

Sovereign Technology Solutions RPMS Basic Site Manager Training July 31st – Aug 3rd, 2012

Instructor:

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Location of Training:

Nashville Area Office - 3rd Floor Training Room
711 Stewarts Ferry Pike
Nashville, TN 37214

Class Description:

The Indian Health Service (IHS) Resource and Patient Management System (RPMS) is an integrated system for the management of clinical and administrative information at healthcare facilities of differing sizes and requirements. Various hardware configurations and over 70 software applications, and network communication components combine to provide the comprehensive software solution. Maintaining the integrity and proper function of the RPMS systems, both hardware and software, usually falls to the local Site Manager. This class is designed to give you hands-on experience in managing your site's RPMS system.

The goal of all STS training events is to *empower* sites to gain the necessary skills and knowledge to manage their own RPMS systems. Upon completion of this course, you will be able to list site manager responsibilities, load the RPMS software and patches, maintain security, manage user access, conduct daily operations, use Fileman, and many other important functions. An Advanced Site Manager class is also being offered that will go into greater depth on many of the subjects covered in this class.

Objectives:

At the completion of this class, the attendee will be able to:

- Describe the RPMS System overview
- List many of the Site Manager Responsibilities
- Conduct RPMS Software and System Setup
- Maintain System Security Database Management Sign-on/Security
- User's Toolbox
- RPMS Word Processing Daily Management Operations Management
- Menu, User, Task, and Device Management
- Add/Edit Users & Providers
- VA Fileman
- Programmer Options display patches, install RPMS software and patches, error processing

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- Site Manager Functions expand the DB, broadcast a message, and block logins
- Cache Routines and Jobs

Intended Audience:

This class is beneficial for RPMS Users interested in learning the foundation of RPMS, and how to maintain system integrity to ensure up time. of the RPMS Suite of Applications. Many users, regardless of their department or position have the need to extract data, run a report or query, export data to excel, or use the data in a report for presentation purposes. This class will help those individuals gain the additional RPMS skills needed to perform these tasks. There will be 16 seats available for this training, with priority to those sites that are signed up with National Indian Health Board (NIHB) - Regional Extension Center (REC).

Prerequisites:

Some experience using RPMS and completion of the RPMS Foundations class.

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Agenda

Day One

BEGIN	END	TOPIC
8:30	9:00	Introductions
9:00	10:00	Basic Information on RPMS
10:00	10:15	Break
10:15	11:45	Site Manager Responsibilities
11:45	1:00	LUNCH
1:00	2:30	Software/System Setup & Sign-on/Security
2:30	2:45	Break
2:45	4:45	Troubleshooting

Day Two

BEGIN	END	TOPIC
8:30	9:00	Review from Previous Day
9:00	10:00	User's Toolbox/Operations Management
10:00	10:15	Break
10:15	11:45	Menu Management
11:45	1:00	LUNCH
1:00	3:00	User Management
3:00	3:15	Break
3:15	4:45	User Management/Task Management

Day Three

BEGIN	END	TOPIC
8:30	9:00	Review from Previous Day
9:00	10:00	Device Managements & Devices
10:00	10:15	Break
10:15	11:45	Fileman (Search, Inquiry & Print)
11:45	1:00	LUNCH
1:00	2:30	Programmer Options (display patches, file print for patches, cache routines, globals, error trapping – how to report for help, etc.)
2:30	2:45	Break
2:45	4:45	Hands-on Exercises

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Day Four

BEGIN	END	TOPIC
8:30	9:00	Review from Previous Day
9:00	10:00	Tips & Tricks – Maintaining RPMS/EHR – See Addendum
10:00	11:00	Delineation of Roles & Responsibilities for CACs and Site Managers
11:00	11:30	Certification and Survey Monkey

Addendum - "Tricks & Tips to Maintaining the RPMS-EHR" :

