NEWS LETTER

UCONN HEALTH

A Newsletter from the UConn Health Information Technology Department

BioScience Buildout Efforts Broaden

In January 2014, Uconn Health's technology and transition planning was formally kicked off for the opening of the Outpatient Pavilion (OP) Facility. This effort involved a broad spectrum of IT projects ranging from the technical infrastructure to meet the needs of the OP as well as the architectural changes for wireless, phone and data networks. The updated system consists of the C-Cure 9000 security technology system that went live on 9/30/2014. C-Cure is the new campus-wide badge controlled building access security system that has been successfully implemented as of October. Information from C-Cure is fed to the UConn Health Emergency Notification System (Everbridge) which went live last month. Selection, piloting and deployment of nurse call and a patient pager system occurred as well. The selection of iPhones using the Voalte application for secure texting to improve patient care was also piloted and selected. End user devices and printer planning with deployment as well as a host of other ancillary building and patient service needs involving technology support were well executed. The IT technicians are well underway with deploying and configuring 530 new computers, 162 new printers, and 37 new multi-functional devices. Since January, working in close conjunction with the clinical transition planning teams our project work has marched forward at a blinding pace. As the clock winds down, we are looking to "Ring in 2015" with the OP state of the art facility, with our first practice to move into the OP in late January 2015.

We have now reached the point where IT must also begin to focus on the project work necessary to activate the New Hospital Tower. A similar program approach will be followed for this next major build-out phase as IT continues the relationship with the Burwood team and utilizes the lessons learned from the OP effort. We started with the IT Activation Discovery and Requirements Phase, with IT Infrastructure, applications and clinical project managers. Findings from this phase are being presented and follow up items are currently in progress. We start progression into Phase 2, IT and clinical connected care coordination, beginning this month.

Reset Network/ Email Passwords Without Calling the Help Desk!

On December 18th, UConn Health computers received a software update that placed a 'Reset Password' link on the main PC Windows login screen. This feature can then be used if you forget your password or it has expired! In order to be able to use this link to reset your password, **you will need to setup your security questions ahead of time.** Specific instructions for setup and use can be found at http://reset.uchc.net

UConn Health domain account holders who have completed the web-based registration process to make this service functional can simply provide answers to personally-selected questions to enter a new password or unlock their account. This time saving process will eliminate your need to call the Help Desk in the morning if you forget your password!

Please note, this functionality will only be available for those PCs joined to the UConn Health domain If you have any questions about this service, please contact the IT Help Desk at x4400.

ICD-10 Update—A Delay in Deadline Does Not Delay Action

On July 31, 2014, the US Department of Health and Human Services (HHS) issued the rule finalizing October 1, 2015 as the new ICD-10 compliance date.

The one year delay of ICD-10 did not slow down our effort to complete the ICD-10 related system upgrades and end to end testing, although it did slightly change the criticality of the ICD-10 projects at UConn Health, allowing us the ability to better juggle our many competing priorities. Our systems are currently in very good shape for the 10/1/2015 goal, with the majority of the upgrades required by ICD-10 implementation date completed, and the rest either nearing completion or starting soon. The team has completed integration testing from the various coding systems into our GE IDX billing system. Early in 2015, we will test a number of full patient scenarios as we continue to pursue opportunities to test with external payors and clearinghouses. So although the date has been delayed, our drive to be well prepared for this critical transition is still very much a priority!

Questions may be directed to Qi Cheng at x5417.

Piloting the iPad as an Effective Teaching Tool

Many universities and medical schools have begun to actively explore the use of mobile technology as a tool for increasing student engagement and learning. Mobile devices are not only changing the way that students learn but they are also encouraging faculty to develop new approaches to incorporate technology into the curriculum. This fall some UConn faculty had the opportunity to use iPads in their Anatomy labs.

