

NIH Clinical Center CIO Newsletter

November 2007

23rd Edition

This is the twenty-third 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

- Citrix Upgrade Update
- CIO Remarks
- Surgical Pathology Notification
- New DCRI Website
- New Password Requirements
- Updating NED Online
- Text Paging on the 102 Pager Network
- Changing Protocol Assignment in CRIS
- Medical Staff Contact Information in CRIS
- Security Update
- User Training
- User Support

Citrix Upgrade Update

With the change to a web-based Citrix environment for CRIS access, we have had difficulty in providing printing services for the wide variety of printers located throughout the NIH. We are working on improving CRIS access and printing through the CC Citrix environment. We have been collaborating with the IC IT staffs from the CIO to the Desktop Support level to help us identify the issues, review options, develop solutions and communicate changes.

It is important that we understand your access and printing needs to ensure that the solutions we implement address your issues correctly. Please email the CRIS Support team (crishelp@mail.nih.gov) or call 401-496-8400 and identify any access and printing issues that you are currently experiencing. We will log these issues and as we push out solutions to improve CRIS access and printing, we will provide updates in the CIO newsletter and CRIS Website (www.cc.nih.gov/dcricri).

We are in the process of applying some changes to the Citrix environment beginning this month, continuing through February. During the next several weeks, we will be installing a standard set of supported print drivers to all of the CRIS/SCM Citrix Servers. Our expectation is that this "Gold Standard" will allow us to provide printing services to a majority of printers throughout NIH. We will provide the list of "Gold Standard" print drivers to your IC IT Support staff so they can assist you more readily with printing in CRIS via Citrix.

In the January/February 2008 timeframe, we plan to implement a new access method for CRIS/SCM through Citrix. We hope this change will be relatively transparent for you, but it does involve a new URL. We would like to test the URL with a wide variety of CC and NIH IC users prior to implementation. If you are interesting in participating in a pilot test, please contact Judy Wight at 301-443-3477 (or wightj@cc.nih.gov). Our expectation is that the new URL will eliminate access issues (e.g., smcuser account lockouts, remote access problems, etc.) and also enhance the printing (e.g., the list of printers that you see will be limited to your local printer list).

We appreciate your patience as we continue to improve the new Citrix environment.

CIO Remarks

A question I get from time to time is “What is CRIS?”

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

CRIS

- Embodies a patient care and research model centered on clinical research protocols.
- Provides a standards-based interface to support independent research systems.
- Provides a tool to optimize patient care delivery and efficient protocol implementation.

The over arching principal of CRIS is user access to patient care related data via one system. Appropriate members of the clinical staff enter orders, review patient demographics, review results, enter clinical documentation and review transcribed reports through CRIS/SCM.

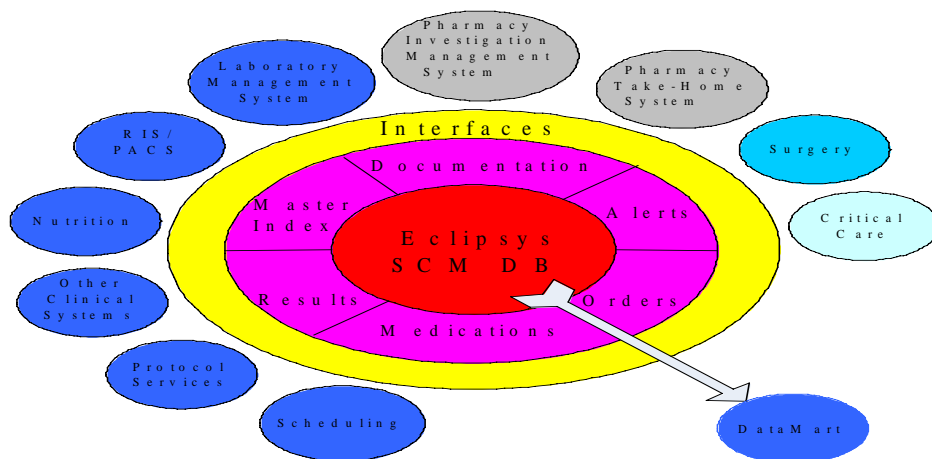
Sunrise Clinical Manager (SCM) from Eclipsys is the product which users interact with when working in CRIS. The CRIS icon on the SCD or Sunrays in the CC labeled CRIS is actually SCM. The CRIS icon on the Citrix Access Platform for users that view CRIS via Citrix is actually SCM. The orders, results and documentation from CRIS are denoted by Red and Pink in the CRIS Operational Diagram below.

