

NIH Clinical Center CIO Newsletter

October 2007

22nd Edition

This is the twenty-second 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
- New Firewall
- Clinical Documentation for Prescribers in CRIS
- CITRIX Neighborhood Migration
- Security Update
- CRIS Support
- CRIS Downtime Notification List Serv

CIO Remarks

At the Eclipsys User Network Conference in October, NIH CC won the Circle of Excellence Award for Operational Achievement using Eclipsys Solutions. The "Circle of Excellence" awards program, recognized the extraordinary efforts of 3 clients each for the 3 categories of clinical, financial and operational outcomes.



DCRI Staff who attended EUN with the Circle of Excellence Award

The award is based on a self nomination of which we were 1 of 200 nominations. Our nomination involved 4 different processes that we improved through configurations added to SCM. These 4 processes included the Medication Replacement Process, Drug Level Monitoring, the Universal Requisition and the Unsigned Order Process.

One item that is of importance for these 4 processes was the interdisciplinary approach that we followed when creating these 4 processes. Each process involved a team approach to determine a solution which was then designed, reviewed by the group, reviewed with SCM users, implemented and evaluated.

I would like to thank the groups that worked on the processes as listed below.

Medication Replacement Process

Team: Gary Dipatrizio, Pharm.D.; Vicki Skahill; Steven Luxenberg, M.D.; Barry Goldspiel, Pharm.D.; Bob DeChristoforo

Drug Level Monitoring

Team: W. Douglas Figg, Pharm.D., NCI; Steven Luxenberg, M.D.; Yulia Broydo; Yenshei Liu; Helen Mayberry, RN; Kathleen Castro, RN; Paul Jarosinski; Brad Moriyama; Chung-Hee Row; Alan Remaley, M.D, Ph.D.; with contributions from Dr. Jon McKeeby and Josh Cohen, Mark Ruddel, Kathy Feigenbaum, RN

Universal Order Requisition

Team: Lincoln Farnum, Michael Nansel

Unsigned Orders

Team: Patty Sengstack, Steven Luxenberg, M.D., Tricia Coffey, Lincoln Farnum

Remember CRIS is **Your** system, please use **Your** voice to identify improvement opportunities.

Jon

Medication Replacement Process

To improve the medication dose replacement requests to pharmacy (for additional tablets, IV fluid bags, etc.), we created new orders driven by the order ID of the medication for which a replacement dose was needed. The nurse now simply enters this order ID, and the drug order information from the original medication order automatically populates on the replacement order form. The nurse simply enters the time and reason the replacement dose is needed, and the replacement order is complete. In addition, special programming checks to see if the order ID entered corresponds to the patient on whom the order is being entered – if there's a mismatch, then the order is for the wrong patient, and the order can't be completed. The special programming also checks to make sure the order ID used is for an active medication – if the order is no longer in use, then the order can't be completed. This new process has greatly reduced the potential for inappropriate, incomplete, or inaccurate requests for medication replacement doses.

Drug Level Monitoring

The collection and the documentation of specimen collection for drug levels must be accurate in order to make decisions about clinical treatments and to monitor effectiveness of our research protocols. The traditional process for documenting collection data was paper-based, and full of opportunities to go awry. In an effort to address this issue, SCM was configured to have drug level orders create a task on the Worklist Manager. The task form was designed so that the nurse marking the task of drawing the blood as "Done" is required to document the date and time of the collection, as well as the dose and timing of the drug administration which will post with the drug level lab test. See http://cris.cc.nih.gov/cionews/pdfs/NIH_CC_CIO_Newsletter_July2007.pdf for more information.

Universal Order Requisition

A Universal Order Requisition was developed to support printing order requisitions with no further configuration needed. This report has two separate versions, a version triggered to print on order entry, and an on-demand version using OrderID as a parameter allowing users to easily reprint requisitions. We also changed the process to stop printing most requisitions and utilize the Check Order notification to alert staff of new orders and added the use of the on-demand Universal Order Requisition to address the occasional need for a hard copy order requisition.

Unsigned Orders

To ensure that orders entered on behalf of other practitioners were reviewed by a licensed practitioner in a timely manner multiple notifications were added. By implementing special programming that alerts LPs when they have unsigned orders that are greater than 48 hrs old, we have seen a significant decrease in the number of unsigned orders. In conjunction with this special programming, we send automated emails for any orders greater than 48 hrs old. With order quality review occurring in a timelier manner, we believe we continue to reduce risk and enhance the care we deliver at NIH

New Firewall

On Saturday, October 27th from 5-10 p.m., the Clinical Center (CC) network team replaced the CRIS firewall with new hardware. DCRI staff and application owners tested clinical applications and CRIS interfaces successfully after the cutover. As of this time, there are no reported problems or issues with the clinical applications that were impacted by this change.

Clinical Documentation for Prescribers in CRIS

Beginning, October 16, 2007, all Prescribers have the ability to document daily progress notes in CRIS. Currently there are two generic notes available: Progress Note – Standard SOAP and Progress Note – Free Text. Once submitted, these notes can be viewed from the Documents tab in CRIS. We are requesting that clinicians print out progress notes for inpatients only (outpatient notes will print in the Medical Record Department) and file them in the patient's chart each time they enter a note.

Since approximately July 1, 2007, all new Prescribers receive documentation training during their CRIS orientation. All Prescribers can familiarize themselves with this new feature by reviewing an online tutorial **and/or** attending classroom training:

1. On-Line Tutorial: A computer based training course is available to introduce you to these new functions through the following link:
http://cris.cc.nih.gov/cristraining/CBT/clin_doc_prescriber/
2. Classroom Training: For those users who already have a CRIS code/account, you may register for the **CRIS Prescriber Clinical Documentation** course (course # 277) on the CIT website through the following link:
<http://training.cit.nih.gov/coursest.asp?lname=cris>.

