



BITS AND BYTES

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A Newsletter from the UCHC Information Technology Department

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Student Laptop Selection – SOM and SODM Class of 2017

Steps to choosing the best laptop for the SOM and SODM classes of 2017 have already begun. It's an important decision because these laptops are the student's virtual microscope, provide the ability to take secure electronic exams, and interface with Blackboard, library resources, and all other curricular software. In addition they are encrypted so that patient information is always protected, and they need to be nearly indestructible during four years of hard use.



We've asked vendors to recommend models that meet our strict specifications, and we are thoroughly testing them. We're including student advisors in our selection process and look forward to their input! The best model will be selected in April, purchased in May, and imaged this summer. Once the purchased laptops have arrived, we'll deploy the final image to all and have them ready to distribute to the new students in August.

For more information, please contact Evelyn Morgen at x3323.

UCHC Emergency Notification - Stay Updated

Everbridge Aware is the on-demand mass notification service in use at the Health Center. Everbridge supplements our existing ways of notifying the entire Health Center community of storm closings, construction-related disruptions, and other important news. All employees, students, residents, and others on campus are signed up for the service automatically to receive notifications via their UCHC email address and work phone number.



However, we know that work email and work phones are not always the best way to reach you with important news – especially after hours. In order to receive Everbridge messages via any other method – such as on your cell phone or at your home phone number – **you must register yourself** with the service and tell it how you want to be contacted. Registration with Everbridge is easy – and free!

If you have not received an email from Everbridge asking you to register, please let us know by sending an email to Everbridge Administration at UCHCAAlertAdmin@uchc.edu. Once you are registered, you may update your preferred contact methods at any time by going to <https://www.everbridge.net/nns/pub/Login.jsp>, and accessing your account with your member ID and password.

Please take a few moments to register yourself with Everbridge, and stay informed anywhere and everywhere of critical news from UCHC.

For more information, please contact Glenn Boice at x3890.

PatientKeeper – Mobilization of UMG Physicians

The PatientKeeper Charge Capture solution is the first clinical mobile application to be implemented at UCHC, leading us into the next generation of clinical mobile computing solutions.

Currently PatientKeeper is deployed on a limited pilot basis with several UMG physicians. They are accessing it on their Apple and Android smartphone devices, and using it to capture their professional charges for patients seen in the hospital as well as the emergency department.

The physicians who agreed to pilot the application first needed to gain familiarity with a few navigation differences. This did not prove to be a big hurdle and so far their feedback has been very positive. When asked for her feedback, Dr. Nicole Silverstein, one of our hospitalists, noted, "I like the portability and ease of input."

If you are interested in learning more about the PatientKeeper mobile app, please send an email to the DL-PatientKeeperSupport mailbox.



BYOD (Bring Your Own Device)

Securing personally owned devices is one of the greater challenges facing IT today. Run an internet search on BYOD and it will provide an almost endless list of articles pertaining to this very topic. At UCHC we've been able to get out in front of this issue, and we've done it with the end user in mind.

Through a great team effort, the BYOD MobileIron application has been distributed to over 2000 devices which access our Exchange environment on a daily basis. We were also able to implement a user portal for self-management of registered personal devices. You can check it out at <https://byod.uchc.edu/manage/>

Our thanks to all those who participated in our early Beta testing, and a special shout-out to Justin Hickey and Mike Petruzzi for their outstanding efforts.

If you have any questions, please contact Steve Mann at x8059.



NextGen EMR Implementation Continues in Full Swing

Starting with our first go-live in Internal Medicine (March 2010), the NextGen project team has successfully implemented 13 of 28 clinics. This includes the most recent specialties of Neurology, Nephrology, Urology, Surgery, Otolaryngology, Infectious Disease & Travel Medicine, Gastroenterology, and Geriatrics. The team's sights and efforts are now set on the much awaited template upgrade which, in addition to embellishing clinical specialty content, also delivers a new Graphical User Interface (GUI) that will ease workflow design and enhance screen modification capabilities.

In the midst of all this, the team will concurrently be focused on two other key objectives. The first is to complete the build for the next 4 clinics located in the MARB: Neurosurgery, Osteoporosis, Rheumatology, and Orthopedics. All are scheduled to go live this summer after the upgrade is applied. The second is to complete workflow development and education needed to achieve Meaningful Use Stage 2 certification for all of our eligible providers by the end of this calendar year! The NextGen team is busy!

For more information, please contact Kathy Noel at x6257.

New Online User Access Request Process Deployed

On February 4th, UCHC moved from a paper-based network/system user access request process to a new online form submission process, streamlining the request and user access provisioning process.

Individual network/system user account requests can now be submitted online at <http://uar.uchc.edu/>.

The new online process will forward requests by email to the requestor's Kronos Time Approver, who will need to follow a link in the email notification and approve the request. User account requests will be entered into the IT work order system and the approval is complete. Bulk network/system user account requests will continue to be paper-based.



IT welcomes user feedback and input on ways to further refine and improve this new process. If you have any comments, please contact Tom Murphy at x2295.

eHIMS Upgrade Supports UCHC ICD-10 Readiness

The path to achieving ICD-10 readiness by October 1, 2014 is chock full of IT and business challenges. It is strewn with critical milestones and joint IT/ business project team efforts to upgrade dozens of clinical and billing systems, data marts and interfaces all of which are essential to the successful ongoing operation and financial viability of our hospital, ED, clinics and physician practices.



Over the past year the project planning and work efforts to address these upgrades began to intensify. In just the last four months several critical ICD-10 system version upgrade milestones were achieved. One of these was the highly successful transition of our electronic health information medical record management system (eHIMS) in December. Since eHIMS had not been upgraded since its original implementation in 2009, it actually required a multi-version upgrade to get to the vendor's certified ICD-10 ready platform. This multi-version upgrade, in turn also provided a number of other system feature improvements such as: enhanced security, richer record search and expanded audit capabilities, end user access through Citrix, PDF document export features, and a variety of other features that will ease future system maintenance efforts.

For more information, please contact Renee Adie at x3262.

Security Tip

In computing, "phishing" is an attempt to criminally and fraudulently acquire sensitive information, such as usernames, passwords and credit card details, by masquerading as a trustworthy entity in an electronic communication. Despite IT's best efforts to continually refine our



spam filter to prevent these messages from getting through, occasionally they do. If you receive an email requesting any confidential information, delete it immediately!

BITS AND BYTES is distributed periodically by the Information Technology Department. Submit suggestions to the email address below.

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<http://itweb.uchc.edu/>