

VOICE Reporting

- Introduction to VOICE
- What is it?
 - Anonymous reporting system of issues related to healthcare quality and safety at Trinity/LUHS

Spirit -> Voice reporting

The screenshot shows a web browser window with the URL <http://emr.lumc.edu/>. The page title is "lumc.edu Clinical Information Resources" and the subtitle is "LUHS Information Technologies".

In the top navigation bar, there are several links: [EMR | EHRS](#), [App Portal | Spirit](#), [SSOM | LUHS](#), and [Help Desk x6-2160](#). A blue arrow points from the [App Portal | Spirit](#) link to the [Medical References](#) section.

The page is divided into two main sections: **Applications** and **Medical References**.

Applications

- Loyola Epic EMR: [Hyperspace Production](#) (requires [Citrix](#)), [Hyperspace - Practice](#)
- [Hyperspace for Mac](#)
- [Hyperspace Practice 2012](#)
- [ProVation over Citrix](#)
- [Production 3M HDM](#)
- [Hyperspace with 3M for Medical Records Coding staff](#)
- [Hyperspace with Onbase for Hospital Billing staff - Epic 2015](#)
- [Hyperspace for Sleep Lab and Neurophysiology Lab users](#)
- [Hyperspace with OIS Symphony Web for Ophthalmology](#)
- [Dentrix over Citrix](#)
- [Hyperspace - PDF Report Only](#)
- [Loyola ARIA over Citrix](#)
- [Loyola Impac over Citrix](#)
- [Epic Implementation Team](#)
- [Epic Training Documents \(including PACS\)](#)
- [Everything Epic](#)
- [LUHS Epic Project List - Medical Records Document](#)
- [Clinical Informatics: Epic Training & Optimization](#)
- [Test 3M HDM](#)
- Gottlieb Epic EMR: [GMH Hyperspace Production\(Meditech PCI\)](#)
- [Meditech PCI Physician Password Update](#)

Medical References

- [Clinical Privileges](#)
- [Physicians & Allied Medical Staff](#)
- [Residents & Fellows](#)
- [MDnet](#)
- [Americas Health Safety Quality Collaborative \(AHSQC\)](#)
- [CHOIR CHF/30](#)
- [Order Sets and Guidelines](#)
- [Antibiogram Composite](#)
- [Yeast Susceptibility](#)
- [Antibiograms Intensive Care Unit Specific](#)
- [Antibiogram Anaerobe](#)
- [Health Sciences Library](#)
- [ICD-9 Reference Current](#)
- [ICD-9 Diagnostic Codes \(Volume 1\) \(OLD\)](#)
- [ICD-9 Hospital Procedure Codes \(Volume 3\) \(OLD\)](#)
- [DRG: Diagnosis Related Groups \(OLD\)](#)
- [CPT codes](#)
- [Clinical Pharmacology](#)
- [Patient Education](#)
- [ADAM Health Guide](#)
- [Micromedex Care Notes](#)
- [Lexicomp](#)
- [Lippincott Advisor](#)
- [Lippincott Procedures](#)
- [UpToDate](#)

- Lists
- 2018 Core Measures
- Quality & Patient Safety**
- Documents
- Culture of Safety
- Accreditation/Regulatory Readiness
- CANDOR Program
- Office of Patient Safety
- QPS Staff
- Scorecards and Dashboards
- All Site Content

- My Links** Edit
- All Apps** Edit
- Loyola.Wired Apps
- Clinical Informatic Team Work Site
- Community Connect Project Work Site
- Culture of Safety
- Employee Safety
- Epic Training & Optimization Work Site
- Executive Dashboard
- Faculty Requisition
- Find a Doctor
- Gottlieb Center for

Quality and Patient Safety

Because providing safe, high-quality care to every patient every time is one of our highest organizational priorities, there are resources dedicated to improving quality and safety at Loyola and Gottlieb. We prioritize organizational clinical improvement efforts, coordinate processes for ongoing quality and patient safety monitoring, develop analytic tools, manage improvement initiatives and communicate results of clinical improvement work both internally and externally. We also provide regulatory and accreditation guidance to ensure compliance with all requirements related to agencies such as [The Joint Commission \(TJC\)](#) and the [Centers for Medicare and Medicaid Services \(CMS\)](#).

