



VistA Customization, Configuration and Content: A Collaborative Approach

Stephen L. Oxley, MD
Chief Medical Officer
Central Regional Hospital
Butner, NC

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The Golden Pair

“A VISTA project requires the Golden Pair to succeed - so decisions about direction are made by programmers and the medical professionals who will use the software, working together as a team to explore what's possible and useful.”

Rick Marshall


Medscape Physician Survey

The Best-Ranked EHRs
Overall Score

1 = Poor 5 = Excellent

Amazing Charts	4.22	Centricity	3.20
Practice Fusion	4.04	Cerner	3.15
VA-CPRS	3.89	Greenway	3.04
Medent	3.65	Allscripts	3.00
e-MDs	3.56	MEDITECH	2.94
Epic	3.51	Practice Partner	2.91
athenahealth	3.44	McKesson	2.91
eClinicalWorks	3.36	NextGen	2.81
Sage	3.22		

21,202 respondents across 25 specialties
Data collected by Medscape from May 30 to June 15, 2012



The “Golden Pair” concept applies to new program development, but also to any modification of VistA that impacts on the medical professional users experience.



Customization

- ❑ VistA program code changes to meet unique needs of an organization
- ❑ Interfacing VistA to other information systems



Configuration

- Does not involve programming
- Does involve:
 - setting options
 - setting parameters
 - entering users
 - entering lab test and drug information
 - setting up Notifications
 - and more



Content

- Documentation templates
- Orders and order set parameters
- Clinical decision support, such as Clinical Reminders



Collaboration

- Customization, configuration and content development all impact the end-user's experience with VistA
- Whenever possible, these changes should be done as a reiterative team effort with key end-users

Customization Collaboration

David Whitten has worked intensively with our Pharmacy Informatics group to customize the interface to Pharmacy technology

