

Prepared for you by the staff and management of ICG

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IN THIS ISSUE

ICG Acquires SWISH	1
An Invitation	2
HIMSS Wrap-Up	2
Patient Rounds Report Query	3-4
PA/GL Daily Balancing	4
Profile: Gary Houghtalin	5
Upcoming Events	6
Introducing Mike Cook	6

Innovative Consulting Group Expands Into McKesson Market

Acquisition of SWISH Enhances ICG Portfolio

Innovative Consulting Group (ICG) is expanding its service offerings to include consulting for McKesson Software Solutions. ICG is gaining both consultants and projects from SWISH Consulting Services. This expansion of ICG will allow us to provide expertise for clients utilizing the McKesson Horizon®, STAR®, and Pathways® products.

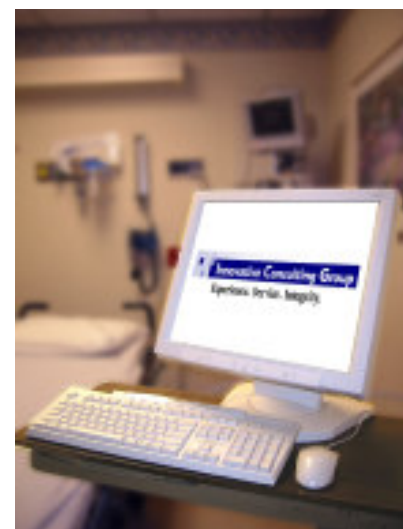
Wayne Kinney, Managing Partner of ICG, commented, "We were seeking an effective way to expand our portfolio of service offerings into areas in which we were not currently specialized. Having researched and investigated several vendor areas in which to diversify our service offerings, McKesson seemed to be the right choice for us. The McKesson software applications are gaining a tremendous amount of success."

Barbara Dabbs, former president of SWISH Consulting Services, indicated, "Our organizations are very similar in many respects. There is a synergy that can be derived from this acquisition, and we are very excited about this opportunity. This union will give ICG clients access to expert knowledge for STAR, Pathways and Horizon products. It is good for SWISH, ICG, and all of our clients."

"The expertise that SWISH consultants provide for their clients is a perfect fit for our company. They have a similar corporate culture and a similar focus on providing exceptional service to their clients. We look forward to working on a variety of McKesson-related projects," Kinney added.

SWISH was formed in 1998 and has been well known for offering only senior level consultants with extensive experience. They bring a high level of product knowledge, expertise, and hands-on experience to clients using McKesson software.

Since 2002, ICG has provided healthcare IT consulting services for Siemens® systems and applications, data center consolidation, system integration services, and general project management services. The acquisition allows ICG to offer consulting services for additional software applications while maintaining the level of quality and expertise current clients have grown to expect. □



It's hard to believe that it's May 2004 already, and the annual HIMSS Conference and Exhibition is now a distant memory! The HIMSS Conference for me has always been a winding up of the year just past and a kick-off for the new year ahead. It has also been an opportunity to visit with old friends to see how they fared in the past year and where they are heading now. It is a time for both **renewing** old relationships and **creating** new ones.



*Dave Raffel
Partner, ICG*

This year the HIMSS Conference provided over 21,000 attendees an opportunity to view a plethora of technology and services that will affect our industry far into the future. Many subjects were covered in-depth during the educational sessions, including topics such as wireless technology, EMR, and CPOE. Former House Speaker Newt Gingrich envisioned for us a healthcare world where we can shorten the disparity between “potential” and “performance” within a reasonable period of time.

There were over 700 vendors on the exhibit floor this year. Many of the booths were staffed with old friends and colleagues

who are now wearing new hats. It seems amazing to me at times that our industry is so diverse, yet so connected. Invariably, I see the same faces each year, with many of them accepting new challenges and different responsibilities within our industry. It's wonderful to reconnect on a regular basis with those we've worked with for many years in healthcare IT.

ICG has been in business for two years, and we're very grateful for the many opportunities we've had to nurture and grow our business. This past year for us has been one of tremendous growth. We provided over 17,000 hours of service to our clients, versus 8,500 in 2002. Our organization has expanded to over 25 staff members, versus 12 in our first year. Our total revenues grew to over \$2 million, versus \$950,000 in 2002. And we had over 95% utilization of our consulting staff.

