

NIH Clinical Center CIO Newsletter

June 2007

18th Edition

This is the eighteenth 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
- CRIS User Satisfaction Survey
- New ATV Website Goes Live!
- Drug Level Monitoring Enhancement
- Avoiding Erroneous Laboratory Test Comments
- CITRIX Migration: Continued
- Patient Champion Safety Award
- Prescriber Clinical Documentation Pilot
- Security Update
- User Training

CIO Remarks

To follow best practices, the NIH Clinical Data Center utilizes a Technical Review Board to manage and oversee all the systems and to maintain high system availability. The Technical Review Board (TRB) also reviews change requests that have an impact on hardware, software, or networks. The TRB functions include the following:

- Assesses technical impact of proposed changes to the baseline.
- Approves, rejects, or postpones change requests or make such recommendations to the CCB
- Defines optimal approach for implementing process changes.
- Prioritizes change requests, approves only high-priority changes with the highest benefit and minimum impact, allocates other requests to future releases, or rejects the change request
- Assigns approved change requests to the appropriate applications software release
- Manages compliance with system and process baselines

The TRB is comprised of staff members from the Custom Applications and Databases team, Systems Administration, Citrix and Network Team, Technical Customer Support, Clinical Applications Administration and Interfaces, Clinical Informatics, Clinical Operations, and

Systems Monitoring Team. A picture of members of the TRB lead by Steve Bergstrom is below.



Figure 1: Technical Review Board

CRIS USER SATISFACTION SURVEY

Over the past several years we have asked NIH staff to complete a User Satisfaction Survey following the implementation and subsequent upgrades to CRIS. This year we have expanded the study to focus on a usability evaluation of care providers' interactions with the CRIS over time. We have made numerous positive changes to the CRIS based on feedback from the surveys, help desk calls, and requests from users. ***Your input is important to us!***

Once again we ask that you take a moment to complete the **CRIS User Satisfaction Survey** if you have not done so already. This year we have added three new questions related to communication and collaboration between care providers. Our response rate to date is very low so we need your help! The deadline to complete is **July 18, 2007**.

If you did not receive an email with information about this study use this link to access the **CRIS User Satisfaction Survey**: <http://cris.cc.nih.gov/survey/>

For questions about this survey study contact Charlotte Seckman at cseckman@nih.gov

NEW ATV Website Goes Live!

DCRI performed a successful migration on **June 19, 2007** and is now hosting the ATV (Admissions, Travel, Voucher) website on its in-house servers.

- **Phase 1** of the ATV Project improvements focused on ensuring data integrity and linking ATV data with demographics from CRIS, as well as providing additional information to requestors entering new patient admissions.
- **Phase 2** of the ATV Project improvements will focus on application process and

procedures, as well as increasing user baseline knowledge.

ATV plays a critical role in patient registration and the ADT (Admit, Discharge, Transfer) process. It is very important that data entered during the ATV process is accurate. Errors can cause ramifications to ancillary departments including, inaccurate census calculations, creation of duplicate medical record numbers, and mismatched clinical data. Helpful hints to decrease potential errors:

- Complete user training which contains helpful hints in effectively utilizing the website
- Double-check your work as you use ATV
- Review and use the online help features whenever necessary

We are interested in hearing your suggestions for improvements and feedback about the ATV website at CIOnewsletter@cc.nih.gov.

Drug Level Monitoring Enhancement

In a research environment, accurate documentation of the timing of blood draws is essential. This is especially true when the blood is to be drawn in relation to the administration of a medication to determine therapeutic drug levels. DCRI is currently testing an enhancement to CRIS that provides the functionality that will allow nursing staff to enter the exact time that blood is drawn as well as the administration time and dosage of the medication. This enhancement utilizes the Worklist Manager and its associated task form that supports a realistic workflow. Researchers will be able to view the lab results via the results tab as usual, but will see the additional information in the same result section. This work has been an exceptional team effort between several disciplines including DLM, Nursing and DCRI. Look for further communication when this is implemented later this summer.

Avoiding Erroneous Laboratory Test Comments

CRIS users often enter special instruction comments to describe laboratory specimens. However, it is important to note that such comments must not include any of the special characters listed below:

| ~ ^ & \ = @ _ [] #

These characters are used in programming and may cause inaccurate comment translation as data exchange occurs across the interface between CRIS and other ancillary systems.

CITRIX Migration: Continued

The CBORD Citrix migration is planned for late June. This move is part of the overall Clinical Center (CC) Citrix environment upgrade. The new Citrix environment will provide access to clinical applications using a web browser located at <https://cccasper.cc.nih.gov>

The CC Department of Clinical Research Informatics (DCRI) plan is to phase out the old version of Citrix as applications are moved to the new environment. This migration process will occur over the next several months. The next applications to be migrated are as follows:

- eSphere
- Softpath/SoftLab/SoftBank/SoftMic
- Softmed/ESA

If you have any questions or concerns, please contact Judy Wight (email: wightj@cc.nih.gov) or the CRIS Support Center at 301-496-8400.