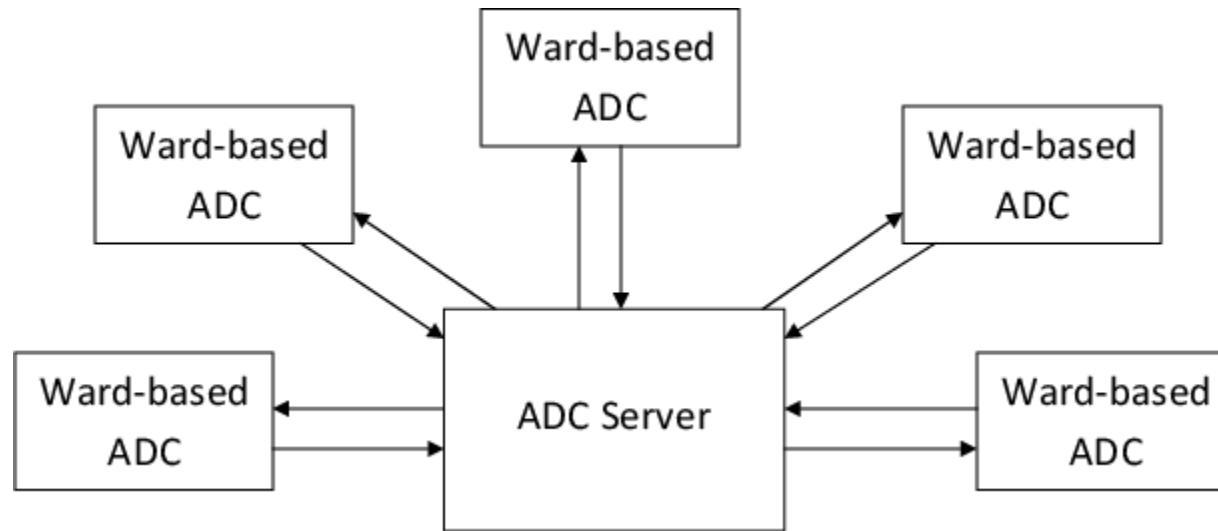


Interface to the ADC System



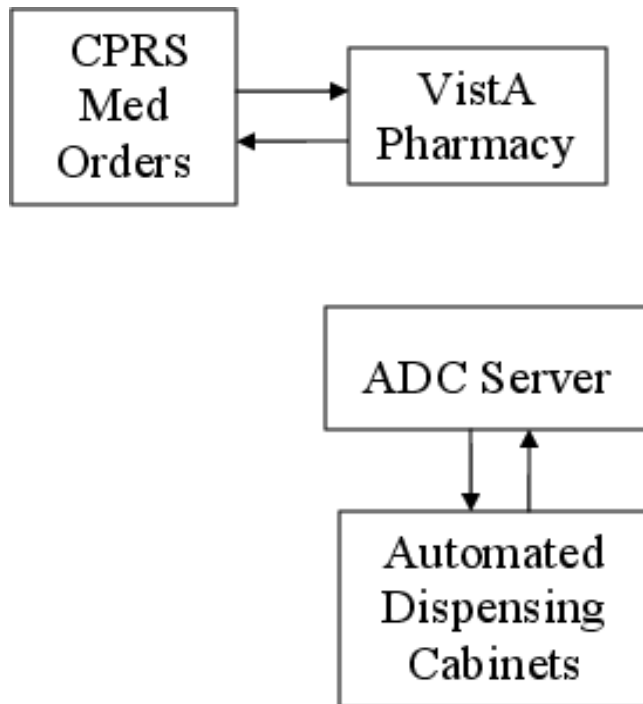
CRH uses Automated Dispensing Cabinets for medication storage and distribution at the hospital ward level

Interface to the ADC System



The ADC Server holds each patient's medication profile and also tracks what medications are stocked in which cabinet and which drawer within the cabinet

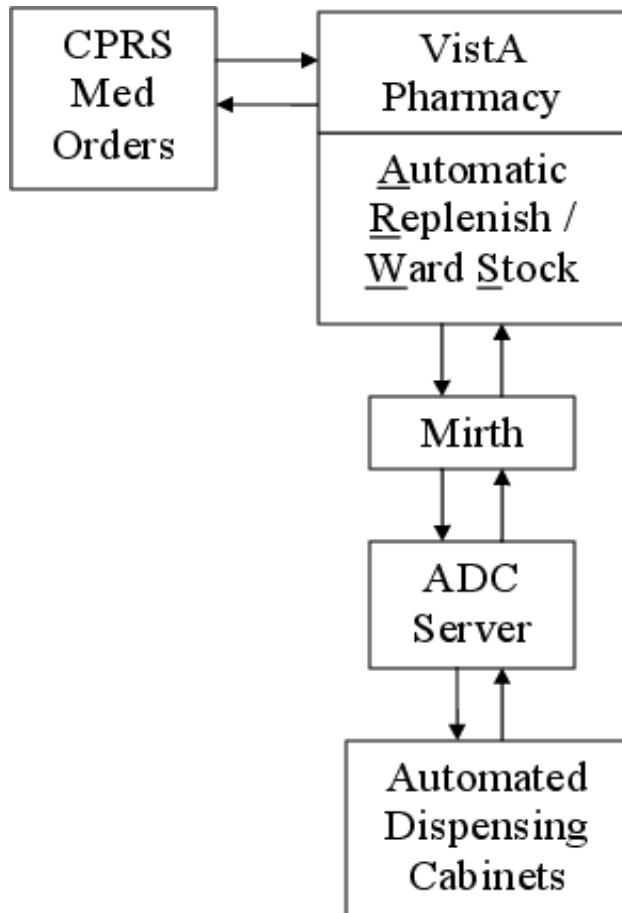
Interface to the ADC System



The Pharmacist processing med orders in VistA Pharmacy needed to know if a medication was stocked in the ADC on the patient's ward.

The ADC Server needed to update a patient's medication profile when an order was entered or discontinued.

Interface to the ADC System



We leveraged the ARWS module in VistA to map the cabinets information for VistA Pharmacy.