For ease of viewing Progress notes entered in CRIS, you can create your own view filter. See "Add New Documents Filter" that can be accessed via this link:

http://cris.cc.nih.gov/cristraining/documents/CRIS_45_Add_New_%20Document_%20Filter.pdf

For questions about these CRIS courses and/or to register, please contact the CIT Help Desk at 301-594-6248. For additional questions or concerns, please contact CRIS Support at 301 496-8400. Please contact Claudia Briguglio at cbriguglio@cc.nih.gov or (301) 435-6173 to discuss individual training needs, special accommodations, or suggestions for improving the CRIS training schedule.

Citrix Neighborhood Migration

The Department of Clinical Research Informatics (DCRI) would like to thank everyone again for their patience while we continue to work through some remaining login and printing issues related to the CC Citrix environment upgrade. As noted in previous communications, users are experiencing issues related to logging into CRIS/SCM through the new web-based CC Casper site that may result in trouble printing and print previewing. Repairing these problems is our top priority for the project.

The next applications to be migrated in the November/December timeframe include:

- POIS (SIS)
- SoftMed/ESA
- Published Desktop (e.g., MS Office, PowerBuilder applications)

Institute Supported Computers: Use "Favorites" to Access CRIS

The upgraded Citrix servers now support web-based access to CRIS when access is from an institute supported, multi-user computer. Therefore, creating a Desktop shortcut by placing a CRIS icon on these computers sometimes creates issues with connectivity. We are recommending that users add <https://cccasper.cc.nih.gov> to their list of favorites for easy access instead of the Desktop icon.

Security Update

In a recent memo from the HHS Chief Information Security Officer, Jaren Doherty it was stated that-

“Both the Federal Information Security Management Act (FISMA) and the Office of Personnel Management (OPM) Regulation 5 Code of Federal Regulations (CFR) 930.301 require federal agencies to:

- identify personnel with significant security responsibilities; and
- provide security training commensurate with these responsibilities in the form of role-based training.

Additionally, the requirements within this document are issued under the authority of the Office of the Chief Information Officer (OCIO) *Policy for Department-wide Information Security*. Within the HHS environment, significant security responsibilities are defined as the responsibilities associated with a given role or position, which, upon execution, could have the potential to adversely impact the security posture of one or more HHS systems.”

A list of all CC employees and contractors is being developed to determine which positions will be required to have this additional training. Those that will be required to have the additional training will be notified and a list of suggested courses will be given at that time along with other relevant information.

The full memo can be read at:

[http://intranet.hhs.gov/infosec/docs/policies_guides/RBT/Definition_of_SSR_Security_RBT_Implementation_FINAL_\(3\).html](http://intranet.hhs.gov/infosec/docs/policies_guides/RBT/Definition_of_SSR_Security_RBT_Implementation_FINAL_(3).html)

CRIS Support

CRIS Support is your one stop resource for triaging questions or concerns related to CRIS and its ancillary applications (ATV, eSphere, Viasys, ProVation and more). DCRI provides CRIS Support 24/7.

During normal business hours Monday – Friday 7:00 am – 6:00 pm, CRIS Support can be reached at 301 496-8400. When you need assistance after 6pm, as well as weekends and holidays, you now call the DCRI Systems’ Monitoring Team (previously ‘Operations’) at (301) 496-7525 (instead of the page operator). They are expert at providing assistance for all issues related to hardware (toner, paper) printing (paper jams, reports, labels) or system issues (applications running slow or not working) as well as resetting passwords. When issues are clinical in nature, the Systems’ Monitoring Staff will contact the CRIS Support Analyst on call to assist you.

In addition, you can email us anytime with your issue or question by using the following URL crishelp@mail.cc.nih.gov and a CRIS Analyst will get back to you during normal business hours.

CRIS Downtime Notification List Serv

The Department of Clinical Research Informatics (DCRI) has set up a list serve titled CRIS-NOTIFICATION-L for users to subscribe to and receive information about the various application downtimes maintained by DCRI. These downtime notifications include but are not limited to: CRIS, Clinical Center CC Citrix, CRIS Printing, CRIS Interfaces, and/ or CC network.

If you already receive downtime and maintenance notification, you are likely on the CC Systems Notification Distribution List. If you do not receive routine downtime information and would like to be informed, please subscribe to the list using the steps below:

To subscribe to this list serv:

1. Enter the following URL <https://list.nih.gov/>
This takes you to CIT's List Serv Home page.
2. Click Browse (Subscribe/unsubscribe, post, view archives)
3. In the search field, type CRIS and click Go. The Search result displays any list serv where CRIS is listed in the name.
4. Select CRIS-NOTIFICATION-L - CRIS Notification ListServ
The Archives of CRIS-NOTIFICATION-L@LIST.NIH.GOV displays.
5. Select Join or leave the list, or update options .
6. To Join: Fill out the various fields and select the Join the List button. Accept the following defaults
 - a. Subscription type: Regular
 - b. Mail header style: Normal LISTSERV-style header
 - c. Acknowledgements: Receive copy of own postings
 - d. Miscellaneous: leave blank
7. Click Join the list button. You will receive "A confirmation request is being sent under separate cover is stated" email upon selecting Join the list.

You can UNSUBSCRIBE anytime to the CRIS-NOTIFICATION-L list by clicking the Leave the list button