

NIH Clinical Center CIO Newsletter

March 2007

15th Edition

This is the fifteenth 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 Upgrade: Version 4.5
- Spell Check for CRIS/SCM
- System Changes to CRIS/SCM
- New Deputy CIO
- DCRI Project Management Office
- Security Update
- User Training

CIO Remarks

The NIH Clinical Center Technical Support Team completed three major projects during the month of March. These included:

- Updates to accounts for Daylight Savings Time
- Encryption for laptops
- Deployment of the client for the CRIS/SCM version 4.5 upgrade.

I want to thank the members of the NIH Clinical Center Technical Support Team for all the hard work required to complete these three major initiatives.

NIH Clinical Center Technical Support Team (Weekend of March 10-12)



Back (L→R): Rick Allison, Brian Mitchell, Golnar Miamee, Stacy Coleman, Majula Patel, Theresa Eng

Front (L→R): Bertram Brown, Anthony Joseph, Tam Tran, Mukesh Khatri

NIH Clinical Center Technical Support Team (Weekend of March 10-12)



Back (L→R): Devery Donovan, William Hernandez, Richard Carter, Chuck Gibbs
Front (L→R): Michael Lyon, Larry Logan, Sabrina Lindsay



Eric Clark, Patty Dutcher

Please Instruct Patients to Check-In at Admissions - Before Testing!!

A problem we sometimes see involves the sequence of events as patients are admitted to the Clinical Center (CC) as described below:

1. Currently, Pre-Admit patients or Outpatients come to the CC to be admitted, but some of them go first to phlebotomy or other departments for testing prior to going to Admissions.
2. Lab (or another department) releases the orders in CRIS (they become “active”) and then performs the testing.
3. The patient then goes to Admissions and is officially admitted in CRIS.
4. This action changes the patient’s visit type (e.g., Outpatient or Pre-Admit Inpatient) and automatically discontinues any active orders.
5. If the tests just performed have not yet been stasured as “performed” or “received” in CRIS when the visit type is updated, then the result for the test cannot cross the interface from the ancillary system into CRIS.

To alleviate this problem, please instruct patients being admitted to check in with Admissions first, **then** go get their testing done. Thank you!

Uncertified Operating Software

Microsoft has recently released widely publicized new software, including Internet Explorer v7 and the Vista operating system. At this time, DCRI does not recommend implementing either of these two products on personal PCs or servers that are used to access Clinical Center applications. Several of the clinical and administrative systems supported by the CC are not yet certified by their vendors to run with this new software, and may not work as expected. DCRI is not able to support CC applications on devices that have this new software installed. Please call the **CRIS Support Center** at **301-496-8400** if you have any questions.

Upgrade to Version 4.5

On **March 10, 2007**, the CRIS system was upgraded to add new enhancements and functionality. There were 52 staff members from DCRI who worked hard to upgrade the CRIS system and provide continuous support center coverage. Several representatives for departments throughout the clinical center also contributed to the upgrade. Although there were a few issues that arose, the team worked through the weekend to resolve them while minimizing their impact to the user community. We would like to thank all users for their patience during the upgrade process. Please contact the **CRIS Support Center** at **301-496-8400** if you have any questions or if you experience any problems with CRIS.

Spell Check Now Available

During the **March 27th** CRIS release, *spell checking* will be added to clinical documentation for **Structured Notes** and **Free Text Documents**. It will not be available on flow sheets. This is an "As You Type" dictionary like the one found in Microsoft Word, with a medical language component included.

How to use spell check:

- When you type a misspelled word, a wavy red underline will appear.
- **Right click** over the misspelled word.
- You will receive a list of suggestions. Highlight and click on the one you wish to substitute and the insertion will be made automatically.

System Changes to CRIS/SCM

Most changes to CRIS are scheduled on a bi-weekly basis known as **releases**. March 27 will be the start of the 58th such release, which comes five weeks after the last regularly scheduled release on February 20. This delay was necessary to protect the data on the CRIS system before, during, and after the upgrade that took place on March 10.

Due to the length of time between the dates, there are over 100 System Change Requests (SCR's) scheduled for the March 27th release (vs. the average of 46). The SCRs contain a variety of requests from Pharmacy, Lab, Nursing, Admissions, and other departments. We will make every attempt to fulfill all requests between March 27 and March 29, but it may be necessary to postpone some SCRs until the next release on April 10. We appreciate your patience and understanding as we work to implement these changes as safely and efficiently as possible.

Please contact the **CRIS Support Center** (301-496-8400) or go to the **CRIS website** cris.cc.nih.gov/changes/changerequest.html if you have any questions about requesting changes in CRIS.

