

**VistA Scheduling Enhancements (VSE)
Deployment, Back-Out, and Rollback Guide**



MaY 2018

Version 5.1

**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

Revision History

Date	Version	Description	Author
5/8/2018	5.1	Response to comments	W. Chave Z. Bertram
2/8/2018	5.0	Updates for Release 1.5	Z. Bertram
12/2017	4.0	Updates for Release 1.4	VSE Team
11/2017	3.0	Updates for Release 1.3.2	VSE Team
6/2017	2.0	Updates for Release 1.3.1	VSE PMO
1/3/2017	1.0	Initial Baseline	Amy Smith VSE PMO, Robert Schmidt VA OI&T PM

Artifact Rationale

This document describes the Deployment, Installation, Back-out, and Rollback Plan for new products going into the VA Enterprise. The plan includes information about system support, issue tracking, escalation processes, and roles and responsibilities involved in all those activities. Its purpose is to provide clients, stakeholders, and support personnel with a smooth transition to the new product or software, and should be structured appropriately, to reflect particulars of these procedures at a single or at multiple locations.

Per the Veteran-focused Integrated Process (VIP) Guide, the Deployment, Installation, Back-out, and Rollback Plan is required to be completed prior to Critical Decision Point #2 (CD #2), with the expectation that it will be updated throughout the lifecycle of the project for each build, as needed.

Table of Contents

1	Introduction	1
2	Background	1
2.1	Dependencies	3
2.2	Constraints	3
3	Roles and Responsibilities	4
4	Deployment	4
5	Timeline	5
6	Site Readiness Assessment	5
6.1	Deployment Topology (Targeted Architecture)	5
6.2	Site Information (Locations, Deployment Recipients)	6
6.3	Site Preparation	6
6.4	Resources	6
7	VistA Server Requirements	6
8	Client PC Requirements	6
9	Communications	7
10	Back-Out Procedure	8
10.1	Back-Out Strategy	8
10.2	Back-Out Considerations	8
10.3	Load Testing	8
10.4	Back-Out Criteria	8
10.5	Back-Out Risks	8
10.6	Authority for Back-Out.....	9
10.7	Back-Out Procedure.....	9
10.8	Back-out Verification Procedure	9
11	Rollback Procedure	10
11.1	Rollback Considerations	10
11.2	Rollback Criteria	10
11.3	Rollback Risks	10
11.4	Authority for Rollback.....	10
11.5	Rollback Procedure.....	10
11.6	Rollback Verification Procedure	11
12	Appendix	12
12.1	SD*5.3*679 Patch Description	12
12.2	GMRC*3.0*98 Patch Description	21
12.3	Deployment Locations	27

1 Introduction

This document describes how to deploy, install, back-out and roll back the Veterans Health Information System and Technology Architecture (VistA) Scheduling (VS) Graphical User Interface (GUI) and associated patches for VSE Release 1.5. This document is a companion to the Project Charter and Management Plan, User and Installation Guide for this effort.

2 Background

The VistA Scheduling Enhancements (VSE) project provides critical, near-term enhancements to the existing VA scheduling system while allowing the VA time to integrate the long-term Commercial off the Shelf (COTS) enterprise solution. The purpose of VSE is to provide immediate relief to the scheduling clerks by improving how information is presented. VSE provides a GUI developed in C# and installed on every desktop (thick client) and interfaces with Legacy VistA. The VSE project will continue to deliver a series of enhancements to legacy VistA Scheduling v5.3.

The VS GUI Release 1.5 includes a number of enhancements and defect fixes. The table below provides summary data for the included items.

Table 1: VSE 1.5 Functionality

Ticket #	Summary
R16560417FY17	Pending Appointments Enhancement: When the user right-clicks on the Pending Appointments list in the ribbon in VS GUI, a new menu option, Print Pending, is now available. This option will print a list of all of the current patient's appointments that occur in the future.
N/A	Pending Appointments Enhancement: When the user right-clicks on the Pending Appointments list in the ribbon in VS GUI, a new menu option, Cancel Appointment, is now available. This option will allow a patient to cancel the appointment directly from the Pending Appointments list without needing to locate the appointment on the schedule.
N/A	Pending Appointments Enhancement: The columns in the Pending Appointments list are now sortable.
N/A	Pending Appointments Enhancement: Filters can be placed on each column in the Pending Appointments list (especially the Date column).
N/A	Pending Appointments Enhancement: The date range for the Pending Appointments list has changed from (-365 days to +365 days) to (-365 days to +1000 days).
R16775634FY18	Ribbon Enhancement: In the Select Patient pane in the ribbon, additional fields have been added to the patient information displayed. These include Primary Care Provider (PCP), Mental Health Provider (MHP), and phone number.
N/A	Ribbon Enhancement: The View Mode selector in the Arrangement pane of the ribbon has been removed, as it was unused.
I15980703FY17	Make Appointment Enhancement: The New Appointment dialog will now check to make sure that the slot being booked into has not been made unavailable since the user started working on the appointment (such as a clinic that was temporarily opened on a holiday being re-closed).
N/A	Make Appointment Enhancement: The New Appointment dialog will now have the Comments field filled with the comments from the original appointment

