

NIH Clinical Center CIO Newsletter

January 2010

50th Edition

This is the fiftieth 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>.

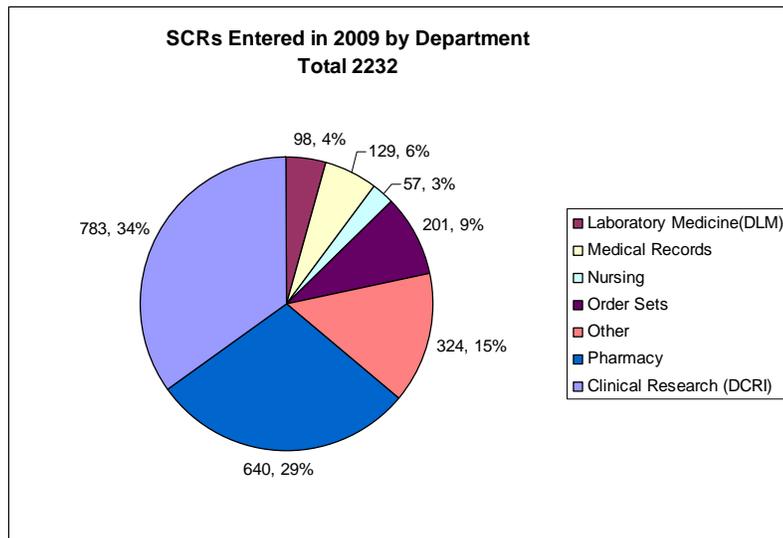
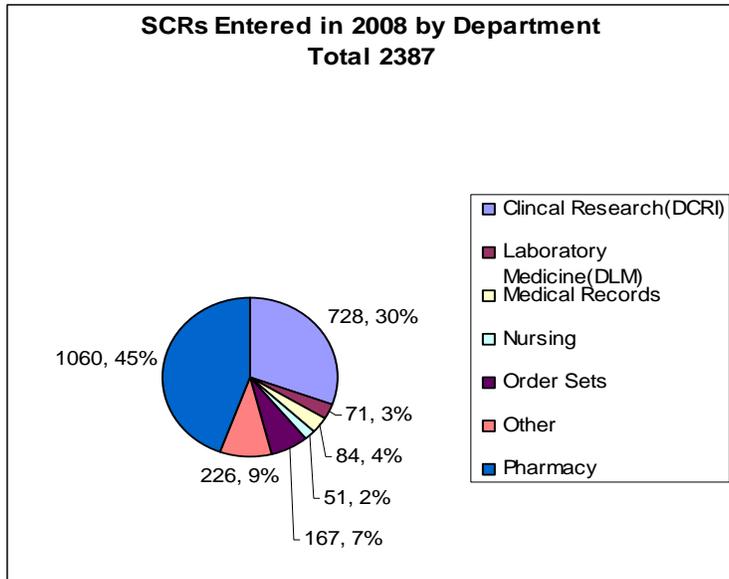
Topics of the Month

- CIO Remarks
- New in CRIS Sunrise
 - Documentation of Outpatient Deaths
 - Rehabilitation Medicine Reports
 - Take Home Medication Reordering
- Security and Privacy
 - Use of Government IT Services
- Tips for Using CRIS Sunrise
 - Ordering Repeating Lab Work
 - Entering a Non-Medication Prescription
 - CRIS Sunrise Service Requests
- CRIS Support
 - Accessing CRIS Support
 - CRIS Sundown

CIO Remarks

Since CRIS went live August 22, 2004 there have been 129 scheduled releases at an average of 40-60 changes per release for a total of 14,783 requests. In general, most departmental requests are for changes to orderable items (such as forms and fields) and are submitted through specific individuals or committees (i.e., NIS for Nursing requests).

