

NIH Clinical Center CIO Newsletter

May 2009

42nd Edition

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

Topics of the Month

- CIO Remarks
- CT Order Form Changes
- Acuity Plus
- Privacy & Security
- CRIS Training & User Support
- CITRIX Update

CIO Remarks

There are several high profile projects under way. The following is an update on one having a wide impact: Office 2007

Office 2007 - DCRI is implementing a new tool that will help us better manage and support the computers in the Clinical Center. Our first test of this tool is to push out the Office 2007 Compatibility Pack to all computers that do not have Office 2007. This will allow users of earlier versions of Office to open files saved in the 2007 format. This is the first step to rolling out Office 2007 within the Clinical Center. More information about the deployment of Office 2007 will be shared once the rollout plan is finalized. Please contact your desktop support tech if you continue to have problems opening files that are in the 2007 format.

CT Order Form Changes:

Effective the last week in May there are some changes to all CT order forms:

Specifically, the labels on the fields "IV contrast contraindicated:" and "ORAL contrast contraindicated:" have been changed to "Is it OK to give IV contrast?:" and "Is it OK to give Oral Contrast?:" Another aspect of this work is the elimination of "Unknown" as a possible response, leaving only YES and NO. These fields are normally BLANK but a selection is required (red star) at the time of order entry.

NOTE: There are some protocol order sets that currently contain pre-filled selections. These have been identified and have been modified to display the appropriate response. Any sets that contain CT orders where there is no selection will stay that way, and a selection **MUST** be made.

AcuityPlus

The Nursing and Patient Care Services (NPCS), Clinical Research Nursing 2010 Intensity Team, was charged with implementing an intensity measurement system and incorporating it into the Clinical Center's Data Transformation Initiative. The procurement process began in May 2008 with final approval for the implementation of the AcuityPlus Care Resource Management System to improve patient safety and outcomes. The approach developed for Acuity Plus was collaboration among Nursing and Patient Care Services, Department of Clinical Research Informatics (DCRI) and the AcuityPlus vendor, QuadraMed.

In February 2009, the Department of Nursing and Patient Care Services implemented the Inpatient and Behavioral Health AcuityPlus platform which enables nursing staff to analyze staffing trends based on real-time access to data on patient classification, patient type and unit acuity. Acuity Plus will also provide the ability to recommend staff skill mix based upon complexity, or the relative need for professional care, resulting in a cost-effective staffing mix that drives high quality, efficient and cost effective patient care.

In addition to the Inpatient and Behavioral Health methodologies, the Ambulatory Care methodology will be implemented in the clinics, day hospitals and procedure service later this year. Acuity Plus interfaces include an import and export feature to ensure interoperability with existing ADT and Scheduling.com programs as well as ANSOS staff scheduling systems. The outcomes module and evidence-based solution suite provides the data analysis and monitoring to determine efficient staffing and budget projection and management, as well as a robust reporting module for true acuity-adjusted benchmarking.

Privacy & Security

National Archives loses hard drive with Clinton era records

By Mike M. Ahlers and Elaine Quijano CNN

WASHINGTON (CNN) -- The National Archives -- a repository of important government documents, including the U.S. Constitution -- has lost a computer hard drive containing large volumes of Clinton administration records, including the names, phone numbers and Social Security numbers of White House staff members and visitors.

Officials at the Archives say they don't know how many confidential records are on the hard drive. But congressional aides briefed on the matter say it contains "more than 100,000" Social Security numbers, including one belonging to a daughter of then-Vice President Al Gore. It also contains Secret Service and White House operating procedures, the staffers said they were told.

The hard drive was last seen in the National Archive's complex in College Park, Maryland, sometime between October of last year and the first week of February. It was discovered missing in late March, prompting a thorough search for the small, 2.5-pound device, the Archives said. When it could not be located, the inspector general's office opened a criminal investigation.

On Wednesday, the Archives announced a \$50,000 reward for information leading to its return.

The Archives said no national security information is on the hard drive, nor any original documents. But they said it does contain "personally identifiable information," and they take the loss "very seriously."

