

December, 2014

Hello:

The purpose of this letter is to introduce you to (or improve your skills with using) the electronic health record (EHR) at the VA. The VA EHR is known by a couple names. Primarily, you will know it as CPRS, Computerized Patient Record System. It is a Graphical User Interface (GUI) over the original text-based command-line EHR called Veterans Health Information System and Technology Architecture (VistA).

There are unavoidable burdens placed on physicians in the electronic environment that we all must deal with. Your time and frustration will be much reduced if you learn the required skills early in your training career. To facilitate efficient and effective training, we are providing you with modules for computer based training to complete at your own pace. This way you don't have to sit through a class that is never long enough to really cover the material. Expect to spend a total of several hours on the modules. **Your responsibility PRIOR to any patient care is to come prepared and familiar enough with CPRS to demonstrate some basic skills for a "CPRS Quiz".**

Those who choose not to complete this training PRIOR to arrival and/or do not pass the Quiz will require remediation by completing the modules on the spot and repeating the CPRS Quiz. This will prolong your day and reduce the time you have for other activities that day

The training includes a Demonstration version of CPRS (Demo CPRS) with which you can practice. It is useful to practice to cement the basic knowledge and skills of navigating the record. However, you do not have to install the Demo CPRS if you do not plan to practice using CPRS prior to your skills test. The video module for Demo CPRS is there as a resource for finding tasks you want to practice so you need not watch the whole thing (48 minutes).

***Please take the time you need to review the attached training materials in preparation for your Quiz!***

- I. **Goals of training.**
- II. **The Training Plan.**
- III. **Expectations (You must demonstrate the following items).**

Sincerely,  
Michael A. Schwartz, MD, MSHAI  
Chief, Clinical Informatics  
Edward Hines VA Hospital

Office: 708-202-2759  
Work Cell: 708-221-3212  
Personal cell: 813-495-2222

### I. Goals of training:

1. Become familiar with the **CPRS interface and navigation**
2. Understand the concept, importance, and hazards related to the designation of a **Visit Location** to inform CPRS of any activities (note entry, orders) in the EHR
3. Become familiar with options and techniques for:
  - a. retrieval and display of notes of others
  - b. selection of note title, entering a note
  - c. display of orders, entering of orders
  - d. requesting and replying to Consultations
  - e. retrieval and display of results of labs, imaging, procedures
  - f. electronic Consent form (iMed Consent)
4. Become familiar with the **Clinical Decision Support tools**
  - a. Real-time access to Online medical references and resources
5. Become familiar with **communication tools** in CPRS
  - a. Additional signer vs. Co-signer
  - b. Access the Patient portal (MyHealtheVet) from within CPRS
  - c. Access the private and secure email system from within CPRS known as Secure Messaging
  - d. Access the internal messaging system from CPRS known as Message Manager
6. Become familiar with documentation requirements for **tracking workload, billing, reporting (Encounter Forms)**

### II. The Training Plan:

1. Go to the training link hosted by Loyola or the VA link using one of the following. We provided two in case one is slow or not working.

Loyola hosted link: <http://www.luhs.org/hines/>

VA hosted link: <http://www.hines.va.gov/services/cprstrain.asp>

2. Open the **Introduction** document. It displays the Goals of Training, Training Plan, and Supplemental Resources similar to this letter, for online access.
3. Open the document titled **Instructions for Installation of Demo CPRS**. Follow the instructions to install the program on your computer. The Demo CPRS contains test patients and patient lists. The program is web-based and resets every night so you cannot save anything and cannot harm anything. Practice and play with it all you want.
4. Review the proficiency expectations below before starting the modules. You are expected to do everything on this list before you start your clinical duties. As students you are not responsible for many of the goals stated in this document, such as related to orders, consults, alerts, and others.

5. You will have to pass a live in-person demonstration of your skills before we will issue your access codes to the VA EHR.
6. The “Resident Training Modules” are numbered in a sequence that should make sense. Most of these are less than 10 minutes and focus on specific tasks in the EHR. The titles are self-explanatory. **You do not have to watch the entire video of Demo CPRS (it is 48 minutes).** It is there as a resource if you want to find a demonstration of a specific task. It is indexed and searchable.
7. Some are a little repetitive of earlier ones so you can skip ahead using the index markers. But sometimes it is good to repeat. After each video you should practice the task in Demo CPRS.
8. There are 17 modules ranging from 1-20 minutes. Total run time of video is 112 minutes. This is without doing any practicing on the Demo CPRS or the time it takes to install it. Plan your preparation time for the Quiz accordingly.
9. There is a longer video specifically for introduction to the Demo CPRS you have installed. Most tasks in the video you can practice with your own copy of CPRS. It is also indexed and searchable. It is about 48 minutes if you watch the whole thing.
10. Finally, for those interested, there is a link to the full User Manual of CPRS. Parts are very technical but it can be a good resource if you have specific questions or interests. Many screen caps. 477 pages.