Ticket #	Summary
	request, whether that is an Appointment (Appt.) Request, Patient Centered Scheduling (PtCSch) Electronic Wait List (EWL), or consult request.
R16581333FY17	Schedule View Enhancement: View only users and users without privileges in restricted clinics can now access both the View Appointment and Expand Entry options when right-clicking on an appointment. Neither of these options allow changing of any data
I12603678FY17	Appointment Cancellation Enhancement: The system will now allow a user to cancel an appointment for a deceased patient.
N/A	Patient Selection Enhancement: When a patient is selected, the system no longer immediately jumps to the New Request workflow and prompts the user for a request type. The user can click the New Request button in the ribbon in order to start a new request, as they could previously.
N/A	Letter Printing Enhancement: The print buttons in the letter printing window previous read Print (Local) and Print (Server). Now they read Print (Windows Printer) and Print (VistA Print Device), respectively.
N/A	When a Multiple Return To Clinic (MRTC) child appointment is canceled after all children have been scheduled, the MRTC parent request should reopen in addition to the child request.
I17168559FY18	Text entry fields no longer return an error if unprintable characters are entered.
I16857061FY18	When a user scheduled or canceled a consult appointment and the clock time when the user completed the action ended in 0 (such as 9:40), then the event would be shown at the end of the consult event history in CPRS rather than in order.
N/A	The tooltip in the Request Management (RM) grid would say "1 to 1 of 0" when there were no requests to display. Now, this tooltip is no longer displayed when there are no requests.
R15408067FY17	Every time the user entered the Patient Information window, the Patient Preferences would display as Both (AM and PM) instead of whatever had previously been selected. If the window was saved, this would replace whatever preferences the patient had previously expressed.
R16256976FY17	If the user changed the city to one in a county with a name that is entirely contained in another county in the same state (such as ROBERTS and ROBERTSON), then the user would receive an error saying that the county was not in the state.
I15673411FY17	The Schedule View in the GUI now correctly displays slots for clinics where the start time is not an even hour (such as 8:15).
I16714975FY17	The Pending Appointments view did not display appointments <i>exactly</i> 365 days in the future.
I16734058FY17	The user is unable to clear their user preferences back to the defaults.

2.1 Dependencies

The table below contains the VistA Patch dependencies for GUI version 2.0.0.15.

Table 2: VSE 1.5 VistA Patches

Patch Name	Application Name	Purpose or Need
SD*5.3*679	VistA Scheduling	Should be installed prior to GUI update
GMRC*3.0*98	Consult Tracking	Repairs existing bad data related to ticket I16857061FY18

2.2 Constraints

Section 508 Requirements

The changes to the VS GUI introduced by this release do not affect the current Section 508 compliance. The Veterans Health Administration (VHA) recognizes that these cross-cutting legal requirements apply across the Enterprise for all developed Electronic and Information Technology (IT). Enterprise-level requirements maintained by VHA Health IT, Software Engineering and Integration, and Enterprise Requirements Management ensure the compliance of these requirements.

3 Roles and Responsibilities

Deployment and installation activities are performed by representatives from the teams listed in the following table. This phase begins after the solution design.

Table 3: Roles and Responsibilities

Team	Phase / Role	Tasks
VSE Project Manager (PM)	Deployment	Plan and schedule deployment (including orchestration with vendors)
Test Sites	Production Testing	Test for operational readiness and provide concurrence
Veteran-focused Integration Process (VIP) Release Readiness Team	Deployment	Ensure collection of artifacts required for deployment
VSE Implementation Manager (IM)	Deployment	Confirm project is ready for national release
Facility OI&T Staff	Installation	Facilities will install the associated patches that pair with the VS GUI. In some instances they may install the VS GUI on users' Desktops as well.
Enterprise Services Engineering (ESE) and Desktop Device Engineering Client Services Group	Installation	Prepare the SCCM package for VS GUI installation
Office of Veteran Access to Care (OVAC)	Installation	Coordinate training

4 Deployment

This deployment plan describes the VS GUI and associated patches needed to successfully deploy and install the software. The scope of this deployment consists of a VistA Scheduling patch, a Consult Tracking patch, and the VistA Scheduling GUI update. The patch descriptions can be found in Appendix A.

Deployment of the patches, along with the VS GUI, are planned as a national release roll out with the release of the VistA patch for Legacy VistA via FORUM and the GUI executable via Systems Center Configuration Manager (SCCM) process. Load time will vary by location ranging from minutes to a few hours. IT Operations and Service (ITOPS) will provide support to the local sites.

The deployment of this release will be supported by a compliance period ending no later than (NLT) 5 June 2018.

The VSE schedule and milestones for the deployment can be found on the VSE SharePoint site: http://vaww.oed.portal.va.gov/pm/iehr/vista_evolution/enhancements/Scheduling/Forms/AllItems.aspx

5 Timeline

The deployment and installation is scheduled to run for approximately 4 weeks as depicted in the project schedule. The patches and GUI identified earlier should be installed in the pre-production environment first. Once the site has successfully installed and deployed the software in the pre-production environment and user desktops, the location should start installing the software in its production environment. The plan is for sites to actively request deployment of the new GUI and patches; this will require coordination with the regional Enterprise Service Line (ESL) team and the SCCM deployment team. All locations should have the VS GUI and the associated patches installed in their production environments NLT 5 June 2018.

Assumptions

The following conditions will be assumed for the VSE Release 1.5:

- All facilities deploying this application will have a fully patched VistA account.
- VSE Release patches will be installed by the NLT 5 June 2018 compliance date.
- ESE will provide the SCCM package needed for VS GUI release
- OVAC will provide a training plan prior to deployment.

6 Site Readiness Assessment

All field locations will receive the Vista Scheduling and Consult Tracking patches from the Anonymous Software SFTP site and the GUI executable via the SCCM process.

6.1 Deployment Topology (Targeted Architecture)

The package for VSE Release 1.5 consists of both VistA M code and Windows workstation executable files.

The Windows executable, which will become the graphical front-end of the legacy VistA Scheduling application, will be automatically installed via SCCM on each end-users' workstation. The distribution of access to the executable is the responsibility of the OI&IT leadership at the VistA parent facility.

6.2 Site Information (Locations, Deployment Recipients)

Site information such as the Internet Protocol (IP) address, port number, and namespace of the production environment will be different at each VistA instance. Local site OI&T personnel, working with local scheduling representatives, will determine the recipients of the VS GUI software. The expectation is for the VSE software to be deployed to all scheduling representative computers at each facility. A list of the local sites can be found in the Appendix.

