



AL18-04

June 14, 2018

Item: CPRS Imaging orders may have been rejected and potentially overlooked

NOTE: This Patient Safety Alert applies to ALL VA facilities, regardless of any prior or on-going efforts to resolve the issue. The Actions of this Patient Safety Alert must be followed specifically as stated.

Specific Incident: A VA medical center reported that an Imaging order was not accepted within the VistA Radiology package as a pending order, even though it appeared to the provider to be accepted. The issue occurred when a CPRS Imaging order was placed using a CPRS Quick Order and the Urgency field was not specified. The VistA Radiology package requires an Urgency be specified for all Imaging orders; if the Urgency is not entered, the VistA Radiology package will not accept the Imaging order.

The CPRS error message shown below was displayed when the Imaging order was not accepted (Figure 1). When the ordering provider clicked “OK,” the status of the order was displayed as “cancelled” on the CPRS Orders tab (Figure 2). The error message and cancelled order status may be easily misunderstood or overlooked. **The risk is that patients with rejected Imaging orders may not have received the imaging procedure(s) they require.**

Figure 1. CPRS Imaging Order Rejection Error Message

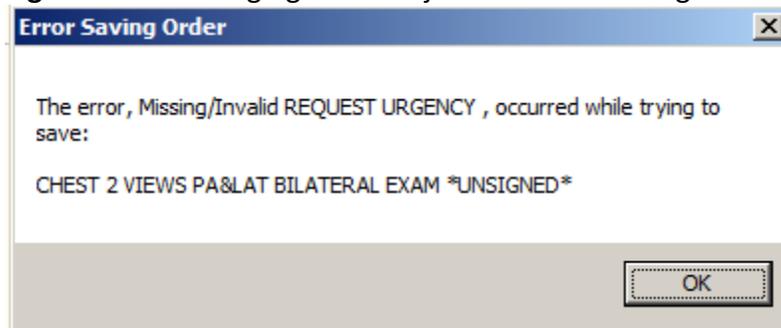


Figure 2. Rejected Imaging Order Displays as Cancelled on CPRS Orders Tab

Active Orders (includes Pending & Recent Activity) - ALL SERVICES							
Service	Order	Start/ Stop	Provider	N...	Cl...	Ch...	Status
Lab	URINE DIFF BLOOD LC LB #17926	Start: 05/08/18 17:30	Provider,One				pending
Imaging	CHEST 2 VIEWS PA&LAT BILATERAL EXAM <Missing/Invalid REQUEST URGENCY >	Start: 05/22/18 Stop: 05/21/18 13:26	Provider,One				cancelled

General Information: When placing an Imaging order via CPRS, upon selecting the Imaging Type (e.g., General Radiology, Ultrasound, Computed Tomography (CT), Magnetic Resonance Imaging (MRI)), the Urgency field defaults to ASAP, Routine, or STAT. If the provider selects an Imaging Quick Order in which the Urgency is not specified and the provider does not enter an Urgency, CPRS allows the signed order to be saved even though the order was not accepted by the VistA Radiology package. This scenario occurs if the Urgency in use by an Imaging Quick Order is deleted from the VistA Order Urgency file 101.42 or if "RA" usage is removed from the specific Urgency in the VistA Order Urgency file. Unique Urgencies created at individual sites may also cause an Imaging order to not be accepted by the VistA Radiology package.

When the Imaging orders are not accepted by the VistA Radiology package, the Imaging orders are displayed on the CPRS Orders tab as cancelled status with a reason of "Missing/Invalid REQUEST URGENCY;" there are no corresponding Imaging orders transmitted to the VistA Radiology package.

In May 2018, a data query search of all VA facilities identified multiple facilities with rejected CPRS Imaging orders within the past two years with "Missing/Invalid REQUEST URGENCY" listed as the reason for rejection. With assistance from the VHA Support Service Center (VSSC), a secure portal has been created that includes a list of all affected CPRS Imaging orders. Per this Patient Safety Alert, VA facilities will use the VSSC portal to review their CPRS Imaging orders that were not accepted and to record their clinical assessments.

Actions:

1. By Close of Business (COB) June 19, 2018, the **Medical Center Director** shall ensure the Chief of Staff, Chief of Radiology, Chief Health Informatics Officer (CHIO), Risk Manager, Patient Safety Manager, and all CPRS users are made aware of this Patient Safety Alert.
2. By COB July 10, 2018, the **Chief Health Informatics Officer (CHIO)** shall ensure **ALL** facility CPRS Imaging Quick Orders have a default Urgency. See the Attachment for instructions to identify and correct Urgency in CPRS Imaging Quick Orders.
3. By COB September 17, 2018, the **Chief of Staff** shall ensure that the following are completed:
 - a. Access the VSSC Rejected Imaging Order portal <https://secure.vssc.med.va.gov/rejectedimagingorders/> to determine if your facility has patient orders affected by this issue. *If your facility is not displayed in the facility dropdown list for your VISN, then your facility does not have any affected CPRS Imaging orders.* If your facility does not have any CPRS Imaging orders that have been affected by this issue, mark this Action "Complete" and proceed to Action 4. If your

facility does have CPRS Imaging orders that have been affected by this issue, continue to Action 3b.