Faculty Instructional Technology Services (FITS) in conjunction with the School of Medicine purchased 10 iPad Airs for an Anatomy iPad pilot. The primary goal of the pilot is to determine whether iPads enhance the learning and assessment process of students. Faculty are using them to evaluate student performance which will help gauge student comprehension. FITS assisted in installing various applications such as Netters Anatomy Atlas which provides 531 plates from the Atlas of the Human Anatomy. The iPads are also proving to be a useful tool when additional information needs to be quickly researched within each lab.

The way faculty use the iPads is being observed and their feedback is being gathered and evaluated. Success of the pilot will potentially open the door for additional iPads being incorporated into other areas of the curriculum in the future.

For more information about the Pilot contact Scott Erardi at x4963.

Managed Print Services Has Arrived

MPS is part of a broader University-wide strategic initiative to more cost effectively and efficiently process and manage document output. Recognizing the opportunity to reap the cost savings, productivity and service delivery benefits of a Managed Print Services program on the UConn Health Campus, IT Reprographics quickly got on board. Over the past few months, Reprographics phased in the program with a "like for like" replacement of all of the roughly 200 Xerox multifunction devices (MFDs) that are currently part of the UConn Health Campus fleet. All of these devices have the capability to copy, fax, print, and scan to e-mail and are on the network to enable remote meter reading and diagnostic monitoring. With this monitoring capability, an onsite technician can be dispatched automatically if a machine error occurs (probably before the user even knows), and toner and supplies will be delivered as soon as a machine reaches a predefined threshold.

Future phases of the program will be announced as they become available.

For more information about this program contact Reprographics at x2400.

Uconn Health Patient Portals Are Now Live!

July 1, 2014 marked the live introduction of two UConn Health patient portals - one for hospital stays and one for doctor visits. These portals are a **"Must Have"** technology for physicians and hospitals to meet Meaningful Use Stage II requirements by providing tools for patients to increase their access to and participation in their healthcare.

Patient Portals vary in features. For example, some include secure patient-provider communication (similar to email) or access to patient specific education material. Most importantly they provide the ability for a patient to obtain their Personal Health record. The UConn Health patient portals are free, secure, online tools that provide convenient, 24-hour access to the patient's personal health record anytime, anywhere.

myUConnHealth – Doctors is our office visit portal. If the patient meets enrollment criteria and provides their email address, they are automatically enrolled after their office visit. After the visit they will receive a welcome email with instructions on how to enroll in the portal. Here they may view all aspects of their office visits, see their lab results or email a question to their provider.

myUConnHealth – Hospital is our hospital inpatient portal. Inpatients at John Dempsey Hospital who meet criteria and provided their email address at registration or during their stay will receive an email inviting them to complete a registration process to enroll in the portal. Once registered, in addition to having access to their personal health record containing information related to their hospital admission, they can also enter and update information about their health or medical history. Patients who did not provide their email address will have the ability to enroll at any time by visiting *myUConnHealth.org* and choosing myUConnHealth-Hospital.

Please visit our new landing page http://myuconnhealth.org for more information about both portals.

Research IT Newsletter Launches in 2014

Last month, Research IT & Informatics launched its' first newsletter which detailed some of the work the group performs including the service of a powerful data collection and management tool called REDCap. The newsletter can be accessed at http://research.uconn.edu/research-it/rits-newsletters/ .

For more information, please contact Khamis Abu-Hasaballah at x8141.

Information Security Reminder

UConn Health's Systems Access Control Policy (http://www.policies.uchc.edu/policies/policy_2011_03.pdf) provides detail on specific responsibilities for workforce members with regard to system accounts. Please review this policy and note the details for our password strength requirements in the *User ID and Password Administration* section and account deactivation requirements in the *Termination System Access* section.

When a password contains non-alphabetic characters (for example: !, $, #,%), entry on copiers and multi-function devices must be made by selecting an alternate keyboard. While "shift zero" on a QWERTY keyboard results in a right parentheses, the same is not true on copiers and multi-function devices. To enter non-alphabetic characters on a copier or multi-function device, you must first select the SYMBOL keyboard.

For more information, please contact Tom Murphy at x2295.