6.3 Site Preparation

The VSE Release 1.5 Patch Descriptions and Release Notes, which include a list of the patches and a summary of the Installation Order, will prepare each site for installation. Patches will be released on the same day and in the installation order stated in the Release Notes document. A list of pre-requisites for the VistA Scheduling GUI v2.0.0.15 installation are listed in the VistA Scheduling GUI v2.0.0.15 Installation Guide which will be distributed to appropriate site staff prior to the deployment date. The Release Notes document will be posted on the VA Software Document Library (VDL).

6.4 Resources

There will be a daily call setup for sites that are having install/deployment issues. If a site experiences issues, a ServiceNow ticket must be submitted. The vendor will be able to provide troubleshooting support during the daily IOC call. The call will be scheduled for 3pm ET.

7 VistA Server Requirements

- Cache version 5.0
- Kernel version 8
- Patient Information Management System (PIMS) version 5.3 patch 1012

8 Client PC Requirements

- Microsoft Windows XP or Windows 7
- Microsoft .NET Framework 4.0
- Microsoft Data Access Components (MDAC) current version

9 Communications

The primary objective of the communication plan is to ensure timely information is disseminated across the VSE team and its stakeholders. Communication is needed to ensure schedules are aligned and project milestones are met.

Project milestones and information are also required to be shared with VA executives and external organizations. The goal is to notify the right audience, at the right time, using the appropriate communication method(s).

The following table identifies key project communication along with the owner, communication recipients and the method(s) to disseminate the information.

Table 4: Key Communication

Key Communication	Goal/Description	Initiator/Owner	Audience	Communication Method(s)
Install Instructions & Support	Provide site requirements, instructions & install support (HW/SW/patches etc.)	AbleVets & VHA developers	IT/Operation site managers	VA Pulse, Daily deployment call, Initial Operating Capacity (IOC) email group
Deployment schedule	Identify by site key dates/milestones	OVAC	Project team & stakeholders	Update schedule online bi-weekly - dates are also discussed on daily deployment call
Training	Communicate status of training development, who is being trained and when.	OVAC	Project team & stakeholders	VA Pulse, daily deployment call, deployment schedule

10 Back-Out Procedure

The VS GUI executable is the software component that requires a back out procedure. Section 13 - Rollback plan addresses any data changes that would need to occur for the VistA patches. The GUI can be installed via the SCCM deployment process or manually. This procedure covers the back out of the software via the manual process. Schedulers who may have the GUI installed on their desktops and want it removed should follow the procedure set at their local facility for software removal. This may consist of submitting a ticket to the ESD.

10.1 Back-Out Strategy

There is no back-out strategy for the VS GUI executable. Contact ESD and open a ticket for assistance.

10.2 Back-Out Considerations

Following are checkpoints to consider when determining if the software needs to be backed out:

- The software functionality would be validated in pre-production (Mirror/Test) environment at the Initial Operating Capabilities (IOC) sites.
- The software has to be validated in the pre-production environments at the VA Medical centers prior to production install.
- Insure that the associated patch installations were conducted in the proper sequence.
- Review the steps in install guide to be sure that the software was installed correctly.
- Review the Patch descriptions, Release notes and or the User Guide to determine if the software is functioning properly.

10.3 Load Testing

There was no load testing performed for the VS GUI. Limited performance testing was included as part of the end user's testing.

10.4 Back-Out Criteria

There is no back-out criteria due to the fact the software is mandated. See ESD for site support to address any issues.

10.5 Back-Out Risks

- The following are the risks of backing out VS GUI: Previous versions of the GUI may not remove all associated files and remains under the Add/Remove section of Windows.
- Patch installation not conducted in the correct order.

10.6 Authority for Back-Out

Site local OI&IT administrator has the credentials to uninstall the VS GUI for users' desktops.

10.7 Back-Out Procedure

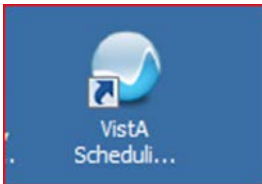
The VS GUI can be uninstalled via the following steps:

1. Click on Control Panel
2. Click on Programs
3. Click on the uninstall program link
4. Find the VistA Scheduling GUI program
5. Right click on the VistA Scheduling GUI
6. Then select uninstall

10.8 Back-out Verification Procedure

On the desktop, the VistA Scheduling - Shortcut icon will no longer be displayed. The image VistA Scheduling – Shortcut icon is show in figure 1 below.

Figure 1: VistA Scheduling GUI – Shortcut



11 Rollback Procedure

A site can run the standard patch removal tool to back-out the patches. In the event that a site determines rollback is required, the site should submit a ticket with the ESD and have the development support team assist with the rollback.

11.1 Rollback Considerations

Following are checkpoints to consider when determining if the software needs to be backed out:

- Conduct a check on the Transport Global backup
- Conduct a validation of the Check sum(s)
- Check the CA Service Desk Manager (SDM) for the submission of previous ESD ticket resolutions

11.2 Rollback Criteria

The following are the rollback criteria:

- Transport Global check failures
- Check sum(s) check failures
- Patch installations not conducted in the proper order

11.3 Rollback Risks

The following are the rollback risks:

- Manually deleting the incorrect file(s)
- Restoring the incorrect file(s)
- Housing used tables in the database

11.4 Authority for Rollback

The site programmer has the authority to conduct a roll back. Sites with no OI&T programmer support should contact their regional OI&T support person.

11.5 Rollback Procedure

The following are the steps to follow for the rollback procedure:

1. Locate the results from your site's Transport Global backup which was done prior to installing the patches. The Transport Global backup creates a backup message of any routines exported with the installed patches. It will not backup any other changes such as Data Dictionaries (DD) or templates.

