

NIH Clinical Center CIO Newsletter

July 2008

31st Edition

This is the thirty first 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. In addition, valuable information can be accessed at the CRIS and DCRI websites: <http://cris.cc.nih.gov>, <http://www.cc.nih.gov/dcric>.

Topics of the Month

- CIO Remarks
- Pharmacy Go Live
- Tracking Employee Information in NED
- New PET Research Order Sets
- DCRI Systems Monitoring Staff: Expanded Role
- NEW DCRI Section: Configuration Management Office
- Outpatient Phlebotomy
- User Training

CIO Remarks

The Clinical **Research Information System (CRIS)** provides integrated management of the NIH Clinical Center's patient care, research, and resource unitization data.

CRIS:

- improves the quality and efficiency of patient care, clinical research, planning, and hospital operations.
- provides a standard format for data collection for patient care and research.
- includes integrated protocol-based scheduling, order entry, data collection, and charting systems.
- supplies the information infrastructure to support the intramural clinical research program, patient care services, and efficient hospital management.
- provides the foundation for an electronic medical record.
- incorporates security protocols to protect patient confidentiality. provides a standards-based interface which allows for appropriate data retrieval for independent information systems.

It is important to understand that

- ▶ CRIS is a Medical Device
- ▶ your training class (or online training) is just the beginning.
- ▶ the more time you invest in learning CRIS, the better it will serve you.

CRIS is **Your** system, please use **Your** voice to identify improvement opportunities. Please feel free to email me at CIOnewsletter@cc.nih.gov with any suggestions or comments.

Pharmacy Go-Live

After months of preparation, a team of pharmacists and DCRI staff implemented Phase II of the Pharmacy Information System, known as Sunrise Medication Manager (SMM) on Saturday July 12th. SMM is an integrated component of CRIS that gives pharmacists the capability to review and verify medication orders on line. The verification process includes reviewing drug doses, interactions, duplicate orders, protocol checks, etc. An earlier phase involved primarily oral medications, whereas Phase II involved primarily parenteral drugs. The full implementation of SMM will allow us to take greater advantage of automated dispensing cabinet capabilities on the patient care units and to interface with bedside medication bar code scanners to enhance medication management in the Clinical Center.

Tracking Employee Information In NED

The NIH Enterprise Directory (NED) contains information on people who are NIH employees, or who have an association with NIH, and require an NIH badge.

Individuals may initiate corrections to their own information in NED. Use the [NED Self-Service option](#) (tips below) to correct personal data. Access will require entry of a login name and password. Your login name and/or password may be retrieved by contacting your NIH Administrative Officer or NIH Timekeeper for assistance.

NED Self-Service Tips

- Connect to <http://ned.nih.gov>.
- Search the directory to find your record.
- Click your name on the search results screen to display the details of your record.
- Click the "Update" button at the bottom of the screen to proceed to the sign in screen.
- From the sign in screen, enter your ITAS user name and password and click the "submit" button.
- Upon successful sign in, the NED update form is displayed with your current information. Make any necessary changes and click the "Submit" button at the bottom of the screen. You are only able to change some of the information. For other changes, contact your Administrative Officer.
- If the update is successful, you will receive an onscreen confirmation showing the details of the change. You will also receive an e-mail confirmation assuming your e-mail address in NED is correct.

If you are unable to correct information in NED, please contact your administrative officer for assistance. Many NIH departments, including CRIS, utilize information contained in the NED. Periodically names in CRIS are checked against names in NED. If your name in CRIS does not match a name in NED, your CRIS code will be disabled.

New PET Research Order Sets

There are four new order sets available in CRIS that are to be used when ordering PETR studies.

- PETR * Quick Orders – Body
- PETR * Quick Orders – Brain
- PETR * Quick Orders – Heart
- PETR * Quick Orders – Limbs

The orders are preconfigured for the specific body area and isotopes associated with the studies. In addition, each set contains the “PETR, Other” order in case a new isotope or unique combination is needed. In these cases be sure to contact the PETR department prior to submitting the orders. For questions on the new sets or placing the orders please contact Jeff Green in the PETR department (301-402-1960) or CRIS Customer Support (301-496-8400)

DCRI Systems Monitoring Staff: Expanded Role

The Clinical Center Data Center Systems Monitoring staff has expanded their role. With the recent retirement of the mainframe this team has expanded their duties from mainframe operation to systems monitoring and providing direct user support. Currently, the DCRI User Support Team (UST) provides direct on-site support during regular business hours (and will continue to do so), the systems monitoring staff has been training with the UST to be able to expand onsite support to 24 hours a day, 7 days a week. In the event of more complex issues, the existing on-call support structure will still be utilized, with the Systems Monitoring team having initial exposure to resolve or escalate whatever problems a user may be experiencing. Systems Monitoring may be reached at 301-496-7525 in the event of an after-hours issue.

