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## In the news...

### ICG Continues to Grow!

Innovative Consulting Group is pleased to announce our newest members: Mark Zirkelbach, Dianne Isbell, Sheneka Benn and Mark Weinig.

Mark Zirkelbach has an Executive role at Loma Linda where he leads the PeriOp project, develops the system selection methodology, and reviews contracts for the CIO. Dianne Isbell has been working on the ASC methodology project and assisting with the INet conversion at Loma Linda. Sheneka Benn is assisting with the FirstNet implementation at Seton in Austin, Texas. Mark Weinig joined the Business Development team as a sales associate and he is based in Wisconsin.

Please join us in welcoming Mark, Dianne, Sheneka and Mark to the ICG team!



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## InSight Reflections

by Michelle Hager, McKesson Practice Director

As the holidays approach, I am amazed how quickly time has passed since I was in Atlanta for the 2007 Insight conference in October. For those of you who were not able to attend this year, the city of Atlanta was the host with the World Congress Center easily handling the crowd of more than 2,700 people. An inspiring keynote was delivered by Pam Pure and Sunny Sanyal outlining McKesson's future and the exciting new products coming available such as the innovations in RelayHealth and a new product called Horizon Enterprise Visibility, an enterprise bed board and care alert tool.

The exhibit hall was impressive with many new innovations to enhance current McKesson applications. The closed loop medication safety area for McKesson was extremely informative and provided a clear picture of how an order is placed, verified for accuracy, filled, delivered to the floor, and safely administered to the patient. Horizon Business Insight was another great innovator this year. The new uses for this application were displayed at HIMSS and the additional development was evident in that short time -including dashboard reporting for clinicians both at the executive and operation level! The Paragon product is also making headway with the pharmacy module especially displaying significant features.

ICG's goal this year was to increase its clinical presence and expertise to keep pace with McKesson's clinical product development. We have added 2 nurses to bring our total to 3 RN's on staff! These nurses have the experience in HEC, HED, HEO, AdminRx and other patient safety and clinical initiatives to help make your implementation of these applications a successful venture. Read about Monica Keiter and her work at Cuyahoga Falls in this edition on page 2!

ICG was pleased to host a customer appreciation dinner during Insight with many of our existing customers in attendance as well as some new friends. The Food Studio was an excellent venue convenient to the convention center with superb food and fantastic wine varieties - a truly special evening for all. We are looking forward to seeing many of you again at HIMSS08 or the next Insight conference September 24-27, 2008 at the Gaylord Texan in Grapevine, Texas!

# Consultant Spotlight

## Consultant Spotlight



### Consultant Spotlight

#### Monica Keiter

Monica Keiter, RN, has experience as both a clinician and healthcare IT analyst. She obtained her Bachelor of Science degree in Nursing from Wichita State University and has been an RN for 26 years with over 10 years of consulting experience. Monica joined ICG in 2004 and her current assignment is in Ohio at Cuyahoga Falls General Hospital (CFGH), a part of the Summa Health System. She is responsible for supporting Horizon Emergency Care (HEC) Tracking Board, Portal, and STAR Order Management as well as assisting development of Clinical Decision Manager and Clinical Query reports. She is also involved in the STAR Pharmacy FDB updates and the Horizon Clinical FDB updates. HEC is stable with minimal support issues and the user base is happy with the functionality and features because of the work Monica has completed.

“Monica has met the needs of the clinicians which is the collective goal to stabilize HEC for direct patient care.

Without Monica we would have continued down a path that was not optimal for patient care.”

– Pam Banche, *Systems Director, Clinical Applications CFGH*

Monica’s future project goals at CFGH include an upgrade of Portal with a go-live in January and a Horizon Clinicals 7.6 SP2 upgrade with a go-live in February.

“Monica is one of our most dedicated employees on the ICG Team. Her clients quickly recognize and appreciate her “do whatever it takes” attitude. She possesses a wide-range of technical skills and her clinical background allows her to implement best practices within multiple healthcare units. Monica’s never-ending energy is one of her many strengths and we’re proud to have her on our ICG roster.”

– Diane Feyen, *Vice President of Consulting Resources*

Working with Horizon Clinical applications beginning with the Clinicom products, Monica’s extensive McKesson experience includes the implementation of most McKesson Horizon Clinical products, STAR order management, and routine order sets. Previously, Monica was engaged as a Clinical Decision Support Analyst at Ball Memorial and she implemented HED during her engagement at Bronson Healthcare in 2005-2006. In her ongoing quest to enhance her skills, Monica has developed Flowsheet Builder experience with the new Configuration Tool.

Outside of consulting, Monica resides in Kansas on a working farm with her husband, three dogs, cows, sheep and a pet llama. Her hobbies include sewing, cross stitching and crocheting. Being an avid outdoors woman, Monica also loves gardening. Spoiling her nieces and nephews is a major focus in her life.

Monica is a valuable member of the ICG team and the McKesson practice. Thanks Monica, for your hard work and dedication!