2. Locate the backup or copy of the modified files prior to the patch installations. The table below identifies all the databases that will be created, replaced, interfaced with, or whose structure will be modified (i.e., add or delete tables or add or delete columns to a table) as part of this effort. (There are no DD changes as part of this release.)

Table 5: Database Inventory

FILE Name	Description	Type
N/A	N/A	N/A

3. Once the backups are located the OI&T programmer should extract and restore routines and modified files back to their pre-patch installations state. The modified files are listed in the table above.
4. All SDEC entries created in the REMOTE PROCEDURE: (#8994) file should be deleted.
5. Delete all new routines associated with SD*5.3*679 and GMRC*3.0*98.

11.6 Rollback Verification Procedure

Once the roll back procedure has been completed, the OI&T programmer should manually verify that the data rollback has successfully taken place. This is can only be done by looking at each data element individually.

12 Appendix

12.1 SD*5.3*679 Patch Description

```
=====
Run Date: FEB 13, 2018                Designation: SD*5.3*679 TEST v7
Package : SCHEDULING                  Priority   : MANDATORY
Version : 5.3                          Status    : UNDER DEVELOPMENT
=====
```

Subject: VISTA SCHEDULING ENHANCEMENTS SUSTAINMENT RELEASE 1.5

Category: ROUTINE
 OTHER

Description:

=====

```
*****
*                                     GUI UPDATE NOTICE                               *
*-----*
* This patch should be installed before the GUI update for release 1.5           *
* of VistA Scheduling GUI is installed. The previous 1.4 release will work      *
* with no problems after this patch has been installed. However, if the         *
* 1.5 version is used without this patch, then users will be unable to         *
* schedule appointments on holidays in clinics where holidays are open for     *
* scheduling. The other two issues included in this patch will be fixed         *
* for both GUI versions after this patch is installed.                          *
*****
```

This patch contains the VistA components necessary to support the 1.5 release of VistA Scheduling Enhancements (VSE) as well as addressing the following issues:

1. I15980703FY17 - If user has begun to schedule an appointment on a holiday and ability to book appointments on holidays is turned off in the meantime, the appointment can be booked.
2. R16256976FY17 - If user enters a zip code in the Veteran's permanent address on the Patient Info form, and the name of the associated county is contained in another county in the same state (such as ROBERTS and ROBERTSON), an error message would be displayed.
3. I16857061FY18 - If a scheduler makes or cancels an appointment for a consult and the current time ends in a zero (like 9:40), then the event recorded in the consult will display at the end of the consult event history instead of in sequence.

The third issue requires a fix to repair existing data effected by the issue. That repair is done in a separate patch, which will be bundled with this one. Below is a list of all the applications involved in this bundle along with their patch number:

APPLICATION/VERSION

PATCH

SCHEDULING (SD) V. 5.3
CONSULT/REQUEST TRACKING (GMRC) V. 3.0

SD*5.3*679
GMRC*3.0*98

Patch Components

=====

Files & Fields Associated:

File Name (#) Sub-file Name (#)	Field Name (Number)	New/Modified/ Deleted
-----	-----	-----
N/A		

Bulletins Associated:

Bulletin Name	New/Modified/ Deleted
-----	-----
N/A	

Dialogs Associated:

Dialog Name	New/Modified/ Deleted
-----	-----
N/A	

Forms Associated:

Form Name	File Name (Number)	New/Modified/ Deleted
-----	-----	-----
N/A		

Functions Associated:

Function Name	New/Modified/ Deleted
-----	-----
N/A	

HL Logical Link:

HL Logical Name	New/Modified/ Deleted
-----	-----
N/A	

HL7 Application Parameters:

HL7 Parameter Name -----	New/Modified/ Deleted -----
N/A	

HLO Application Registry:

HLO Registry Name -----	New/Modified/ Deleted -----
N/A	

Help Frames Associated:

Help Frame Name -----	New/Modified/ Deleted -----
N/A	

Mail Groups Associated:

Mail Group Name -----	New/Modified/ Deleted -----
N/A	

Options Associated:

Option Name -----	Type ----	New/Modified/ Deleted -----
N/A		

Parameter Definitions:

Parameter Name -----	New/Modified/ Deleted -----
N/A	

Parameter Template:

Template Name -----	New/Modified/ Deleted -----
------------------------	-----------------------------------

N/A

Protocols Associated:

Protocol Name	New/Modified/ Deleted
----- N/A	-----

Remote Procedures Associated:

Remote Procedure Name	New/Modified/ Deleted
----- SDEC BOOKHLDY	----- New

Security Keys Associated:

Security Key Name	New/Modified/ Deleted
----- N/A	-----

Templates, Input Associated:

Template Name	Type	File Name (Number)	New/Modified/ Deleted
-----	----	-----	-----
N/A			

Templates, List Associated:

Template Name	Type	New/Modified/ Deleted
-----	----	-----
N/A		

Templates, Print Associated:

Template Name	Type	File Name (Number)	New/Modified/ Deleted
-----	----	-----	-----
N/A			

Templates, Sort Associated:

New/Modified/

Template Name	Type	File Name (Number)	Deleted
-----	----	-----	-----
N/A			

Additional Information:
N/A

New Service Requests (NSRs)

N/A

Patient Safety Issues (PSIs)

N/A

Service Desk Manager (SDM) Ticket(s) & Overview

1. I15980703FY17 ENH REQ: VSE issue: Scheduling "clinics" on a specific holiday opens up ALL holidays to scheduling.

Problem:

When setting up clinics, VistA recognizes holidays and offers the option to schedule in selected clinics on holidays as a second step in the clinic set up process (includes education day).

The clinic day is initially set as a holiday. Then, to be able to schedule on a selected holiday such as Education Day, Doreen or Michelle would go back in and answer "yes" to the question in VistA "Schedule on holidays?" to be able to subsequently go in and open up slots to be scheduled into on particular holidays. VistA allows this without opening up ALL holidays. It seems, however, that VSE does NOT. In VSE, this opens up ALL holidays to scheduling, ie. it shows the clinics as open for scheduling.

