

NIH Clinical Center CIO Newsletter

February, 2010

51st Edition

This is the fifty first 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
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CIO Remarks

I receive emails asking, "**What is a CIO?**" This is a great question in that the CIO position within the Clinical Center is relatively new. The following is a definition from http://searchcio.techtarget.com/gDefinition/0,294236,sid19_gci213620_alpC,00.html

"Chief Information Officer (CIO) is a job title commonly given to the person in an enterprise responsible for the information technology and computer systems that support enterprise goals. As information technology and systems have become more important, the CIO has come to be viewed in many organizations as a key contributor in formulating strategic goals."

Here, in the CC, the CIO position is driven by the mission and vision of both the CC and the Department of Clinical Research Informatics. In particular, DCRI is committed to delivering secure, responsive, high-quality, customer-oriented information technology services and support that foster excellence in clinical care and biomedical research.

To meet this mission, the CIO is responsible for the **three main areas** listed below.

1. CRIS Development and Support

- Translate customer and organizational requirements into working components of our clinical information systems.
- Design systems that focus on the facilitation of clinical research workflow and seek opportunities to improve clinical processes while enhancing system functionality.
- Incorporate NIH, HHS, national data, decision support, and communication standards into system development to facilitate clinical care, system interoperability, and research.
- Support the translation of clinical research information needs into system requirements and support the functional testing of clinical applications to facilitate congruency with organizational work, user access and system design developments.
- Provide training and clinical support to system users, evaluate performance and effectiveness of system use, develop clinical research informatics training programs and foster collaboration to advance knowledge.

2. Technical Infrastructure

- Maintain a high availability of critical computer and networking systems and to provide prompt, courteous technical support in a cost effective and timely manner.
- Provide comprehensive critical computer and networking systems support that anticipates, meets, and exceeds our customer's service level agreements in a dynamic operational environment.
- Ensure computers, printers, and communication devices are available and managed effectively to support CC departments and CRIS.
- Support NIH clinical researchers and Clinical Center (CC) departments in achieving their goals by assisting them in all areas of software systems development, management and procurement.
- Develop, implement and maintain quality Clinical Applications that help promote patient care and research for the NIH.

- Provide for security and privacy for all sensitive information by ensuring the "Confidentiality, Integrity and Availability" for all NIH CC clinical systems.

3. Customer Support (CRIS and Desktop)

- Provide customer focused, quality IT services and technical support, which assists our customers in making the best use of the newest biomedical technologies and existing information technologies in support of their business function.
- Support development and implementation of CRIS applications through integrated testing, delivery of instruction and facilitation of customer utilization of applications to support the workflow of clinical research studies and care.

CRIS is **Your** system, please use **Your** voice to identify improvement opportunities.

Data Center Migration/CC Network Upgrade

On Saturday, March 6, 2010, from 1:00 pm -10:00 pm, The Department of Clinical Research Informatics (DCRI) is moving the Clinical Center Network to the new data center and implementing an upgrade to the NIH Clinical Center (CC) Network. During the service disruption, everything on the NIH Clinical Center (CC) Network will be unavailable, this includes 30+ systems/applications. These will include CC email, CRIS Sunrise, the lab and radiology systems, Citrix, dietary, patient acuity and CC management applications. Patient Care Units are scheduled to receive pertinent printouts just before the down time begins. Further details may be found in the email sent 2/26/10 Subject: NIH Clinical Center Network Downtime- Saturday, March 6, 2010 from 1:00 pm - 10:00 pm (9 Hours) or on the [CRIS website](#).

CC PACS Upgrade

Radiology and Image Sciences is in the process of upgrading the CC PACS. Users will start to see changes in the login process within the next two weeks.

The enhancements include:

1. Users will now be able to login with their NIH credentials
2. The pacsweb users will have the same functionality as workstation users
3. Mac users will be able to use a new Citrix application to launch the PACS
4. New PET/CT viewer

In anticipation of this conversion Carestream, the PACS vendor, will be on-site to help users log on and introduce some of the changes. Training sessions will be available in early March. More details, times and locations, will be provided soon.

