

Prepared for you by the staff and management of ICG

Wayne Kinney & Dave Raffel
Partners

Carol Anthony	Mike Harp
Vince Audrain	Betty Heeter
Angela Bacon	Gary Houghtalin
Bill Beck	Ken Janiak
Wayne Becraft	Monica Keiter
Chris Brune-Mueller	Jeff Kinney
Kim Clawson	Colleen O'Brien
Michael Cook	Sherna Parson
Dan Cummings	Chuck Polk
Kathi Driver	Chuck Schickner
Diane Feyen	Terry Reilley
Chuck Fife	Ann Titzer
Shirley Fowler	Bob Veith
Lisa Grimm	Brenda Ward
Brad Hager	Karen West

Innovative Consulting Group LLC
11001 Live Oak Court
Evansville, Indiana 47725
Phone: (866) 888-8253
Fax: (812) 867-5300
Email: icg@innovativecg.com

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ICG Expands, Promotes Execs

Innovative Consulting Group (ICG) is pleased to announce improvements in our organization which we believe will allow us to advance our vision of *'Dedicating ourselves to our customers through the delivery of services which help them achieve their initiatives.'* With an average of 20+ years of experience, ICG is excited to continue to attract top-notch talent to serve your hospital needs.



Kathi Driver, former owner and president of TechServ, has joined ICG in the role of Vice President of Human Resources and will be responsible for HR activities as well as recruiting resources for ICG. As we continue our quest to attract top notch talent, Kathi's attention will be on the ICG core value *'Experienced consultants are the cornerstone of our business.'*



Diane Feyen has been promoted to Vice President of Services, working with our consultants and customers to deliver superior service. Diane will spotlight the ICG core value *'Commitment to quality service is our top priority.'*



As Vice President of Operations, Jeff Kinney has responsibility for infrastructure and accounting and will assist us in attaining our business objectives.



Colleen O'Brien, Vice President of Business Development, will provide a focus on sales, marketing, and partner alliances with a concentration on the ICG core value, *'Our integrity is paramount to our ability to attract and retain customers.'*

We are also proud to introduce our newest consultants: Bill Beck, Wayne Becraft, Chuck Fife, Shirley Fowler, Betty Heeter, Terry Reilley, and Chuck Schickner. We believe our team is the best in the industry, and we hope you have the chance to experience their excellence in action. □

Meet Sherna Parson



Sherna Parson

Sherna Parson is one of Innovative Consulting Group's (ICG) newest and brightest STARs. Originally from St. Thomas in the American Virgin Islands, she received Bachelor of Science degrees from Emory and Clark Universities in Atlanta. She began her healthcare career as a Registered Health Information Administrator (RHIA) and has grown her skills in information technology to include all phases of the McKesson STAR®

implementation effort including planning, system design and build, testing, and education. She is also very skilled in the integration of non-STAR tools and systems.

Her management experience in healthcare enables her to be proactive on issues and challenges facing today's medical information requirements and challenges. She has excellent education skills to bring knowledge and understanding of the systems being implemented. Her credentialing and experience in the ever-changing field of patient information management is an outstanding asset, and she keeps her skills sharp by attending the annual American Health Information Management Association (AHIMA) conference.

When she is not helping hospitals, Sherna helps people by volunteering. Her volunteer work includes:

- World Changers Church International
 - Bookstore Ministry
 - New Members Ministry
- Delta Sigma Theta Sorority, a public service organization
- Habitat for Humanity
- Delta Big Sister Academy
- Teen Forum
- Sponsorship of a family for Christmas
- Hosea Feed the Hungry Program

Sherna personifies the ICG philosophy that *experience* combined with customer *service* and personal *integrity* results in success. □

Sherna's MPI Clean-Up Tips

Currently, Sherna is working for Eastern Health System, Inc., a fully integrated healthcare delivery system serving eastern Jefferson, Blount and St. Clair counties in Alabama. She is performing a **Master Patient Index (MPI) "clean-up"** for the Medical Center Blount in Oneonta, one of Alabama's newest and most modern hospitals. The word "**clean**" is used to indicate that the MPI is without duplicate entries for the same person, so that all of an individual patient's record will contain all hospital visit information for long term historical information.

The MPI is the key to historical Patient information and is also the primary link to patient visit history if maintained correctly. The impact of duplications in the MPI:

- Patient care is affected when a physician or nurse tries to review a patient's record and too many records are listed for one patient. This increases the potential for the wrong record to be selected.
- Charges placed on the wrong accounts can affect the Patient Accounting/Billing process.

