NIH Clinical Center CIO Newsletter
January 2008
25th Edition

This is the twenty-fifth edition of a monthly broadcast email to the CRIS user community about CRIS capabilities and issues. In addition to the text version in this email, I've attached a PDF version that can be printed. I look forward to receiving your comments or suggestions at CIOnewsletter@cc.nih.gov

Topics of the Month

- CIO Remarks
- Medical Staff Contact Information in CRIS
- NIAID Crimson interface
- Progress Notes in CRIS
- ITC and Conference Room Relocation
- Printing Hold Orders
- Security Update
- User Training
- User Support

CIO Remarks

This month I would like to discuss the importance of the systems used to track patient demographics which include the Admissions, Discharge, and Transfer (ADT) components of CRIS and the Admissions, Travel and Voucher (ATV) system and provide a description of the flow of patient data. The patient demographics and their flow to various other clinical systems are at the center of maintaining an effective and efficient patient record. It is important that CRIS has the most current patient demographics, care providers, contact information and protocol information to ensure that all the clinical systems have this same information.

Patient demographic data include the patient's name, date of birth, gender, race, ethnicity, addresses, contact information, referring physician information, NIH care providers, and protocol information. Patient visit information includes the patient location, admission date, discharge date, type of visit, care providers for the visit, and protocol for the visit.

Data for first-time patients and each new inpatient visit starts within ATV. Patient demographic and patient visit data from ATV are then entered in the ADT module of CRIS. An interface to automate this process is being developed and is scheduled for July. The ADT module is the core patient registration application of CRIS. It allows Admissions to create new patient pre-admission records, to enter the information collected during the Admissions interview, and to register these patients as Inpatients or Outpatients. The patient demographic and patient visit data from CRIS is then sent to multiple ancillary clinical systems to ensure that all the systems have the most current and accurate data regarding each patient. You can review the diagram below for more detail about this process.

Ancillary clinical systems are specialized computerized applications that are used to support patient care. Today CRIS contains many ancillary clinical systems including SoftLab (LIS), Cerner Radiology (RIS), POIS (Surgery), SoftMed (MRD Transcription), NEI, Scheduling.com (SCI), eSphere (Pain and Palliative Care), Nutrition (CBORD), Prosolv, Viasys, and PYXIS.

Four important items that you as users can perform to maintain the accuracy of the patient demographic and visit data are:
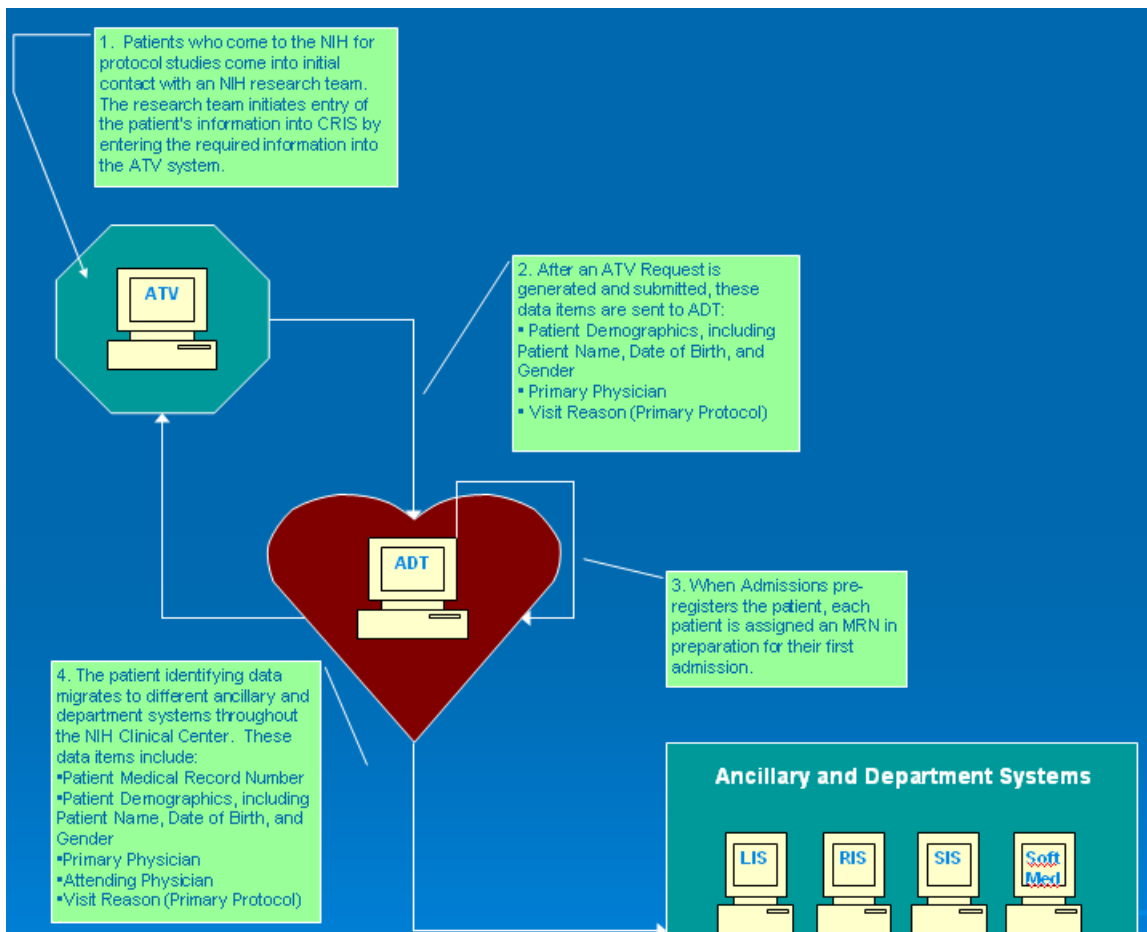
In ATV
1. When entering ATV requests please verify the patient's full legal name, date of birth, and gender with the patient whenever possible. Please delay entry of the ATV request until the information can be confirmed.
2. If inaccurate patient information is encountered in CRIS or any ancillary clinical system, submit a *Change Demographics Request* in ATV to get it corrected.