Questions and concerns please contact the [CC-PACSRIS Support Team](#).

New Signature Manager Reminder

Beginning March 3rd, when signing into CRIS, the Signature Manager screen will conveniently display for you if you have orders to sign.

POIS

The POIS project team is happy to announce that on March 8, 2010, the anesthesia care providers will begin to use POIS to enter their clinical documentation. At that time, their documentation will be sent to CRIS and will join the nursing documentation in the Documents tab. This is the final phase of the lengthy POIS Implementation project and builds on the nursing documentation phase that went live in December. This project allows DASS to have all their clinical documentation electronic within one application and all care providers to have access through CRIS.

Change to Scheduled CRIS Printouts

Effective February 16, 2010, the batch printed CRIS reports (interdisciplinary notes, order summaries and medication administration records) are no longer being generated in hardcopy format for filing in patients' medical records/inpatient charts. CRIS progress notes and consultation reports will continue to print in the Medical Record Department following discharge and will be filed in patients' medical records. All reports remain available for printing on demand from CRIS as necessary. If you have any questions regarding this process, please contact the Medical Record Department at 301-496-2292 or CRIS Support at 301-496-8400.

CRIS Access Accounts for New Employees / New CRIS Users

DCRI's support of Eclipsys Security Service (ESS) and NIH security compliance policy will only create CRIS access accounts once the new employee/ new CRIS user has completed the NIH Information Security Awareness course. This course is taken online at the following link:

<https://lms.learning.hhs.gov>

This Online training course will review how information assets can be protected by effectively managing risks (threats and vulnerabilities). In particular, it reviews safeguard measures one should have in place to help minimize vulnerabilities and ward off threats.

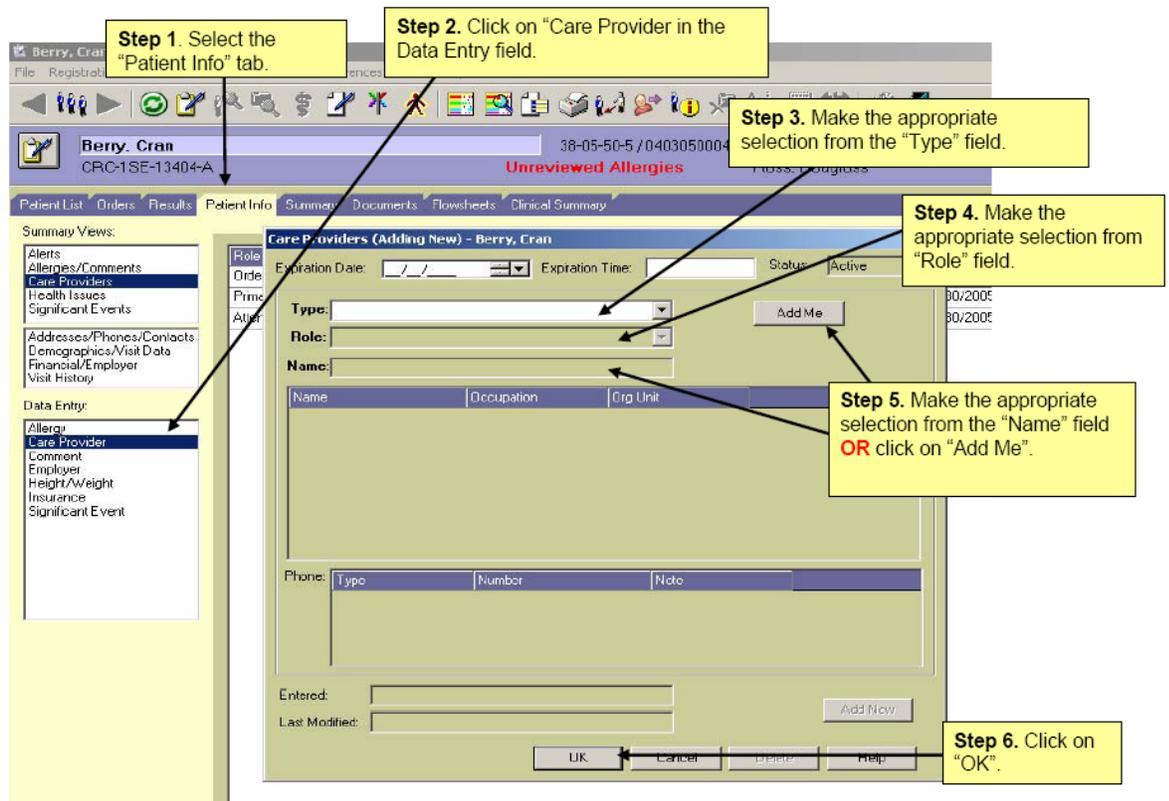
NIH Information Security Awareness course is a MANDATORY REQUIREMENT: NIH employees/contractors/students/guest researchers/visitors and affiliates who use NIH information systems are required to take the course.