At LUHS, we strive to be a High Reliability Organization (HRO) – an organization characterized by a mindset where all workers have collective mindfulness to look for and report small problems or unsafe conditions before they pose substantial risks. This philosophy allows errors to be recognized early and fixed before they become larger, more complicated problems.

FY 2017 Goals

Loyola University Health System's and Trinity's main focuses for quality in fiscal year 2017 are to reduce rates of hospital acquired infections (HAIs), reduce unplanned readmissions by focusing on the actions of the entire healthcare team treating a patient, optimizing our performance on national quality metrics for inpatient and ambulatory care, and improve performance on other key quality indicators, including hand hygiene, sepsis care and throughput. Please visit our [quality scorecards](#) to see our progress towards our shared goals.

How Colleagues Can Help Us Achieve Our Goals

- Many HAIs and harm events are preventable. In order to reach our goal of zero preventable harm events by 2020, all colleagues should:
 - Wash your hands every time you enter and leave a patient's room or any time you interact with a patient to prevent infection.
 - Observe additional hand hygiene precautions on isolation rooms.
 - Please remember that wearing gloves is not a substitute for hand hygiene.
 - Provide accurate documentation about your patients to benefit physicians who will provide future care of patients and to ensure proper billing.
 - Keep the problem and medication lists up-to-date.
- Improve communication between inpatient and outpatient physicians and ensure timely transitions of care.
- Encourage flu vaccinations to help protect patients.
- **Report all near misses and adverse events through the Voice system.**
- Learn about the key organizational quality priorities and actively participate in quality improvement initiatives in your unit, area or department.

Quality and Patient Safety Improvement Plans

- Loyola University Medical Center
- Gottlieb Memorial Hospital



Contact Us

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Gottlieb Memorial Hospital

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There are System Outages Click to review

My Links Edit

All Apps Edit

- Loyola.Wired Apps
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- Gottlieb Medical Staff and Residents



Gottlieb Community Lecture Series on Thursday Alzheimer's, mental health to be discussed.

Final Day of Town Halls at Westchester Three sessions at Westchester Conference center this morning.

Loyola Medicine Weekly: February 28, 2018 Read this week's newsletter.

View all articles Next

Popular Links

- Benefits
- Citrix Apps
- Epic
- eTenet Divestiture Site
- Executive Dashboard
- Find a Doctor (Gottlieb)
- Find a Doctor (Loyola)
- Jobs
- Kronos
- Loyola.Wired Apps
- Magis Nominations
- Policies
- Registration Resources
- Trinity Webex Link
- Web on-call
- Web Outlook

Daily Reflection

"For even as the body is one and yet has many members, and all the members of the body, though they are many, are one body, so also is Christ."
 1 Corinthians 12:12

More

Obituaries

Quality & Safety

- | | | | |
|-------------------------------------------|-------------|-------------------|--------------------|
| E-mail Signatures | PowerPoint | VOICE | Employee Safety |
| Online Store - Loyola Medicine | Style Guide | Culture of Safety | Safety Data Sheets |
| Online Store - Gottlieb Memorial Hospital | Templates | | |

Weather

36°F

CHICAGO, IL BREEZY ESE 32 MPH

Today's Events

Title Start Time

There are no items to show in this view of the "Calendar of Events" list. To add a new item, click "New".

Add an event View all events

Colleague Directory

EMPLOYEE DIRECTORY [input] Go



There are System Outages [Click to review](#)

My Links [Edit](#)

All Apps [Edit](#)