Resolution:

The VSE GUI Client has been corrected to check that the slot is available before attempting to book a holiday appointment.

2. R16256976FY17 VS GUI 2.0.0.12 - New Issue? - Error pop up indicating county does not belong in state - OVAC Edit

Problem:

When you enter the zip code, the state/county populate correctly, but when you click OK, you get "County GREEN does not belong to state GREEN."

Resolution:

The code that looks up the county ID in the state has been corrected so that

it no longer encounters this error when one county's name (in this instance Green county) is contained in another (in this instance, Green Lake county). In addition, the error message has been corrected so that the actual state name is displayed rather than displaying the county name a second time.

3. I16857061FY18 Consults are showing activities out of order in CPRS;
Vista FM shows activities in correct chronological order

Problem:

A site is experiencing issues with Consults where the activities being recorded are out of order. The user originally thought this was a result of the CONSULT TOOLBOX tool, but there are multiple sites reporting this issue, and the consensus is that this is being caused by VSE.

Resolution:

The code that saves the SCHEDULED or STATUS CHANGE event when the appointment is scheduled or canceled was corrected to save the timestamp correctly.

Test Sites:

Salt Lake City
Tomah

Software and Documentation Retrieval Instructions:

Software being released as a host file and/or documentation describing the new functionality introduced by this patch are available.

The preferred method is to retrieve files from download.vista.med.va.gov. This transmits the files from the first available server. Sites may also elect to retrieve files directly from a specific server.

Sites may retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Hines	ftp.fo-hines.med.va.gov	< ftp://ftp.fo-hines.med.va.gov >
Salt Lake City	ftp.fo-slc.med.va.gov	< ftp://ftp.fo-slc.med.va.gov >

Documentation can also be found on the VA Software Documentation Library at: <http://www4.va.gov/vd1/>

Title	File Name	FTP Mode
Vista Scheduling Enhancements GUI User Guide	VSE_VA_GUI_UG.PDF	Binary
Vista Scheduling Enhancements Technical Manual	VSE_TM.PDF	Binary

Patch Installation:

Vista Scheduling Enhancements (VSE)
Deployment, Installation, Back-Out & Roll Back Guide 17

May 2018

Pre/Post Installation Overview

This patch should take less than 5 minutes to install.

This patch should not be installed with Vista Scheduling GUI users on the system and it is recommended that it be installed during non-peak hours to minimize potential disruption to other users.

This patch contains no PRE Installation processing.

The other patch bundled with this one (GMRC*3.0*98) contains a post-install routine that will repair bad data created by the consult comment issue.

Installation Instructions

This installation will update routines that support Vista Scheduling GUI Application Programming Interfaces (APIs).

1. OBTAIN PATCHES

Obtain the host file SD_GMRC_VSE_BUNDLE_1_5.KID, which contains the following patches:

SD*5.3*679
GMRC*3.0*98

Sites can retrieve Vista software from the following FTP addresses. The preferred method is to FTP the files from:

download.vista.med.va.gov

This will transmit the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

Hines ftp.fo-hines.med.va.gov
Salt Lake City ftp.fo-slc.med.va.gov

The SD_GMRC_VSE_BUNDLE_1_5.KID host file is located in the anonymous.software directory. Use the American Standard Code for Information Interchange (ASCII) Mode when downloading the file.

2. START UP KIDS

Start up the Kernel Installation and Distribution System Menu option [XPD MAIN]:

Edits and Distribution ...
Utilities ...
Installation ...

Select Kernel Installation & Distribution System Option: Installation

Load a Distribution
Print Transport Global
Compare Transport Global to Current System
Verify Checksums in Transport Global
Install Package(s)
Restart Install of Package(s)
Unload a Distribution
Backup a Transport Global

Select Installation Option:

3. LOAD TRANSPORT GLOBAL FOR MULTI-BUILD

From the Installation menu, select the Load a Distribution option.

When prompted for "Enter a Host File:", enter the full directory path where you saved the host file SD_GMRC_VSE_BUNDLE_1_5.KID (e.g., SYS\$SYSDEVICE:[ANONYMOUS]SD_GMRC_VSE_BUNDLE_1_5.KID).

When prompted for "OK to continue with Load? NO//", enter "YES."

The following will display:

Loading Distribution...

SD GMRC VSE BUNDLE 1.5
SD*5.3*679
GMRC*3.0*98

Use INSTALL NAME: SD GMRC VSE BUNDLE 1.5 to install this distribution.

4. RUN OPTIONAL INSTALLATION OPTIONS FOR MULTI-BUILD

From the Installation menu, you may select to use the following options (when prompted for the INSTALL NAME, enter SD GMRC VSE BUNDLE 1.5):

- a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as data dictionaries or templates.
- b. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (routines, data dictionaries, templates, etc.).
- c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.

5. INSTALL MULTI-BUILD

This is the step to start the installation of this KIDS patch. This will need to be run for the SD GMRC VSE BUNDLE 1.5 build.

- a. Choose the Install Package(s) option to start the patch install.
- b. When prompted for the "Select INSTALL NAME:", enter SD GMRC VSE BUNDLE 1.5
- c. When prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//", enter NO.
- d. When prompted "Want KIDS to INHIBIT LOGONS during the install? NO//", enter NO.
- e. When prompted 'Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//'
Respond with 'YES'
Options to mark as out of order:
Clinical Scheduling Procedure Calls [SDECRPC]
Scheduling Manager's Menu [SDMGR]
Supervisor Menu [SDSUP]
Scheduling Menu [SDUSER]
Clinic Letter Report [SDRR CLINIC LETTER REPORT]
- f. If prompted 'Delay Install (Minutes): (0 - 60): 0//' respond 0.