### **III. Expectations (You must demonstrate the following items):**

Log into the VA Network: Username (vhahin.....) and password

1. Lock the computer (describe)
2. Log off the computer (describe)
3. Restart the computer (describe)
4. State or find the helpline numbers
5. For technical help, identify the Host Name on the screen (formerly EE number)
6. Log into CPRS: Access Code, Verify Code
7. **Patient Selection Box:**
  - a. Display patients by Clinic Location, Ward, Team, Provider
  - b. Save List Settings for Current Day
  - c. Select pt using patient identifiers (Last Initial Last 4)
  - d. Describe how the Location box is different selecting with a clinic appt vs pt. identifiers?
8. **Menu Bar**
  - a. Demonstrate an understanding of the Clinical Context Link icon in the upper farthest left corner, how to repair it when broken (rejoin the link).
  - b. Retrieve patient demographic information and find details



- i. Pt's phone number
    - ii. Pt's Service Connection status
  - c. Identify Location/Visit/Provider Box
    - i. From Location selection box, change to a different scheduled clinic appt
    - ii. Change the Date Range viewable
  - d. Select a New Visit Walk In and proper location for your service--OUTPATIENT
  - e. Select a New Visit and proper location for your service--INPATIENT
  - f. Locate Allergies, Clinical Warnings, Advanced Directives and view details
  - g. Locate and explain Patient Flags
  - h. Locate and explain access to VistaWeb
- 9. Display Problem list Tab and:**
  - a. Display problems that are active, inactive, or both
  - b. Add a problem
  - c. Inactivate an existing problem
  - d. Remove an existing problem
- 10. Display the Meds Tab and:**
  - a. Find refills remaining
  - b. Identify Outpatient, Inpatient, Non-VA meds and how to change the sorting of the display view
- 11. Display the Orders Tab and:**
  - a. Display a detailed view of a medication order
  - b. Display/View order that have been "automatically discontinued" due to a discharge or other patient movement
- 12. Open the Reports Tab and display:**
  - a. specific Health Summary: Cardiology
  - b. Imaging
  - c. Clinical Reports: Pharmacy: All Outpatient, and sort
- 13. Open the Progress notes tab and:**
  - a. Identify the Location of the Visit to which the note is attached
  - b. View notes for a selected date range
  - c. Display notes by a specific author
  - d. Display only History and Physical notes
  - e. View your unsigned notes for the patient
- 14. Open the Consults Tab and:**
  - a. Identify any pending consults for a patient
  - b. View a completed consult and:
    - i. Identify who ordered the consult
    - ii. Identify who completed the consult
    - iii. View the response to consult and determine when the response was entered.
- 15. Demonstrate proper linking of Consult Reply Note to Consult Request**
- 16. Open the Labs Tab and:**



- a. View the most recent labs
  - b. View all instances of a specific lab test over a defined period of time
  - c. Use the worksheet function
  - d. Use the Graph function
  - e. Use the Anatomic Pathology function
- 17. Open Tools Menu (links do not work in test account)**
- a. Open VistalMaging (describe)
    - i. view any x-ray (describe)
    - ii. view an EKG (describe)
    - iii. view procedure report (describe)
  - b. Open Medical References/Resources (describe)
    - i. access Lexicomp for drug reviews(describe)
    - ii. access UpToDate for clinical advice(describe)
- 18. Open iMed Consent (describe; not available in training account, working on a demo)**

## Demo CPRS Installation Instructions

### Instructions:

Note: If you have installed a previous version of the CPRS Web Demo you can use the “Add or Remove Programs” option under “Control” Panel to uninstall it.

[Contact Us](#) to report any problems or ask any questions.

1. Click to download the [VA CPRS Demo.msi file](#) (*New version released February 2012- Cannot be installed on MAC OS*)
2. Run the file to install the executable and the shortcut on your desktop
3. Double click on the VA CPRS Demo icon

This installs the CPRS Client executable, which connects to a Vista® System on the Internet. The user will automatically be logged on to the system randomly as one of 10 doctors. Select a patient and then explore VA's Computerized Patient Record System. **The electronic signature code for each user is DOCTOR1.**

NOTE: The Vista® account is refreshed nightly, so any changes made to the account during the day will be overwritten.

**After installing the demo, one must make a change in the “target” of the shortcut icon.**

To do so:

- right-click on the icon that says “VA CPRS Demo”
- Select “Properties”
- Replace the value of “s= “ with “cprsdemo.vacloud.us”
- Replace the value of “p= “ with “80”

The correct path should look like this, if installed on your hard drive labeled “C”:

```
C:\Program Files (x86)\Vista\CPRS\CPRSChart.exe" CCOW=disable s=CPRSDemo.vacloud.us  
p=80
```