NOTE: The VSSC Rejected Imaging Order portal requires “PHI/SSN Access” to view the report. Users will not be able to open their facility’s report without approved access to their VISN/facility PHI data. Information regarding VSSC access can be found at this link: <http://vaww.vhadataportal.med.va.gov/Support/FAQs.aspx#DataAccessVSSC>

AND

- b. For facilities with affected orders, conduct a clinical review of **ALL** affected CPRS Imaging orders. For every affected CPRS Imaging order, use the VSSC Rejected Imaging Order portal to record the disposition of clinical review and whether there was actual or potential harm. **Prioritize the review, starting with the most recent cases and further prioritizing CT, MRI, and Ultrasound studies over x-ray cases. If this prioritized review indicates that there are patients who still require the intended imaging procedure, those patients must be contacted—prior to finishing the entire review—so that any required clinical care can be conducted without further delay.** When patients are contacted, the communication must include a clear description of the rejected CPRS Imaging order issue as the reason for the need to schedule the imaging procedure (clinical disclosure). VHA Central Office (VHACO) is developing clinical disclosure scripting to assist facilities in communicating a consistent message to affected patients. The disclosure scripting will be provided outside of this Patient Safety Alert (see the Contacts section).
- NOTE:** If review or follow-up reveals that patients have suffered serious harm as a consequence of this systems issue (e.g., aggressive disease untreated because of delayed imaging and diagnosis), 1) VHA Handbook 1004.08, Disclosure of Adverse Events to Patients should be consulted for determination if institutional disclosure is warranted and 2) determination should be made regarding whether an Issue Brief is appropriate. If VHACO determines that the findings from the review outlined in this Patient Safety Alert warrant large-scale disclosure to patients, that process will be based on coordination between VHACO and the field.
4. By COB September 24, 2018, the **Patient Safety Manager** must document on the VHA Alerts and Recalls Web site (<http://vaww.recalls.ncps.med.va.gov/WebRecalls/Recalls.html>) that medical center leadership has reviewed and implemented all the Actions of this Alert.

NOTE: When closing out this Patient Safety Alert on the VHA Alerts and Recalls Web site, it is recommended that facilities enter the total number of patients identified in Action 3a into the “estimated number of patients affected per month” field.

Attachment: Instructions to identify and correct Urgency in CPRS Imaging Quick Orders

Additional Information: CPRS v31b will require entry of Urgency when entering an Imaging order. The estimated release date for CPRS v31b is January 2019.

VHACO will be monitoring the corporate data warehouse for rejected CPRS Imaging orders until June 30, 2019, and will notify individual facilities should additional rejected Imaging orders be discovered so that facilities may take appropriate clinical action.

Source: A VA medical center

Contacts: Jeanie Scott, Informatics Patient Safety (IPS), (518) 449-0692 or Jeannie.Scott@va.gov, or Victoria Mile, IPS, (708) 786-5933 or Victoria.Mile@va.gov

Dr. Robert Sherrier, National Radiology Program, (919) 382-8851 or Robert.Sherrier@va.gov

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For questions regarding disclosure scripts:

- Jen Weston, 10NC, (202) 461-5396 or Jen.Weston@va.gov
- Dr. Gavin West, Chair, Clinical Episode Review Team (CERT), (801) 582-1565 x3128 or Gavin.West@va.gov

ATTACHMENT: Instructions to identify and correct Urgency in CPRS Imaging Quick Orders

Step 1 - Execute the following VistA Fileman Search and Print instructions for Order Dialog file (101.41) to identify CPRS Imaging Quick Orders that do not contain a default Urgency.

NOTE: Facilities may need to consult with their local, regional, or national Office of Information and Technology (OI&T) support to run the Fileman print/search template.

Select OPTION: PRINT FILE ENTRIES

Output from what File: ORDER DIALOG// **101.41** ORDER DIALOG

Sort by: NAME// **TYPE**

Start with TYPE: FIRST// **Q** quick order

Go to TYPE: LAST// **Q** quick order

Within TYPE, Sort by: **PACKAGE**

Start with PACKAGE: FIRST// **RA**

Go to PACKAGE: LAST// **RAZ**

Within PACKAGE, Sort by: **RESPONSES** (multiple)

RESPONSES SUB-FIELD: **DIALOG**

By '#.02', do you mean RESPONSES 'DIALOG'? Yes// **Y (Yes)**

Start with DIALOG: FIRST// **OR GTX URGENCY**

Go to DIALOG: LAST// **OR GTX URGENCYZ**

Within DIALOG, Sort by: **RESPONSES** (multiple)

RESPONSES SUB-FIELD: **VALUE**

Start with VALUE: FIRST// **@**

Go to VALUE: LAST// **@**

Within VALUE, Sort by: *<select enter to return past this prompt>*

STORE IN 'SORT' TEMPLATE: *<select enter to return past this prompt>*

First Print FIELD: **RESPONSES** (multiple)

First Print RESPONSES SUB-FIELD: **DIALOG;X**

Then Print RESPONSES SUB-FIELD: **"^"**

Then Print RESPONSES SUB-FIELD: **VALUE;X**

Then Print RESPONSES SUB-FIELD: **"^"**

Then Print RESPONSES SUB-FIELD: *<select enter to return past this prompt>*

Then Print FIELD: **NAME;X**

Then Print FIELD: *<select enter to return past this prompt>*

Heading (S/C): ORDER DIALOG List// *<select enter to return past this prompt>*

STORE PRINT LOGIC IN TEMPLATE: *<select enter to return past this prompt>*

START at PAGE: 1// *<select enter to return past this prompt>*

DEVICE: *<select Printer name or send to a virtual file>*

Step 2 - If Step 1 identifies any CPRS Imaging Quick Orders that do not contain a default Urgency, use VistA option "Enter/edit quick orders" [ORCM QUICK ORDERS] to enter a default Urgency.