NEW DCRI Section: Configuration Management Office

Dr. Jon McKeeby, D.Sc., is pleased to announce the formation of the DCRI Configuration Management Office (CMO). Configuration Management is the formal process to manage and record changes to computer systems and networks, both hardware and software, from initial request through analysis, approval, planning, testing, implementation and evaluation. This section is responsible for coordinating, improving, and promoting effective Configuration Management (CM) principles and processes within DCRI and in collaboration with other Ancillary Departments of the NIH Clinical Center. CDR Jeff McKinney, RN is the chief of the section. Martha Kendrick, Isolina Rivera, and Keith Adams will assist him. Some of the goals for this team include:

- Develop and maintain standard CM practices, processes, and documentation
- Improve employee knowledge of CM processes
- Develop effective metrics and audit tools to measure CM
- Integrate CM into each project performed by the DCRI Project Management Office (PMO).
- Deliver exceptional customer support through comprehensive release management, and by providing mentorship and education of CM best practices and tools to the Clinical Center.

Outpatient Phlebotomy

All Lab Orders that require Outpatient (OP) Phlebotomy to draw the blood (both inpatients and outpatients) should be entered in the **Future Outpt/ Pre-Admit Session Type**.

The screenshot shows a lab order entry interface. At the top, there are fields for 'Date' and 'Time'. Below these is a 'Session' section with a dropdown menu. The dropdown is open, showing options: 'Future Outpt/Pre-Admit' (highlighted in blue), 'Take Home Medications', and 'Today Outpt/Current Inpt'. To the right of the dropdown is a 'Reason' field with the value 'Future Out'. Below the session dropdown is a 'Manual' section with a dropdown menu. To the right of the manual dropdown is a 'cbc' section with a table of test options:

Order
<input type="checkbox"/> CBC
<input type="checkbox"/> CBC + Diff

Below the table, there is text: 'This test does not incl...' and 'Please order only one r'.

The label(s) will print in the OP Phlebotomy area when the held orders are released by the Outpatient Phlebotomist staff when the patient arrives in the OP Phlebotomy area. It is NOT necessary to select **Outpt Phlebotomy** in the **Specimen Collection/ Label Printing Site** field when entering orders. Research blood order requisitions will also print in Outpatient Phlebotomy when those orders are released.

The screenshot shows a lab order management interface. At the top, there are tabs: 'Patient List', 'Orders', 'Results', 'Patient Info', 'Summary', 'Documents', 'Flowsheets', and 'Clinical Summary'. Below the tabs is a 'Chart' dropdown menu with the value 'This Chart'. To the right of the chart is a status bar: 'Not all orders are being shown.' and 'Orders: All Status: Future Outpt/PreAdmit'. Below the status bar is a table with the following data:

Hematology	Date	Status
CBC + Diff ⊘ Release on 7/11/08	Routine	Hold

Below the table is a 'Status/Priority' dropdown menu with the value 'Future Outpt/PreAdmit'. At the bottom of the interface is a row of buttons: 'Show New Orders...', 'Un/Suspend...', 'Reorder...', 'Sign...', 'Approve/Verify...', 'Add Specimen...', 'Release...', and 'DC/Cancel...'. The 'Release...' button is highlighted with a red box.

User Training

Prescriber Online CRIS Training Update

Congratulations to the over 100 Prescribers who have successfully completed the CRIS Online training program in the first three months of the program! DCRI has gathered quantitative and qualitative data to evaluate training quality 60 days prior and post go live. Please come visit Sevgin Hunt (DCRI Summer Intern) on Summer Poster Day to be held on August 7th to learn more about the results from the Evaluation of 100% Online CRIS Prescriber Training.

As noted in last month's newsletter, DCRI continues to interview Prescribers who have finished this Online training format in order to help us better plan for future training improvements. If you have not heard from us already and would like to share your firsthand experience with online training, please contact CRIS Support at (301) 496-8400.

For additional information about Online instruction, please see:

http://cris.cc.nih.gov/prescribers/CRIS_Training_Instructions_Prescriber_Online_3_31_08_Final.pdf