

NIH Clinical Center CIO Newsletter

May, 2010

54th Edition

This is the fifty fourth 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/dcric>.

Topics of the Month

- CIO Remarks: Recent Unexpected CRIS Down
 - CRIS Maintenance June 19th
 - CRIS Sundown
- New in CRIS Sunrise
 - Document Topic
 - New Signature Manager Reminder
- Security and Privacy
 - Protecting Patient Privacy
- CRIS Users Group
- Tips for Using CRIS Sunrise
 - New Handouts
 - Downtime Policy/Procedures
- New Voice Mail System

CIO Remarks: Recent Unexpected CRIS Down

At 11:50 pm on May 13th a catastrophic failure of the Storage Area Network (SAN) that is used to house CRIS occurred. A SAN is a specialized network of disks that provides access to fast and reliable electronic storage space. We use a SAN to store CRIS data because it supplies not only fast disk access and backup capability, but also because it provides dependability for this critical application. However, in this instance even the backup failed and we were forced to bring CRIS down to identify the problem, install new replacement hardware, and restore the database. Once validated, CRIS was made available to the end users at 11:50am on May 15th.

To reduce the effects of another catastrophic hardware failure we are doing the following:

- We have placed the downtime system, CRIS Sundown, on separate hardware to ensure that it will be available during

extended downtimes. The CRIS Sundown is described later in this newsletter.

- As part of the Sundown System, transaction logs are saved each 15 minutes thus reducing the timeframe of any data loss. Before the down the transaction logs were saved hourly.
- We are replacing the primary SAN on June 19, 2010, which is also discussed later in this newsletter.
- We are working with the SAN vendor to evaluate the failure analysis report and reviewing options to reduce the effects of such a hardware failure.
- We are reviewing ways to reduce the possibility of corruption from the main production database crossing to the backup SAN.
- We are updating our Disaster Recovery Plans based on our findings during the event.
- We are reviewing the entire system to address any possible single points of failure within the system and working to reduce the risks associated with these.

All DCRI staff was tremendous in their work, dedication and skill and I thank them all. I also thank all of the CC Departments and CRIS users for all of the efforts and dedication to enter, verify and validate CRIS patient data during the recovery period and beyond.

Always remember CRIS is your system. Please use your voice to help us move forward. Send suggestions and comments to Dr. David Herion our CMIO at DHerion@cc.nih.gov

CRIS Maintenance June 19th

DCRI plans to migrate the CRIS databases to a new SAN on June 19, 2010. To complete this migration, we must make CRIS unavailable for roughly 8-12 hours on January 19th starting at 1 pm. During that time, you will need to use downtime (manual) procedures for documenting patient information. We will provide more details about what will and will not be available during the downtime as we get closer to the date. As always, we appreciate your cooperation and patience.

CRIS Sundown

As mentioned in previous CIO Newsletters, DCRI has developed a downtime version of CRIS, CRIS Sundown, which provides access to patient information for viewing and printing when CRIS Sunrise is unavailable for extended periods of time. This new system will be available only through Citrix (<https://cccasper.cc.nih.gov>) and only when activated during extended downs of CRIS Sunrise. The Sundown Icon is a black and white version of the current CRIS Sunrise Icon. The issues with this system that occurred during the recent unplanned interruption of CRIS availability have been corrected. CRIS Sundown will be available for the scheduled CRIS down on June 19th.

Please remember, there is a delay between when CRIS Sunrise becomes unavailable to when CRIS Sundown becomes available. This is due to the tasks required to activate the downtime system. An announcement will be made once CRIS Sundown is available for use. Additional information is available on the CRIS site in this location <http://cris.cc.nih.gov/procedures/downtime.html> through the document called FAQs about CRIS-Sundown.

Document Topic

Document Topic is back. This feature allows you to further identify or describe the topic of any structured note. For example, patient teaching on pre-op teaching was done. Upon Document Entry, open the **Document Info** tab on the left. A free text Document Topic field displays allowing users to identify the specific topic of the note.

Structured Notes Entry - NIHCCTEST, NAMEFIX ANY - Patient Education N

Create | Preview

Document Information

Sections
Document Info

Authored

Date Now

05 / 20 / 2010 C T

Time:
05:45 PM

Authored By

Me Other

Source:

Co - Signature

Document Topic:
Pre-Op Teaching

review Modify Template

Dentist Dietitian
 Respiratory Therapist
 Family Caregiver
 Discussion
 Audiovisual Comp

Upon review, in the **Documents** tab, the note is displayed starting with the **Document Name** followed by the topic identifying your note.