I believe that our success was due to three basic factors: 1.) **Our experience** working with various vendor products, as well as our project management expertise; 2.) our attention to providing quality **service** that exceeds expectations; and 3.) our **integrity** as an organization which genuinely cares about our clients and our colleagues. For these reasons, our future looks very bright indeed.

It was wonderful seeing everybody again at HIMSS in Orlando and I look forward to next year in Dallas. In the meantime, we wish everyone a happy, healthy, safe, and prosperous Summer 2004! ☐

An Invitation...

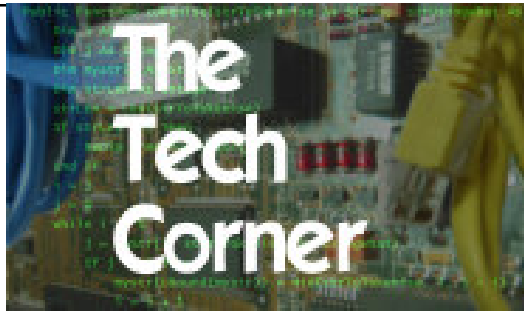
ICG will be attending the HIMSS Summer Conference in Las Vegas on June 13-15, 2004. We always look forward to meeting our customers whenever and wherever we can! If you're planning to attend, please let us know—we'd love to have you join us for dinner at HIMSS. Just drop me a note or give me a call.

— *Colleen O'Brien*

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June, 2004

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



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

Net Access Patient Rounds Report Query

Who says you can't take it with you? (With this tip, you can!)..... by Gary Houghtalin

The Rounds Report is a dynamic document created in Invision that allows clinicians to see a subset of patient information that they can carry around with them on their "Rounds." It was originally created by Siemens to include basic demographic, orders, and COR (results) information. It can be modified (on-site) to include much more information. It is significantly more flexible than most standard reports and can use PCL (printer control language) to change the formatting for better readability to the clinician. The Rounds Report can be printed on demand for individual patients or groups of patients depending on a care provider relationship.

This report runs in INVISION and is not delivered as part of the interoperable (Gold) functions with Net Access.

Assumptions:

- Interoperability with INVISION/OAS Gold is in place. This pathway uses INVISION functionality.
- Patient has already been selected from Net Access Patient Selection lists.
- The Invision Rounds Report is up and printing from INVISION.
- Location parameter can be sent to INVISION to allow for print routing.

Steps:

1. Create a TCL that will be used by your new Rounds Report Net Access Query i.e. NAPTRR01.
2. Have Query added to Net Access Patient Level Navigator by Net Access analysts/builder.
3. Edit new TCL to kick off Rounds Report set up, patient unload, and Rounds Report routines.

Example:

\$T= NAPTRR01

SECTION DATA_VALUES

DV "%GZAPPLI" = ' 1 ' *Used by INVISION/Gold edits to use Gold pathways.*

STACK COMMANDS

\$T=NAUSERUN *Used to ensure unloading of user information from Security File based on user ID sent by Net Access to Gold*
 \$T=ZGTLOC01 *Used to identify location based on "%OALOCAT" set in the OAAPARM . INI file on the desktop.*
 \$T=YPPATN01 *Standard Net Access Patient Unload TCL*
 \$T=YPVSTN01 *Standard Net Access Patient Visit Unload TCLs*
 \$T=YPVSTN02 *Standard Net Access Patient Visit Unload TCLs*
 \$T=GZINCU01 *Model TCL used to ensure case is unloaded if not already done*
 \$T=NAPTRR00 *TCL used to kick off Patient Rounds Report. Same as TCL that runs in CV/Nursing Pathways.*
 \$L=REPTRETN *Standard return used by Rounds Report processing*
 \$G=GZMFUN02 *Gold form stacked to ensure screen for error processing and message display.*

