

Prepared for you by the staff and management of ICG

Wayne Kinney, Dave Raffel & Diane Feyen

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ICG - McKesson Milestone



Wayne Kinney, CEO

On the anniversary of the acquisition of our McKesson Practice, Innovative Consulting Group would like to recognize the consultants who provide their expertise to our numerous McKesson clients. Founded in 1998, the team works together to provide a cross-functional approach to healthcare information technology. The McKesson team methodology has a proven track record of successful outcomes using existing software and a shared commitment to knowledge transfer.

It has been a great year in the development of our McKesson practice, and ICG looks forward to another year of sharing our innovative methodologies with all of you for the improvement of healthcare and systems.

ICG is finding 'Innovative' uses for McKesson Products

Innovative Consulting Group has a strong philosophy of transferring knowledge. We believe that empowering employees at the department level with key IT skills can elevate an organization's technology and productivity level tremendously. The ICG McKesson methodology begins with a complete system assessment - an analysis in which key tables, parameters, reports, system functionality and desired process improvements are examined for all facilities of a client.

A cross functional team addresses Patient Processing, Order Entry, Clinical Systems, Charge Master, Patient Accounting, Medical Records, Case Management, Materials Management, General Ledger, Information Services, SQL and GUI Functionality. These product areas are reviewed to ascertain any system improvements, business deficiencies or need for elevated knowledge transfer. The ICG McKesson assessment will provide clients with a business priority of change that may be used as recommendations during the development of strategic project planning.

It is ICG's belief that optimizing current McKesson systems helps facilities realize the benefits of existing software and its features and functionality. This allows the delivery of a higher level of integration and efficiency in the performance of daily routines and maximizing the utilization of the systems.

Our McKesson practice continues to expand and improve their expertise with McKesson products. ICG has an agreement with McKesson where, in the event that they are unable to provide resources, ICG consultants are contracted for projects. ICG has been invited to attend Horizon® Meds Manager Training in order to assist our McKesson customers migrating from STAR® Pharmacy to Meds Manager.

Introducing our Newest Consultants

Innovative Consulting Group is pleased to introduce our newest consultants, Tim Hudak and Carrie Norman. Tim, who joined us in January, is an integration expert who specializes in DataGate® and e*gate® interface engines. Carrie, who began in March, is a Siemens SMS® OAS expert with experience installing and supporting the Patient Management, Orders, COR., EAD, and RTIF applications. Welcome, Tim and Carrie, to the ICG team!



Betty Heeter

Consultant Spotlight: *Betty Heeter*

*Siemens SMS Expert, Project Manager,
Senior Healthcare Consultant,
Philanthropist and Mom*

Betty Heeter has over twenty-five years of Healthcare experience with twenty years specializing in computer system project implementation and sixteen years of management experience with the SMS system. With a background in systems, she was part of a Hospital Information System installation in a project management role, and has since combined her skills in systems and project management to provide successful projects to her healthcare clients. Betty came to Innovative Consulting Group in July, 2004 and has been a valuable asset to the organization.

Betty lives in Odenton, Maryland. She supports our Core Values of Service, Experience, Integrity in her choice of charities: Habitat for Humanity, Southern Poverty Law Center, an organization whose legal department fights all forms of discrimination, and an educational program 'Teaching Tolerance' to help K-12 teachers foster respect and understanding in the classroom, The Cardinal Center, Inc., a community based not-for-profit organization to challenge and support both adults and children with disabilities, and Berea College whose mission provides low income students a full-tuition scholarship and requires all students to work in a college job. She is very proud of her son Matthew, 22. He is an Airman 1st Class in the United States Air Force based in Abilene, Texas at Dyess Air Force base where he is a member of the honor guard. He is currently serving a tour in the Middle East until June. Thank you Matthew!



Matthew Heeter
Airman 1st Class, USAF

Betty is currently providing assistance to Howard University Hospital in Washington D.C. with fellow ICG consultants Esther "Rainey" Price-Newman, Bill Beck and Chuck Polk. They are working together to support the Patient Accounting department under the direction of the General Director of business Operations, Cecelia Moore (read more about Cecelia in the 'Client Profile' section of this edition). Services include developing adhoc reports, Accounts Receivable (AR) analysis and helping to optimize systems and processes to stabilize department workflows and improve AR. The team has creatively worked with Siemens software to allow the Financial Counselors to access multiple CICS applications simultaneously to increase staff productivity. They have also written a number of download files for collection agencies.

Betty and the team have worked together to implement Siemens Express Query, and are in the process of installing Receivable Policy Manager (RPM). RPM is a tool used to define billing and follow-up policies and procedures. It is very flexible and has most of the PA Ad-hoc components for account qualification in defining the 'Best Practice' work-flows. It can replace the FGT (Forms Generation Table) in the HPPI, both the AR and OP VOF, and the AR statement schedule. So far, the team has access to RPM in both Production and Test, and the product is working well. The team is currently building the Collector work-lists in RPM. The next step is to draft a work-plan defining timelines for the implementation of the billing and follow-up policies and procedures in RPM.



Betty Heeter, Esther "Rainey" Price, Bill Beck and Chuck Polk are working closely together at Howard University Hospital!



*ICG's
tips, tools,
& news
you can use!*

McKesson KB_SQL

Upgrading your system?