The vast majority of these changes (27%) were from the Pharmacy Department, followed by DCRI (24%) and Laboratory Medicine (3%). 9% of the requested changes came from PI's requesting new or updated protocol order sets. The graphs below show the percentage of completed changes by Department for the last two years.



Changes to CRIS are scheduled on a bi-weekly basis known as “releases.” The scheduled release cycle ensures that all changes follow a controlled and documented process of Change Management. Each request is analyzed, approved and developed. Following development, changes undergo unit testing, functional testing and regression testing and after passing each of these stages are moved to our production environment.

In all cases, requested changes, must have departmental, PI, or other appropriate approval before they can be built in CRIS. A form for requesting changes to protocols or others aspects of CRIS is available from the CRIS web site <http://cris.cc.nih.gov/changes/orderset.html> This form can be completed and approved by the appropriate person in your area and then submitted via campus mail to DCRI, Building 10, Room 1C290. Please contact the CRIS Support Center at 301-496-8400 if you have any questions about requesting changes in CRIS.

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

Medical Record Service Request for Outpatient Deaths

There is a new method to submit data to the MRD if you find out that an Outpatient has died outside of the Clinical Center. Submit the Outpatient Administrative Expiration service request, which will notify Medical Records of the expiration. They will process the information and update the Outpatient's CRIS record from Outpatient to Expiration. The date that the patient expired is mandatory. If possible, the place of expiration should also be provided.

MR Out Pt Admin Expiration - MIGRJAN, OUTTEST NMN

Outpatient Administrative Expiration - MIGRJAN, OUTTEST NMN

Order: Outpatient Administrative Expiration Order ID: 00188H575

Requested By: DCRI, MRD Template Name:

Messages: Solely used to enter information about an outpatient who has expired in a location outside the Clinical Center. Not to be used to record the expiration of an inpatient or an inpatient on pass. Call Medical Records with questions (301-496-2271).

Conditional Order Max # of activations: [dropdown]

[input field] [Clear]

Date Patient Expired: * [calendar icon]

Place of Expiration (City/State): [input field]

Special Instructions: [input field]

In addition, the last section of the Expiration Note in SCM Sunrise provides a place to document expiration outside the Clinical Center. It also contains a reminder to submit the Outpatient Administrative Expiration. This note is located under Nursing on the Document Browse but can be quickly found by typing Expiration into the browse search space.

Service Requisition	
<input type="checkbox"/> Please submit an Outpatient Administrative Expiration request via the Order Browse. Medical Records will update the patient's status in SCM Sunrise (CRIS)	
Expiration Details	
Name of Person Reporting Death	<input type="text"/>
Relationship to Patient	<input type="radio"/> Parent <input type="radio"/> Child <input type="radio"/> Sibling <input type="radio"/> Primary Care Physician <input type="text"/>
Location of Death	<input type="radio"/> Home <input type="radio"/> Local hospital <input type="radio"/> Residential hospice facility <input type="text"/>
Date of Death	<input type="text"/> / <input type="text"/> / <input type="text"/> : <input type="text"/> : <input type="text"/>
Additional Information	<input type="text"/>

Finding Rehabilitation Medicine Reports

Dictated reports from the Rehabilitation Medicine Department (RMD) can be found on the Results tab under Rehabilitation Medicine. As of January 19th, they can also be found on the Documents tab under the Rehabilitation Medicine category along with other Rehabilitation Medicine documents that are entered directly into SCM Sunrise. Consequently, the Results tab displays a partial view of RMD documentation while the Documents tab provides a comprehensive view of all RMD documentation.

Take Home Medication Reordering

Based on prescriber feedback, the following change was implemented to improve the Take Home Medication reordering process for the prescriber.

When reordering Take Home Medications in CRIS, the system requires that you fill in the Start Date for each order. Effective January 28, 2010, CRIS defaults the start date to the current date (i.e. Today) when you are reordering non-investigational Take Home Medications. The prescriber has the option to change the defaulted date if necessary upon review. If you encounter any problems when using this new functionality, please contact CRIS Support at 301-496-8400 for help.

