

CIO Newsletter

September 2006

This is the ninth 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
- Signing Medical Orders
- Manual Documentation Forms Moving to CRIS
- New Interdisciplinary Problem List Flowsheet and Care View in CRIS
- Updating NED Online
- Security and Confidentiality
- CRIS User Training

CIO Remarks

The staff of the Department of Clinical Research and Informatics (DCRI) is dedicated to the mission of the NIH Clinical Center. The DCRI staff is divided into multiple teams, which provide an array of services to support the Technical Architecture of CRIS and its many clinical applications. In addition, DCRI staff support users from across the NIH who depend on CRIS to conduct research and patient care. Half of the functional areas within DCRI that provide support of the clinical infrastructure are listed below. The other functional areas supporting research and technical infrastructure will be addressed in October's newsletter.

Clinical Informatics (CI): Dr. Steve Luxenberg

The Clinical Informatics Section translates customer and organizational requirements into working components of CRIS. As a CRIS user, you see the work of this team through the development of patient information displays, orders, clinical documentation, reports, and order sets. They also facilitate workflow analysis and process redesign for new projects and clinical needs involving CRIS.

Clinical Operations (CO): Susan Martin

The Clinical Operations Section translates information needs into clinical systems requirements, conducts functional and integrated testing of applications, develops and provides training, provides clinical support for CRIS, and evaluates performance and effectiveness of system use. As a CRIS user, you see the work performed by this team during training, requesting CRIS access, developing Protocol Order Sets and answering all CRIS Support calls.

Project Management: Sue Houston

The Project Management Office (PMO) provides a standard methodology for managing projects in the DCRI. The PMO provides project management resources as well as education, consultation, mentoring, and tools to support project management best practices for all CRIS and DCRI Projects.

Security and Privacy: Jerry King and John Franco

The Privacy and Security Team's mission is to provide for security and privacy for all sensitive information by ensuring for the "Confidentiality, Integrity and Availability" for all clinical systems used within the NIH Clinical Center. Jerry King is the Clinical Center Privacy Officer responsible for all Privacy Act matters and John Franco is the Clinical Center Information Systems Security Officer responsible for computer systems security.

Signing Medical Orders

According to Medical Administrative Policy M04-1 “Medical Orders in the Clinical Center” <http://internal.cc.nih.gov/policies/PDF/M04-1.pdf> , any orders entered in CRIS on behalf of a prescriber, must be countersigned by the ordering clinician within **72 hours** of order entry.

Orders may be signed using the **Signature Manager** icon in the CRIS tool bar. This tool enables clinicians to quickly review and sign **all orders** on **all patients** currently awaiting signature. Complete instructions regarding this process may be obtained through the CRIS website: <http://cris.cc.nih.gov/prescribers/signature.html>

There is currently an effort underway to obtain signatures on all unsigned orders in CRIS. Beginning next week, an alert (see below) will display in CRIS for any prescriber with unsigned orders when he/she enters a new order. This alert must be acknowledged in order to proceed with order entry. In addition, regular follow up on unsigned orders will be conducted with individual prescribers through the Medical Record Department. Failure to comply with the orders management policy may result in suspension of the responsible prescriber’s medical staff privileges through the Medical Executive Committee.

If prescribers have any questions regarding the orders signature process or believe that orders have been erroneously entered under their name, please contact the Medical Record Department on 301-496-2271.

How to Sign Multiple Orders for Multiple Patients:

Select the **Signature Manager** icon  in the tool bar

All orders on **all patients** currently waiting your signature will appear in the **Signature Manager** box. The orders requiring your signature display with a checkmark next to the checkbox on the left (see Figure 2).

Orders that require someone else’s signature display with an inactive (shaded) checkbox. You can select or unselect any orders that you do not want to sign at this time by using the checkbox or the **Select All**, **Unselect All** buttons at the bottom of the screen.