New Deputy CIO

Please join me in welcoming Patricia Sengstack to the CC Department of Clinical Research Informatics. As Deputy Chief Information Officer, Patricia will be a lead resource for members of the multidisciplinary care team that uses CRIS, the Clinical Research Information System. In

her role, Patricia will help analyze and propose options to address the needs of CRIS users, coordinate efforts involved in implementation of system upgrades and enhancements, and proactively identify areas for improvement.

Many people involved in the activation of CRIS in 2004 have already worked with our new Deputy CIO. As an application analyst for the Computer Sciences Corporation (CSC), she helped plan and implement CRIS activation activities from 2003 to 2005. Since August 2005, she has been CSC's project support lead for many aspects of CRIS activation, including user account management, application security, results retrieval and business process redesign. She has worked in several local acute care facilities (Providence Hospital, Washington Hospital Center, Adventist Hospital) in a number of roles during her 25-year professional career. Some of these roles include: IT clinical coordinator and educator, IT project manager, clinical case manager, ICU staff nurse, clinical nurse specialist, and ICU nurse manager. Recently board certified in Nursing Informatics, Patricia earned her BS and MS in Nursing and Healthcare Administration from the University of Maryland and completed a post-master's degree in Nursing and Healthcare Informatics there in 2002.

DCRI Project Management Office

In 2005, DCRI identified the need for a more formal process to manage the many projects being requested. The DCRI PMO was formed, and a formal project management methodology was documented. This methodology provides a standard way to manage projects of all sizes and levels of complexity. This process includes a planning phase where the project is defined, and the work required is documented in a detailed work plan. At the end of each project, the entire team contributes to a discussion to determine what lessons have been learned to help with future projects. Many projects have been successfully completed by using this standard methodology. The DCRI PMO has also been asked to provide consultative and educational services outside of the department. Sue Houston, who is certified in project management, manages the DCRI PMO. Other project managers include Sue Martin, Ryan Kennedy and Judy Wight. A project manager using the formal methodology manages all projects involving DCRI. If you have a need for a solution that requires project management from DCRI, please contact Sue Houston at 301-496-6819.

Security Update

Memorandum M-06-15 from OMB dated May 22, 2006 states:

“As you know, the loss of personally identifiable information can result in substantial harm, embarrassment, and inconvenience to individuals and may lead to identity theft or other fraudulent use of the information. Because Federal agencies maintain significant amounts of information concerning individuals, we have a special duty to protect that information from loss and misuse.”

This memorandum reemphasizes your many responsibilities under law and policy to appropriately safeguard sensitive personally identifiable information and train your employees on their responsibilities in this area. In particular, the Privacy Act requires each agency to establish:

“rules of conduct for persons involved in the design, development, operation, or maintenance of any system of records, or maintaining any record, and instruct each such person with respect to such rules and the requirements of [the Privacy Act], including any other rules and procedures adopted pursuant to this [Act] and the

penalties for noncompliance”, and “appropriate administrative, technical and physical safeguards to insure the security and confidentiality of records and to protect against any anticipated threats or hazards to their security or integrity which could result in substantial harm, embarrassment, inconvenience or unfairness to any individual on whom information is maintained.” (5 U.S.C. § 552a(e)(9)-(10))

With this said, we want to remind everyone that it is our duty to protect all sensitive information that has been entrusted to us. We have policies and procedures in place to ensure that we are protecting those systems that we know about. If you are planning to develop a system or application that will store, process or transmit sensitive data please contact the CC ISSO or CC Privacy Officer to evaluate that system or application, even if that application is an access type of database or spreadsheet. If you have a system or application and you are not sure if you have the proper documented policies and procedures to protect that data please contact the CC ISSO or CC Privacy Officer. Remember, we are required by law to protect all the information entrusted to us.

User Training

CRIS 4.5 Upgrade Training Materials

The upgrade of CRIS to version 4.5 occurred on **March 10, 2007**. To learn more about the new functionality available, please refer to the **CRIS website** <http://cris.cc.nih.gov> Handouts are available and you can practice using the CRIS online tutorial. The CRIS online training tutorials have been updated to reflect the new 4.5 functionality. They are available at <http://cris.cc.nih.gov/cristraining/cbt.html>.

Summer Fellow Training

Clinical Directors, Department Heads and Credentialing Coordinators have received an email with details about additional **CRIS Prescriber Classes** offered this summer (**June 25, 2007-July 13, 2007**) to accommodate incoming fellows.

When scheduling CRIS training for new hires, please go to the CIT training website <http://training.cit.nih.gov> and register for the **CRIS Prescriber Training Course** OR the **Open Course: Prescriber Training**. For additional assistance, contact the CIT Help Desk at 301-594-6248 or call CRIS Support at 301-496-8400.