Use of Government Internet, E-mail, and Other IT Services

The information below is provided as a reminder of CC policy related to “Appropriate Use Of Government Internet, E-mail, and Other IT Services.” Please take a few minutes to review this summary from NIH ISAO.

NIH expects all staff to use good personal and professional judgment and follow all rules and regulations when using NIH information technology (IT) resources.

NIH policy prohibits:

- Sending or forwarding chain letters, e-mail spam, unauthorized messages, or unapproved newsletters and broadcast messages.
- Sending or posting harassing, threatening, obscene or offensive material in messages or forums that could cause embarrassment to the NIH or any individual.
- Sending messages supporting political activity restricted under the Hatch Act.
- Creating posts on personal interest topics during work hours.
- Conducting any commercial or “for-profit” activity.
- Using NIH logos or titles to misrepresent, either implicitly or explicitly, personal materials, views, or comments in electronic forums or emails as official NIH/OD policy or positions on issues.
- Using unauthorized peer-to-peer software without the NIH CIO’s approval.
- Sending, retrieving, viewing, displaying, or printing sexually explicit, suggestive text, images, offensive material, or anything that is criminal in nature.
- Operating unapproved web sites.
- Incurring more than minimal additional expense, such as using non-trivial amounts of storage space or bandwidth for personal files or photos.
- Using the Internet or NIH workstation to play games, visit chat rooms, or gamble.

Federal employees and contractors have no right to privacy on any part of a government computer system. By using NIH IT resources, you implicitly consent to have your electronic communications monitored. If you wish your private activities to remain private, you should avoid the personal use of NIH IT resources. Authorized persons may legitimately access files for business purposes, e.g., technical, administrative, or legal reasons. If NIH management has probable cause to suspect an NIH policy violation, management can authorize the examination or removal of files created, stored, processed, or transmitted using government resources.

NIH staff's limited personal use of NIH-owned IT resources is considered "authorized use" when it:

- involves minimal additional expense to NIH,
- is performed during non-work time,
- does not interfere with the NIH mission or operations, and
- does not violate the Standards of Ethical Conduct for Employees of the Executive Branch.

Contractors *may be* permitted the limited use of government IT resources with the written approval of the contract's project officer.

For additional information on official policies that address this issue, please see the NIH Information Technology General Rules of Behavior, the Standards of Ethical Conduct for Employees of the Executive Branch and the NIH Policy Manual 2806—Limited Authorized Personal Use of NIH Information Technology Resources.

Thank you for taking the time to review this information.

Ordering repeating lab work "Master Active Orders"

Outpatients: As a reminder, lab work to be collected by Outpatient phlebotomy should be entered as a single order on **HOLD** (Session Type= Future Outpt/ Pre-Admit). Do not use the repeat order function for these requests.

Inpatient: If you would like to use the repeat order functionality you need to enter the order as **ACTIVE** (Session Type= Today Outpt/ Current Inpt) scheduled for the date and time of first collection. If the order is entered on hold and released at a later time you may miss the first collection as the time may have passed.

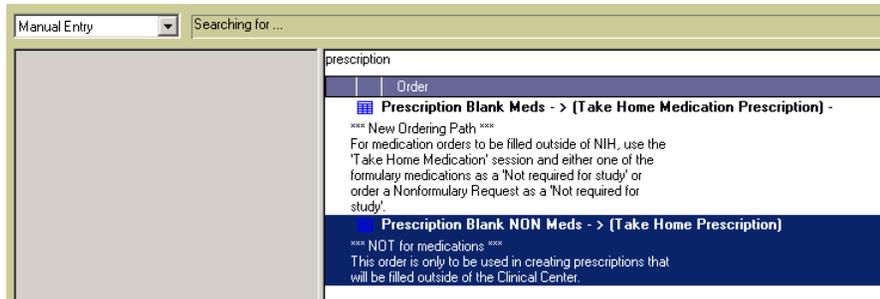
Entering a NON Medication Prescription

For Prescribers: The question has come up "How do I enter a take home prescription (non medication) to give to the patient to take with them?"