Daily
<p>Successful Backup:</p> <ol style="list-style-type: none"> Using the SMP – Operations – system dashboard – Last Backup – History External Backup – follow site procedures
<p>SMP: (System Mgmt Portal)</p> <p><i>Operations - System Dashboard</i></p> <ol style="list-style-type: none"> check the application errors and console log check the processes check system usage
<p><i>Check the Caché/Ensemble Error Log</i></p> <p>Operations – System logs</p> <ol style="list-style-type: none"> check the application error log check the console log go to the bottom for most recent activity
<p><i>Check Journals</i></p> <p>Operations – Journals</p> <ol style="list-style-type: none"> use available files run integrity check on previous days journal choose details and ensure the error count is 0
<p><i>Check Shadow Server</i></p> <p>Operations – Shadow Servers</p> <ol style="list-style-type: none"> check error log
<p><i>Check Space within the RPMS database</i></p> <p>Operations – Databases</p> <ol style="list-style-type: none"> check Max Size compare to the Size ensure journal is YES. When using a Non-journal (NJ) db ** do not journal! Ex. XTMP,

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TEMP, TMP globals
<i>Check Processes for Listeners (at a minimum those listed below)</i>
Operations – Process
<ol style="list-style-type: none"> 1. %ZTM – RPMS TaskMan 2. BMXMON – Scheduling 3. CIANBLS TCP 9210 4. BLRTN – LAB LINKER 5. BOP – inpatient pharmacy 6. ECPWork – Audio Care 7. HLZTCP – lab instruments 8. XWBR – RPC Broker
<i>Check TaskManager</i>
Operations – Task Manager
View Task History for failures
Server:
<ol style="list-style-type: none"> 1. Check Operating System Event Viewer 2. Check disk space <ul style="list-style-type: none"> - Database Drive - Journal Drive - FTP/Work directories 3. Check disk space for backup
RPMS *(roll and scroll) ** assuming using AKMOEVE
Check RPMS Error Trap
<ol style="list-style-type: none"> 1. Operations – Error Trap Display 2. Programmer prompt – D ^XTER
Review Programmer Logins (based on access or menu setup)
Operations – Disp of Programmer Mode Entry List
Information – Access - disp
Review User Logins (based on access or menu setup)
Operations – print sign on (by date range)
User Management – list (by user name)
Check Taskman Error Log
Taskman Management – TMU – MTM
Taskman Management – MTM - Taskman error - show
AIX only
Review any Super User activity (AIX only)

<u>Weekly</u>
RPMS

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Check Taskman Queued Jobs

Data Exports

<u>Monthly</u>

Clean the Tape Drive

Test the Tape Backup – do a physical restore
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Test the File Backup – do a physical restore and De-journal

Create Master Tape Backup (MKSYSB - AIX only)

Check IHS website for new patches and version releases
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<u>Quarterly</u>

Check UPS batteries to ensure there is enough time to shutdown if a power outage occurs

Check BIOS/Firmware dates

Check physical connectivity, cabling, displays, power supplies (IAW DIS-SOP-09-05)
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Review physical security procedures for adequacy (IAW DIS-SOP-06-11b)

Create and maintain User Profiles for RPMS/EHR users
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Review and Update Site Manager Policies and Standard Operating Procedures

<u>As Needed</u>

Resolve RPMS Hardware Problems

Troubleshoot and Resolve RPMS application problems
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Install RPMS patches and version upgrades

Maintain Security on the RPMS platform
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Execute RPMS database reports for providers, administrators and users: Application reports, PCC management reports, retrieve reports using P-Gen, V-Gen, Q-Man and FileMan
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Release User Locks

Install RPMS printers – Add new device
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Train users in RPMS application use

Identify and Resolve LAN and WAN Problems

Broadcast Messages

Upgrade Ensemble

Kill RPMS Job

List and View Routines

Routine Save

List and View Globals

Export and Import Globals and routines
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Global Save

Block Logins

Stop and Start Journaling

Expand the database

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Validate Database
Add/Edit User
Add/Edit Provider
Shut down and Power off the system
Start and Stop Cache/Ensemble
Create Menu option & Add Synonym
Lock Menu Option
Allocate Security Keys
Display Current Patch Level
Produce an install file print of patch or release
Upgrade Cache/Ensemble
Before and after AIX System Updates - Create Master Tape Backup (MKSYSB - AIX only)