

Get to Know Tecsyes

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Tecsyes is here for you to manage medical supply inventory and costs with better supply-level tracking, as well as, clinical supply documentation throughout the health system. Teams are meeting daily to ensure issues are being resolved as quickly as possible. Your feedback is highly appreciated and continues to drive enhancements to the system.

Since the Tecsyes implementation, the application has improved our visibility of supply movement and order efficiency. Read further to learn about the most recent updates, changes, and other information you need to know about Tecsyes.

Latest Updates and Information

Scheduled Downtime

Next: Saturday, November 18th, 2023

- Monthly maintenance

Previous: Saturday, October 14th, 2023

- CDUI case validation defect fix
- CDUI changes made – add location name date
- Epic Hyperdrive configuration update

Updates

- [Review the top issues identified as part of the daily Tecsyes status meeting](#)
- [Simplified nursing access to Tecsyes kiosk](#)
- [Tecsyes Escalation Path](#)
- [Tecsyes 'Wins': Review the latest enhancements that will improve your experience when using Tecsyes](#)

Tecsyes Support & Trainings

Online Training

Learning Exchange Courses

- [CDUI Demo - Cath, IR, GI, Endo](#)
- [CDUI Demo - OR/OB](#)

New and Updated Training Guides

- [Check reference guide for new and updated tip sheets.](#)

Tip

CDUI Demo courses are now easily accessible videos.

← Find the video links to the left under Online Training

Updates

Review the top issues identified as part of the daily Tecsyz status meeting

The feedback that has been expressed about Tecsyz has been heard, and measures are being taken to make needed improvements. A daily status meeting occurs to identify issues that need to be addressed within Tecsyz and to ensure action is taken to correct those issues. Here are a few of the top issues that are being worked on by the team.

Vendor Implant Tray item documentation

- Work is continuing to tackle the next steps of configuring implant trays to use with tray helper in CDUI.
- For trays that are not yet available to use for tray helper, CDUI users will be able to document the items using item lookup versus documenting "on the fly."

Enhancements that have been applied

- CDUI Case not validating fixes have been applied
- CDUI enhancement change has been made to provide the ability to add a location description
- CDUI tissue prep time error message has been addressed
- Tecsyz configuration completed for Epic Hyperdrive and embedded view

Teams will be on-site during the month of November and early December for Tecsyz optimizations

- Enhancements are expected in the efficiency of perioperative areas, specifically within the adult hospital facility, which encompasses urology, neurosurgery, vascular, and pulmonary units.
- Optimizations will encompass several key aspects including cycle counting, product delivery and placement, improvement of depletion paths, observation of clinical processes related to item scanning and implant tray handling, and a review of existing standard operating procedures.
- Training plans will be identified to build out best practices and close training gaps.

Simplified Nursing Access to Tecsyz Kiosk

Based upon significant in-patient nursing feedback, improvements are being put in place to reduce the steps to log into the Tecsyz kiosk for nursing. The new process removes the steps of selecting the location and cost center.

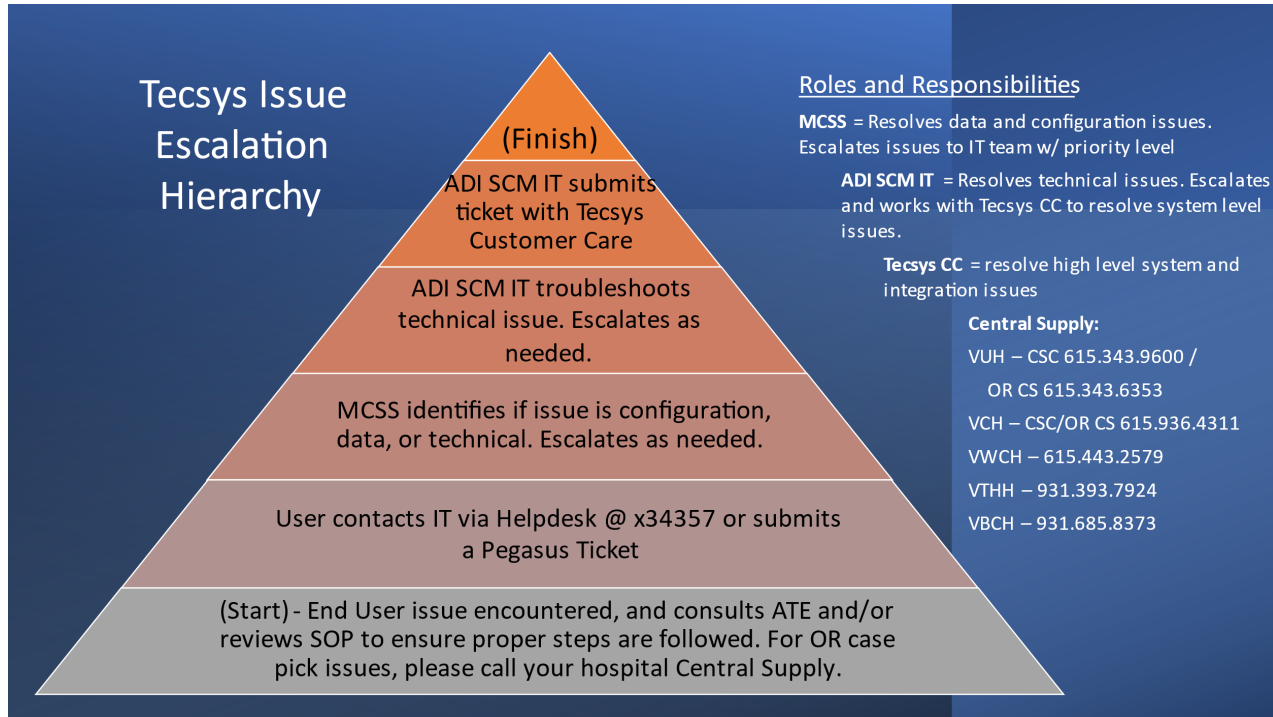
A solution is currently in the works to reduce time and steps when logging in to document patient chargeable items. Nursing staff can expect to be able to take advantage of the simplified logon process by the end of November.

A tip sheet will be made available to provide training for the Kiosk solution. Keep an eye out on the [Training Hub](#) on the [Tecsyz website](#) for the training tip sheet once the solution is in place.

Updates

Tecsyes Issue Escalation Path

As a reference, when needing to resolve an error or issue with Tecsyes, the following Escalation Path Diagram illustrates the hierarchy of issue escalation steps starting with the review of SOPs and progressively escalating as needed towards Tecsyes Customer Care.



Tecsyes 'Wins':

Review the latest enhancements that will improve your experience when using Tecsyes.

- Tecsyes fixes and enhancements applied on 11/02.
 - A change was made to improve speed at which implants/supplies cross over to eStar when validating the case in CDUI
 - Additionally, a change was made to reduce the supply count limit to 9999 to restrict large supply count entries. The change reduces inventory and financial transaction errors.
 - A further change was made to remove non-applicable statuses of procedural cases that were causing validation errors. This change improves auditing and billing processes.
- Enterprise-wide Tecsyes assessment
 - Action plans have been developed and tracked with appropriate parties across VUMC enterprise.
 - 11 action plans were completed this past month across Tullahoma, Adults, Childrens, Case Cart Center, and Belle Meade



!!Recognition!! We appreciate the time and effort from leaders and front-line employees as it led to a highly successful assessment.