Post-Installation Instructions

In order to verify the patch post-installation routine was run successfully, please examine the Install File for this patch and report any error messages to Product Support.

(Any issues experienced with installing the patch should be reported by submitting a ServiceNow ticket via the ESD.
Issues do not get reported to the Product Support team directly.)

Routine Information:

=====

The second line of each of these routines now looks like:
;;5.3;Scheduling; **[Patch List]**; Aug 13, 1993; Build 13

The checksums below are new checksums, and can be checked with CHECK1^XTSUMBLD.

Routine Name: SDEC
Before: B129523309 After: B131244760 **627,643,642,651,658,665,672,679**
Routine Name: SDEC07A
Before: B82467094 After: B83497969 **627,642,651,679**
Routine Name: SDEC09
Before: B89277263 After: B94558695 **627,642,658,679**
Routine Name: SDEC28
Before: B108627315 After: B114287193 **627,642,658,679**
Routine Name: SDEC32
Before: B114220847 After: B116278285 **627,643,642,658,665,672,679**
Routine Name: SDEC53

Before:B217604839 After:B224580253 **627,658,679**

Routine list of preceding patches: 672

=====
User Information:

Entered By : LORD,BRIAN Date Entered : NOV 20,2017
Completed By: Date Completed:
Released By : Date Released :
=====

12.2 GMRC*3.0*98 Patch Description

=====
Run Date: FEB 13, 2018 Designation: GMRC*3*98 TEST v2
Package : CONSULT/REQUEST TRACKING Priority : MANDATORY
Version : 3 Status : UNDER DEVELOPMENT
=====

Subject: CLEANUP OF CONSULT EVENTS FOR SCHEDULING

Category: ROUTINE

Description:
=====

This patch fixes a data integrity issue related to the following issue:

1. I16857061FY18 - If a scheduler makes or cancels an appointment for a consult and the current time ends in a zero (like 9:40), then the event recorded in the consult will display at the end of the consult event history instead of in sequence.

This issue requires a fix to repair existing data effected by the issue. This patch is bundled with a Scheduling patch that addresses this and other issues. Below is a list of all the applications involved in this bundle along with their patch number:

APPLICATION/VERSION	PATCH
-----	-----
SCHEDULING (SD) V. 5.3	SD*5.3*679
CONSULT/REQUEST TRACKING (GMRC) V. 3.0	GMRC*3.0*98

Patch Components
=====

Files & Fields Associated:

File Name (#)		New/Modified/
Sub-file Name (#)	Field Name (Number)	Deleted
-----	-----	-----

N/A

Bulletins Associated:

Bulletin Name	New/Modified/ Deleted
----- N/A	-----

Dialogs Associated:

Dialog Name	New/Modified/ Deleted
----- N/A	-----

Forms Associated:

Form Name	File Name (Number)	New/Modified/ Deleted
----- N/A	-----	-----

Functions Associated:

Function Name	New/Modified/ Deleted
----- N/A	-----

HL Logical Link:

HL Logical Name	New/Modified/ Deleted
----- N/A	-----

HL7 Application Parameters:

HL7 Parameter Name	New/Modified/ Deleted
----- N/A	-----

HLO Application Registry:

HLO Registry Name	New/Modified/ Deleted
-----	-----

N/A

Help Frames Associated:

Help Frame Name	New/Modified/ Deleted
----- N/A	-----

Mail Groups Associated:

Mail Group Name	New/Modified/ Deleted
----- N/A	-----

Options Associated:

Option Name	Type	New/Modified/ Deleted
----- N/A	-----	-----

Parameter Definitions:

Parameter Name	New/Modified/ Deleted
----- N/A	-----

Parameter Template:

Template Name	New/Modified/ Deleted
----- N/A	-----

Protocols Associated:

Protocol Name	New/Modified/ Deleted
----- N/A	-----

Remote Procedures Associated:

New/Modified/

Remote Procedure Name -----	Deleted -----
N/A	

Security Keys Associated:

Security Key Name -----	New/Modified/ Deleted -----
N/A	

Templates, Input Associated:

Template Name	Type	File Name (Number)	New/Modified/ Deleted -----
-----	----	-----	-----
N/A			

Templates, List Associated:

Template Name	Type	New/Modified/ Deleted -----
-----	----	-----
N/A		

Templates, Print Associated:

Template Name	Type	File Name (Number)	New/Modified/ Deleted -----
-----	----	-----	-----
N/A			

Templates, Sort Associated:

Template Name	Type	File Name (Number)	New/Modified/ Deleted -----
-----	----	-----	-----
N/A			

Additional Information:

N/A

New Service Requests (NSRs)

N/A

Patient Safety Issues (PSIs)

N/A

Service Desk Manager (SDM) Ticket(s) & Overview

- 1. I16857061FY18 Consults are showing activities out of order in CPRS;
Vista FM shows activities in correct chronological order

Problem:

Our site is experiencing issues with Consults where the activities being recorded are out of order. I originally thought this was a result of the CONSULT TOOLBOX tool, but there are multiple sites reporting this issue, and the consensus is that this is being caused by VSE.

Resolution:

The code that saves the SCHEDULED or STATUS CHANGE event when the appointment is scheduled or canceled was corrected to save the timestamp correctly.

Test Sites:

TBA

Documentation Retrieval Instructions

Updated documentation describing the new functionality introduced by this patch is available.