New CRIS users are welcomed to attend CRIS training before completing the NIH Information Security Awareness course. However, their CRIS account will only be created ***after*** the employee has completed both CRIS Training and NIH Information Security Awareness training and their name is listed in the Active Directory.

How to Add/Assign Yourself as a Care Provider

Question: How can I maintain a current list of my patients without having to update it whenever they change visit status in CRIS (e.g. inpatient to outpatient)?

Answer: In order to keep the most current list of your patients without having to update it when the patient changes visit status in CRIS, add yourself as the patient's "care provider". To do so follow the steps below:



Once you have added yourself as a care provider to your patient, proceed to create a Criteria- Based Patient List based on your **Role**. This enables you to have a system maintained patient list with the patient's most current visit. To create a Criteria-Based patient list visit the CRIS Website at http://cris.cc.nih.gov/cristraining/training_materials.html under Reference Handout/ Patient List/ Patient Information/ Creating a Criteria Based List.

“I Forgot My Password”

As you may remember, last October, we changed the way you log into CRIS. Instead of using a unique CRIS account and password, you now log into CRIS with your NIH domain account and password. One advantage of this login method is if you cannot remember your password or you lock your account, you now have the ability to reset your own NIH domain account through the “I forgot my password” program.

To use the program, you need to first enroll your NIH Domain account in the “I forgot my password” program at <https://iforgotmypassword.nih.gov/aims/ps/Default.aspx>. For now, NCI users should go to: <https://password.nci.nih.gov> (Note: NCI is scheduled to migrate to the NIH’s “I forgot my password” utility later this year).

During the enrollment process, you will be asked to answer several security questions, such as “What’s your favorite hobby?”, “What was your first pet’s name?”, or “What is your favorite brand of candy?”. In the future, to change your password or unlock your account, you will need to provide the answers to these security questions to verify your identity. The “I forgot my password” site is available from both inside and outside the NIH, so if you are teleworking or travelling, you can still use this utility without a VPN connection.

You may also call for assistance with resetting your NIH Domain account as follows:

Clinical Center Staff only: Call CRIS Support desk at 301-496-8400

Institute Staff: Call NIH Help Desk during business hours 301-496-4357

Changing Your Name in CRIS

To update your name (first or last name) in CRIS, please submit a CRIS Access Form, which can be found at <http://cris.cc.nih.gov/accounts> . Please, indicate on the form the former name and the new name (see below)

Request Type: (Required)

New Access (Complete sections 1 and 2 below)

Have you ever had Access to the CRIS Sunrise at NIH? Yes No

Modify Current Access (Complete sections 1 and 3 below)

Name change (provide former name) _____

Please keep in mind that your **USERNAME (user name log in)** in CRIS is permanent, it will **NEVER** change or be updated to reflect your new name. However your documentation will reflect the updated name. This is in compliance with the NIH Medical Records requirement for patient chart auditing purposes.