# Client Profile

## Client Profile



Jim Angiulo,  
IT Operations Manager

## Client Profile Cuyahoga Falls General Hospital Cuyahoga Falls, Ohio

Originally founded as Green Cross General Hospital in 1943, Cuyahoga Falls General Hospital (CFGH) has been part of the Summa Health System ([www.summahealth.org](http://www.summahealth.org)) since 2001. Summa Health System is one of the largest organized delivery systems in Ohio. Encompassing a network of hospitals, community health centers, a health plan, a physician-hospital organization, research and a foundation, Summa is nationally renowned for excellence in patient care and for exceptional approaches to health care delivery.

Jim Angiulo, IT Operations Manager, has been in his position at Cuyahoga Falls General Hospital since April 2007. Jim spent the previous 26 years in the telecommunications industry as an IT pre-sales support engineer. One of his biggest clients was a hospital in northeast Ohio, which led him to his current position in Cuyahoga Falls, Ohio.

Subsequent to the loss of two well-seasoned employees within a 60-day period, CFGH had new staff members on board with a long learning curve ahead. With the IT support staff reporting to Akron City Hospital, CFGH decided to team up with the ICG McKesson practice

and engaged senior consultants Melinda Patton and Monica Keiter.

An IT consultant was engaged at CFGH from February through September 2007 to focus on STAR Financials. She helped resolve some reimbursement and billing issues with UB04 and UB92 and guided the STAR system from version 9 to 11.

Melinda Patton was engaged to support the STAR STI's process, financials and patient administration. She resolved some issues with billing and medical records and also assisted with the 3M APC Grouper and MS-DRG updates for Medicare severity and diagnostics.

Monica Keiter was then engaged to carry out Horizon Emergency Care (HEC) upgrades, patches and daily support. She has also helped keep the Linux machine running smoothly. The facility uses tracking board in the ER and before Monica was brought on board, the server went down a number of times. "Monica has been instrumental in keeping the HEC application running smoothly and she has provided education to the group", says Jim.

"Monica is a very good communicator and people love her. She is very knowledgeable and has technical experience that is difficult to find in a consultant. She exceeded our

expectations. She is very accessible, professional and methodical. She travels back and forth from Kansas to Akron every week and never complains. She rolls with the punches and is great to work with."

– Jim Angiulo, IT Operations Manager,  
Cuyahoga Falls General Hospital

Michelle Hager, McKesson Practice Director, plays an active role to ensure customer satisfaction and quality service. Jim comments "Michelle has been a wonderful communicator and she is extremely resourceful. She has also helped us plan training paths with the McKesson courses."

Paul Nystrom, Director of Business Development for the Northern U.S. Region, maintains contact with CFGH to help them identify other areas where ICG can provide assistance. "Paul is terrific to work with and we have a great relationship", says Jim.

"I feel that the value we are receiving from ICG is well worth the investment. There is no substitute for the experience you get with a Monica Keiter. She is a very seasoned resource."

– Jim Angiulo, IT Operations Manager,  
Cuyahoga Falls General Hospital

# McKesson® Tips for Horizon® Clinical Tracking Board

by Monica Keiter, Senior Consultant

Working with any Emergency Department software is challenging. A census can change literally in a heartbeat from one or two patients on the board to having 16 and a full waiting room in a matter of minutes. Here are some thoughts to minimize disruption and increase patient care when working with HEC Tracking Board in the dynamic ED environment.

1. Schedule tracking board modifications during slow times.
  - a. Note: Unlike many Horizon Clinical modules, revisions to the tracking board are immediate to the computer you are accessing and all other computers when the “refresh” happens providing up to the minute information for the care of the patient.
2. Secure the menus at the top of the tracking board screen.
  - a. This will prevent the wrong view showing up and also hide menus so that columns don’t get changed unintentionally causing increased support time.
3. Document the changes that you make in case the modifications do cause a problem later.
  - a. This will help you revert back to the original settings in a timely manner.
4. TEST, TEST, TEST when doing patches and upgrades.

In the example below, colors and flashing colors indicate activities that need to be done. The columns for “RN to do” and “Sec to do” relate to orders and who does what, keeping in mind that if you don’t have a secretary, the nurse will need to be permitted this access in the system.

The screenshot shows the McKesson Tracking Board interface. At the top, there is a menu bar with options like 'Exit', 'Logout', 'HCE Charting', 'Chart Finder', 'Assign Best Acuity', 'HCE Alert Off', 'Incl Reconciliation', and 'Medication History'. A red box highlights the 'Logout' button. Below the menu is a search bar labeled 'Get By' with a dropdown menu. The main area is a table with columns: Bed, Last Name, First Name, DOB, AOC, CHIEF COMPLAINT, Triage, EDMD, PT, EDPA, Lab, RN to do, SEC to do, Discharge, and Needs/Stat. The table contains several rows of patient data. A red box highlights the 'RN to do' and 'SEC to do' columns. A black arrow points to a red cell in the 'RN to do' column for patient E13. Below the main table is a section titled 'ED WAITING ROOM' with columns: ARRIVAL TIME, Triage, Last Name, First Name, DOB, AGE, 30 Min Timer, PT, CHIEF COMPLAINT, and Log. This section contains a list of patients waiting in the ED, with a red background for the entire section.