We employed the open-source HL-7 interface engine, MIRTH, to facilitate the communication between VistA Pharmacy and the ADC Server

Customization Collaboration



Joe Thurber worked with the Nursing Informatics group to customize BCMA





BCMA Customization

- NCID sign-on
- Fractional dose management
- Witness for high risk medications
- Response to routine pain meds
- Patient pictures
- First dose patient education

Customization Collaboration

Joe Thurber collaborated with physicians and social workers in making modifications to CPRS. Marci Keiser served as an intermediary and project manager



Added Primary Contact

Vista CPRS in use by: Oxley, Stephen L - CRH PRODUCTION ENVIRONMENT

File Edit View Tools Help

ZZGERO, MALE (INPATIENT) ZZT ZZ14-01 Primary Care Team Unassigned
 3344132 Nov 18, 1932 (81) Provider: OXLEY, STEPHEN L Attending: Thurber, Joseph H

Flag Primary Contact Postings
 WAD

CRH PRODUCTION ENVIRONMENT

Active Problems	Allergies / Adverse Reactions	Postings
Schizophrenia Dysuria (ICD-9-CM 788.1) Risk Or Hx Of Fall Dysphagia Nos Simple Schizophren-Chr Insomnia, Unspecified Dementia Nos	Beta Blockers/Related Shell Fish Penicillin	Allergies B-Alert Jan 01, 2013 Advance Directive Nov 14, 2012

Active Medications	Clinical Reminders	Due Date
Clozapine Odt Tab, Rapid Disintegrate Active	PSYCH PROGRESS NOTE REVIEW	Dec 03, 13
	AIMS	DUE NOW
	MEDICAL H+P INITIAL ANNUAL	Nov 16, 13
	Influenza Vaccine	DUE NOW

Recent Lab Results	Vitals	Appointments/Visits/Admissions
No Orders Found.	T 98.6 F Mar 13, 2013 11:20 (37.0 C) ORAL R 20 Mar 13, 2013 11:20 SPONTANEOUS, SITTING BP 120/82 Mar 13, 2013 11:20 R ARM, SITTING, CUFF, ADULT	Sep 23, 2013 12:22 Inpatient Stay Zztestward Jul 31, 2013 16:09 Sau Evaluation/Fea Action Re Jun 25, 2012 10:59 Inpatient Stay Zztestward

Cover Sheet | Problems | Meds | Orders | Notes | Consults | D/C Summ | Labs | Reports

Added Primary Contact

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File Edit View Tools Help

ZZGERO, MALE (INPATIENT)
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Risk Or Hx Of Fall
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Active Medications
Clozapine Odt Tab, Rapid Disintegrate

Recent Lab Results
No Orders Found.

Cover Sheet Problems Meds Orders

Primary Patient Contact

Patient Name ZZGERO, MALE MRN 3344132

Primary Contact Information

Patient Unable or Unwilling To Provide Contact Information

Name Test, Samuel

Address Line 1 15 Test Ave

Address Line 2

City Tville

State NORTH CAROLINA

Zip 22243

Date Contact Established Mar 25, 2013

Home Phone 8787878787

Mobile Phone 3434343

Second Primary Contact Other Info

Comments No comment

Relationship to Patient FATHER

Primary Contact Is Also Guardian

Voluntary/Involuntary

Social Worker

End of Life Instrument Exists In Paper Chart

Patient County of Responsibility

County PITT

Edit Save Notify Health Information Management Exit

Flag Primary Contact Postings
WAD

Postings
Allergies
B-Alert Jan 01, 2013
Advance Directive Nov 14, 2012

Admissions/Visits/Admissions
3, 2013 12:22 Inpatient Stay Zzteward
2013 16:09 Sau Evaluation/Fee Action Re
2, 2012 10:59 Inpatient Stay Zzteward

Configuration Collaboration



Joe Thurber and
Matt King both
worked with end-
users to configure
different aspects of
VistA



Large group of physicians, nurses, lab
personnel, radiology personnel and
quality management staff