In CRIS
3. Update the Primary and/or Attending physician in CRIS using the Patient Info tab. Expire the existing Primary and/or Attending physician and use select Care Provider in the Data Entry field to add the new Primary and/or Attending.
4. Please ensure that the patient location and patient status of pass, inpatient and discharge reflect that of the patient. Please report any issues to the CRIS Support Desk at 301-496-8400.

Patient Data Flow

Information for this message was provided by Seth Carlson, Norma Street RN, MS, Achara Mah, and Patricia Sengstack RN, MS-BC.

Medical Staff Contact Information in CRIS

Is Your Phone/Pager Number Correct In CRIS???

It is important for medical staff to have correct contact information in CRIS and now there is a new and easy way to make that happen! DCRI staff has updated the **Medical Staff Directory** application so that each member of the credentialed medical staff can update their information online.

If you wish to update your contact information, please complete the following steps:
1. Open the web address http://www2.cc.nih.gov/msd/ in your browser.
2. Enter your last name in the search box.
3. Review the contact information currently available in CRIS. If you would like to make a change, click the "Change" link.
4. Enter your name and email and then modify the contact information as necessary.
5. Click "Submit Query".
6. Close the directory.

NIAID CRIMSON Interface

A new interface between CRIMSON and CRIS/SCM will be activated on Wednesday, February 20, 2008. This interface is a continuation of the effort to automatically bring additional data from other clinical systems into CRIS.

The NIAID uses CRIMSON to document protocol patient encounter information for over 12,000 CRIS patient visits per year. This interface enhancement will allow documentation from the CRIMSON system to be viewed under the "Documents" tab in CRIS, under the *Prescriber > NIAID Crimson Reports* category and sub-category. Documents will be pushed from CRIMSON on a nightly basis (once every 24 hours) and will include problem lists, medication lists, and progress notes. Please note that only signed and final documents will be transmitted from CRIMSON, which may take up to 24 hours to appear in CRIS.

If you have any questions or experience any issues with the new interface, please contact the CRIS Support Desk at **301-496-8400**.

Progress Notes In CRIS

In June 2007, the Medical Record Department and Department of Clinical Research Informatics successfully completed a pilot of progress note documentation in CRIS. There are currently two generic progress notes available for use by members of the credentialed medical staff in CRIS. These two types of progress notes include both a free text note and one standard note that contains the core components of a SOAP type note. Progress notes entered in CRIS may be located in the document selection category "Prescribers". Medical staff members entering CRIS progress notes continue to print out and file a hardcopy of their progress note into the inpatient charts while outpatient reports print in the Medical Record Department for filing in the medical record.

To date approximately 200 members of the medical staff have completed nearly 7000 progress notes in CRIS. If you have questions regarding this process or are interested in learning more, please contact Tricia Coffey 301-496-2292 (MRD) or Patty Sengstack (301) 496-6576 (DCRI).

ITC and Conference Room Relocation

The ITC has moved to B1S235. Hours remain the same –
        Monday to Friday – 9am -12pm & 1pm to 4pm, closed Tuesday 10am to11am
Please continue to call 301-402-6301 to make an appointment to use the ITC.

The DCRI Conference Room is now located adjacent to the ITC in B1S237. B1S235 and B1S237 are on the B1 level of the Magnuson Center near the exit from Stairwell #7 and adjacent to the Main Elevators #1-4.

Printing Hold Orders

In discussions with some departments, we have learned that having a requisition print at the time an order is entered on hold (Future Outpt/Pre-Admit session type) helps with workflow processes. We have modified several orders to print in the designated department at the time of Future Outpt/Pre-Admit order entry and again when the order is released from hold. These orders are:

1. Language Interpreter – prints in the Social Work department
2. All Rehabilitation Medicine Orders –print in Rehab Medicine (CRC 1st floor)
3. Safra Family Lodge Request – prints in the Safra Lodge office
4. Ophthalmology Consult – prints in OP 10

We understand that some prescribers were entering an active order using the Today Outpt/Current Inpt session type, just so there would be a print out and an appointment could be scheduled. This is no longer necessary. If there are other areas that would benefit from using this process, please contact Patty Sengstack via email at psengstack@cc.nih.gov or at 301-496-6576.

