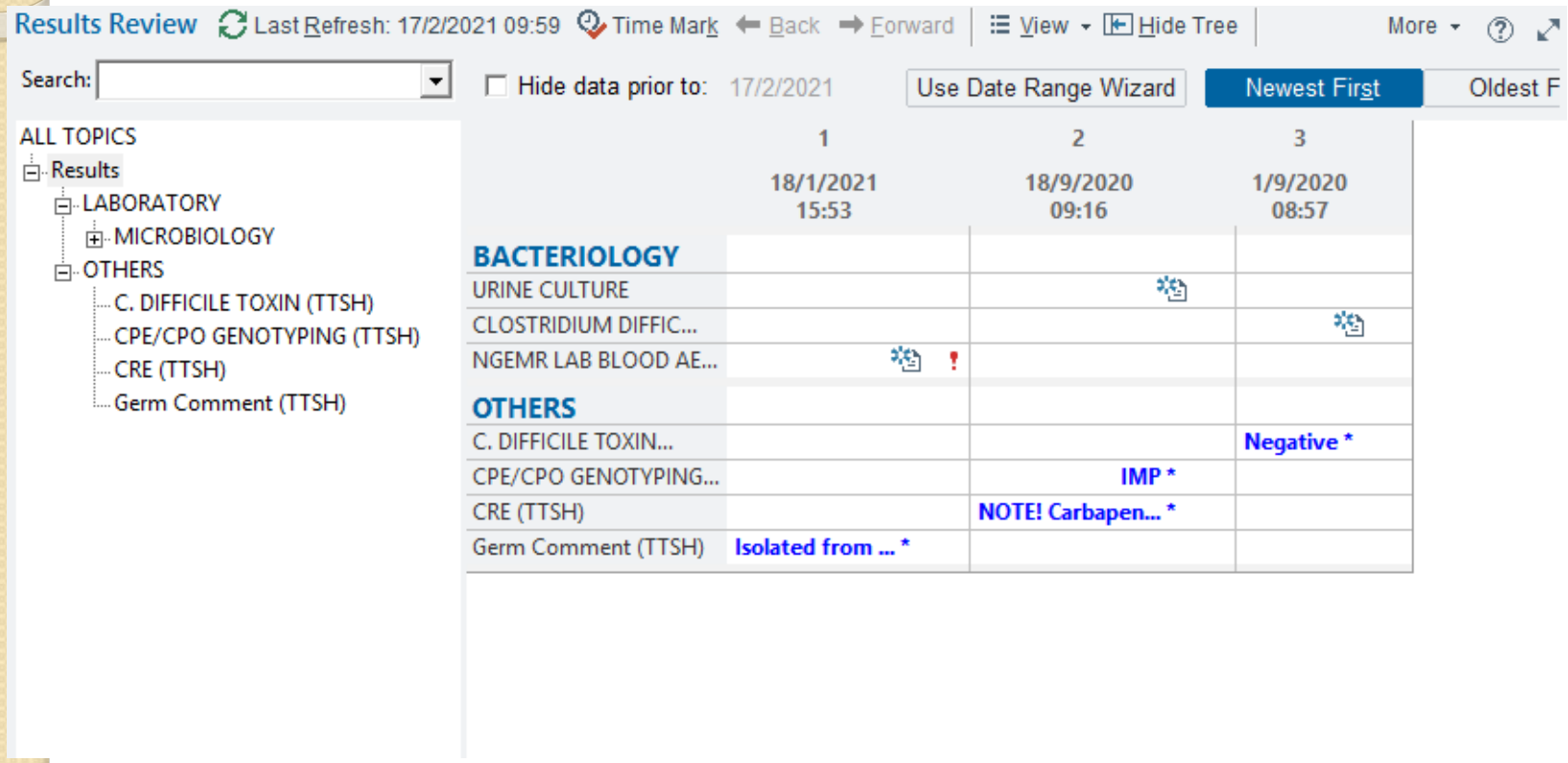
End to End Work Flow



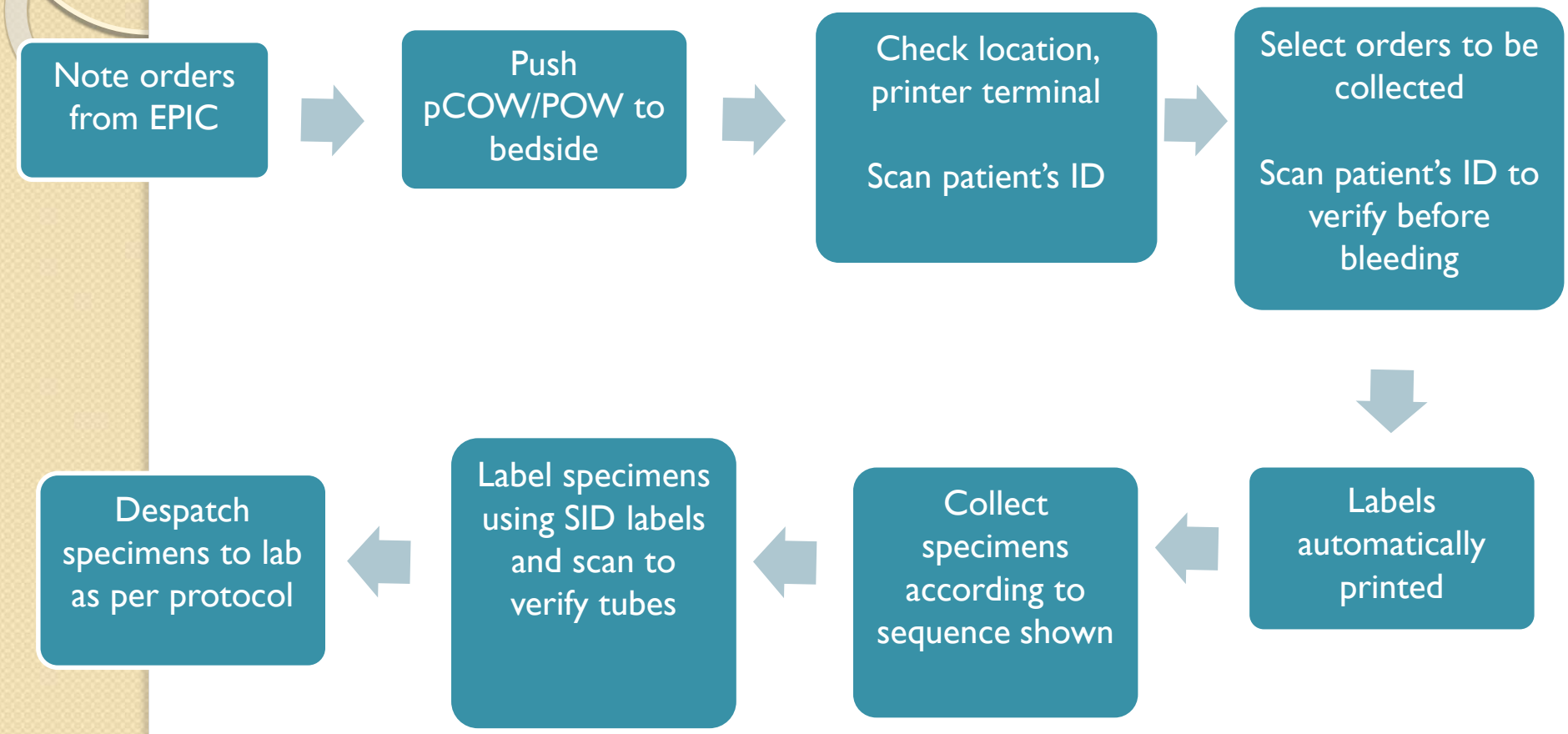
Orders in EPIC (view only)



Results appearing in EPIC



Workflow



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Trainers' roles and responsibilities

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Your Roles and Responsibilities

- ECM Trainer
- To complete ECM training for your department
- Via playground

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Decentralised training logistics

- Logistics provided:
  - Specimen labels for printing
  - Dummy patients and orders
  - ECM URL for training

  - KIV printing – setup might be delayed
  - If unable to print, to teach system and correct workflow.
    - But to proceed, got to take a snapshot with phone to scan from phone.

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THANK YOU