All Documentation - Since 05/17/2010 (Discipline)

Nursing

Date	Document Name	Status	Last U
05/20/2010	Patient Education Note-Pre-Op Teaching	Complete, General	
05/19/2010	Nursing Pre-Procedure Visit-Endoscopy	Complete, General	
05/19/2010	Patient Education Note-Injection Teaching	Complete, General	

New Signature Manager Reminder

Beginning June 8th, the Signature Manager screen will conveniently display when you log-in to CRIS if you have orders, documents, or tasks to sign.

Protecting Patient Privacy

Did you know that protecting patient privacy and proper computer security go hand in hand? It's true.

We are reminded annually how important it is keep conversations about patients private, keep patient related material out of public areas of the hospital, secure medical records if unattended and shred printouts from CRIS with patient identifiable information (PHI) and protected health information (PHI). But did you know that your actions on CC computers in offices and public areas of the hospital can also put our patient's privacy at risk?

Today's cyber criminals access internal networks and databases containing sensitive information through infected emails and data files sent to employees. The Federal government is specifically targeted due to the wealth of information collected. NIH has filters in place for incoming traffic and infected emails; however, these cannot block everything so we need you to be vigilant as well. Once inside the NIH network, criminals may steal data related to patients or proprietary data or unpublished clinical research. Please do your part to enhance cyber security at NIH by monitoring your own actions on the computer:

- Be wary of unsolicited email attachments as they may contain viruses or other harmful code
- Delete hoaxes and chain mail messages from your inbox
- Never install unauthorized software from unknown sources, especially the Internet
- Don't download music and video files to government computers from the Internet
- Encrypt sensitive data, especially on laptop computers
- Shut down your PC, or Logoff the network, before going home
- If you are accessing the NIH network from home or while traveling, be sure to update application and OS patches and use updated antivirus software on your personal or government furnished IT devices.
- Bring CC laptops in to work every few months and connect to the NIH network to receive critical security updates
- Change your password often and keep your password secret

We can protect our patient's privacy and confidentiality by practicing good computer habits together.

CRIS Users Group Formalized – *We are listening!*

In our ongoing quest to improve CRIS, DCRI has formally created a CRIS Users Group that represents the varied departments and disciplines that utilize our clinical information system. The group meets monthly and has been charged to:

- Propose, review and prioritize changes or additions to those systems that relate to clinical care or research;
- Provide input to DCRI to help establish requirements and specifications for new functionalities or applications that have been approved for development;
- Review and help identify situations, incidents and events that either directly, indirectly or potentially involve the clinical information systems and patient safety;
- Provide advice and ideas on the most effective means of informing the general community of users regarding changes to the information systems;
- Assist with testing new features and changes to the information systems;
- Convene subcommittees on an *ad hoc* basis to address issues relevant to clinical information systems.

At the first official meeting in April, the group reviewed the results of a recent CRIS end-user satisfaction survey. Responses to the survey were categorized and distributed to the group members to help prioritize and determine where improvement efforts should focus. Consensus was clear; the areas we will focus on initially are clinical documentation and system usability.

Your ideas for improving CRIS are important to us. Please talk to your area's CRIS Users Group representative or submit your ideas using the CRIS Suggestion Box. We are listening! For any questions regarding the CRIS Users Group, please contact Patty Sengstack at 301-496-6576 or David Herion at 301-496-7734.

New Handouts

Three new reference handouts were created and posted on the CRIS website <http://cris.cc.nih.gov>

1. How to Enter a Document or Flowsheet on behalf of another Provider
2. Worklist Manager Documentation- How to document medication administration
3. Signature Manager

Downtown Policy/Procedures

During the recent CRIS Down, many users asked where they can find the CRIS Downtime policy. The CRIS Downtime Policy and Procedures can be found on the CRIS webpage under Downtime Procedures.

New Voice Mail System

Over the next six months, NIH will be implementing a new voice mail system with up-to-date features to replace the current Octel System. The conversion will begin **June 4, 2010**, in the following buildings:

- Building #10-10A-ACRF-CRC-CRC ANNEX-10D
- Building #12 - 12A - 12S
- Building #15B-15F-15K
- Building #22

This conversion will be relatively seamless. All of your saved messages and greetings will be **automatically** converted to the new system. Once the conversion is complete you will use a new number (301-435-5000) to retrieve your messages. However, **you MUST initialize your password PRIOR to June 4** by either using your existing password or by creating a new password. For more information, see:

<http://www.cit.nih.gov/NR/exeres/F760492F-36BA-418C-8688-6C62F5B43EAD,frameless.htm>