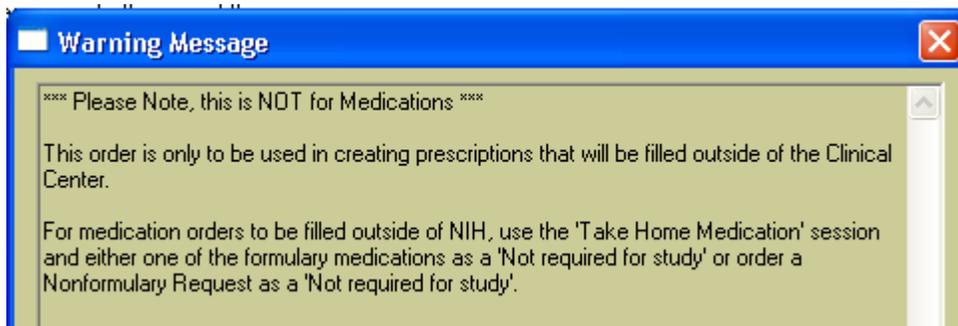
Answer:

Use the Take Home Prescription (**NON Medication**) in SCM Sunrise.

1. Select the order entry icon and manually type "**Prescription**"
2. Select "**Prescription Blank NON Meds**"



3. Effective February 2nd, a warning message will display stating the order is not for Medications. You will need to acknowledge this message before proceeding.



4. Open the form and fill out as needed. Click submit.

A Take Home prescription form will print out where the patient is located. The form includes the information you entered and a designated area for the prescriber's signature. You can then hand the prescription to the patient to take with them.

For information regarding how to order Take Home Medication Prescriptions please refer our Order Entry Computer Based Training (CBT) <http://cris.cc.nih.gov/cristraining/cbtv2/orders/help/menu3i.html> and the March 2009 CIO Newsletter http://cris.cc.nih.gov/cionews/pdfs/NIH_CC_CIO_Newsletter_Mar2009.pdf

Service Requests Available to All SCM Sunrise Users

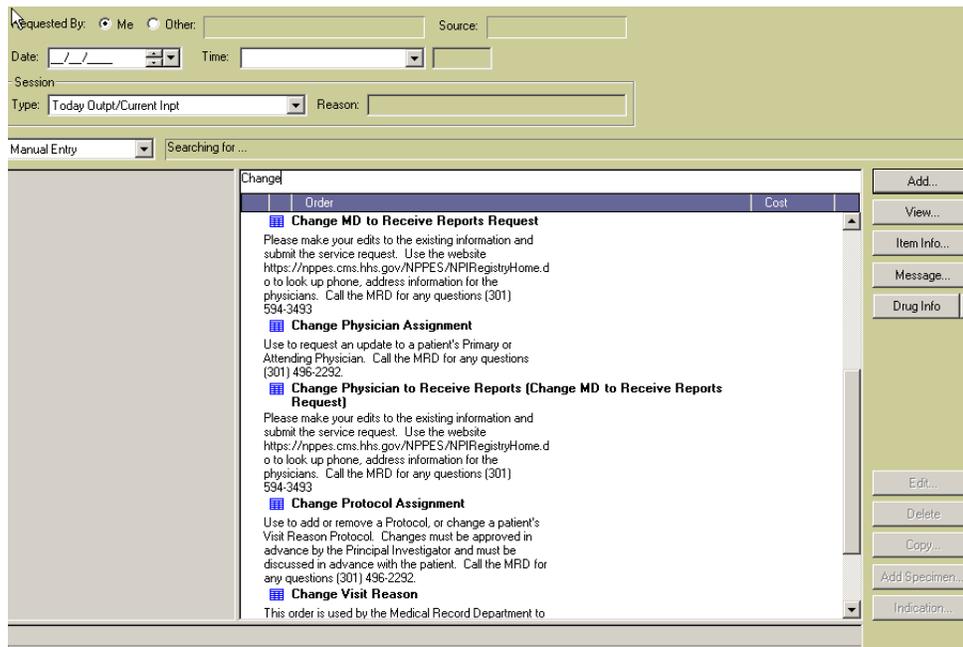
- Change Chief Complaint
- Change Protocol Assignment
- Change Physician Assignment
- Change MD to Receive Reports Request