The items in the dark blue are currently ancillary department systems that are also part of CRIS. The data in CRIS is managed jointly between the ancillary department staff and DCRI staff. The use of powerful interfaces shown in Yellow allows demographic, order and result data to be shared between CRIS/SCM and the ancillary department systems as described in the January, 2007 CIO Newsletter.

http://cris.cc.nih.gov/cionews/pdfs/NIH_CC_CIO_Newsletter_January_2007.pdf.

Those items in grey or lighter shades of blue will be upgraded or added in the next fiscal year. The Surgery system will upgrade to allow full documentation for Anesthesiology and Surgery notes in 2009. The Critical Care Medicine documentation as well as the device interfaces for ICU monitors, ventilators and IV infusion pumps will be added in 2008.

CRIS Operational Diagram



Surgical Pathology Notification

In response to user requests, when entering new **Surgical Pathology** orders, you can request to receive notification via email when the result is posted in CRIS. At the time the new **Surgical Pathology** orders are entered, up to three providers (usually the attending surgeon and two other clinical providers) can be chosen for notification.

Specimen #49:	<input type="text"/>	Specimen #50:	<input type="text"/>
Requestor Name	<input type="text"/> *	Requestor Phone/Pager:	<input type="text"/> *
Provider to notify (select button):	<input type="text"/>	Provider email:	<input type="text"/>

Training material related to this new functionality is available at http://cris.cc.nih.gov/cristraining/training_materials.html See Surgical Pathology Order/Notification under CRIS – Order Entry.

New DCRI Website

We are pleased to announce the unveiling of a new website www.cc.nih.gov/dcri for DCRI on December 3rd, 2007. The website features general information about the department, services provided and ongoing projects in DCRI. We look forward to expanding this resource in the future and hope that you will find the website useful!

New Password Requirements

In order to meet regulations contained within the Federal Information Security Management Act, CRIS users will be required to change passwords every 90 days instead of every 180 days. DCRI staff will be phasing this change in over the next several months.

Please remember the rules for creating a strong password when you update. Passwords must be at least eight (8) and no more than thirty (30) characters in length. Choose a password with a combination of upper/lower case characters and numbers. Do not use any special characters (~!@#%\$%^&*) in your CRIS password.

Updating NED Online

The NED update feature can be accessed via the NED Web site [<http://ned.nih.gov>].

The screenshot shows the NIH Enterprise Directory (NED) search interface. At the top, there is a navigation bar with the U.S. Department of Health & Human Services logo and the text "www.hhs.gov". Below this is the National Institutes of Health logo and the text "The Nation's Medical Research Agency". A search bar is located on the right side of the page, with a "search" button and a link to "Advanced Search". The main content area features a "NIH Enterprise Directory (NED)" header with a "FAQ" link. Below the header, there is a section titled "Update your information" with a "Search By:" dropdown menu showing options for Name, Phone, E-mail, Username, and NIH ID. The search fields include "Last Name:", "First Name:", and "Institute/Center:" (set to "All Institutes and Centers"). There are "Find" and "Clear" buttons. A link for "Advanced search options" is also present. At the bottom of the page, there are links for "Contact Us", "Privacy Notice", "Disclaimer", "Accessibility", "Site Map", "Search", "FOIA", and "FAQ". Logos for the National Institutes of Health, Department of Health and Human Services, and USA.gov are displayed at the bottom.

