



BITS AND BYTES

Volume 1, No 2 | August, 2009

A Newsletter from the Information Technology Department

Inside this issue:

Introducing
Exciting New
Video-
conferencing and
Webcasting
Features

One-Stop
Shopping: The
New Research IT
Website

Gone Phishing

Library Prepares
Laptops for New
SOM and SODM
Students

Tidal Team
Touted

Leading the way:
JDH Clinical
Systems



Introducing Exciting New Videoconferencing and Webcasting Features

Out of town or unable to make it to Keller for a critical videoconference? We are pleased to announce that we now have the ability for a personal computer to connect into the existing high-end two way interactive room based systems located here, at Storrs, at most other hospitals in the area, and at facilities all over the world. Depending on your computer's configuration and your internet connection, you may be able to participate in full screen high definition 720P quality right from your desktop! An added bonus is that participants who don't have high end room based systems can now connect into our conferences when traveling or out of the office.



In webstreaming news, the MediaSite webstreaming and lecture capture system gives us the ability to provide live and on-demand webstreaming for meetings, online courses, grand rounds, and patient and staff education. Lectures can be sent out live and watched anywhere in the world on your computer, or viewed later at your convenience. New features include the ability to stream higher quality video and

an on-slide magnifier that hovers and enlarges image detail anywhere on a slide. Podcasting of selected lectures is planned for this fall. The MediaSite systems have been in place at UCHC for about three years and we currently have close to 1,000 modules on our servers. Some programs have been viewed either live or on-demand by over 10,000 sites worldwide.

For more information, please contact Bill Hengstenberg at x2119.

One-Stop Shopping: The New Research IT Website

Are you looking for an inventory of UCHC software packages including where to locate and/or purchase specific software? Do you need the Electron Microscopy Fee schedule? Or perhaps you need to access the Embryonic Stem Cell Research Oversight Committee form? All of this and much, much more can be found at the IT Research website.

Access <http://ResearchIT.uchc.edu> and you'll find one-stop shopping for software, forms and instructions, grants and funding resources, Research IT seminars, Research databases and a host of other helpful information. Take a look and contact the site's developer, Khamis Abu-Hasaballah, at x8141 if you have suggestions, additional information or enhancements.



Gone Phishing!

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. Some of the most common sources used to lure people into providing their information include email communications purporting to be from popular websites such as eBay, PayPal and online banks. (<http://en.wikipedia.org/wiki/Phishing>).



According to the Gartner Group (The War on Phishing Is Far From Over, April 2009):

- In 2004 41% of the online U.S. adult population had received an e-mail that was definitely or appeared to be a phishing attack. In 2008, that percentage grew to 80% of the online U.S. adult population
- About 4% of phishing e-mail recipients recalled giving away sensitive information after they clicked on a phishing e-mail link, which is a 45% increase over the prior year.
- More than 5 million U.S. consumers lost money to phishing attacks in the 12 months ending in September 2008, a 39.8% increase over the number of victims a year earlier.

How can you protect yourself? **Never provide your password via e-mail in response to an e-mail request.** Legitimate organizations, including the Health Center IT Department, will never ask you to provide your user id and password via e-mail. Occasionally, Health Center employees have responded to these unsolicited e-mails. In a recent incident, the spammer used the employee's e-mail address to issue thousands of spam messages. As a result, at least one external spam filter, at Google, temporarily refused to process e-mails from UCHC.

The Health Center Information Technology Department is continually working to refine our spam filter to prevent these phishing messages from getting through. Despite this effort, some spam does occasionally get through. If you have any question as to whether an email is legitimate or not, please contact the IT Help Desk at extension 4400.

Library Prepares Laptops for New SOM and SODM Students

Incoming medical and dental students will receive high end, fully imaged and encrypted laptops when they arrive on August 20th. The library's academic computing support staff, Ben Smith and Nancy Mainelli, have carefully prepared the image which includes important student software such as the virtual microscope, a 3-D tooth atlas, Neurons in Action, and Questionmark which is used for e-testing. After months of preparation and coordination with Jon Carroll's IT security and desktop staff, these laptops are also fully encrypted using Safeboot. This will prepare new students for the real world of complying with HIPAA regulations and protecting patient health information. The next step will be to provide orientation to these 132 new students that will introduce them to the library's top tier services and resources. We're all looking to help these students develop a love of life-long learning!



For more information, please contact Evelyn Morgen, Library Director, at x3323.

Ben Smith and Nancy Mainelli

Tidal Team Touted

Over the last two years, the **Database Administration team in IT Data Services**, part of Enterprise Applications, has been using Tidal Enterprise Scheduling software to automate much of UCHC's complex data integration processes. Beginning with IDX, and gradually expanded to include other systems, clinical and other data is loaded on a daily basis to the enterprise warehouse in order to help the Health Center produce uniform and



(L to R) Robert Senack, Kevin McDonnell, and Jay Coppola

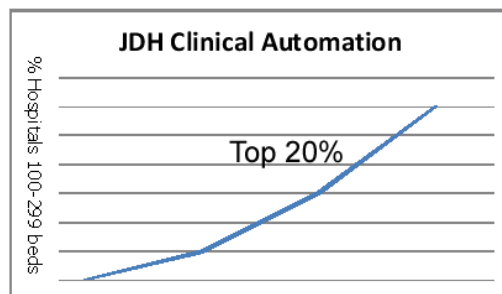
accurate reporting information. This month, UCHC's implementation of Tidal, which has enabled greater efficiency, timeliness, and savings in managing this very involved integration process, is featured in an online article from **The Data Warehousing Institute. TDWI**, a leading educational institute for business intelligence and data warehousing. Click on the following link to read the full article.

<http://www.tdwi.org/Publications/WhatWorks/display.aspx?id=9528>

Leading the Way: JDH Clinical Systems

With the implementation of 14 sophisticated clinical systems over the past 5 years, JDH ranks among nationwide leaders relative to automation of clinical functions. Based on 2007 American Hospital Association metrics, JDH ranks in the top 20% of Academic Medical Centers and similar-sized hospitals with respect to clinical system adoption. Of special note, according to KLAS Research, JDH is among only 12.5% of hospitals nationwide with Physician Order Entry (POE) deployed, and is one of less than 20% of hospitals nationwide who are live with Medication Administration Checking. Even fewer hospitals have deployed automated Medication Reconciliation and Discharge Instructions.

While new clinical systems are in queue for JDH implementation, including Patient Care Documentation, and upgrades to lab and radiology systems are in progress, the focus currently is on implementation of the NextGen EMR for our outpatient practices. Ongoing updates on NextGen will be featured in future issues of Bits and Bytes.



For additional information on UCHC clinical systems, please contact Roberta Luby at x4088.



ABOUT BITS AND BYTES

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

Editor: Tara Rousseau
Phone: 860-679-4255
Address: 16 Munson Rd., Farmington, CT 06030
Email: rousseau@uchc.edu

We're on the Web!

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