

NIH Clinical Center CIO Newsletter

January 2009

37th Edition

This is the thirty-seventh 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. In addition, valuable information can be accessed at the CRIS and DCRI websites: <http://cris.cc.nih.gov>, <http://www.cc.nih.gov/dcri>.

Topics of the Month

- CIO Remarks
- CRIS Upgrade
- Procedure Documentation in CRIS
- Serena Team Track Upgrade
- New Enterprise Performance Life Cycle
- ATV II Project Update
- New Data Center
- Security & Privacy
- User Training

CIO Remarks

The Department of Clinical Research Informatics (DCRI) had one of its busiest years ever in 2008. From major projects to smaller initiatives, our department has worked relentlessly to meet the ever increasing demands to transition to an electronic world. A new pharmacy system was implemented in July, prescriber training moved to an all on-line format in April, point of care testing was initiated in the OR in October, an epidemiology system was implemented in November, and numerous major technical upgrades were completed throughout the year - just to name a few.

Looking closer at this year's IT plan, you will notice that our work will focus on eight functional "Business Areas". It was felt that this new format would provide clarity by categorizing the department's work based on the function it serves to our user community. These areas include:

- Secure Clinical Communication
- CRIS Data Presentation and Usability
- CRIS Electronic Health Record
- Administrative Systems
- Clinical Ancillary Systems
- Data Center
- Security
- CRIS User and Desktop Support

A more detailed explanation of each of these areas will be provided in CIO Newsletters throughout the year.

We are excited to get started and are looking forward to another productive and rewarding year!

CRIS Upgrade

DCRI is happy to report that on Saturday, January 10, 2009, we completed the SCM upgrade to version 5.0. Issues with the Pharmacy module installation extended the system down by a few hours resulting in a go-live at 8:30 pm. Post upgrade, CRIS Analysts have visited patient care units, clinics, day hospitals and ancillary areas to address CRIS issues, provide education, and answer questions.

Calling CRIS Support at (301) 496-8400 continues to be utilized by staff to report issues that may need attention. Thus far, we have not encountered any critical issues with SCM 5.0. CRIS analysts are working diligently to resolve various minor issues with support from Eclipsys. Once the new version is stable, DCRI will begin adding new functionality available in SCM 5.0 through the standard change management process. Along the way we noted that some employees were unaware of the system down although emails and flyers were distributed to the CRIS community - we welcome your feedback on how to improve this type of communication. DCRI very much appreciates your patience and support with the major upgrade.

Procedure Documentation in CRIS

Some procedure notes are now being documented in CRIS. Currently available on the Document Browse under Procedures are

- Abdominal Paracentesis
- Bone Marrow (Aspiration and Biopsy)
- Lumbar Puncture
- Subcutaneous Adipose Tissue & Muscle Biopsy
- Thoracentesis

During February Skin Punch Biopsy and Bronchoscopy Summary will be added.

On the Documents Tab, you can easily find these documents if you use the Group By button



to select Categories. The documents will be found under their own Procedures category.

Upgrade for Serena Team Track®

An upgrade to the Serena Team Track® program which is used to manage changes to CRIS and some other clinical systems is scheduled to occur on Saturday, February 21st. During this time the program will not be available for use. After it is turned back on, you will need to use a new URL in your web browser, delete any old shortcuts or bookmarks you have used in the past, and establish new ones. Additional details will be provided via email to current customers on the system as the upgrade date approaches.

The other main change will be how you log in to the program. Your old Team Track user name and password will no longer work. Instead, please log in using your NIH user name and password (the same one used to log into the NIH network). If you are not able to access Team Track by this method, please do NOT change any settings or passwords on your computer. Instead, call 301-496-8400 to report the problem. The program administrators will be notified and you will be contacted when this is fixed.

You may notice some minor differences in the colors, text, and locations of some field labels. Otherwise the overall performance of the program should be essentially the same. Again, if you experience problems after the upgrade call 301-496-8400 to report them.

Enterprise Performance Life Cycle (EPLC)

The Office of Management and Budget (OMB) has raised the standards for the management and performance of IT investments within the Federal government. These standards require an environment of accountability and project management to ensure IT projects consistently achieve successful outcomes and meet cost, schedule and performance objectives. Keys to successful IT management include a solid project management methodology, repeatable processes and a standard structure for planning, managing and overseeing projects over their entire lifecycle. This is the purpose of the HHS EPLC Framework & Policy. This process begins with the identification of a need, and continues through authorization, implementation, operations and maintenance until the project is shut off and surplus.

All IT projects must be evaluated to determine if they need to follow this EPLC process. For any new IT project within the Clinical Center, an IT Project Request needs to be completed to aid in this evaluation. This is necessary even if the project will not include DCRI. If it is determined that the project must follow the EPLC process, the DCRI PMO is available for consultation on this impact and specific activities to be included.

The IT project request form is available on the DCRI Intranet site <http://www.cc.nih.gov/dcri/>. For additional information please contact Sue Houston, Chief, DCRI PMO.

