NIH Clinical Center CIO Newsletter
September 2007
21st Edition

This is the twenty-first 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

- Security Notice
- CIO Remarks
- MIS Has Left The Building
- Protocol Attribution Update
- Citrix Neighborhood Migration
- Nursing Unit Rounds
- Security Update
- User Support
- User Training

Security Notice From Drs. Gallin and Gahl

IMPORTANT REMINDER TO ALL STAFF REGARDING CRIS CODE SECURITY:

The security of your Clinical Research Information System (CRIS) code is a very serious matter. The Medical Executive Committee mandates serious sanctions if practitioners are identified as having shared their codes. These sanctions involve (at a minimum) mandatory suspension of your CRIS code and mandatory CRIS retraining. In addition to these mandatory penalties, the Medical Executive Committee may impose additional sanctions, including suspension of clinical privileges or termination of employment. Sharing your code is equivalent to allowing someone else to use your signature, with the substantial personal and institutional liabilities that behavior might entail. Maintaining the security of your code protects our institution, our staff, and our patients. These codes simply must not be shared. For those of you who need to obtain a code to enter CRIS, you must first take mandatory CRIS training. CRIS training is available twice a week, typically every Monday and Thursday. To obtain a CRIS code after training has been completed, a valid NIH ID badge is required. Users can sign up for CRIS training on-line from the CIT website at http://training.cit.nih.gov/ (Under Classes by Category select CRIS) or call CIT at 301-594-6248 to schedule regular training usually on Monday or Thursday. If your schedule cannot accommodate the times offered, call 301-496-8400 and the Clinical Center Department of Clinical Research Informatics staff will make special arrangements for training.

The CRIS Password Security Policy (Medical Administrative Series policy M05-4) outlines the requirements for password security as well as the penalties for violating the policy. The

complete policy may be viewed at: http://internal.cc.nih.gov/policies/PDF/M05-4.pdf

Thank you for doing your part to maintain the safety and security of our information systems.

John I. Gallin, M.D.
Director, NIH Clinical Center

William Gahl, M.D., Ph.D.
Chair, Clinical Center Medical Executive Committee

CIO Remarks

In the April CIO Newsletter, we introduced the CITRIX Upgrade project. Last month, we reported the successful CITRIX upgrade in the Laboratory Medicine and Nutrition Departments. However, the CITRIX CRIS/SCM environment presented unexpected complexities.

Over the last 5 weeks, DCRI has analyzed the current state of CRIS/SCM CITRIX access and printing by reviewing the project goals, issues reported by users and internal administrators, configuration settings within the new CITRIX Presentation Server and configuration settings for CRIS/SCM. The first two weeks were focused on establishing a stable printing environment for inpatient and outpatient users of standard clinical desktop (SCD) computers as well as developing a clean technical environment baseline for CRIS/SCM CITRIX and CRIS/SCM printing.

We are currently reviewing strategies to improve both access and printing for Institute Users and have been implementing and testing these in our CRIS/SCM Test Environment. Changes will be made over the next 2 months to our CRIS production system to improve the reported printing and access issues. Limited downtimes will be scheduled if required and all changes will be communicated to all CRIS/SCM users in a timely manner.

I would like to thank everyone for his or her patience and understanding over the last 5 weeks. I would like to thank the Pharmacy Department, the Department of Laboratory Medicine, Admissions and Nursing for all their efforts to work through the label issues the second week of September. For a description of the CITRIX project and issues related to CRIS/SCM please see the Citrix Neighborhood article below.

MIS has Left the Building

On June 14, 1976 the NIH Clinical Center began live installation of the Medical Information System referred to as MIS. MIS was the central patient care system that allowed physician order entry, result reporting, medication administration and nursing documentation way before its time. The system provided access to patient data at rates difficult to repeat even after 30 years.

Though the major system was replaced in 2005 with CRIS/SCM, MIS was used for patient registration and admission, discharge and transfer management until November 11, 2006.

Important MIS Milestones are listed below:

