

# NIH Clinical Center CIO Newsletter

November 2008

35<sup>th</sup> Edition

This is the thirty-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](mailto: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/dcri>.

## Topics of the Month

- CIO Remarks
- New Look for Sunray Monitors
- CRIS Downtime/ System Maintenance Information
- Vocera
- Security & Privacy
- User Training

## CIO Remarks

On December 13, 2008, Clinical Research Information System (CRIS) will undergo an upgrade from SCM 4.5 to 5.0. The upgrade will entail primarily subtle changes throughout the application. Although the initial variances will be slight, this upgrade provides a significant foundation for the addition of new features coming over the next year, such as Electronic Medication Reconciliation and improved functionality in Progress Notes and Order Forms. Over the next 6-9 months, we will gradually rollout the new capabilities to enhance CRIS/SCM.

Activation Planning is an important process within DCRI. For each task to be performed, we identify the staff resources, time required, and the pre-requisites and contingencies that we need to follow. We start the process early to ensure that all of the activities for the weeks leading up to the upgrade, the day of the activation and the weeks after run as smoothly as possible.

As part of our project planning, we perform multiple rehearsals to ensure that the actual upgrade runs efficiently. For the CRIS/SCM 5.0 upgrade, we have performed three rehearsals. The purpose of these rehearsals is to ensure that the timing and the order of the tasks are accurate and to assess our readiness for the final activation.

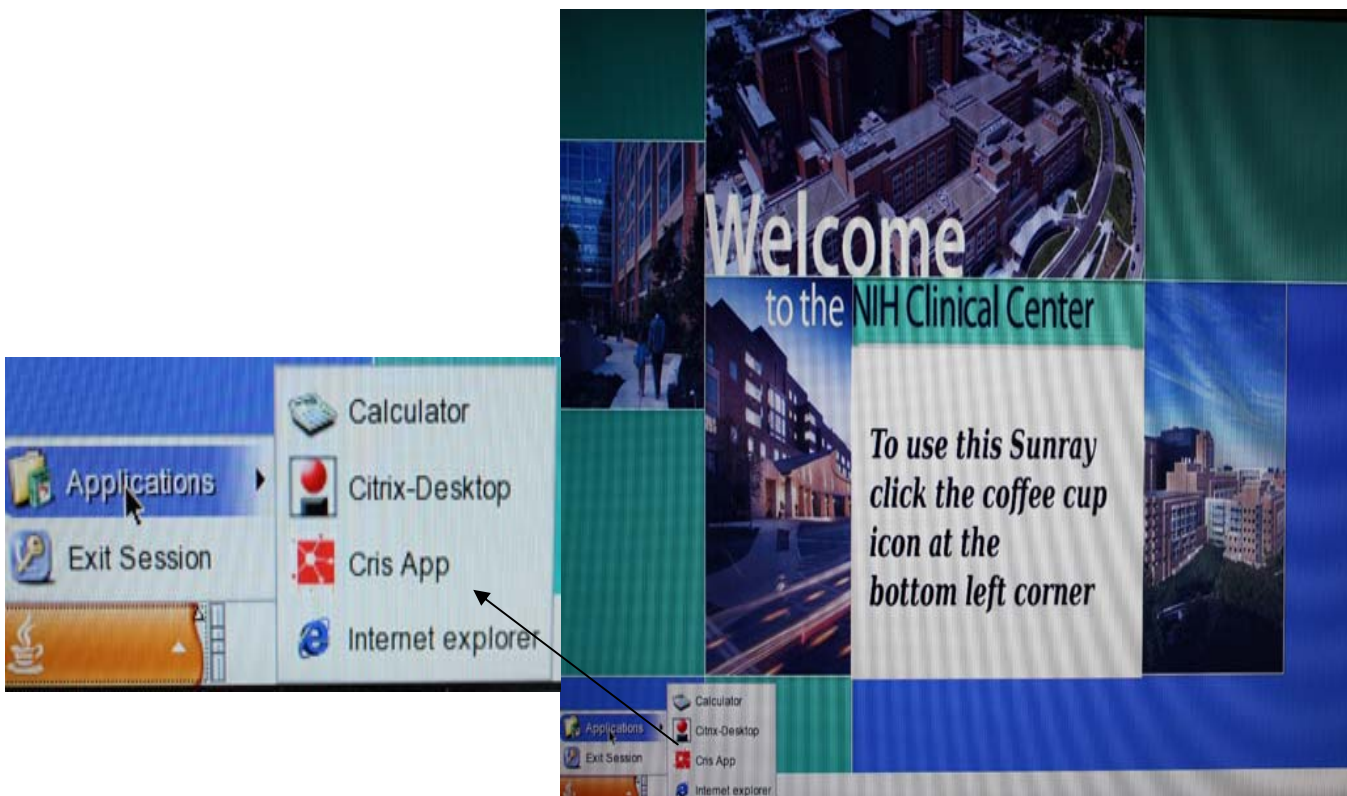
As we head into this major change, we ask for your help in two areas: First, please communicate to your staff that the system will be down from midnight through late afternoon/evening on December 13, 2008. DCRI will send out notifications to CRIS users in the next two weeks and we will provide flyers to be posted as we attempt to make sure everyone is aware of the downtime.