# McKesson® Acronyms

by Susie Queen, Senior Consultant

Acronyms are everywhere. McKesson loves to use them to talk about their products. But what do they mean?? Here is the HELP you need, your own deciphering table for McKesson Clinical software!

HEC	Horizon Emergency Care™	Allows emergency room staff to track patients in the ER using the Tracking Board and integrates with Horizon Clinicals for order entry
HED	Horizon Expert Documentation™	McKesson Clinical Documentation Software
HARx	Horizon Admin-Rx™	McKesson point-of-care, bar-code scanning, medication administration application for improving medication safety
HSM	Horizon Surgical Manager™	McKesson surgical services solution to boost operating room (OR) capacity, streamline clinical workflow and analyze OR performance
HMM	Horizon Meds Manager™	McKesson pharmacy information solution for improving workflow and patient safety
HOM	Horizon Order Management™	An integral component of Horizon Clinicals™ that supports the multidisciplinary care team in communicating orders and results from the point of decision making to the performing department
HEO	Horizon Expert Orders™	McKesson software solution that combines real-time clinical decision support and computerized physician order entry (CPOE)
HPF	Horizon Patient Folder™	McKesson software solution that provides anytime, anywhere access to review, analyze, code and complete electronic patient records
HCA	Horizon Care Alerts™	McKesson system used to send alerts to a mobile device such as a pager or PDA
HLab	Horizon Lab™	McKesson integrated information solution for all laboratory settings that automates the entire laboratory process, enhancing patient safety, productivity and profitability
HBB	Horizon Blood Bank™	McKesson system that automates the management and tracking of the entire blood transfusion cycle — from product receipt to compatibility verification to patient transfusion.
HEN	Horizon Expert Notes™	McKesson system for electronic progress notes.
HHS	Horizon Health Summary™	Enables the sharing of summary patient longitudinal clinical data and medication reconciliation across care settings and episodes of care between existing modules such as HAC, HEO, HED, HEC, HMM and HPP.
HPP	HorizonWP® Physician Portal	McKesson system that uses the client's existing branded Web site to provide services that enable physicians to manage patient's healthcare experiences online.
	Care Board™	McKesson clinical communication "white board" that complements the Horizon Clinicals™ suite of products
	Clinical Profile	McKesson system that contains longitudinal history data on patient across admissions
	Care Organizer	McKesson system that acts as an electronic kardex/worklist
DAS	Data Acquisition System	McKesson system that downloads vitals, heart rate, etc. from monitor directly into HED
POC	Point of Care	Laboratory testing performed at bedside; example: i-STAT



# Fall 2007 Newsletter

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## Upcoming Events

HIMSS 2008 Annual Conference & Exhibition  
Orlando, FL  
February 24 – 28, 2008

New England HIMSS Chapter Networking Social  
Wellesley, MA  
January 15, 2008

## Save the Date!

Join ICG in Orlando for our Annual Reception  
The Grape at Pointe Orlando  
Monday, February 25, 2008  
4:00 p.m. - 7:00 p.m.  
Orlando, FL

## How did we do?

"I feel that the value we are receiving from ICG is well worth the investment."  
– Jim Angiulo, IT Operations Manager, Cuyaboga Falls General Hospital

## Credits

### Leadership Team

Wayne Kinney, Diane Feyen, Colleen O'Brien, David Raffel, Jeff Kinney,  
Jerry Morgan, Dick Lynch

Innovator: Editor in Chief - Colleen O'Brien; Reporting Editor - Kim Hoops

## HIPAA Compliance Suggestion

### Notebooks!

by Carrie Norman, Senior Consultant

It is very important to protect our computers, especially the portable ones. To stop access to your laptop while sitting on your desk, lock your screen when you go away (press the Windows Key and "L").

Did you know that one of the main causes of HIPAA and confidential information breaches is simple theft? Notebooks are grabbed out of cars, off of Airport security screening tables, and from desks; and this creates a big problem in our environment.

If you have a Dell notebook, there are two steps you should take to protect it and prevent a thief from being able to obtain information from it. When you boot the notebook, you have the option to enter the setup mode and to change BIOS settings. When you do, you will see there is a "security" section in the settings. You are allowed to establish a boot password and a disk password. By setting both of these up, using one of the strong passwords (8 characters, upper and lower case, numbers, letters, and special characters), you prevent someone from starting the notebook and from accessing the hard disk, even if it is removed from the computer.

Please take a minute and protect your notebook this way. Once you do, you will get a new text based screen each time you power up the notebook asking for the password. Once you enter it correctly, it boots. I use the same password for both boot and disk, so I only enter it once. It is critical to remember this password - if you forget it, the notebook has to be completely wiped clean, as does the hard disk!

*"A fingerprint reader allows you to keep multiple passwords, which is highly recommended, for web safety, yet allows users to login securely to Windows and other password protected software with a swipe of the finder. A biometric reader can be purchased as an USB peripheral, however, most computer manufactures offer the ability to add a biometric reader to your notebook computer's casing. This can be added ONLY when the PC is purchased."* - Juan Trevino, Technology Coordinator