Click on the red "Update your information" at the top of the screen or use the search fields to locate your name, click on your name to display the "View Details" page, and select "Update your information" from that page. You will be asked to enter your NIH Login—normally the user name and password used to log on to your network or e-mail. Your record should begin like this:

The screenshot shows the NIH Enterprise Directory (NED) update page. At the top, there is a "NIH Enterprise Directory (NED)" header with a "Help" button. Below the header, there is a "Cancel/Return to Search" link. A legend indicates that a blue dot means "requires AO update" and an orange square means "updates the GAL (details)". A note says "Click on the Work or Home Information tabs to update other information." There are four tabs: "Services", "Personal Information", "Work Information", and "Home Information". The "Personal Information" tab is selected. The page displays the user's NIH ID: 001-0057-498. A photo of the user is shown. Below the photo, there are fields for "Title:" (set to "Mr"), "First Name:" (Jon), "Middle Name:" (W), and "Last Name:" (McKeeby). There is a "Generation:" field with a blue dot. A "Suffix:" field is empty, with a note "(e.g., MD, RN, PhD)". There are "Preferred Name:" fields for "First:" (Jon), "Middle:" (Walter), "Last:" (McKeeby), and "Generation:". There is an "Other Name(s):" field with "Click buttons to add/remove" and "Add" and "Remove" buttons. A "Comments:" field (512 chars) is at the bottom. At the bottom of the page, there are links for "Privacy Act Notice" and "Security Act Notice", and buttons for "Submit Update", "Contact AO", and "Cancel".

Once you have reached this site, detailed instructions for updating your NED record are available by clicking the "Help" button that appears in the upper right corner of your screen.

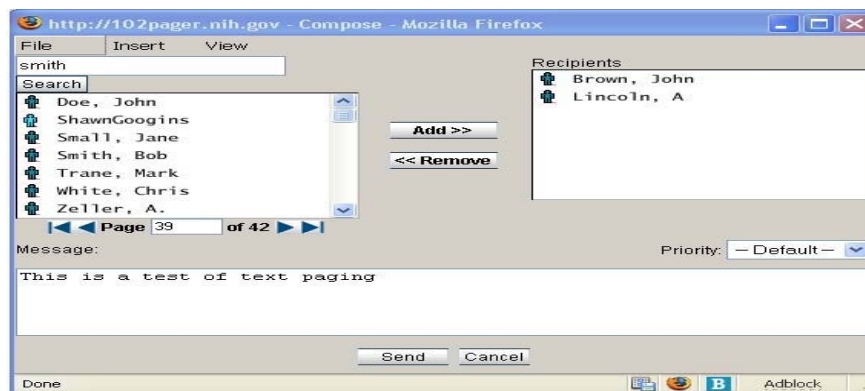
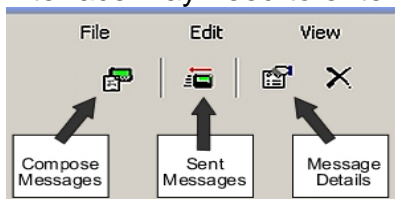
Text Paging on the 102 Pager Network

Did you know that you could send text pages on the 102 pagers system through an easy to use web interface without the installation of any software? Instead of dialing 102 on an NIH phone, or 1-800-NIH-BEEP from outside NIH, set your web browser to <http://102pager.nih.gov>.

This site can be accessed only from within the NIH network. If you are not on the NIH network you can access the system via a VPN or other remote connection. The web interface works in either Internet Explorer or Firefox browsers so either a MAC or a PC can access it. Make sure you set your browser to allow pop-ups from the site. To send a text message click on the compose icon (see image below) and a compose window will pop up. If you know the 5 digit PIN number of the person you want to page, enter that number in the window above the search button and hit search. This will search the database and confirm the presence of this PIN in the system. You may also search by name. Once the search is completed, select the PIN or NAME in the search window on the left and select the Add button to add the page recipient to the Recipients window on the right. You may enter multiple recipients. Enter the text that you would like the individual(s) to receive, and then select the send button. The message will be cued and sent and the results will be listed in the message log.

Details about the individual sent messages can be reviewed in the message log. Text messages should be limited to 80 characters.

*Note that escalated messages, address books, and sending messages to other devices besides the 102 pagers are not currently supported on this version of the web interface. A software upgrade and added features are currently being pursued. First time users of this web interface may need to enter just the server name as 102pager.nih.gov in a popup dialog box.