The preferred method is to FTP the files from ftp://download.vista.med.va.gov/. This transmits the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

Hines ftp.fo-hines.med.va.gov <ftp://ftp.fo-hines.med.va.gov>
Salt Lake City ftp.fo-slc.med.va.gov <ftp://ftp.fo-slc.med.va.gov>

Documentation can also be found on the VA Software Documentation Library at:
<http://www4.va.gov/vdl/>

Title	File Name	FTP Mode
Vista Scheduling Enhancements GUI User Guide	VSE_VA_GUI_UG.PDF	Binary
Vista Scheduling Enhancements Technical Manual	VSE_TM.PDF	Binary

Patch Installation:

Pre/Post Installation Overview

The components sent with this patch GMRC*3.0*98 have been included in the Host File SD_GMRC_VSE_BUNDLE_1_5.KID. Please follow the instructions listed in the INSTALLATION INSTRUCTIONS section of the patch description for patch SD*5.3*679.

Installation Instructions

The components sent with this patch GMRC*3.0*98 have been included in the Host File SD_GMRC_VSE_BUNDLE_1_5.KID. Please follow the instructions listed in the INSTALLATION INSTRUCTIONS section of the patch description for patch SD*5.3*679.

Routine Information:

=====

The second line of each of these routines now looks like:
;;3.0;CONSULT/REQUEST TRACKING; **[Patch List]**;;Build 5

The checksums below are new checksums, and can be checked with CHECK1^XTSUMBLD.

Routine Name: GMRCP98

Before: n/a After: B4638919 **98**

=====

User Information:

Entered By :	LORD,BRIAN	Date Entered :	DEC 14,2017
Completed By:		Date Completed:	
Released By :		Date Released :	

=====

12.3 Deployment Locations

Table 6: Deployment Locations

R	VISN	VAMC
1	1	Togus VA Medical Center
1	1	White River Junction VA Medical Center
1	1	Edith Nourse Rogers Memorial Veterans Hospital
1	1	Boston Healthcare System - Jamaica Plain Campus
1	1	West Roxbury
1	1	Brockton
1	1	Manchester VA Medical Center
1	1	VA Central Western Massachusetts Healthcare System (Edward P. Boland)
1	1	Providence VA Medical Center
1	1	VA Connecticut Healthcare System, West Haven Campus
1	1	Newington
1	2	VA Western New York Healthcare System at Buffalo
1	2	Batavia
1	2	Canandaigua VA Medical Center
1	2	Bath VA Medical Center
1	2	Syracuse VA Medical Center
1	2	Samuel S. Stratton Albany VA Medical Center
1	3	James J. Peters VA Medical Center - Bronx
1	3	VA New Jersey Health Care System East Orange Campus
1	3	Lyons
1	3	VA Hudson Valley Health Care System - Franklin Delano Roosevelt Campus
1	3	Castle Point
1	3	VA NY Harbor Healthcare System
1	3	Brooklyn
1	3	St. Albans
1	3	Northport VA Medical Center
1	4	Wilmington VA Medical Center
1	4	James E. Van Zandt VA Medical Center
1	4	VA Butler Healthcare
1	4	Coatesville VA Medical Center
1	4	Erie VA Medical Center
1	4	Lebanon VA Medical Center
1	4	Philadelphia VA Medical Center
1	4	VA Pittsburgh Healthcare System, University Drive Campus

R	VISN	VAMC
1	4	Heinz
1	4	Wilkes-Barre VA Medical Center
1	5	Baltimore VA Medical Center
1	5	Perry Point VA Medical Center
1	5	Beckley VA Medical Center
1	5	Louis A. Johnson VA Medical Center
1	5	Huntington VA Medical Center
1	5	Martinsburg VA Medical Center
1	5	Washington DC VA Medical Center
1	6	Durham VA Medical Center
1	6	Fayetteville VA Medical Center
1	6	Hampton VA Medical Center
1	6	Asheville VA Medical Center
1	6	Hunter Holmes McGuire VA Medical Center
1	6	Salem VA Medical Center
1	6	Salisbury - W.G. "Bill" Hefner VA Medical Center
2	7	Atlanta VA Medical Center
2	7	Carrollton
2	7	Charlie Norwood VA Medical Center -Augusta Downtown
2	7	Augusta Uptown
2	7	Birmingham VA Medical Center
2	7	Ralph H. Johnson VA Medical Center
2	7	Wm. Jennings Bryan Dorn VA Medical Center
2	7	Carl Vinson VA Medical Center - Dublin
2	7	Central Alabama Veterans Health Care System, West Campus
2	7	Tuskegee
2	7	Tuscaloosa VA Medical Center
2	8	Bay Pines VA Health Care System (C.W.Bill Young)
2	8	Miami VA Medical Center (Bruce W. Carter)
2	8	West Palm Beach VA Medical Center
2	8	Malcom Randall VA Medical Center & N FL S GA VHS - Gainesville
2	8	Lake City VA Medical Center
2	8	VA Caribbean Healthcare System (San Juan)
2	8	Mayaguez Outpatient Clinic
2	8	James A. Haley VA Medical Center
2	8	Orlando VA Medical Center (Lake Nona)
2	9	Lexington VA Medical Center -Leestown

R	VISN	VAMC
2	9	Lexington - Cooper
2	9	Robley Rex VA Medical Center
2	9	Memphis VA Medical Center
2	9	Mountain Home VA Medical Center/Johnson City (James H. Quillen)
2	9	Tennessee Valley Healthcare System - Nashville Campus
2	9	Murfreesboro
3	10	Chillicothe VA Medical Center
3	10	Cincinnati VA Medical Center
3	10	Cincinnati - Fort Thomas
3	10	Louis Stokes VA Medical Center
3	10	Dayton VA Medical Center
3	10	Chalmers P. Wylie Ambulatory Care Center
3	10	Ann Arbor VA Healthcare System
3	10	Battle Creek VA Medical Center
3	10	John D. Dingell VA Medical Center
3	10	Richard L. Roudebush VA Medical Center
3	10	VA Northern Indiana Health Care System - Marion
3	10	Fort Wayne
3	10	Aleda E. Lutz VA Medical Center
3	12	Jesse Brown VA Medical Center
3	12	Danville VA (Illiana) Health Care System
3	12	Captain James A. Lovell Federal Health Care Center
3	12	Edward Hines, Jr., VA Hospital
3	12	Oscar G. Johnson VA Medical Center
3	12	William S. Middleton Memorial Veterans Hospital
3	12	Tomah VA Medical Center
3	12	Clement J. Zablocki VA Medical Center
3	15	Kansas City VA Medical Center
3	15	Harry S. Truman Memorial Veterans' Hospital
3	15	Topeka - VA Eastern Kansas Health Care System - Colmery-O'Neil VA Medical Center
3	15	Leavenworth
3	15	Wichita - Robert J. Dole VA Medical Center
3	15	St.Louis - VA St. Louis Health Care System - John Cochran
3	15	St.Louis-Jefferson Barracks
3	15	John J. Pershing VA Medical Center - Poplar Bluff
3	15	Marion VA Medical Center
3	23	Fargo VA Health Care System