Second, during the identified downtime, it would be very beneficial that you do not try to log in to CRIS. We ask that you please complete your work and log out prior to when the upgrade starts. During the upgrade you will not be able to access CRIS and you will need to follow standard downtime procedures. We will send emails and have the Page Operator announce when the upgrade has been completed and you may again log into CRIS.

On-site assistance will be available 24/7 over the weekend of the upgrade. For problems during that time, please contact CRIS Support at 301-496-8400.

## New Look for Sunray Monitors

We are giving a new look and feel to the launch screen on the Sunray monitors that are in use throughout the Clinical Center. Here is the new look. Notice that the way applications are accessed is more “windows-like” and the icons are located in the lower left corner for most users. CRIS printing from Sunrays will continue to be supported. This update will take place tentatively on December 20<sup>th</sup>. If you have any questions, please call CRIS Support at 301-496-8400.



## CRIS Downtime/ System Maintenance Information

Microsoft releases security-related updates once a month. However, if a security threat occurs, such as a widespread virus or worm that affects Windows-based computers, Microsoft will release a corresponding update as soon as possible.

The NIH applies updates to the CRIS/SCM clinical servers monthly. Updates are applied first to the development environment usually on the third Tuesday. Testing on Wednesday ensures that the updates did not have a negative impact to the servers or the CRIS/SCM/SMM applications. The server team applies them to all non-clinical servers at NIH on the third Thursday. This allows the server team to work out any bugs or issues prior to the updates being loaded onto the production CRIS/SCM clinical servers. Finally the updates are placed into production on the fourth Wednesday night 8:00 p.m. – 10:00 p.m. which is the established downtime maintenance window.

DCRI is reviewing this standard maintenance window (8:00 p.m. – 10:00 p.m. Wednesday) to determine if this is still the best time for users. Suggestions for the maintenance window are encouraged and may be sent to Susy Postal with a subject line “Downtime”. For more information concerning the downtime policy please go to the CRIS Website – Downtime Procedures section at the following URL: <http://cris.cc.nih.gov/procedures/downtime.html>

## Vocera

The upgraded Vocera VoIP (Voice over Internet Protocol) communication system went live on Monday 11/17/08. Patient Escort has been the primary user of this 2-way voice activated communication tool. The new service is faster and clearer and seems to have fewer “dead” spots in the building. There is expansion capability available including calls outside NIH. There is also an emergency call notification available on current Vocera devices

If you have questions about Vocera, please contact Joyce Yarrington [jyarrington@cc.nih.gov](mailto:jyarrington@cc.nih.gov)

## Security & Privacy

The goal of IT security is to protect the data that has been entrusted to us by ensuring that the data is available to all that are authorized to access to it, that the data’s integrity is accurate and has not been tampered with, and to ensure that the confidentiality of the data is protected from unauthorized disclosure or loss.

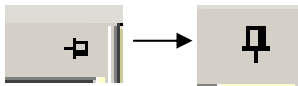
In order to protect the data, the CC Security and Privacy team conducts annual assessments of all IT data applications and systems within the Clinical Center. During this assessment we review the sensitivity level of the data and map it to certain security controls that have been outlined by the National Institute of Standards and Technology (NIST). NIST has been authorized by congress to set the standards for assessing IT security for civilian agencies. As we can only assess those systems that we know about, it is critical that we have an accurate inventory of all systems and applications that are in use at the Clinical Center that store or process any sensitive data. If you are aware of a new system that is being created or procured, please contact John Franco at [jfranco@nih.gov](mailto:jfranco@nih.gov) or Jerry King at [jking@nih.gov](mailto:jking@nih.gov) so that system can be added to the inventory list and assessment schedule.

## User Training

The CRIS upgrade on December 13<sup>th</sup> will entail primarily subtle changes including different locations for buttons (horizontal bars across the top and bottom of screens) and new names for certain fields (“Save” replaces “Submit”).

Three visible changes are:

1. The logon screen that currently says Sunrise Clinical Manager (SCM) will say Sunrise Acute Manager.
2. Free Text Notes will have a formatting tool bar very similar to the one in Microsoft Word.
3. Document entry and retrieval will have a new look.
  - Some menus and filters have become tabs on the left-hand side of the screen that can be left open by using a pushpin icon.



Panel Closed    Panel Open

- This will allow users to view or collapse tabs to provide more space for actual documentation and a new “preview-as-you-go” function where you can review your documentation as you enter.
- On the Documents tab, a filter bar is available for shortcuts to filtering options.

All training materials, the training practice database environment, and online tutorials (<http://cris.cc.nih.gov/cristraining/cbt.html>) are being updated and will be available by December 15, 2008 on the CRIS Website at <http://cris.cc.nih.gov>

If you would like to preview SCM 5.0, DCRI staff will be demonstrating it outside the second floor cafeteria on Friday, December 5<sup>th</sup> from 8am to 10am and again from 11am to 1pm. Nurses can also see and practice with 5.0 at the Nursing Education Expo on Thursday, December 11<sup>th</sup> in the 1SE Atrium between 6 and 11am and 1 and 5pm.