U.S. Rep. Darrell Issa, R-California, whose staff was briefed on the matter, said the House will hold a hearing Thursday on the incident.

"If they [the National Archives' staff] can't handle a hard drive that may be sensitive properly, we need to ask the question, will they handle the most secret materials properly?" Issa said.

The [Archives](#) Wednesday gave the following account of the disappearance:

Last October, the hard drive was moved from a "secure" storage area to a workspace where it was being used for routine recopying to ensure preservation of the records. But work was halted last year because archivists "wanted to investigate using automated tools to generate inspection reports."

Staffers were moved to other projects until an automated tool was found in mid-March -- that's when they found the hard drive was missing.

The device is described as a two-terabyte Western Digital MY BOOK external hard drive, measuring 6.5 x 2.1 x 5.4 inches.

More than 110 4-millimeter tape cartridges were copied onto the hard drive. The records included records from the [Clinton](#) Administration Executive Office of the President.

The archives said no original records have been lost, and the Archives have a backup hard drive that will enable them to determine what information is on the missing device.

The inspector general said at least 100 people had access to the area where the hard drive was left unsecured, and that janitors, visitors and others also passed through the area.

The Archives said it is reviewing the data on a copy of the missing hard drive and compiling a list of people whose personal information may be compromised. It will notify individuals of the potential breach and will provide them with a year of credit monitoring, the Archives said.

"Because of the extremely large volume of data on the drive, we do not know yet the number of individuals whose privacy has been affected," the Archives said Wednesday. "As individuals are identified, they will be notified."

The Archives also said it has taken steps to improve security, including both physical control of records and the treatment of personal information.

(Source: CNN Politics.com, updated 9:37 p.m. EDT, Wed May 20, 2009)

CRIS Training & User Support

User Manual

The CRIS User manual has been updated to address CRIS 5.0 changes. Feel free to peruse through the various chapters of the manual as it is an excellent resource for questions you may have concerning CRIS. The manual is located on the CRIS website at

http://cris.cc.nih.gov/procedures/cris_user_manual.html

Notification of Surgical Pathology Results

Periodically we receive CRIS Support calls asking what to do when you receive an email notification that surgical pathology results are available in CRIS. A handout called **Surgical Pathology Order/ Notification** providing instruction on how to receive the results is available in the CRIS website, Reference Handout section.

http://cris.cc.nih.gov/cristraining/CRIS_Surgical_Pathology_03_10_08v2.pdf At the time of entering the Surgical Pathology order it is possible to specify up to ten providers to be notified when the results are available.

CRIS Booth

The CRIS Booth was held on Tuesday, June 2, 2009 from 8:00 am -9:30am and 11:30am -1:00 pm outside the 2nd floor cafeteria and featured topic CRIS online resources available at your fingertips.

If you missed the CRIS booth but would like to set up an appointment for your team to have an in-service on a specific area of interest, please contact CRIS Support at 301 496-8400 and request for someone from the training team to contact you.

CRIS Walking Rounds- New time

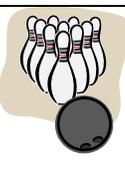
Another opportunity to address CRIS concerns and/or provide just-in-time instruction is through the CRIS Walking Wednesday Rounds from 1-2 pm. The time has changed but the concept of visiting all areas in the Clinical Center (inpatient units, day hospitals, clinics and ancillary areas) remains the same. This collaborative approach between Nursing and Patient Care Services and DCRI has been proven to be an invaluable learning vehicle

CITRIX Update

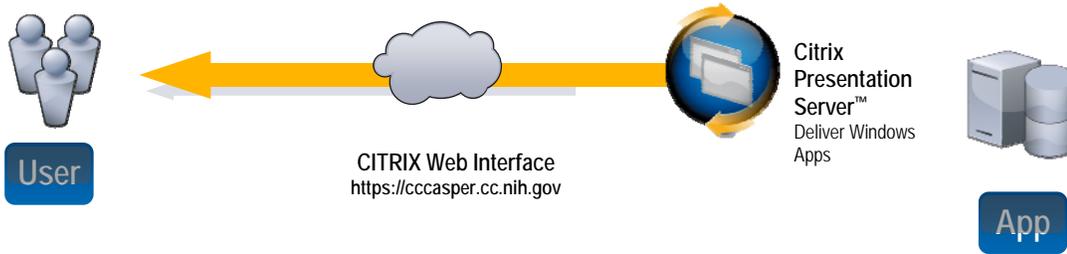
In April 2009, Todd Myrick of the CC CITRIX Team presented to the DCRI Professional Development group the Top 10 Things to know about CITRIX at the CC.