Changing Patient Protocol Assignments in CRIS

Patients' active protocol assignments, a historical record of their protocol assignments, and the status of corresponding protocol consent documents can be found in the **Health Issues** section of the **Patient Info** tab in CRIS.

The **Change Protocol Assignment** service requisition (order) in CRIS may be utilized by authorized users to add a patient to a protocol, remove a patient from a protocol, and/or change a patient's primary protocol/reason for visit assignment. While this doesn't immediately update the protocol(s), it prints in the Medical Record Department indicating that an action is required to update the patient's protocol assignment(s).

Any questions regarding this service requisition, specific training needs related to utilizing this service requisition and/or questions related to patients' protocol assignments in CRIS may be directed to **Tricia Coffey, Medical Record Department (301-496-2292)**.

Order Entry Worksheet - NIHCCTEST, PATIENTCCC TEST

NIHCCTEST, PATIENTCCC TEST (Seth Carlson IT)

Allergies: Drug: 40 Winks, abacavir, Advicor, griseofulvin, Norvasc, penicillin, pheniramine, warfarin; Drug Categ...

Requested By: Me Other: _____ Source: _____

Date: ___/___/___ Time: _____

Session
Type: Today Outpt/Current Inpt Reason: _____

Start Of Browse: Contents of /*Protocols*//*Protocol Assignment*

Protocols
+ *Protocol Assignment*
+ CC
+ NCCAM
+ NCI
+ NEI
+ NHGRI
+ NHLBI
+ NIA
+ NIAAA
+ NIAID
+ NIAMS

Type here to enter order name
Order
Change Protocol Assignment
Use to add or remove a Protocol, or change a pati... Visit Reason Protocol. Changes must be approved... advance by the Principal Investigator and must be... discussed in advance with the patient. Call the Mf... any questions (301) 496-2292.

Add...
View...
Item Info...
Message...
Expert Dosing...
Edit...
Delete
Copy...
Add Specimen...
Indication...

Submit Order(s) for NIHCCTEST, PATIENTCC... Hide Worksheet Cancel Help

Medical Staff Contact Information in CRIS

Is Your Phone/Pager Number Correct In CRIS???

It is important for medical staff to have correct contact information in CRIS and now there is a new and easy way to make that happen! DCRI staff has updated the **Medical Staff Directory** application so that each member of the credentialed medical staff can update their information online.

If you wish to update your contact information, please complete the following steps:

1. Open the web address <http://www2.cc.nih.gov/msd/> in your browser.
2. Enter your last name in the search box.
3. Review the contact information currently available in CRIS. If you would like to make a change, click the "Change" link.
4. Enter your name and email and then modify the contact information as necessary.
5. Click "Submit Query".
6. Close the directory.



You can browse by:	Last Name	Institute	Institute & Branch
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This directory, of credentialed members of the active medical staff, is indexed by Last Name, Institute, and Institute/Branch. The directory is also searchable by selected keywords.

►Search by Last Name:

►Search by Institute:

[NIH Clinical Center\(CC\)](#)

[National Institutes of Health](#)
Bethesda, Maryland 20892
Version 1.5b

Technical questions or comments?
Contact [CC Applications Team](#)

Questions regarding the Credentialed Staff Directory?
Contact the [Office of Credentialing Services, CC](#)



Security Update

NIH Security Awareness Training for FY08

Greetings - Please be aware that because we are now in a new fiscal year, the Security Awareness training (<http://irtsectraining.nih.gov/>) has been updated to include the FY08 Refresher. You may check this when viewing your student record. As with previous years, if a person takes their initial full security awareness course after October 1st, they will receive credit for the FY08 Refresher (i.e., if they previously took the course, and just repeated it, they do NOT receive credit for the Refresher---it's just the first time). Please take the time while it's still early to complete the refresher, as everyone is required to complete the refresher by June 30, 2008. Remember – you'll have to review and acknowledge that you have read the NIH Rules of Behavior as part of this annual training.