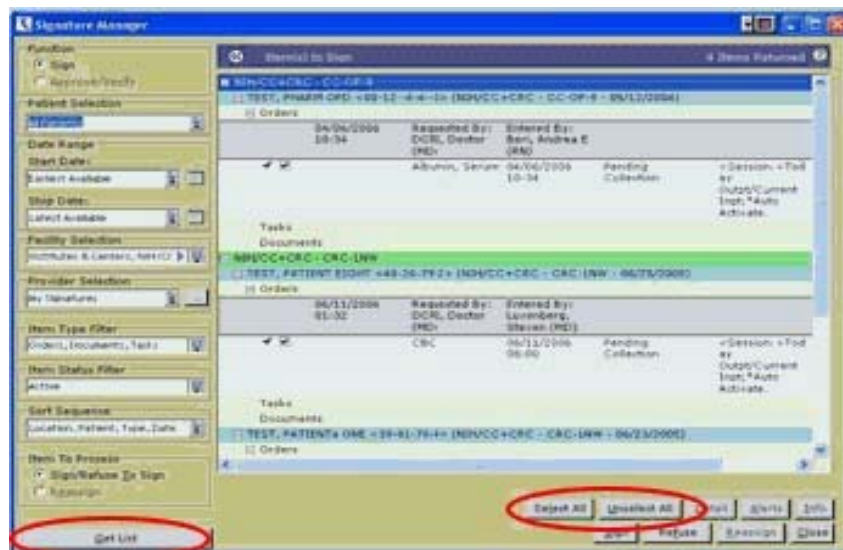


Figure 2: Signature Manager

Filters are available for your viewing preference. After you have selected the preferred filter setting(s), click on the **Get List** button to display the desired items.

Note: Orders that are entered, modified, suspended, unsuspended, canceled or discontinued on behalf of another care provider must be **signed within 72 hours**-per the MEC policy. It is important to review orders entered on your behalf and sign on a regular basis.

How to Sign Orders for a Single Patient:

Go to the **Patient List** tab (see Figure 1)

A **red flag** in the **To sign** column indicates you have orders to sign for that specific patient only

A **green flag** indicates another prescriber/physician has orders to sign for that patient

Double click on the flag to view and sign orders for individual patients

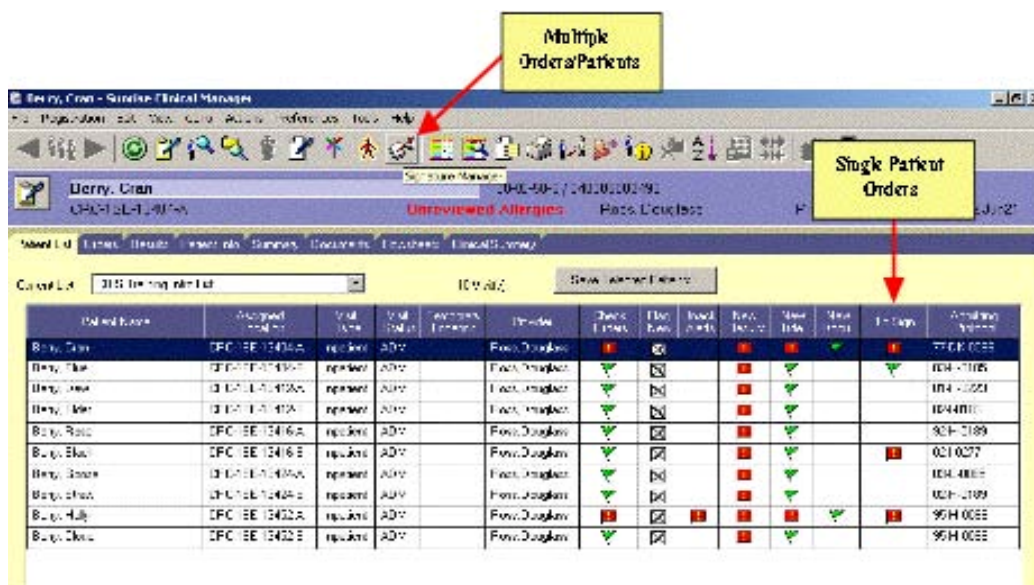


Figure 1: Patient List Tab – To Sign Column

Manual Documentation Forms Moving to CRIS

The **Medical Record Committee** in conjunction with the **MEC-IT Subcommittee** has approved converting manual medical record forms currently used for clinical documentation into the CRIS. There are approximately 50 manual medical record forms that will be phased out over the next year as they are reviewed, revised, and implemented in the CRIS clinical documentation. These new on-line forms will be used by clinical staff to enter and view patient information providing for a more comprehensive electronic patient medical record.