Security Update

NIH Security Awareness Training for FY08

Greetings - Please be aware that because we are now in a new fiscal year, the Security Awareness indicates FY08, including the FY08 Refresher.
As with previous years, if a person takes their initial full security awareness course after October 1st, they will receive credit for the FY08 Refresher (i.e., if they previously took the course, and just repeated it, they do NOT receive credit for the Refresher---it's just the first time).
Please take the time while it's still early to complete the refresher, as everyone is required to compete the refresher by June 30, 2008 – you can find it at http://irtsectraining.nih.gov/ - Remember – you'll have to review and acknowledge that you have read the NIH Rules of Behavior as part of this annual training.

Passwords – The Key to Any Security Program

Today we introduce the concept of using a pass phrase instead of a password. Why?...because **Pass Phrases** are **MORE SECURE** and **EASIER TO REMEMBER!** Did you know that some agencies have already switched to pass phrases and that the Federal government may soon require all agencies to use them? Why not create yours now?

What's the difference? When you think of a password, people generally think of a word like "Password" or a string of random symbols, such as "R*n]2eB%d" or a combination of the two such as "P@s$w0rd". Pass phrases typically have spaces between words and are longer than the majority of words.

Examples of pass phrases:
- My lizard eats 6 crickets daily!
- Mix peanuts & oil 2 make peanut butter
- Shopping @ Macys 4 new furniture
- 2 much talking = big cell phone bills
-

Why is a pass phrase better? From the standpoint of password guessing or cracking, a 5- or 6-word pass phrase is roughly as strong as a completely random 9-character password. Most people can remember a 6-word pass phrase much easier than a totally random 9-character password.

How can you make a real secure pass phrase?

Be creative. Make it personal to you--even funny.
- Select a phrase that is more than 4 words—preferable 6
- Stay away from common phrases or quotes
- Mix short and long words and remember that sentences need not be intelligible
- Character substitutions and/or misspelling strengthen the pass phrase
- Mix languages
- Per the NIH Password Policy, you'll need to use a combination of at least 3 of the following: upper case, lower case, numbers and symbols. [http://irm.cit.nih.gov/nihsecurity/pwd_policy.doc].
- Exclude some of the spaces between words.

What if I STILL forget my pass phrase?

Everyone <u>should be</u> registering at the NIH iForgotMyPassWord website [http://iForgotMyPW.nih.gov]. To register, you provide unique answers to five questions. At anytime or any day, *when you've forgotten your password/pass phrase*, you can go to that site, answer three of the questions correctly and can then reset your password. If you then need to reset your other, non-active directory, passwords, you can use your NIH Password to log in at Password Reset (http://silk.nih.gov/passwordset) where NIH users can reset their Helix, ALW, and Titan passwords.

If you need further assistance, contact the NIH Help Desk at 301-496-4357 or helpdesk@nih.gov.

User Training

CRIS Document Entry Filters

If you have a few documents that you frequently enter, you might find a Personal Documents filter on the Document Browse section of the **Document Entry Worksheet** helpful. You can even set this Personal Documents as your default Document Browse view. If you need to view or edit a document that was recently entered, you might want to use the Most Recent Documents filter on the Document Browse. You can find information about these two filter options in the **Reference Handouts** section of the CRIS website:

- **Most Recent Documents Filter**
- **Personal Document Entry Filter Creation**

You may view these documents at http://cris.cc.nih.gov/cristraining/training_materials.html

Training Registration

CRIS Open Course

Just a reminder: DCRI offers five CRIS Classes:

1. Introduction to CRIS
2. CRIS Prescriber Training
3. CRIS Non-Prescriber Order Entry
4. CRIS Clinical Documentation and
5. CRIS Clinical Documentation with Medication Charting

If you are unable to find an acceptable date and time of training within the above listed course(s), check out the CRIS Open Course. The CRIS Open Course is an option that provides additional dates and times for the CRIS training classes listed above.

You may register for the **CRIS Open Course** at http://training.cit.nih.gov/courselst.asp?lname=cris and select Course **#283 CRIS Open Course.**

For questions about what CRIS classes to take and/or to register, contact CIT Help Desk at 301-594-6248. For additional questions or concerns, contact CRIS Support at 301 496-8400.

Spring 2008 CRIS Training Schedule
Spring semester courses (held during February 1st through June 30th, 2008) are now available. The URL to register for CRIS classes is http://training.cit.nih.gov/courselst.asp?lname=cris.

CRIS Support

CRIS Booth

Ever wonder who answers the CRIS Support (301) 496-8400 phone? Well, you have your chance to come meet some of the CRIS Support staff at the next CRIS Booth on February 8, 2008 outside the second floor cafeteria 8:00 am -9:30 am and again from 11:30 am-1:00 pm. Please stop by as we look forward to meeting you and addressing your concerns and questions about CRIS. If you cannot make it and have CRIS questions, feel free to call CRIS Support at (301) 496-8400 for help.