Passwords – The Key to Any Security Program

Today we introduce the concept of using a pass phrase instead of a password. Why?...because **Pass Phrases** are **MORE SECURE** and **EASIER TO REMEMBER!** Did you know that some agencies have already switched to pass phrases and that the Federal government may soon require all agencies to use them? Why not create yours now?

What's the difference? When you think of a password, people generally think of a word like "Password" or a string of random symbols, such as "R*n]2eB%d" or a combination of the two such as "P@s\$w0rd". Pass phrases typically have spaces between words and are longer than the majority of words.

Examples of pass phrases:

- My lizard eats 6 crickets daily!
- Mix peanuts & oil 2 make peanut butter
- Shopping @ Macys 4 new furniture
- 2 much talking = big cell phone bills

Why is a pass phrase better? From the standpoint of password guessing or cracking, a 5- or 6-word pass phrase is roughly as strong as a completely random 9-character password. Most people can remember a 6-word pass phrase much easier than a totally random 9-character password.

How can you make a real secure pass phrase?

Be creative. Make it personal to you--even funny.

- Select a phrase that is more than 4 words—preferable 6
- Stay away from common phrases or quotes
- Mix short and long words and remember that sentences need not be intelligible
- Character substitutions and/or misspelling strengthen the pass phrase
- Mix languages
- Per the NIH Password Policy, you'll need to use a combination of at least 3 of the following: upper case, lower case, numbers and symbols.
[\[http://irm.cit.nih.gov/nihsecurity/pwd_policy.doc\]](http://irm.cit.nih.gov/nihsecurity/pwd_policy.doc).
- Exclude some of the spaces between words.

What if I STILL forget my pass phrase?

Everyone should be registering at the NIH iForgotMyPassWord website [<http://iForgotMyPW.nih.gov>]. To register, you provide unique answers to five questions. At anytime or any day, *when you've forgotten your password/pass phrase*, you can go to that site, answer three of the questions correctly and can then reset your password. If you then need to reset your other, non-active directory, passwords, you can use your NIH Password to log in at Password Reset (<http://silk.nih.gov/passwordset>) where NIH users can reset their Helix, ALW, and Titan passwords.

If you need further assistance, contact the NIH Help Desk at 301-496-4357 or helpdesk@nih.gov.

User Training

Just a reminder: CRIS training is required in order to receive your CRIS code that will give you access to the CRIS system. The classes you will attend are based on your role. For general questions about what CRIS classes to take and to register, contact CIT Training at 301-594-6248 x 2.

For special assistance/accommodation with registering for CRIS training, scheduling conflicts with the existing class schedule, as well as concerns or special needs related to the current class schedule (example, class is marked as 'full'), contact CRIS Support at 301 496-8400 and ask for a member of the Training Team. CRIS Support will put you in touch with the Training Team who will work with you to meet your needs.

User Support

Community Outreach: *Walking Wednesday CRIS Rounds*

Members of DCRI and Nursing have begun making weekly rounds to inpatient and outpatient locations. The team includes CRIS Nurse Analysts, Representatives from DCRI User Support Team and Helen Mayberry from Nursing. These WALKING WEDNESDAY CRIS ROUNDS bring us closer to the needs of our clients. To date, rounds have been well received and productive for everyone involved. We have had the chance to discuss CRIS issues, answer questions, and resolve some problems on the spot, while others were routed to the appropriate resources for problem solving. If you would like your area to be part of the rounds please contact CRIS support and ask to speak with Lillian Butler or Rubi Defensor.

CRIS Booth

On a quarterly basis CRIS Support analysts from DCRI will be outside the second floor cafeteria to answer any CRIS questions you may have. Users can ask questions about CRIS processes, features or concerns. In the past, topics have varied from Protocol Attribution to "Ask me about CRIS".

Resource material is available at the booth to take with you and share with your colleagues. You can also find resource materials at the CRIS website training material section. http://cris.cc.nih.gov/cristraining/training_materials.html

Please try to stop by again in early February. Look for the confirmed date in future newsletters. Staff will be outside the second floor cafeteria 8:00 am -9:30 am and again from 11:30 am-1:00 pm to answer your questions. If you cannot make it and have CRIS questions feel free to call CRSI Support for help. (301-496-8400)