Service requests are messages to another department, in this case Medical Records, asking them to perform a service. The ability to see and enter service requests is governed by your security group assignment. If you can see the request on the Order Browse, you can enter the request.

1. Select the appropriate patient from the Patient List and click the **Enter Order** icon.



2. The **Order Entry Worksheet** opens. Using Manual Entry, type **Change**. Or from the browse menus, select Medical Record Services. The available service requests display. Select your desired request.



The screenshot shows the 'Order Entry Worksheet' interface. At the top, there are fields for 'Requested By' (with radio buttons for 'Me' and 'Other'), 'Date', 'Time', 'Source', 'Session', 'Type' (set to 'Today Outpt/Current Inpt'), and 'Reason'. Below these is a 'Manual Entry' dropdown menu and a search bar containing 'Change'. The main area displays a list of service requests under the heading 'Change'. The first item is 'Change MD to Receive Reports Request', which is selected. Below it are 'Change Physician Assignment', 'Change Physician to Receive Reports (Change MD to Receive Reports Request)', 'Change Protocol Assignment', and 'Change Visit Reason'. Each item includes a brief description and contact information for the MRD. On the right side, there are buttons for 'Add...', 'View...', 'Item Info...', 'Message...', 'Drug Info', 'Edit...', 'Delete', 'Copy...', 'Add Specimen...', and 'Indication...'.

3. Click **Add**.
4. The respective order form displays. Review and complete the order form as appropriate.
5. Click **OK**.
6. Click **Submit**.

Accessing CRIS Support

CRIS Support is your one stop resource for triaging questions or concerns related to CRIS and its ancillary applications (ATV2, eSphere, Medical Secure Email, and more). DCRI provides CRIS Support 24/7.

During normal business hours Monday – Friday 7:00 am – 5:00 pm, CRIS Support can be reached at 301 496-8400. When you need assistance after 5:00 pm, as well as weekends and holidays, please call DCRI's System Monitoring Team at 301-496-7525. They are expert at providing assistance for all issues related to hardware, printing (paper jams, reports, labels) or system issues (applications running slow or not working). When issues are clinical in nature, the Systems' Monitoring Staff will contact the CRIS Support Analyst on call to assist you.

In addition, for non emergent issues, you can email anytime with your issue or question by using the following URL <http://ithelpdesk.nih.gov/support/> There are five easy steps to follow. In Step 3 if appropriate, scroll down the page to classify your request as **NIH Specialty Applications: CRIS**.

CRIS Sundown

The Department of Clinical Research Informatics (DCRI) has implemented **CRIS Sundown**, a new system will provide access to patient information when CRIS Sunrise is unavailable for extended periods of time. This new system is a copy of the current CRIS Sunrise, and is available for viewing and printing only.



CRIS -
Sundown



CRIS -
Sunrise

During an extended CRIS Sunrise down *over four (4) hours*, DCRI will activate the CRIS- Sundown icon via Citrix (cccasper.cc.nih.gov) to make it available for users. Once informed the icon is available by an announcement from the Clinical Center operator, you must log out of Citrix and log back on. The icon will then display and you will be able to log in to view and print patient data up to the time when CRIS Sunrise became unavailable. Detailed instruction on the use of CRIS Sundown will be provided when its deployment is anticipated.