Sherna recommends the following tips to keep your MPI "clean":

- Use *positive identification* to select the correct patient in the MPI.
- Select the *correct* account.
- Review the detail that displays when the admission processor provides you with information from your search criteria.
- Take time to check the Social Security numbers and birth dates when doing a name search.
- Always choose the lowest unit number, if you find that the patient has two unit numbers within the system. *Notify supervisor of any duplicate record information that you find in the MPI to assist in clean up.*
- If you decide to enter a new patient record, be confident first that you could not locate a previous patient record.
- If you are unsure of something, ask for help. Many areas and other staff depend on having the correct registration; otherwise errors will grow. If you add an incorrect registration, someone else is going to have to fix it—take the time to do it right! □



tips, tools, & news you can use from the ICG staff

Easing Convenience Orderset Building

Too many edits in your order pathways when building an orderset? Don't you hate manipulating the @TCLs?by Brenda Ward

Building an orderset should be quick and painless. Instead, most of the time you get caught up in skirting around the actual screen/form edits you have built to “help” the users or having to go into each individual @TCL and make the changes manually. When a member is selected in the orderset revise pathway, a newly revised @TCL is built using only the current auda. This can result in the loss of defaults, etc. if you do not follow the order pathway again or manually change the @TCL again. Instead of revising screen/form/pathway edits not applicable when building an orderset to exclude the edit if the user is in the “orderset builder” pathway, try adding a screen to the orderset builder pathway instead.

Steps:

1. Create a Member Default screen to collect components commonly valued in the order pathway or manually in the @TCL.
2. Define fields on the screen using the same order components as in your order pathways.
3. Place the new collection screen in the pathway(Model \$T=OSCRRI01).
4. Check the clean up TCL (Model \$T=OSGECN01) for components you are valuing. Remove the component from the stack if you want the value to be saved in the @TCL.

Screen example:

```

Convenience Orderset Maint          Member Default Info
-----
Orderset:  CONLABHEAVYMETBL  HEAVY METALS BLOOD          TCL: @0001002
Svc Code:  LAB123456         Svc Desc:  ARSENIC BLOOD
-----
Ord Party:
Ord Priority:  ROUTINE          Dly/Wkly Freq:  ONCE      ONCE
Svc Category:  _              Duration:        0  D
Countersgn Ind:  _            Quantity:        _____
                                   Body Site:       _____
                                   Transport Mode:  _____
3LABSET =  _
3NURSCL =  _
Component:  _____      Default Value:  _____
-----
PRADV Member:  LABALL        *** PRADV Default Values ***      & Get PRADV Values
Daily Freq:    ONCE          Duration:        0          Priority:  ROUTINE
Weekly Freq:   ONCE          Dur Unit:  D          In Am Time: 05:00
Last Actv
%OSTEST =  _____      07/05/02
  
```

(Valuing components not in the screen definition)

(Retrieves/revalues default values from PRADV)

Valuing components not in the screen definition

Many order pathways have department specific user fields that need to be valued. Instead of valuing these on the screen, use this option to value them as needed.

Steps:

1. Create “U” fields for the component and value fields.
2. Defining fields on the screen, for example:
 - a. Component field defined as UORDSETC.

(continued on next page)

Easing Convenience Orderset Building *(continued from previous page)*

- b. Value field defined as UORDSETV.
3. Create a TCL to concatenate the component and value.

```
a. — ASSIGN DATA VALUES —  
   "%GEDESTN" = "UORDSETC"  
   "%GEIN" = 'UORDSETV'
```

Assigns the destination to the component entered

```
b. — ENTER STACK COMMANDS —  
    SEQ #    COMMAND OPERAND
```

```
    —      —      —  
                1    $P=CHPPGE51  
BASE    $D=UORDSET?
```

Run the concatenation program

4. Stack the TCL in the Conditional stacks on your Member Default screen.

Retrieves/revalues default values from PRADV

When values are revised in PRADV, the values are not reflected in the ordersets because the @TCL's are not revalued. Use this option to revalue the PRADV values.

Steps:

1. Create a TCL to be performed when &Get PRADV Values is selected.

```
a. STACK COMMAND DEFINITION - CONDITIONAL  
   WHERE "PCADVKEY" IS VALUED  
   THEN $D=PCADVD??,  
        $D=PCADVW??,  
        $D=PCADVP??,  
        $D=PCADVS??,  
        $PE=PCADVKEY
```

2. Stack the TCL on the &Get PRADV Values field on the screen. □

Good Customer Service is Common Sense

by Colleen O'Brien

"Good customer service is common sense." This was the headline of an article in our local newspaper a few weeks ago. It sounded rational, yet I continued to turn the idea over in my mind. Then one day on my lunch hour, I realized that the phrase "common sense" is an oxymoron as I visited a certain government agency (we will call it 'the Office') whose unofficial customer service philosophy and motto is "Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds."

Arriving at 12:01pm to pick up a package, I found that 'the Office' was closed for an hour for lunch. Most of the local folks think it would make common sense for 'the Office' to be open when the majority of people who work in the area can leave to run errands. Common sense suggests that it would be very good customer service to have the clerks take their lunch break at different times, but it is obviously not that common or sensible to the government service or the local administrator.

Good customer service has been an important aspect of my career. My first job was in retail customer service and I started my Healthcare IT career with a major software provider. A mentor pointed out that I had an innate "customer touch." Throughout the years, I look for that customer service talent in people whom I work with, and define it as the ability to *listen*, to *empathize*, to *react*, and to *resolve*.

It is easy to define good customer service in some environments. The hours are appropriate for the client base, the phone is



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Client Profile:

William Terrell

VP, CIO, & CSO

Eastern Health System, Inc.