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Brand Central

- | | | |
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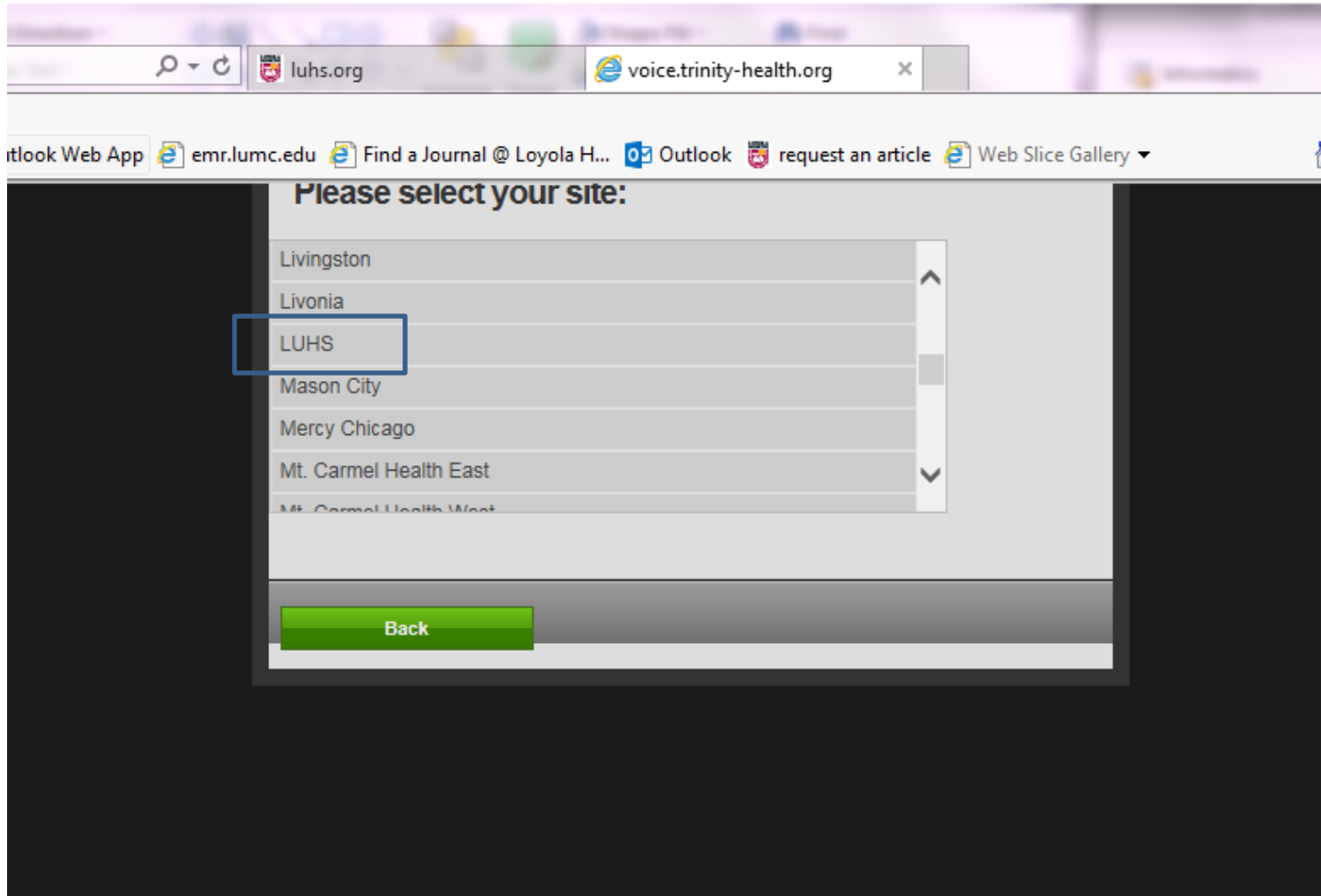
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Voice reporting



Voice reporting

http://voice.trinity-health.org/RL6_Prod/Homecenter/Client

luhs.org

Icon Wall

File Edit View Favorites Tools Help

Suggested Sites loyola.wired EMR Outlook Web App emr.lumc.edu Find a Journal @ Loyola H... Outlook request an article Web Slice Gallery



















ri solutions

Logged in as ANONYMOUS LUHS

Icon Wall

Find a form

Please use the search above to narrow down your event results by using keywords to describe the event that you're looking for.

 Medication Event	 Fall	 Care/Service Coordination	 Safety / Security / Ethics	 Lab Specimen/Test	 Quality of Care Issues
 Skin/Tissue	 Surgery/Procedure	 ID/Documentation	 IV Invasive Lines	 Environment	 Maternal / Childbirth
 Blood/Blood Product	 Adverse Drug Reaction	 Infection Prevention	 Airway Management	 Restraint / Supportive Device	 Surgical Site Infection