

# NIH Clinical Center CIO Newsletter

February 2009

39<sup>th</sup> Edition

This is the thirty-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](mailto: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
- CITRIX Operations
- Omnicell Replaces Pyxis
- Changing Primary & Attending Physicians in CRIS
- Eclipsys Security Services Project
- Privacy & Security
- Training

## CIO Remarks

On February 3, 2009, the Medical Executive Committee (MEC) passed policy MAS M09-1, Utilization of Copy Functionality for Documentation within CRIS:

Providers are responsible for adhering to the policy, which can be found at <http://internal.cc.nih.gov/policies/PDF/M09-1.pdf>

DCRI cannot guarantee copy and paste functionality will work smoothly within CRIS. It is highly dependent upon the operating system/workstation or Citrix client in use. To copy information a user can right click and select either copy from the short cut menu or "Ctrl"+"C" on the keyboard. To paste information a user can right click and select paste from the shortcut menu. If this does not work use "Ctrl"+"V" on the keyboard.

A user can copy information from a structured note (SN) in SCM and paste it into the following:

1. A free text note in SCM
2. A Word document
3. A specific observation in SCM; however this is limited by the number of characters available for that field.

For Spreadsheets: if you copy from SCM to a spreadsheet on the desktop, some of the content is lost/missing data due to formatting issues.

# CITRIX Operations Overview

The National Institutes of Health (NIH) Clinical Center (CC) has standardized on using Microsoft Windows Servers and CITRIX XEN APP (formerly Presentation Server) to host 32bit Windows Applications for remote access. CC employees and NIH Institute users who work within the Clinical Center are provided access to clinical applications as well as productivity applications and a remote desktop. When employees are not on campus, remote access via the Internet is granted using third-party IPSEC VPN software.

## 2008 Operational Statistics

65 Published Application Servers running CITRIX and Microsoft Windows

10 Infrastructure Support servers running Microsoft Windows

237 Published Applications (Structured and Unstructured)

Client support includes Windows, Mac, and UNIX

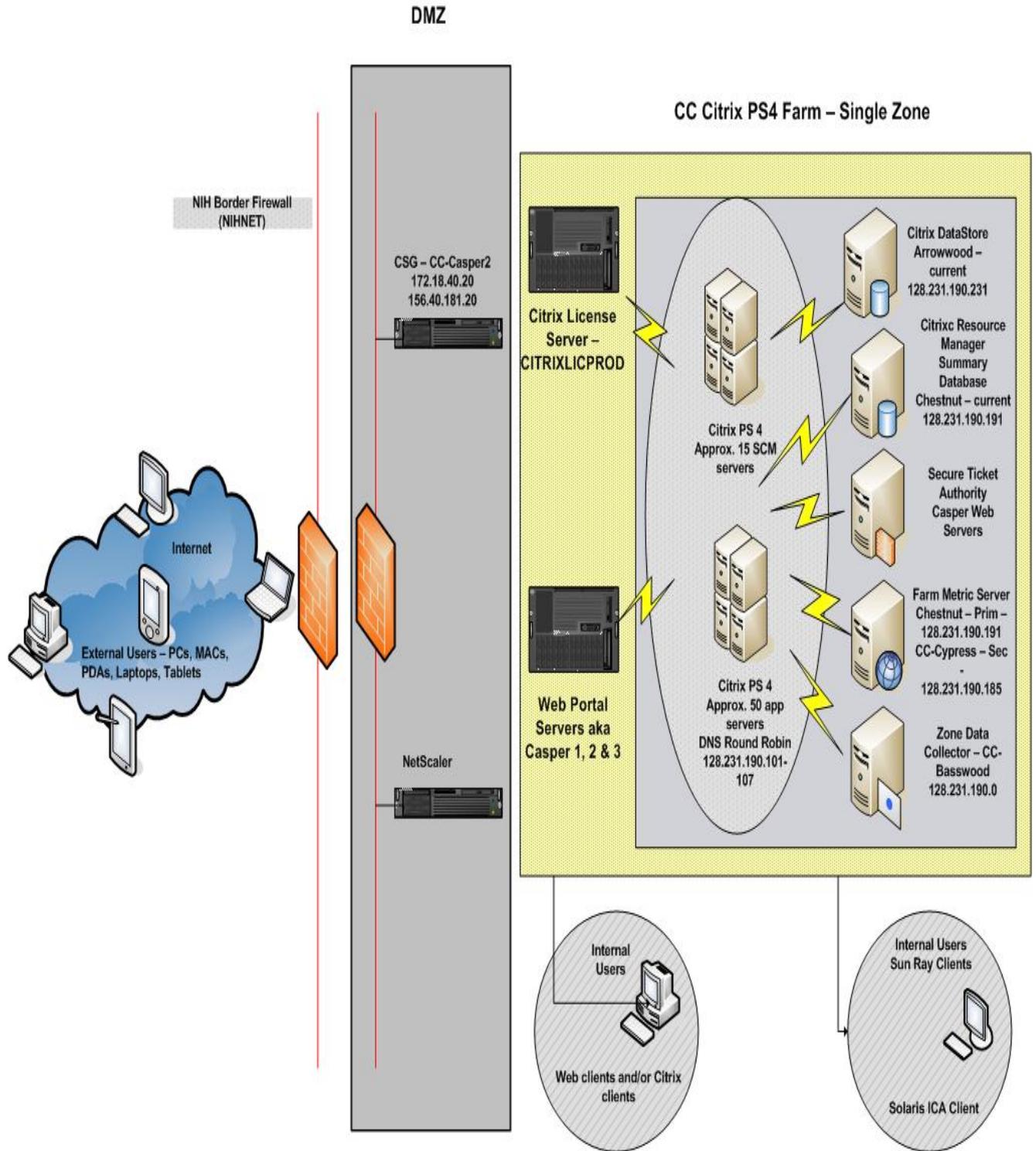
Applications are available 24/7 365 days a year, except for brief maintenance.