Milestone	Date
Honeywell Lab System (Lab Results Interfaced to MIS after MIS deployment.)	Oct 1, 1975
MIS Implemented	Jun 14, 1976
MIS Mainframe moved from New Jersey to NLM to Clinical Center	1980-83
MIS CAS Implemented (TDS Resource Appointment Scheduling, RAS)	1994
SCC LIS Implemented (SoftMic, SoftLab, SoftPath) (Results interfaced to MIS)	Mar 6, 1999
SCC LIS SoftBank Implemented (Results interfaced to MIS)	Sep 18, 1999
EKG System Implemented (Results interfaced to MIS)	Sep 5, 2000
Cerner RIS Implemented (Results interfaced to MIS)	Sep 16, 2000
CRIS/SCM (Eclipsys SunRise Clinical Manger) Implemented (Replaced MIS Order Entry)	August 22, 2004
Scheduling System Implemented (Replaced MIS CAS)	Dec 5, 2005
Admissions, Discharge, Transfer, & Patient Registration implemented in CRIS/SCM (Replaced MIS Admissions Module)	Nov 16, 2006
MIS Application Shutdown	Nov, 17, 2006
MIS Mainframe Shutdown	Aug, 13, 2007
MIS Mainframe Surplused	Sep 21, 2007
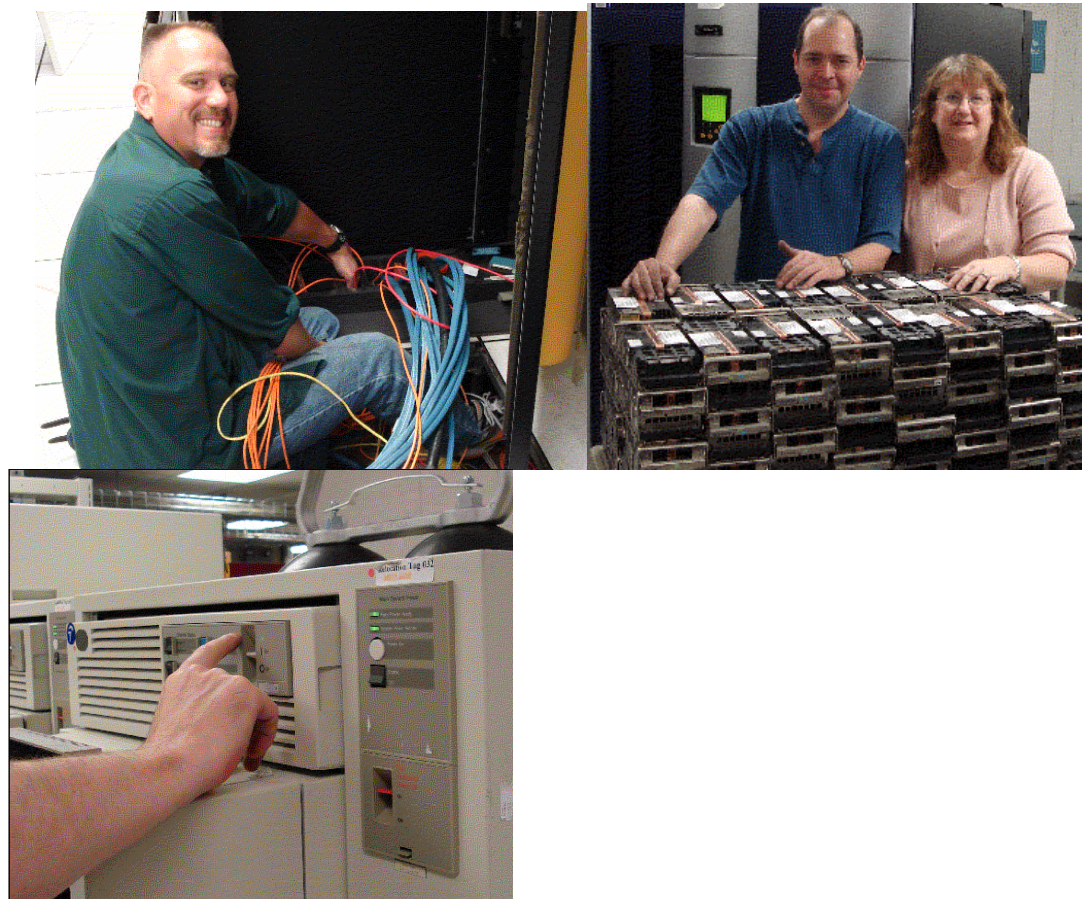
Protocol Attribution

A patient's protocol assignments and corresponding protocol consent status can be reviewed in CRIS in the Health Issues Summary View of the Patient Info tab. There you will find all of the active protocols to which the patient has been assigned. A status of "confirmed" indicates that the Medical Record Department has received and processed a signed, valid protocol consent document. A status of "unconfirmed" indicates that the Medical Record Department has not yet received the corresponding valid consent document. Historical protocol assignments from which the patient has been removed and/or the protocol(s) has been terminated may be viewed using the selection list in the lower left of the screen.

In August, the protocol attribution process went live in CRIS. This requires a prescriber entering an order to choose the protocol to which the order (resource) is to be attributed. It is important that patients' protocol assignments are accurate in CRIS. Accuracy of this information streamlines the protocol attribution during order entry process.

Protocol assignments are updated in CRIS by staff of the Medical Record Department. To request updates, you may enter a "Change Protocol Assignment" order in CRIS. For additional information regarding this order, please contact the Medical Record Department at 301-496-2292.

Citrix Neighborhood Migration

The Department of Clinical Research Informatics (DCRI) would like to thank everyone for their patience as we continue to work through some technical issues related to the CC Citrix environment upgrade.

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.

In August, the following applications were moved to the "CC Casper" Citrix web environment:

· eSphere

· Softpath/SoftLab/SoftBank

· CRIS/SCM

The next applications to be migrated during October/November include:

· SoftMed/ESA

· POIS (SIS)

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.

