NIH Clinical Center CIO Newsletter
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24th Edition

This is the twenty-fourth 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

CIO Holiday Remarks

The end of another year is always an opportunity to reflect on accomplishments, analyze challenges, and develop plans for the next year. I hope your 2007 accomplishments were many, your challenges few, and your plans for 2008 exciting.

Over the last year, the Department of Clinical Research Informatics has been involved in numerous system implementations, upgrades and enhancements here at the Clinical Center. It's been an exciting year as we've watched so many of our users transition from older, less efficient processes to using enhanced clinical system functionality that supports NIH's core research mission. It's rewarding to see first-hand the value and reliance that people are beginning to place on our electronic systems as progress continues to be made.

The requests for system enhancements keep coming. It's rare that I attend a meeting or walk through the hallways where someone doesn't ask me if something can be performed electronically. The ideas and creative innovations our users are requesting are excellent and we'll continue to work with multiple departments to assess feasibility and make it happen. Its user input and requests for changes that drive our work in DCRI.

With a very long "to do" list, as you can imagine, we find ourselves struggling with prioritizing the work on our plate. In attempts to provide focus and structure surrounding the work in DCRI, we have designated three key projects for the coming year as the cornerstone projects that other work will be scheduled around. These three cornerstone projects include the implementation of a new Pharmacy system, the Data Center Move and the upgrade to Sunrise Clinical Manager (SCM aka CRIS) version 5.0. All of our projects, identified to date, including these three, have been captured and are updated routinely in a way that we hope will help us maintain some semblance of control over the ever growing list of system enhancements and implementations.

We will continue to improve CRIS as well as the CITRIX access to a multitude of applications including CRIS and SoftMed ESA. For CRIS, we will continue the releases that occur every two weeks that add medications, tests, documentation, reports and other system enhancements. For CITRIX, we will provide access and printing enhancements to resolve the access and printing issues seen since September. During FY '07, the number of updates made numbered 2,305 and included changes and enhancements to the numerous systems maintained by DCRI.

Additionally, we plan to continue our outreach activities that we've put in place over the last year including routine unit rounds, a quarterly "CRIS booth" for all CRIS users to visit and ask questions, as well as ongoing meetings with the various departments that utilize CRIS. These have proven to be invaluable in terms of developing relationships, understanding our customer's needs and providing them with the appropriate education.

FY '07 proved to be a tremendously busy year for our department and in looking ahead to FY '08 and FY '09, it appears that the trend will continue. We look forward to working with all of you as we begin another eventful year!

DCRI Accomplishments and Plans

CRIS Development and Support	Status
1. Complete four CM development projects:	
Automation of MRD forms	Completed
Enhanced protocol attribution within CRIS	Completed
Apache patient acuity system – ICU	In Progress
Images and links to images in CRIS	In Progress
2. Complete eleven interface development projects to bring outside systems into CRIS:	
eSprit – Pain and Palliative Care documentation	Completed
Viasys – Pulmonary function and exercise testing data	Completed
Opus – Respiratory Care documentation	To Be Started 2008
NEI consult documentation	To Be Started 2008
ProVation – Upgrade	Completed
ProVation – GI results	In Progress
ICU Device interfaces	To Be Implemented 2008
NIAID CRIMSON Documentation to CRIS	In Progress
StemLab – ADT interface	In Progress
Holter Monitor results to SoftMed → CRIS	Completed
NIDDK Nephrology results to CRIS	Completed
Monitor drug levels in CRIS	Completed
3. Complete 4 System Upgrades:	
Sunrise Clinical Manager (CRIS) 4.5	Completed
CBord (Nutrition)	Completed
POIS 4.7 (Surgery system)	Completed
Scheduling System Upgrade	Completed
Sunrise Clinical Manager (CRIS) 5.0	To Be Implemented 2008

4. Software development projects	
DataMart (in phases)	In Progress
Pharmacy System	In Progress
Admissions Travel Voucher redesign – Phase 1	Completed
Social Work Management System	Completed
Rehab Management System	Completed
ProtoType – Protocol Authoring including Consent Writing	In Progress
Technical Infrastructure	**Status**
1. Enhance disaster recovery plans and strategies.	In Progress
2. Retire the mainframe computer.	Completed
3. Update Firewall architecture to PIX.	Completed
4. Ensure a secure environment for users who access systems remotely.	Ongoing, In Progress
5. Install encryption software on all laptops.	Completed
6. Upgrade Citrix to Presentation 4 (web-based).	In Progress
7. Administrative Software Development:	
Protocol Recruitment Management System	In Progress
OFRM Payment Tracking	Completed
Occurrence Reporting System	In Progress
Customer Support (CRIS and Desktop)	**Status**
1. Conduct user satisfaction surveys to identify opportunities for improvement in system or support.	Completed
2. Use support center performance metrics to identify potential areas for improvement and/or user education (Aspect, Remedy, daily logs. etc.).	Completed
3. Enhance the SCD links web page to provide access to frequently used NIH resources and current literature.	In Progress
4. Enhance CRIS and DCRI websites to make more user friendly.	Completed
5. Implement Team Track software to streamline customer feedback and requests for improvements.	Completed
6. Improve user communication and preparedness for expected and unexpected system downtimes.	Completed
7. Enhance access and ability for CRIS users to register for CRIS training classes on-line.	Completed