Configuration Collaboration

- Notifications
- Postings
- Order tab options

Content Collaboration

Began with
knowledge transfer



Matt King trained
others to help

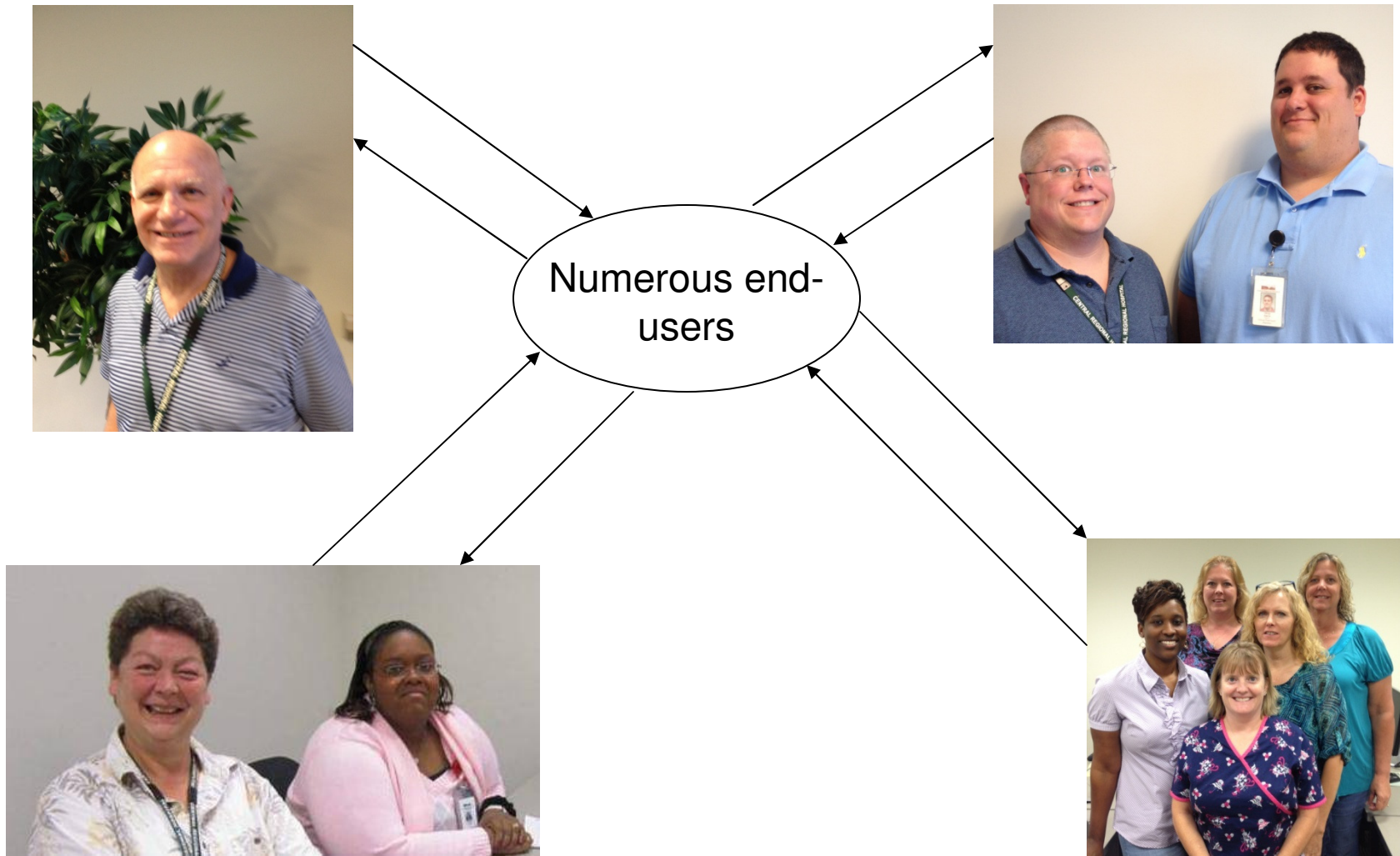
HIM and QM
Informatics



Nursing
Informatics



Content Collaboration





Content Collaboration

- Documentation templates
- Order sets
- Ordering guidance
- Clinical Reminders
- Transfer summaries
- Discharge Summary format and content



Questions?

Contact:

stephen.oxley@dhhs.nc.gov