<u>**Standard Clinical Desktop Computers**</u>

At the present time you should be able to print:

· From CRIS using Standard Clinical Desktop computers (SCDs)

· From Zebra label printers (admission and lab labels)

<u>**SunRays and Citrix CRIS Access**</u>

Printing through SunRay computers and/or the CRIS web-based Log In screen may result in problems such as:

Problem:
User receives an error message that states:
"A Printer must be connected to this system to access reporting subsystem. Use control panel to connect to a printer."

> **Current Resolution:**
> Please log off CRIS via CC Casper and then log back in again. This may not resolve the problem on the first attempt, so you may have to log off and on again a second time.

Problem:
User receives an error message when print previewing that states:
"Unable to select printer. Error in File C:\Documents and Settings\All Users\Application Data\Eclipsys Sunrise\5.7.1704\Reports"

> **Current Resolution:**
>
> Preview may not work, but you may still be able to print the report. In this case, select the Print button instead of the Preview button. However, you will still need to select the printer you wish to print to from the Distribution Tab.

Problem:
User can't see their printer from the "Physical Printer" List on the Distribution Tab

> **Current Resolution:**
> The issues related to printing in offices have been quite complicated. The inability to print to local printers is not unique to individual users, but rather is a global problem and we are working diligently to find solutions. The restoration of printing will also not be a unique solution to an individual user, but will be implemented over the whole CRIS user population.
>
> If you continue to experience printing or CRIS log in problems call CRIS Support at (301) 496-8400. Again, thank you for your patience as we continue to work on resolving these issues.

CRIS Nursing Unit Rounds

We hope you are aware (but maybe not) that a small team from DCRI and NPCS has been conducting weekly CRIS rounds on inpatient units, affectionately referred to as "Walking Wednesdays." Walking Wednesdays has proven to be a valuable source of information for DCRI and NPCS regarding CRIS problems and concerns. On our unannounced rounds, nurses and LIPs seize the opportunity to ask impromptu questions, discuss CRIS challenges, receive just-in-time instruction, or pass along a previously unknown problem. Something we realized recently is that staff often do not know we are coming (not their fault; we arrive

unannounced) and many nurses are dashing into patient rooms and can't take the time to discuss their questions. So, we're changing our strategy . . . Walking Wednesdays will still be on Wednesdays, 10 - 11 a.m. but we're going to let you know a day in advance which PCU's (inpatient, outpatient, day hospital) we plan to visit. We will try to keep our time on your PCU to 15 minutes or less so that we can visit several PCUs.

Our objectives will be to share a CRIS Tip with staff and to address their questions or concerns. The CRIS Tip will be demonstrated and accompanied by a flyer so the information can be shared through your usual channels.

We'll check in periodically to see how this is going for your staff. Additionally, we will be setting up our CRIS Booth again near the 2nd floor cafeteria in November to highlight an educational topic and allow users to stop by and ask questions and pick up information. This is another way to reach our valued customer the CRIS User. Let us know if you have other ideas.

Security Update

Does your department have old hard drives, floppies, CD/DVD, or magnetic tapes (VHS, Beta, 8mm, other media) that may contain sensitive data? If so, that media must be destroyed in an approved manner. DCRI is offering this service for Clinical Center Departments.   Please contact the CC ISSO by sending an email to CC-ISSO@cc.nih.gov for more information.

The CC is developing an IT Surplus procedure that will ensure that all IT equipment is surplused in an approved and secure manner. The procedure is expected to be complete within the next month. So stay tuned for further details.

User Support

ESA (Electronic Signature Authentication) / Softmed Support

Normal business hours:
If you have any questions about ESA/Softmed or problems with logging into ESA via Citrix /Casper, please call the Medical Record Department (MRD) at 301 496-2271 between the hours of 7:00 am – 5:30 pm (Monday through Friday). Please note that during working hours MRD is your first line of contact; however, you may also call CRIS Support at 301 496-8400 for assistance. They will identify the correct resources to help you with your problem.

After-hours, holidays and weekends:
Please contact CRIS Support at 301-496-7525 with ESA questions or problems.

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). CRIS Support provides 24 by 7 support. During normal business hours Monday – Friday 7:00 am – 6:00 pm, please call CRIS Support at 301 496-8400. After-hours, holidays and weekends, please call 301 496-7525 for assistance. In addition, you can email us anytime with your issue or question by using the following URL crishelp@mail.nih.gov

User Training

The 2007 fall semester is here! The new CRIS training class schedule is available on the CIT website for review and registration. http://training.cit.nih.gov/courselst.asp?lname=cris
The schedule will cover October 1st through January 20th. For further assistance you may contact the CIT Training Office at (301) 594-6248 or CRIS Support at (301) 496-8400.

As noted in the Security Notice From Drs. Gallin and Gahl, training sessions for Prescribers are now offered twice weekly. Individuals may register for CRIS training on the CIT website at: http://training.cit.nih.gov/courselst.asp?lname=cris. If the regularly scheduled classes do not meet individual user needs, DCRI will make every effort to reasonably accommodate special training requests. 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.