ATV II Project:

The ATV Website will undergo a major upgrade in Spring, 2009. Efforts have been made to improve the usability and workflow on the website for existing ATV functionality based on the feedback of ATV users as well as to incorporate some of the recent ATV initiatives such as Referring Physician identification and the new Patient Travel Policy. An interface is also being developed between ATV and CRIS so that Admission Requests and Demographics Change Requests will be available to Admissions without data entry. A Computer Based Training (CBT) module is being developed, and all ATV users will be required to complete this CBT before submitting requests on the new site. The CBT will be accessible from user computers, and will take less than 15 minutes to complete. ATV users can expect further communication regarding the significant dates and when the new website will be released. If you have any questions about the upgrade, contact Seth Carlson (scarlson@cc.nih.gov or 301-594-7491).

DataCenter Update

Work on the new Clinical Center Data Center is continuing and is on schedule, with a projected completion date of March, 2009. The main support systems which consist of power, cooling and network are in the process of being installed and configured, with testing of major systems scheduled to begin in January 2009. Migration of IT systems from the existing datacenter to the new datacenter will start after the commissioning testing is complete in March and is currently expected to take 6 to 9 months.

The existing CC datacenter has outgrown its current location which is over 20 years old. This datacenter houses many information technology (IT) systems that are highly visible to the CC and NIH community (such as CRIS, Nutrition, Surgery and Pharmacy) as well as performing many behind the scenes functions.

Though the current location has served its purpose well, due the exponential leap in information technology, the CC datacenter has grown from supporting a single mainframe to housing over 400 systems. The addition of all this equipment brings with it an increased demand for power, cooling and physical space; the new datacenter has been designed to accommodate both current demands and anticipated future growth of IT systems.

Security & Privacy

As we are sure everyone can appreciate, the collection, maintenance and use of Social Security Numbers is a particularly sensitive issue these days throughout Government, as well as in the private sector. In fact, DHHS prohibits the collection and use of Social Security Numbers for anything other than financial purposes. In addition, the Clinical Center Privacy & Security Strategic Plan specifies elimination of Social Security Numbers from all our systems unless they are specifically used for financial purposes e.g. payroll, tax forms, etc.

We would like to remind you that, for other than financial purposes:

1. If you are not currently collecting Social Security Numbers, please don't start.
2. If you are currently collecting Social Security Numbers, please stop doing so.
3. If you have previously collected Social Security Numbers, please remove them.

If you have questions or require assistance regarding confidentiality or computer systems security, you may contact either the Privacy Officer or Information Systems Security Officer.

Jerry P. King
(301) 451-4954
jking@nih.gov

John Franco
(301) 496-6745
jfranco@cc.nih.gov

User Training

5.0 Upgrade- Training:

As noted earlier in this newsletter, CRIS was upgraded to version 5.0 on January 10, 2009. The upgrade entails subtle changes throughout the application. Some modifications include: changes to the Clinical Documentation presentation, both entering and reviewing documentation; filter display changes and different locations for buttons.

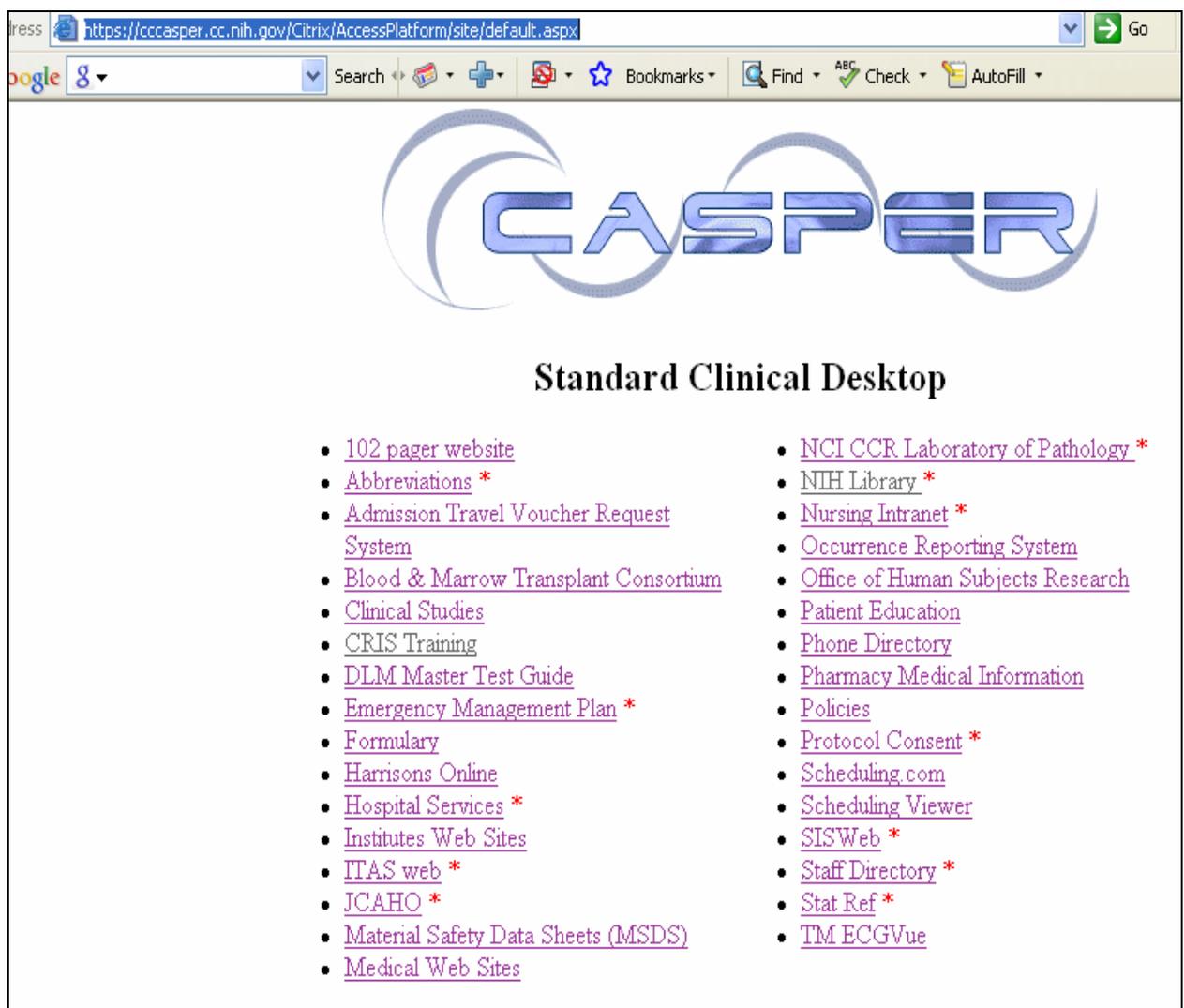
To familiarize yourself with the changes, please review the tutorial at http://cris.cc.nih.gov/cristraining/SCM_50_Tutorial/CRIS_5_Upgrade_Tutor.htm A resource flyer is available at http://cris.cc.nih.gov/pdfs/5.0_CRIS.pdf