The implementation strategy is to complete the conversion process in several phases. The slow release of new on-line forms will allow the key users to become accustomed to documenting in CRIS. The project team will work closely with the end users (ICs and the Medical Record Committee) to identify specific requirements prior to the system configuration for each form.

Phase I includes **Medical Record Forms** that are currently available in CRIS; however, some clinicians continue to document on the paper form. Select stakeholders reviewed these forms and revisions made where appropriate. Release of forms/documents in future Phases will be communicated over the next few months.

Phase I of the MRD Forms to CRIS begins October 3, 2006

All users of the forms listed below should discontinue using the paper form and begin documenting in the CRIS. The Medical Record Department will review any of these manual forms received after **October 3, 2006** and contact users of the forms to provide further education/training as necessary to transition documentation to CRIS.

Form Name	Where to find in CRIS
<p>1. Growth Charts</p> <ul style="list-style-type: none"> ○ Boys: Weight-for-Stature ○ Boys: 2 to 20 years ○ Boys: Birth to 36 months ○ Girls: Weight-for Stature ○ Girls: 2 to 20 years ○ Girls: Birth to 36 months 	<ul style="list-style-type: none"> ▪ Select the patients name from the Patient List tab ▪ Select the Go To option from menu bar at the top of the screen ▪ Select Growth Charts ▪ From the drop down menu select the Growth Charts you wish to view <p>Note: If you need to enter height and weight information BEFORE viewing the Growth Chart</p> <ul style="list-style-type: none"> ▪ Click on the Flowsheets Tab and select the Vital Signs Flowsheet ▪ Enter Height & Weight Information and Save ▪ Follow directions above
<p>2. Vital Signs-Special Graph Sheet</p>	<ul style="list-style-type: none"> ▪ From the Flowsheets Tab select the Vital Signs Flowsheet ▪ Select items to graph by clicking on the box next to numeric items ▪ Click on Graph View at bottom of the screen
<p>3. Rehabilitation Medicine Department Encounter Form</p>	<ul style="list-style-type: none"> ▪ Locate by clicking on the Enter Documents icon ▪ On the Document Entry Worksheet type in Rehab ▪ Select the Rehabilitation Medicine Encounter

If you are not familiar with how to use the documentation features in CRIS there are several learning options:

1. Review the CRIS Clinical Documentation web-based training module at <http://cris.cc.nih.gov/cristraining/cbt.html>
2. Register for a CRIS Clinical Documentation Course at <http://training.cit.nih.gov/courselst.asp?lname=cris>
3. Review Chapters 9 and 10 of the CRIS User Manual at http://cris.cc.nih.gov/procedures/cris_user_manual.html
4. Contact **CRIS Support** at 301-496-8400.

New Interdisciplinary Problem List Flowsheet and Care View

Patient Care Services in conjunction with DCRI conducted a pilot of a new CRIS **Interdisciplinary Problem List Flowsheet** with select inpatient units and ancillary departments. Once patient problem information is entered into the flowsheet it displays on the **Clinical Summary Tab** under a view option called the **Interdisciplinary Care View**. The outcome of this pilot was very positive.

Revisions to the pilot flowsheet were identified and a **New Interdisciplinary Problem List Flowsheet** will be implemented **house wide** in **October 2006**. The purpose of Interdisciplinary Problem List Flowsheet is:

- To provide a central place to enter patient problems, goals, and planned interventions
- To identify the responsible person or department for the problem, and identify the problem status
- To indicate where in the patient record someone could find additional documentation related to the problem
- To facilitate better communication between departments and patient care providers

Training material on how to use the **Interdisciplinary Problem List Flowsheet** and the **Interdisciplinary Care View** in **CRIS** can be found on the CRIS website at:

<http://cris.cc.nih.gov/crstraining/iptm.html>

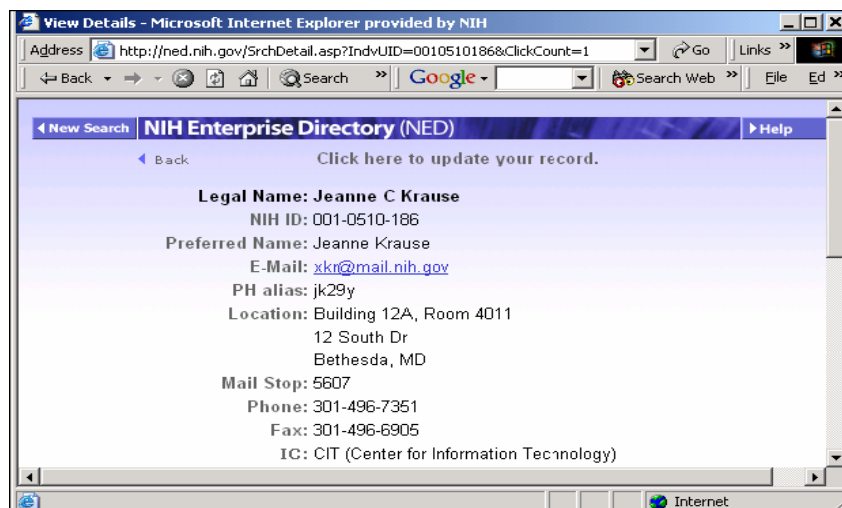
If you would like a training session on these new features for your unit/department please contact Cheryl Fisher at cfisher@cc.nih.gov to arrange.

Updating NED Online

The NED update feature can be accessed via the NED Web site [<http://ned.nih.gov>]. 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. The NED update feature is also accessible from the NIH Portal [<https://my.nih.gov>].

• Updating from the NED Web Site

Locate your record in NED. When the search results appear, click on your name to display the “View Details” page. Your record should begin like this:



From the “View Details” page, you access the NED update feature using the link “Click here to update your record.” 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.

- **Updating from NIH Portal My Pages**

Access to NED from the NIH Portal requires that the “NIH Enterprise Directory (NED)” gadget be installed on your Portal “My Page.” This is a quick and easy process—go to the Portal [<https://my.nih.gov>], open “Choose Gadgets” at the top, choose NIH Enterprise Directory (NED) in the folder “General NIH Resources,” and add it to your My Page.

Security and Confidentiality

Starting in October Clinical Center PC and Mac users of the NIH Central Email Service will get a direct Email notification when their passwords are about to expire. The notification will repeat until the password is changed. We encourage you to change your passwords when you initially get the message to alleviate any potential problems. The notification messages will contain web links to assist in changing your passwords. Remote users (Users not on the NIH network) will have to use a secured NIH or CC remote access facility to change their passwords (NIH VPN, CC VPN, CASPER). If you have any questions, please contact your user support technician or local support person.

This is a reminder about appropriate versus inappropriate use of network resources for storage of personal data. It is not appropriate to store music files or personal photos on government systems – by its very nature this type of data occupies large amounts of space while at the same time the space available is finite. For policies on appropriate use of government systems see: <http://www3.od.nih.gov/oma/manualchapters/management/2806/>. Please make an effort to review the types of data currently stored in your desktop computer and also stored on network resources (i.e. your personal share or ‘H:’ drive and department shares) and to remove all non-work related data (you can transfer them to a personal thumb drive or burn them to CD). If, during periodic scans of Clinical Center file servers personal data (music/photos) is found and is causing space issues, those items may be deleted without notice.

CRIS User Training

The Department of Clinical Research Informatics now offers a **CRIS Open Course** option for all new staff. This class can be selected as an alternative to the other course listings. Four different sections will be held during a single three-hour time period. Staff should attend the specific section that is required for their particular job responsibilities. The four **CRIS Open Course** sections are: Introduction to CRIS, CRIS Prescriber Training, CRIS Non-Prescriber Order Entry, and CRIS Clinical Documentation. Staff should register for **only one section** on a single date or time. **CRIS Open Courses** begin on July 20, 2006 and will be offered bimonthly.

Registration for all CRIS classes is available on-line through the CIT Training website: <http://training.cit.nih.gov>. For questions regarding registration, please contact the CIT Help Desk at (301) 594-6248 or CRIS Support at (301) 496-8400.

New physicians and other prescribers should complete all paperwork and authorization requirements in advance of training through the Office of Credentialing Services

(301 496-5937) in advance to ensure timely availability of a CRIS access code. Nurses and other clinical staff must complete the CRIS Access form available on the CRIS website at: <http://cris.cc.nih.gov> in order to receive a CRIS access code.