2.5 FTE Employees and 1 contractor support the operation.

## CITRIX at the Clinical Center

CC Employees are automatically granted access to the CC Citrix Farm and are instructed to go to our <https://cccasper.cc.nih.gov> and login using their NIH user name and password to have access to clinical applications. A CC application administrator sponsors non-Clinical Center Employees and grants access to the requested published applications. Users are instructed to install the latest CITRIX client and to go to the <https://cccasper.cc.nih.gov> website to launch applications.

# Visual Overview of CITRIX Farm



## **Omnicell Automated Dispensing Cabinet (ADC) Switchover**

Omnicell medication ADCs will replace the current Pyxis Medstations on the patient care units starting April 8 and continuing through approximately April 15. The change was the recommendation of a multidisciplinary group who selected Omnicell based on a substantial cost-savings to the Clinical Center and the ability to include advanced workflow and safety features. Only the medication cabinets are affected by this change.

The activation will bring about several changes to the medication workflow process. We will use a feature called 'profile' that will connect orders entered in CRIS to the cabinets. After verification in the pharmacy system, the orders will pass to the Omnicell cabinets. Because this function satisfies the Joint Commission requirement for pharmacy to review all medication orders before administration, in units with profile cabinets we will be able to stock more medications in the cabinets, including both scheduled and 'as-needed' medications. This will allow quicker access to first and subsequent doses and reduce the number of medications sent up in the medications carts. An 'over-ride' process will allow nurses to remove certain medications needed during an urgent or emergent situation. Units without profile cabinets will continue to have only emergently/urgently-needed medications as defined by P&T.

Nurses will be able to log into the cabinet with a user name identical or very close to their NIH login, a strong password, or a fingerprint scan after the initial login for the shift. We will take advantage of bar code scanning to refill and to return medications to the pockets.

Each drawer and shelf contains a feature that provides 'light-guiding' technology to direct the nurse to the particular pocket or bin that contains the medication. The cabinets will contain drawers that use a combination of locking, sensing, and open pockets. The locking pockets will be used for controlled substances. A lid that records entry into that pocket covers the 'sensing' compartments. The open pockets are similar to the current ADC configuration.

