



healthcare:connected

CRIS Reporting Best Practice

V2.0 06/04/2021

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Introduction

Purpose

This document is designed to act as a reference guide for administrative users when CRIS Reporting is system use with end users and should be used in conjunction with local end user training.

Best practice knowledge of the workflows designs and intended use will benefit users in activities relating to building dashboards, worklists and assist in creation of revised local Standard Operating Procedures regarding Radiology reporting.

The specific points of note within the document are based on lessons learned of areas where users may require additional clarification on functional behaviour of the system.

Audience

The document is aimed at System Managers and Departmental Managers for local operation procedures.

Best Practice Guidance - Points of note

Integration between CRIS reporting and core CRIS application

Verified report status

To reduce the risk of being able to report the same event in CRIS Reporting as core CRIS, when a report is verified in either solution, there is a real-time integration that updates both applications. If the report has been verified in core CRIS, CRIS Reporting will update the event with “Reported Externally” and will lock the report for editing.

Unverified report status

It should be noted that verification status will not be updated in core CRIS application until the report is verified by the user in CRIS Reporting.

If a report is started in CRIS Reporting and not verified at the time of reporting, and another user subsequently reports and verifies the examination in core CRIS then this will cause the exam to be marked as Reported Externally in the verified report CRIS Reporting. If a user attempts to open an event in core CRIS that is currently being reported in CRIS Reporting, the core user will be presented a lock message which they can choose to override or go back. If a user attempts to open an event in CRIS Reporting that is currently being reported in core CRIS, the user will get a message that the report is claimed by an external user.

Please note: Provisional reports written in either core CRIS or CRIS Reporting are visible in both applications.

Event urgency changes

If a user changes the booking urgency of an examination after the event has been attended, the updated booking urgency will not be visible in CRIS Reporting. If a user changes this urgency and wishes to inform the reporter, then they should use an alternative business process.

Formatting in CRIS Reporting

HL7 messages do not support formatting, therefore any strikethroughs, underlines, bold or italics in CRIS Reporting will only be visible within CRIS Reporting and not core CRIS or downstream systems.

CRIS Reporting Functionality

Worklist Date Parameters

It is important to note that CRIS Reporting worklists are currently **limited to events which have taken place in the prior 14 weeks**. This is to maintain application performance against the database when worklist queries are required.

It is essential that local housekeeping processes are maintained in the core CRIS application to regularly check for and identify any unreported exams older than 8 weeks that should be flagged for reporting in the core CRIS application to a reporting user.

Statistical Data

As previously specified, CRIS reporting maintains events performed within the previous 14 weeks only. Users should be aware that the dashboard figures within the reporting worklists will only contain figures of reporting data within this data range and should therefore not be used as a business intelligence tool for management purposes. For this management data, users should use the core CRIS statistical module.

User access roles in CRIS Reporting

To allow verification within CRIS Reporting, all users are given the same level of access. This means that all CRIS Reporting users are able to report and verify examinations. There are advanced workflows within CRIS Reporting that allow junior staff members to limit their abilities to verify reports, however, and CRIS Reporting will retain a user's preference when opening new events.

CRIS Reporting Timeout

Users should ensure at the end of a reporting session that they actively log out of CRIS Reporting. There is currently not automated functionality for the user session to timeout.

This should be undertaken via the use of the official logout menu option not by closing the browser in order to maintain the integrity of voice recognition profiles.



Report Feedback

Report feedback is private between two users. Feedback does not appear anywhere within the patient report or history, nor are they visible to other users within CRIS Reporting.

Adding New Users

New users must first log in to CRIS Reporting before they are selectable in worklists. When reassigning events and selecting a supervisor, the user required must have first logged in to CRIS Reporting to appear in the drop down lists of users.

Multi-exam Events

When reporting on a multi exam event, the user is expected to use VR to compose a report, and then either use the command 'Verify report' or click 'Verify' before moving on to the next exam. At this point the user is able to consolidate reports or continue to report by individual exam.

System Administration

New Coded Phrases used within reporting

If a new coded phase is added to core CRIS by the system administrator post go live, this will not automatically appear ready for use in CRIS reporting. The CRIS reporting database will need to be restarted to apply this change and therefore you should contact Wellbeing Service (01623 489828 wellbeing@wellbeingsoftware.com) to arrange this.

Document Control

Title	CRIS Reporting Best Practice		
Owner	Wellbeing Training Manager	Date Created	24/05/2018
File Ref.	CRIS_Reporting_Best_Practice_V2.0.docx		
CRIS Version			
Change History			
Issue	Date	Author / Editor	Details of Change
D1.0	24/05/2018	Sam Wood	Draft Issue
V1.0	20/06/2018	Sam Wood	Issue of v1.0 with amendments
V1.1	25/06/2018	Andrea Hardy	Updated format and minor wording changes.
V1.2	26/06/2018	Sam Wood	Amendments / wording changes made for release.
V1.3	28/06/2018	Emma Savage-Mady	Minor formatting amendments and additional detail to logging out section.
D1.0	25/03/2021	Emma Brown	Rebrand .
D1.1	30/03/2021	Danielle Jakeman	Updated information.
V2.0	06/04/2021	Emma Brown	Published.
Review Date	06/04/2022		