This quarter's *Innovator* is spotlighting William 'Bill' Terrell from Eastern Health System, Inc. (EHS). Bill has been with EHS for five years and has been involved in an exciting time of Information Technology strategy and growth. In addition to his roles as Vice President, Chief Information Officer, and Chief Security Officer at EHS, Bill serves on the faculty at the University of Alabama at Birmingham in the Masters of Science in Health Informatics program. Under his direction, EHS Information Technology provides support and development for three facilities: Medical Center East (Birmingham, AL), St. Clair Regional Hospital (Pell City, AL), and Medical Center Blount (Oneonta, AL). EHS IT also supports the medical staff, specialty clinics, LTC, hospice, and the current expansion projects for the Emergency Department and an additional bed tower to allow for bed replacement for the Long Term Acute Care Hospital (ITACH).

Using a philosophy coined "Oneness," EHS has brought all of its members together to develop a positive, progressive culture to establish themselves as a model for the continuum of healthcare. To ensure a successful outcome, the "Oneness" initiative brings EHS administrators, physicians, clinicians, and IT together to determine best practices before making investment in projects. Current practices are evaluated and changed when needed, and new systems are put in place to support the new and improved services.

When Bill came to EHS, there were over 300 systems in use. Supporting so many applications and vendors was an IT nightmare, and using so many different systems frustrated users. EHS now has less than one third of those systems—by streamlining applications and standardizing products across all locations, users have fewer systems to learn and can easily move between facilities without retraining.

This solid foundation has been put into place in 26 short months. How did they do it so quickly? The EHS culture and "Oneness" encouraged participation from many areas across all facilities toward a common goal. A steering committee was formed

consisting of administrators, physicians, ancillary departments, and IT to determine the current state. After meeting over several months, the committee gathered the information needed to plan the future of IT at EHS. Having developed a well-defined purpose and plan, teams were assembled and expectations set. Each team had a project manager from EHS and a project manager from the vendor. Project managers attended the monthly steering committee meetings to report on their progress and to discuss the discovery items usually found in a project of this scope.

Bill has an excellent staff for implementations and support, but he has used consultants for special projects and staff supplementation/education. Qualities he looks for in a consultant include solid knowledge of the product and experience in healthcare. In addition, he expects that knowledge specific to EHS will not leave with the consultant but will be transferred to EHS staff. Currently, Sherna Parson from Innovative Consulting Group is involved in a MPI clean-up effort at Medical Center Blount. Sherna has partnered with EHS in the past, and brings both knowledge and expertise to the facility and shares it with the EHS team. *(You can read more about Sherna in the profile on page 2.)*

What does the future hold for EHS? EHS is looking to the next step in the clinical process, including electronic documentation. Systems being implemented in the future clinical process include Nursing documentation, Patient Safety, CPOE, expansion of bar code capabilities, and enhanced Pharmacy applications with robotic distribution. Bill believes that a fully electronic enterprise medical record will exist. EHS is preparing to be paperless by exploring imaging storage solutions, giving clinicians computerized access to patient charts and information from other clinical applications to effectively monitor and support patients in the continuum of care.

ICG applauds Bill Terrell and Eastern Health System, Inc. for their *innovative* approach to improving systems for the best possible patient care! □



Innovative Consulting Group

Experience. Service. Integrity.

11001 Live Oak Court
Evansville, Indiana 47725

UPCOMING EVENTS



McKesson
2004 InSight Conference
Atlanta, GA
October 27-30, 2004

For more details, please visit:
<http://www.insight-net.org>

Join
McKesson Consulting Group's newest partner
Innovative Consulting Group
for
Drinks and Hors d'Oeuvres



*Meet our Directors, Dan & Mike and Managing Partner, Wayne
and visit with friends old and new!*

Thursday, October 28 from 4:00pm until 7:00pm

Champions—The American Sports Bar
Marriott Marquis • Garden Level
265 Peachtree Center Avenue
Atlanta, Georgia



Twenty-six televisions • Basketball, football, and eighteen-hole putting games • Pool tables, and more!

Good Customer Service continued from page 4

answered by a person, the help desk is actually helpful, and the agent takes the time to understand your problem. In the consulting industry, you may have the very best application expert on the engagement but if they do not work well with the team, including the vendor, your project will suffer.

At ICG, we strive to hire those people who delight the customer, not only in skill set but in personality, leadership, helpfulness, and enormous attention to detail. Our management team endeavors to resolve concerns and issues in an expeditious and just manner. One of our mission statements, "Exceed our customer's expectations and contribute to their success," is what ICG feels is common sense for a successful project, and our motto "*Experience. Service. Integrity.*" is the "customer touch" that makes ICG's customer service a sensible choice.

As I drove away from the government office that was "Out to Lunch," I remembered that the newspaper article ended with this sentence: "*Customer service is easy if you think about it; and if you think about it often enough, it becomes common practice.*" Yes, we can make customer service a common practice – think about it! ☐

"Common sense is very uncommon." Horace Greeley