Training will begin on March 9th and run through March 28th. There will be super user training as well as general user training.

If you have questions about this project, please contact Tina Patel (301-402-7064, [patelj@mail.nih.gov](mailto:patelj@mail.nih.gov)) or Barry Goldspiel (301-496-5869, [bgoldspiel@nih.gov](mailto:bgoldspiel@nih.gov)) in the Pharmacy.

## **Changing Primary & Attending Physicians in CRIS**

A patient's active primary and attending physician assignment as well as a historical record of these physician assignments can be found in the "Care Providers" section of the "Patient Info" tab in CRIS.

There is now a mechanism available in CRIS for authorized users to enter a Change Physician Assignment service requisition. While this doesn't immediately update the physician(s), it does immediately generate a service request in the Medical Record Department indicating that an action is required to update the patient's physician assignment(s). Anyone requesting an update to a patient's primary or attending physician should use this service requisition to make their request; this no longer falls within the domain of ATV, and these requests should not be sent to Admissions.

It is important that this information be reviewed and updated regularly in order to ensure effective communication among care providers. A patient's primary physician is a credentialed member of the medical staff who is most intimately involved in the day-to-day treatment of a patient. A patient's attending physician is a credentialed member of the medical staff who is ultimately responsible for a patient's treatment during a particular episode of care such as an inpatient admission or a series of outpatient encounters. Members of the senior staff may be designated by their IC Clinical Director or Clinical Center Department Head as an attending physician.

Any questions regarding this service requisition, specific training needs related to utilizing this service requisition and/or questions related to patients' physician assignments in CRIS may be directed to the Medical Record Department (301-496-2292).

Order Entry Worksheet - NIHCCTEST, PATIENTBMC MIS

NIHCCTEST, PATIENTBMC MIS (Patricia Coffey Other)

Allergies: Drug: Asendin, Norvasc; Food: BHT, Cheese, Coffee, Dairy, Melon

Requested By:  Me  Other: \_\_\_\_\_ Source: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_ Time: \_\_\_\_\_

Session  
Type: Today Outpt/Current Inpt Reason: \_\_\_\_\_

Manual Entry Searching for ...

change physician assignment

Order

**Change Physician Assignment**  
Use to request an update to a patient's Primary or Attending Physician. Call the MRD for any questions (301) 496-2292.

Add...  
View...  
Item Info...  
Message...  
Drug Info  
Edit...  
Delete  
Copy...  
Add Specimen...  
Indication...

Submit Order(s) for NIHCCTEST, PATIENTBM... Hide Worksheet Cancel Help

## Eclipsys Security Services Project (ESS) Summary

DCRI is preparing to install new software, Eclipsys Security Services, that will allow users to log into Sunrise Clinical Manager (SCM [also known as “CRIS”]) using their NIH credentials. The software installation will also result in some other changes in how users access SCM via CC Citrix.

In the past, users accessed SCM via CC Citrix servers (<https://cccasper.cc.nih.gov/Citrix/CRISAccess/site/default.aspx>) and a “behind-the-scenes” login occurred using a shared “CC Domain” account. However, there is an HHS/NIH mandate to do away with the CC domain account used for this behind-the-scenes process. As part of this process, users will now access SCM through <https://cccasper.cc.nih.gov> and will use global NIH usernames/passwords to log into both the CCCasper and SCM. We expect this change to occur by March 31, 2009.

The change in the SCM login process also means that we now need to specify which workstations are allowed to run SCM. DCRI is currently trying to develop a method to capture all the workstation names without having to actually ask the users. The important message to note is that all SCM users will have to provide their workstation names to DCRI before they will be allowed to log into SCM.

Nurses typically use a specially configured computer called a “Standard Clinical Desktop” (also know as “SCD”). These machines are already registered within SCM and we are not changing that configuration, so there should be minimal changes for the majority of nurses.