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Detail for important TCLs

<code>\$T=NAUSERUN</code> SECTION DATA_VALUES DV "PCUCTUID"="%USER" STACK "\$PE=PCUCTUID"	<i>to ensure unloading of User information from Security File based on user ID sent by Net Access to Gold</i> <i>Sets key to security profile equal to sign on ID sent by Net Access.</i> <i>Unloads security profile based on user ID</i>
<code>\$T=ZGTLOC01</code> SECTION DATA_VALUES DV "PCTLOKEY"="%OALOCAT" STACK "\$PE=PCTLOKEY"	<i>Used to identify location based on "%OALOCAT" set in the OAAPARM.INI file on the desktop.</i> <i>Sets PCTLOKEY to that stored in LOC parameter in OAAPARM.INI file.</i> <i>This could be set to whatever parameter you use to identify the location of the user.</i> <i>Unloads Terminal Location Profile that sets home document groups for printing</i>
<code>\$T=NAPTRR00</code> SECTION DATA_VALUES DV "%GECNGHX"='PRINT ROUNDS REPORT SET-UP TCL' DV "%GECNGHX"='COPIED ZVRNDS00 FOR Custom RR' CONDITIONAL STACK WHERE ALL OF "%ZEENHIO" IS VALUED AND "%ZEENHIO" EQ 'Y' THEN \$SVE=AUDA, \$T=ZERNDS01, \$T=NAPTRR01 ELSE \$SVE=AUDA, \$T=NAPTRR01	<i>TCL used to kick off Patient Rounds Report. Same as TCL that runs in CV/Nursing Pathways.</i>

**ICG
QuickTip**

PA/GL Daily Balancing by Chuck Polk

The following procedures are recommended to be used in the daily balancing of transactions between the PA and G/L systems.

1. Record the balances for the BD, BL, CR, and JE source codes found at the bottom of the 'Daily Journal Report (DAILY-GL)'.
2. BL balancing—Compare the figure obtained from the DAILY-GL to the figure contained in the 'total revenue' field of the 'Daily Income Report (HS-INCOM)'. These should match.
3. CR balancing—Compare the figure obtained from the Daily-GL report to the figure contained in the 'total payments' column of the Cash Receipts and Adjustments Report. These also should match. Another way to verify this is to look at the 'CR' column in the DTAR (Daily Transaction Audit Report, or TRANAUD).
4. JE balancing—Compare the figure obtained from the Daily-GL report to the figure contained in the 'JE' column of the DTAR.
5. BD balancing—This requires a little more work in order to balance. Using the following reports and fields, compare the figure obtained from the Daily-GL to the sum total of the following figures:

ABS-Ctrl (Controller's Report)—Today's outpatient billing amount transferred to bad debt + accounts receivable amount transferred to bad debt.

ABS-Ctrl (Controller's Report)—Yesterday's amount reactivated from bad debt (to accounts receivable & to outpatient).

Cash Receipts and Adjustment Report (Cash-Rec)—Amount listed under the 'Total Bad Debt Adjustment' line. (Do not include the bad debt cash amount, as this was included in the 'CR' balancing. **Use only the BD adjustment amount**).

Out of Balance Condition

If any of these source codes should be out of balance, review the GL error reports to see if a posting was rejected for any reason. This is usually the case.

ICG Profile: Gary Houghtalin

Interviewed by Colleen O'Brien, VP Business Development

I have had the pleasure of working with Gary Houghtalin for the past seven years during his tenure as a consultant for Paladin Consulting and, most recently, for ICG. He is a clinician at heart and an IT healthcare professional by occupation. Over a 15-year career at St. Joseph's Hospital in Tampa, Gary specialized in Critical Care areas, working his way up from Staff Nurse to Charge Nurse, Clinical Educator, and Hospital Nursing Supervisor. As part of a major project instituting CQI and Clinical Documentation by exception, Gary became the Nursing Systems Coordinator/Special Projects Leader and spent his last three years at St. Joe's in IS as the Nursing Programmer/Analyst for the SMS (now



Gary Houghtalin, R.N.

Siemens) applications install. He joined the consulting ranks in 1997 and spent his first year commuting from his home in Tampa to Michigan, implementing SMS Clinical Observation & Results (COR) and Nursing applications. In his next assignment in Brooklyn, NY, he again utilized his clinical and IT

background, working with COR, Nursing Orders, Vital Signs, Order Charting, Med/IV Charting, Assessments, and Rounds Reports. This engagement provided him the ability to be close to one of his favorite places, since he grew up in Queens, NY. Gary's mother moved the family of five boys to a farming community in southwest central Florida in 1976, but he still misses the city of his childhood.