Practice in CRIS Training Environment:

To practice your skills, **do not** use the live CRIS Production environment. Practicing or testing in CRIS should ONLY be done in the training environment, which mimics the CRIS live production environment and has fake patients only.

- To access the CRIS training environment go to the CRIS Website at <http://cris.cc.nih.gov/prescribers/nurses.html>
- Review the section “**Spotlight: Practicing with CRIS**” as this will provide more information regarding login and how to practice.

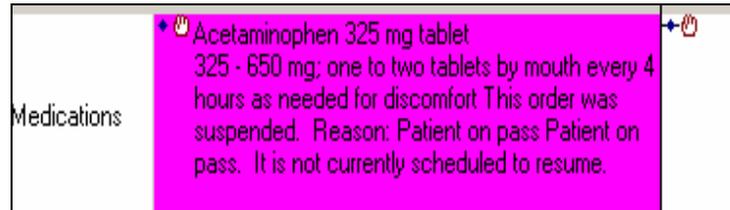
Below is a picture of how to access the training environment.



CRIS 5.0 Changes:

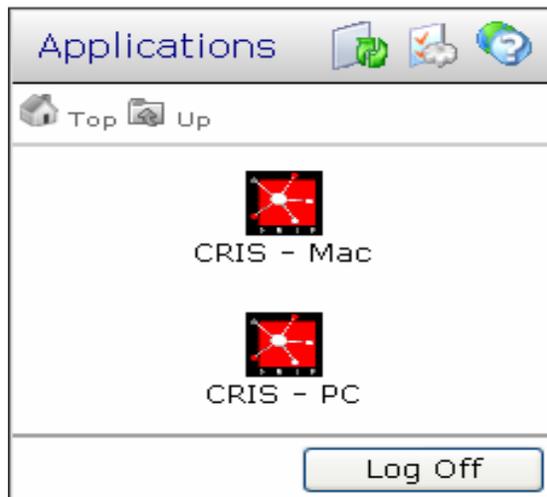
You may notice a few new changes in CRIS version 5.0 as noted below:

- **Yellow Flags:** There is a new rectangular yellow flag  alert that will display on the **Results** tab as appropriate. This indicates that the abnormality for at least one of the results is either unknown or unspecified.
- **Hand Symbol:** Medications that are suspended will display on the **Worklist Manager** with a hand symbol  next to the name of the medication and time cell. See below example:



Other Helpful Hints:

- **CRIS Icon on Desktop:** If you have a CRIS icon from before the upgrade  on your desktop, it is no longer associated with the upgraded version of CRIS. It is recommended that you use Favorites/Bookmarks rather than desktop icons.
 - To access CRIS, please follow these steps:
 - Use your internet browser to select:
 - <https://cccasper.cc.nih.gov/Citrix/AccessPlatform/site/default.aspx>
 - Then select: <https://cccasper.cc.nih.gov/Citrix/CRISAccess/site/default.aspx>
 - Select either CRIS – Mac or CRIS – PC



- **Document Review preferences:** Please note there is a helpful handout “5.0 CRIS Add New Document Filter” on the CRIS website in the **Reference Handout** section located at http://cris.cc.nih.gov/cristraining/training_materials.html.