Clinical Center's Annual Patient Champion Safety Award

Congratulations to the ICU/CRIS Interdisciplinary Team that was awarded the Clinical Center's Annual Patient Champion Safety Award for their work promoting patient safety and quality patient care. This team, created in 2004, has demonstrated a sustained commitment to creating and maintaining a safe environment for our patients. Many of the initiatives identified and implemented by this group have benefited both the patients in the ICU and across the Clinical Center.

Some initiatives include: bringing patient care to the bedside through the purchase of computers on wheels; the development and/or implementation of medications alerts, modification to type and cross order forms, ICU profiles and Critical Care Assessment flow sheet. As this Interdisciplinary Team moves forward, transitioning from the paper flow sheet to an electronic one, they have visited other sites, collaborated with external resources to benchmark processes and actively explored the options of biomedical interfaces to facilitate safety and quality care. This team has been essential to the progress made in adapting the capabilities of the CRIS system to improve care in the ICU. Additional information can be found in the Clinical Center Newsletter's (June 2007) article called "ICU CRIS team wins CC Patient Safety Champion Award" <http://www.cc.nih.gov/about/news/newsletter.html>

Prescriber Clinical Documentation Pilot

On **June 6, 2007** a small group of physicians and nurse practitioners began participating in a pilot project to evaluate entering progress note documentation directly into CRIS. The pilot involves two types of progress notes: a free text note and a standard format note containing the core components of SOAP entries. Both are currently viewable by all care providers, but only the pilot participants may enter documentation. The notes may be located in the document selection category "Prescribers". Throughout the pilot, the prescribers will print out and place a hardcopy of each note in the inpatient chart, while outpatient notes will print in the Medical Record Department for filing in the medical record.

Pilot participants will be providing valuable input into not only the formatting of these first notes, but the entire process for prescriber clinical documentation in CRIS as well. It is hoped that their input provide will result in improvements to develop CC-wide prescriber clinical documentation. If you have questions regarding this pilot, please contact Tricia Coffey 301-496-2292 (MRD) or Patty Sengstack (301) 496-6576 (DCRI).

Security Update

PASSWORD CHANGES

NIH will be changing its Password Policy to improve computer security, including:

- Passwords must be changed every 90 days instead of 180
- Password length will increase from 7 to 8 characters
- Password lockout will occur after 6 unsuccessful attempts, instead of 10
- Password lockout duration will increase from 15 minutes to 1 hour
- Password history changes will decrease from 9 to 1 per day

CIT will start decrementing the current password age by 10 days beginning on **July 2** and ending **August 3**, at which time the new 90-day password age will be reached, and, if your password will expire between July 2 and August 31, your new password will have to meet all requirements of the new policy.

MANDATORY TRAINING

It is time for the annual OMB mandated security awareness training. This training is required for all staff with an active directory (AD) account (e.g. uses e-mail, VPN, NIH network); otherwise, it is optional. In addition to employees, contractors and fellows, the requirement now includes guests, tenants, and volunteers to take the on-line security awareness training. If you are receiving this email, you must take the training.

You will be pleased to know that the FY07 Refresher is still 14 screens long, has some new graphics, and has been updated to address PII (personally identifiable information), hidden data, and some of the OMB M-06-16 requirements (encryption, remote access and privacy).

The Security Awareness Training website including training modules and Student Records is: <http://irtsectraining.nih.gov> Staff can fulfill their annual Security Awareness requirement as follows:

1. Previously completed the Full Course: Only need to take the FY07 Refresher.
2. Never took the Full Course: Must take the Full Course and will be given credit for the FY07 Refresher. [Note: The program will not allow an individual to take the Refresher if the Full Course has not been completed]
3. Completed part of the Full Course: Can check their Student Record for missing modules and complete them. Staff still needs to take the FY07 Refresher.

Training was to be completed by **June 30, 2007**. Please complete so your account will not be disabled.

User Training

CRIS Prescriber Training Time Change

Beginning **June 25, 2007**, the **CRIS Prescriber Class** will be a **4-hour class**. The CRIS Prescriber training will provide instructions on the entry of clinical documentation. This supports a pilot and long-term goal to automate Physician Progress Notes in CRIS. The CRIS training schedule at the CIT website has been updated to reflect the Prescriber Course and Open Course expansion from three (3) to four (4) hours. Please refer to the CIT Training Website for specific dates and times at <http://training.cit.nih.gov/courselst.asp?lname=cris>

CRIS Open Course Time Change

The **CRIS Open Course** has been expanded from three (3) to **four (4) hours** to accommodate Prescriber Training. Also added is the option to sign up for Clinical Documentation with Medication Charting during the Open Course as this course requires four (4) hours. We hope this will enhance scheduling options in order to better accommodate student needs.

New Training Materials Available on the CRIS Website

Please visit the CRIS Website and read about two new handouts that will assist you with clinical documentation in CRIS.

Add Personal Document Entry Filter handout provides instructions to create preference filters for entering documents. The preference filters are permanent and will be available for use, with any patient, whenever you log on to CRIS to enter clinical documentation.

Modify or Expand Acronym handout outlines the steps which will assist you to use the **Modify Acronyms** function of CRIS when entering a free text or structured note. The **Acronym Expansion** feature allows you to enter shorthand and abbreviations that expand to a full text. This new feature can save time when entering clinical documentation.

Please check out both new handouts on the CRIS Website at:
http://cris.cc.nih.gov/cristraining/training_materials.html