Gary is currently on an engagement for post-live support for the Siemens Invision™ Computerized Physician Order Entry (CPOE) implementation at Pitt County, the flagship hospital for the University Health System of Eastern Carolina in Greenville, North Carolina. Greenville has been home to Gary during the week for four and a half years, starting with an Orders and COR conversion to LCR, then Nursing Documentation, Care Plans and Assessments, and most recently the CPOE project. The pilot unit,

Orthopedic Surgery, went live last November, and they are currently working on the next phase of the rollout. One of the orthopedic physicians, who is also the physician sponsor of the project, was integral in identifying workflow concerns and assisting with design changes to successfully address provider workflow concerns. Gary was part of the design team, provided the workflow analysis for the Medication IV and Pharmacy, and was the lead analyst and OAS Gold builder and overall mentor.

Lest you think that consultants who live in Florida always travel north, Gary also spent a year working in Florida for a hospital in Orlando and another in Boynton Beach honing his skills on the Siemens Invision COR, Nursing, and Orders applications.

Gary is the quintessential consultant:
highly *experienced*, customer *service*
oriented, with the *integrity* of a clinician...

When Gary decided he wanted to advance his education, he did not let the fact that he was traveling and away from home four days a week get in the way. Over the course of two years, Gary completed his Masters in Computer Information Science via a long distance learning program from the University of Phoenix. He has a practical view of the traveling life of a consultant. Gary says, "My ten-hour commute a week is similar to most people's two-hour commute a day, except I am in a plane for most of it instead of a car, train, or bus."

With six rescued cats, a ferret, and a 22-year-old rescued blue jay, Gary's home on a lake outside of Tampa is a beautiful retreat from the world of healthcare IT. With season tickets for the Tampa Bay Buccaneers, Gary describes himself and his partner as "fervent" fans. They also enjoy alpine skiing, with a few weeks a year spent experiencing the powder in the west.

Gary provides an enormous amount of support to the Siemens Invision community via the SNUG listserv board. Being on the forefront of many of the newest clinical application implementations, Gary is a frequent replier to questions and a helpful source of information. In essence, Gary Houghtalin is the quintessential consultant: highly *experienced*, customer *service* oriented, and with the *integrity* of a clinician who works toward an improved patient safety environment by utilizing technology. □

UPCOMING EVENTS

HIMSS Summer Conference 2004	Las Vegas, NV	June 13-15, 2004
HFMA Annual National Institute	Nashville, TN	June 27-July 1, 2004
AHIMA 76th National Convention	Washington, DC	October 9-14, 2004
Cerner Health Conference 2004.....	Orlando, CA	October 10-13, 2004
McKesson Insight User Meeting	Atlanta, GA	October 28-30, 2004
2004 Eclipsys User Network Annual Conference	San Diego, CA	November 14-17, 2004

We publish a schedule of upcoming conferences as a service to our clients. ICG does not sponsor nor endorse any of the above events.

Introducing

B. Michael Cook, Director of Business Development

We are very pleased to announce that B. Michael Cook has joined ICG in the position of Director of Business Development. Mike has been in the Healthcare Information Technology field for 18 years, with experience in implementations, product planning, and selling professional services. Mike began his career with SMS as an Installation Director in the Kansas City office, then was selected to be a corporate-based Coordinator for Invision and moved to SMS in Malvern. He became a Prod-



B. Michael Cook

uct Planner for Invision in 1991, with responsibility for defining product requirements, rolling out new enhancements, and working with Sales and Marketing on the tactical plan. Mike went to work for DARCA in 1992 as a consultant and was promoted to Team Leader in 1994. During his tenure with CTG, Mike was an Account Development Specialist, Account Manager, and Account Executive with responsibility for sales and development of new relationships. Most recently, Mike was a Sales Executive for Eclipsys in their Outsourcing division.

Mike lives in West Chester, Pennsylvania, with his wife, who works part time for Siemens, and his three children. He will be working closely with Colleen O'Brien, VP, Business Development, with a focus on new customer relationships. Please join us in welcoming Mike to ICG! □