R	VISN	VAMC
3	23	Royal C. Johnson Veterans Memorial Medical Center
3	23	VA Black Hills Health Care System - Fort Meade Campus
3	23	Hot Springs
3	23	Minneapolis VA Health Care System
3	23	Omaha - VA Nebraska-Western Iowa Health Care System
3	23	Lincoln - VA Nebraska-Western Iowa Health Care System
3	23	Grand Island
3	23	Des Moines - VA Central Iowa Health Care System
3	23	Iowa City VA Medical Center
3	23	St. Cloud VA Health Care System
4	16	Alexandria- Pineville VA Medical Center
4	16	Biloxi - Gulf Coast Veterans Health Care System
4	16	Fayetteville VA Medical Center - Ozarks
4	16	Houston - Michael E. DeBakey VA Medical Center
4	16	G.V. "Sonny" Montgomery VA Medical Center
4	16	Central Arkansas Veterans Healthcare System, John L. McClellan Memorial Veterans Hospital
4	16	North Little Rock
4	16	New Orleans - Southeast Louisiana Veterans Health Care System
4	16	Shreveport - Overton Brooks VA Medical Center
4	17	Amarillo - Thomas E. Creek VA Medical Center
4	17	Big Spring - George O'brien Jr./West Texas HCS
4	17	Dallas VA Medical Center & VA North Texas Health Care System
4	17	Sam Rayburn Memorial Veterans Center
4	17	South Texas Veterans Health Care System / Audie L. Murphy Memorial VA Hospital
4	17	Kerrville VA Medical Center
4	17	Temple - Central Texas Veterans Health Care System / Olin E. Teague Veterans' Medical Center
4	17	Waco
4	17	Harlingen VA Health Care Center & VA Texas Valley Coastal Bend Health Care System
4	17	El Paso VA Medical Center
4	19	Fort Harrison - VA Montana Health Care System
4	19	Miles City
4	19	Billings
4	19	Cheyenne VA Medical Center
4	19	Denver- Eastern Colorado VA Medical Center
4	19	Grand Junction VA Medical Center
4	19	Jack C. Montgomery VA Medical Center - Muskogee

R	VISN	VAMC
4	19	Oklahoma City VA Medical Center
4	19	Salt Lake City Health Care System / George E. Wahlen VA Medical Center
4	19	Sheridan VA Medical Center
5	18	Albuquerque - New Mexico VA Health Care System (Raymond G. Murphy)
5	18	Carl T. Hayden VA Medical Center
5	18	Prescott - Northern Arizona VA Health Care System (Bob Stump)
5	18	Tucson - Southern Arizona VA Health Care System
5	20	Anchorage - Alaska VA Health Care System
5	20	Boise VA Medical Center
5	20	Portland VA Medical Center & HCS 7 Vancouver Campus
5	20	Portland - Vancouver
5	20	VA Roseburg Healthcare System
5	20	Seattle - Puget Sound VA Health Care System
5	20	American Lake
5	20	Spokane - Mann-Grandstaff VA Medical Center
5	20	Walla Walla - Jonathan M. Wainwright Memorial VA Medical Center
5	20	White City VA Medical Center- Southern Oregon Rehabilitation Center & Clinics
5	21	Honolulu - VA Pacific Islands Health Care System (Spark M Matsunaga)
5	21	Fresno - VA Central California Health Care System
5	21	Las Vegas - VA Southern Nevada Health Care System
5	21	VA Northern California Health Care System - Martinez/East Bay Division
5	21	Sacramento
5	21	Palo Alto Health Care System
5	21	Palo Alto- Menlo Park
5	21	Palo Alto- Livermore
5	21	Reno - Ioannis A. Lougaris Medical Center, VA Sierra Nevada Health Care System
5	21	San Francisco VA Medical Center
5	21	Philippines
5	22	VA Long Beach Healthcare System
5	22	VA Loma Linda Healthcare System
5	22	VA San Diego Healthcare System
5	22	VA Greater Los Angeles Healthcare System (GLA) / West LA
5	22	Sepulveda

Template Revision History

Date	Version	Description	Author
March 2016	2.2	Changed the title from Installation, Back-Out, and Rollback Guide to Deployment and Installation Guide, with the understanding that Back-Out and Rollback belong with Installation.	VIP Team
February 2016	2.1	Changed title from Installation, Back-Out, and Rollback Plan to Installation, Back-Out, and Rollback Guide as recommended by OI&T Documentation Standards Committee	OI&T Documentation Standards Committee
December 2015	2.0	The OI&T Documentation Standards Committee merged the existing “Installation, Back-Out, Rollback Plan” template with the content requirements in the OI&T End-user Documentation Standards for a more comprehensive Installation Plan.	OI&T Documentation Standards Committee
February 2015	1.0	Initial Draft	Lifecycle and Release Management

The Template Revision History pertains only to the format of the template. It does not apply to the content of the document or any changes or updates to the content of the document after distribution. It can be removed at the discretion of the author of the document.