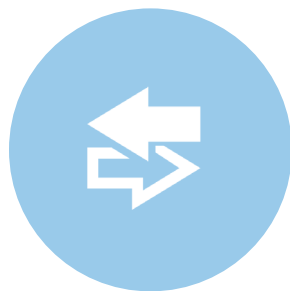


# Are Your BPAs Effective?

## Is There A Danger Of Alert Fatigue?

BestPractice Advisories can be an excellent avenue for alerting your clinical staff of potentially dangerous actions. However, the number of alerts your end users are seeing may be significantly higher than intended with a steady stream of new alert requests and a difficult-to-navigate method of determining who should see the alerts and at what points in their workflows. Not only does a high number of alerts cause most Epic users to pay less attention to them, but the frustration at seeing a high number of alerts – especially at the “wrong” point in their workflows – can increase a clinician’s likelihood of burning out.



### BPA Review and Analysis

If your organization has not yet set up the BPA Cube for monitoring BPAs, we can help get that tool live. Once live, we will analyze your current mix of BPAs across all users and determine likely candidates for closer review and potential redesign. We will work with the appropriate operational stakeholders and technical resources to review those BPAs to ensure that they are displaying for the right audience with the intended frequency in the most appropriate workflows.

### Review of BPA Creation Process

We will also review your organization’s alert request and approval, build, and testing, processes for opportunities to improve efficiency and verify that there are strict guidelines in place to ensure that any alerts requested in the future provide the right information at the right time to the right people. We will also ensure that your Epic Support Team is well-versed in the BPA Cube to enable them to monitor that tool moving forward to reduce the risk of unknown potential alert fatigue.



### The Project

Depending on whether or not your BPA Cube is set up, a BestPractice Advisories Assessment typically takes between 4-6 weeks. At the end of the assessment, we will provide you with an overall report on the state of your BPAs, recommended alterations to some of the more negatively impactful records, and suggestions for changes to the processes noted above to ensure that your end users only see the most appropriate BPAs at the most appropriate times.

## KEY PROJECT BENEFITS

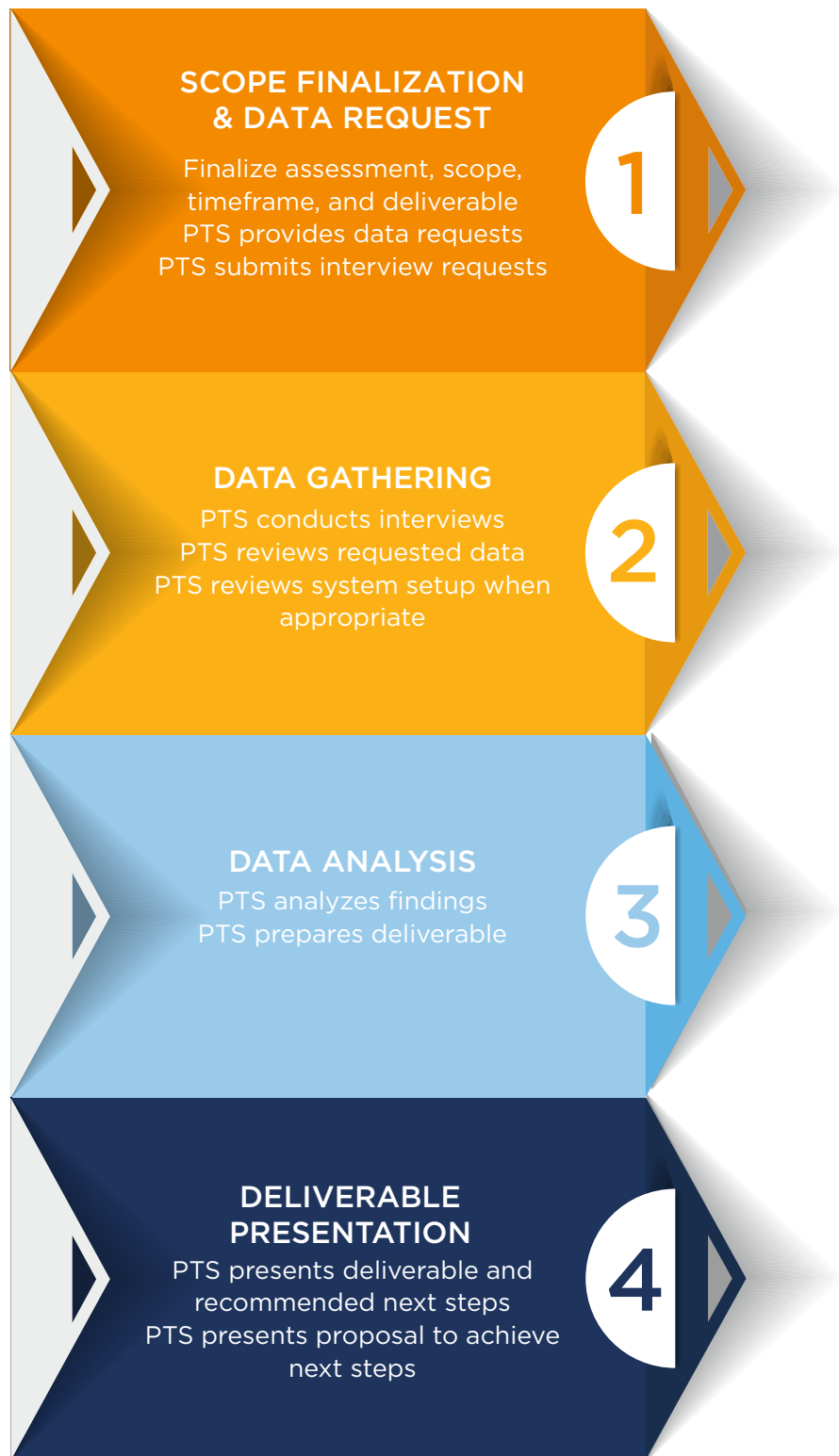
- ☑ Clinicians See the Right BPAs at the Right Time
  - Less risk of alert fatigue contributing to clinician burnout
  - Staff recognition that BPAs are appropriate and relevant, reducing the risk of them being ignored
- ☑ More Structured BPA Process
  - Higher confidence in the appropriateness and effectiveness of future BPAs



Parallon Technology Solutions provided us with the flexibility, experience and cost effectiveness needed to continue supporting our end-users with the same care they have received in the past. By partnering with Parallon Technology Solutions we combined excellence, key proven practices and deep expertise for the benefit of SLHS.

—Todd Hatton, CIO  
Saint Luke's Health System

## THE PTS ASSESSMENT PROCESS



### WHO WE ARE

We provide EHR implementations, IT help desk, application support, IT managed services, hosting, technical staffing and strategic IT consulting services to hospitals, outpatient facilities, and large physician groups nationwide. With a team of over 400 clinical, financial and technical professionals, we have implemented EHR systems in more than 300 facilities. We offer staffing and remote support services for all major EHR acute and ambulatory platforms as well as their ancillary applications.