A cheat sheet was provided to summarize what was covered during the presentation. If you have any questions you would like answered, please contact Todd Myrick or the CC CITRIX team.

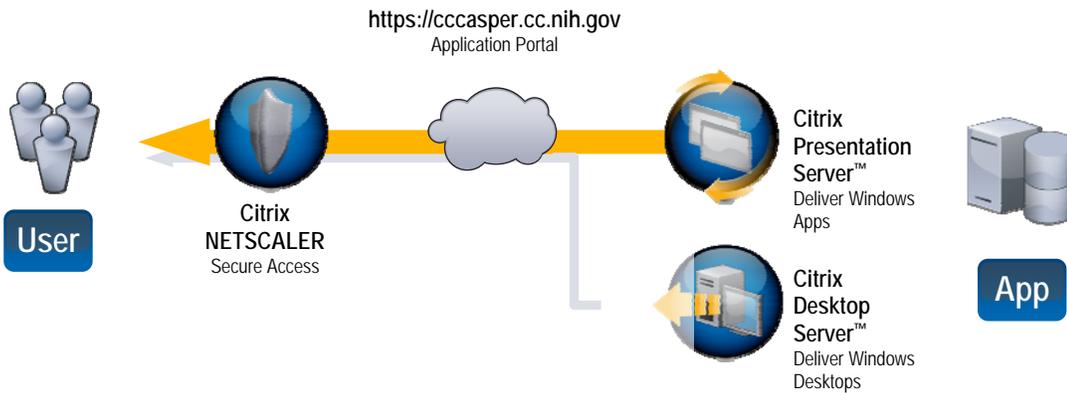
CITRIX 101 Cheat Sheet

	<p>Active Directory account allows access to CCCASPER application portal.</p> <p>Single-Sign-on is our future goal.</p>
	<p>CCCASPER application portal is the power button to many clinical applications.</p> <p>Redundancy is our goal.</p>
	<p>What is published in CCCASPER?</p> <p>Applications, Desktops and Content</p> <p>Improved organization and identification is our goal.</p>
	<p>Access Checklist</p> <p>VPN Client, CITRIX Client, Active AD Account, Group Membership</p> <p>Reduce number of clients, and improved provisioning is our goal.</p>
	<p>How do I get Support?</p> <p>User Support, After Hours System Monitoring, NIH Helpdesk</p> <p>http://iforgotmypassword.nih.gov for password resets!</p>
	<p>Printing Checklist</p> <p>Verify default windows printer works, verify printer is supported, and in some cases that you can map a network printer in the published application via the print option.</p> <p>Standards and simplification of the printing process is our goal.</p>
	<p>Wireless Access</p> <p>#1 Problem reported by laptop users. From home try wired solutions Disconnections are reset after 1 minute.</p> <p>Improved session reliability for remote connections is our goal.</p>
	<p>CITRIX Team</p> <p>10,000 hours experience; Connectors, Mavens, and Support</p> <p>Discipline is our future goal.</p>
	<p>Profile Management</p> <p>Store your documents on the H drive. Don't modify the "Windows" directory.</p> <p>Improved profile management and settings is our goal.</p>
	<p>Best Practices</p> <p>Protect yourself and the data! http://antivirus.nih.gov Keep you CITRIX and VPN client up to date! http://cccasper.cc.nih.gov</p> <p>Keep Updated information on http://cccasper.cc.nih.gov</p>

CC CITRIX Farm Today



CC Application Delivery 2009 / 2010



CC Application Delivery 2009 / 2010