The expected benefits to users include:

- More stable access and printing
- Reduced number of account names and passwords to remember and
- Self-service password changes (e.g. they can use the “iforgotmypassword.nih.gov” web site to reset a password if they are locked out of their NIH account) rather than waiting for someone to change it for them.
- Improved security of patient-related data

There are a few care providers who are authorized to provide care for short periods of time without NIH credentials. DCRI is currently identifying all these types of users and working with the CC ISSO to accommodate their need for access to SCM.

DCRI does not have the right to manage employees and workstations that belong to other ICs and will need their cooperation to help with this project by collecting workstation names, helping users log in this new way, making sure they have access rights, etc. IC users will need to seek help from their Institute support staff. CC users will receive help from our User Support Team and the CRIS Support Team.

## **Privacy & Security**

M. Eric Johnson, Center for Digital Strategies, Tuck School of Business, Dartmouth College has recently exposed “Data Hemorrhages in the Health Care Sector” through Peer 2 Peer (P2P) file sharing. Professor Johnson earlier searched P2P file sharing networks for inadvertent or malicious financial transaction file sharing. In 2008, he turned his search to medical information leaked by and about the top ten publicly traded health-care firms. Among the files found were a spreadsheet generated by one hospital containing personally identifiable information including Social Security numbers, a signed blank prescription with the doctor’s personal information, a file containing insurance information and treatment codes along with personal identifiers from a testing lab, psychiatric evaluations, and billing information from several sources. Patients also contributed to the leaks by posting their own spreadsheets of health care costs or letters exchanged with healthcare or



Patient Name: NIHCCTEST, PATIENTE EEE       Active Protocols  
 MRN: 44-87-81-3       Inactive Protocols  
 DOB: 10/10/2000       All Protocols

Protocols:

Type	Code	Status	PI	Onset	Resolved	Recruitment	Protocol Status
Protocol	00-AR-0222	Active	PI: Goldbach-Mansky	2/20/2009	1/1/1900	Active Accrual	Participants currently recruited/enrolled
Protocol	05-AT-0047	Active	PI: Quon	2/5/2009	1/1/1900	Active Followup	Completed Study: data analyses ongoing
Protocol	06-C-0233	Removed	PI: Widemann	1/16/2009	2/2/2009 10.00 PM	Active Accrual	Participants currently recruited/enrolled
Protocol	07-C-0027	Active	PI: Walsh	2/5/2009	1/1/1900	Active Followup	Clinical hold/Recruitment or enrollment suspended
Visit Reason	91-CC-0117	Active	PI: Alter	2/18/2009	1/1/1900	Active Accrual	Participants currently recruited/enrolled

Protocol Description: Studies of the Pathogenesis and Natural History of Arthritis and Related Conditions

Item Details	Protocol Links
Protocol Consents	<a href="http://www.cc.nih.gov/protocolconsents/cgi/visitProtocol.pl?00-AR-0222+http://clinicalstudies.info.nih.gov">http://www.cc.nih.gov/protocolconsents/cgi/visitProtocol.pl?00-AR-0222+http://clinicalstudies.info.nih.gov</a>
Protocol Details	<a href="http://clinicalstudies.info.nih.gov/cgi/detail.cgi?A_2000-AR-0222.html">http://clinicalstudies.info.nih.gov/cgi/detail.cgi?A_2000-AR-0222.html</a>
PubMed	<a href="http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=10555018">http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=10555018</a>
PubMed	<a href="http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=2596570">http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=2596570</a>
PubMed	<a href="http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=9856493">http://www.ncbi.nlm.nih.gov/sites/entrez?filters=&amp;orig_db=PubMed&amp;db=pubmed&amp;cmd=Search&amp;term=9856493</a>

Get Links

Select protocol

Links with information about the protocol

### CRIS Booth

The next CRIS Booth will be held on Tuesday, March 3, 2009 from 8:00 am -9:30am and 11:30am - 1:00 pm outside the 2<sup>nd</sup> floor cafeteria. Please stop by and visit as the feature topic is CRIS Progress Note documentation. Mark it on your calendar and bring your questions!

If you are unable to visit the CRIS booth but would like to set up an appointment for your team to have an in-service on progress note documentation, please contact CRIS Support at 301 496-8400 and request for someone from the training team to contact you.