Don't forget to check your Queries!.....by Ken Janiak

It is always a good practice to test your queries when you perform major upgrades to your system to make sure the SQL output stays the same. Problems can occur when testing queries in other IDs. When files are created in the UNIX directories, the test query sometimes over writes a "good file."

One solution used to prevent an accidental over-write is to go into every query and change the file name in the ID you are working in. This can be a time consuming process, and there is a chance you might forget to change the name after testing. Here is another option to try:

In every ID that you test queries, go into the Configuration Screen and add the ID to the hospital name. You will need to place the ID in the same place every time, for example:

Example: New Hospital 1 (for ID1)
Example: New Hospital 2 (for ID2)

Then, in one query or as I call it "the batch", a query will run the program which will actually write the file. Place the following code:

```
SET :XENV = SUBSTRING(SYS_NAME,35,2)
, :XMON = SUBSTRING(TO_DATE(TODAY-1,'MM/DD/YY'),1,2)
, :XDAY = SUBSTRING(TO_DATE(TODAY-1,'MM/DD/YY'),4,2)
, :XFILE = '/hbo/tmp/file' | :XMON | :XDAY | '.id' | :XENV

RUN QB_SOME_FILE_EXT
```

Then in the query QB_SOME_FILE_EXT, set the file to the following:

```
SET FILE = :XFILE
,FORMAT = FIXED
,METHOD = HOST_OUT
```

This will produce a file name in /hbo/tmp/fileMMDD.id1 for ID1, or if run in ID2 the file name would be /hbo/tmp/fileMMDD.id2. Using this method you will never over write a production file download when testing queries in other IDs.

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Siemens INVISION Rounds Reports

.....by Gary Houghtalin, RN, BSN, MSCIS

A user wanted to implement the Rounds Report to include orders but no results. They needed to hardcode some text onto the Right side of the rounds report (geplstf2) so that on the left hand side of the page would be orders and on the right hand side there would be a nursing assessment section for nursing to fill out and take notes on. The goal was to keep everything on one page per patient for nursing.

If you want to “hard code” information on the right side, you would use the **CHPPGEHD** program to run after the orders section and hard code some text or lines for the nurses to use.

You could force a page break between the sections by valuing the page break indicator in **PRGPR** for the Orders indicator. This may force the system to go to the right of the next page. You would do this by adding or changing PRGPR.

Add another member to PRGPR (after the orders unload but before the last page) OR If you no longer want the results unload then just replace this member with CHPPGEHD/header processing. By using CHPPGEHD, you can use the target/source functionality that is dynamic based on the data found.

You will have to create a TCL that loads the new Header Source lines which would value the hard coded text you wish to display.

```
Model TCL=GERRHL01 (copy and rename for your use)
%GERHDR1=GERHDRF1: Source document for General Header Line 1 (Copy and rename for your use)
%GERHDR2=GERHDRF2: Source document for General Header Line 2 (Copy and rename for your use)
%GERHDR3=GERHDRF3: Source document for General Header Line 3 (Copy and rename for your use)
%GERHDR4=GERHDRF4: Source document for General Header Line 4 (Copy and rename for your use)
%GERHDR5=GERHDRF5: Source document for General Header Line 5 (can be added).
```

Edit the source lines you created to print the information you want to display.

Changes to PRGPR:

- Leave the Nesting level at what ever the Results member was (or at least be sure it matches the Orders member).
- Load the new header TCL in the Initial TCL portion of PRGPR for this new/change member.
- Enter CHPPGEHD in the Fetch/PrintProgram.
- Program type is “P” for print. Page Break indicator is N.
- Clean Up TCL: create a TCL to delete the %gehdr? fields between sections/patient.

* Remember, when using the Rounds Report, you are using target/source processing. With landscape/simplex printing, there are three documents used:

```
GEPLSTF1 - Landscape Simplex Begin Left Target Document
GEPLSTF2 - Landscape Simplex End Right Target Document
GEPLSTF3 - Landscape Simplex End Left Target Document
```

GEPLSTF1 is the target for the left side of the page. GEPLSTF2 will print here if the information IF the data ends on the right side. If the data end on the left side, you will use GEPLSTF3.

Client Profile:

Cecelia Moore

*General Director of Business Operations
Howard University Hospital
Washington, DC*

For more than 141 years, Howard University Hospital has been associated with the cutting edge of health care in this country. It was founded as Freedmen's Hospital in 1862. In 1961, President John F. Kennedy signed legislation that officially transferred Freedmen's Hospital to Howard University. The change became official in 1975 when Howard opened its doors at its current location on Georgia Avenue, Northwest. Howard University Hospital services include a Level I Trauma Center, a Cancer Center for comprehensive cancer care, centers of excellence in transplant surgery, diabetes, hypertension, and sickle cell anemia, international Health Services to respond to the medical and health care needs of international and diplomatic patients, Women's Wellness Center, and Capitol View Home Health and Sub-Acute unit. Howard University Hospital is a world-class institution committed to leadership in healthcare with technologically advanced programs and services. It is this commitment to the advancement of technology that Innovative Consulting Group (ICG) has chosen Cecelia Moore and Howard University Hospital as our Client Profile.

Cecelia Moore, General Director of Business Operations, has been in Healthcare for over thirty years. Originally from Memphis, TN, Cecelia has spent the last 15 years in the Washington, DC area in urban healthcare facilities and a year ago decided to "tackle" Howard University Hospital's Revenue Cycle. She is responsible for the entire revenue process from Admitting/Registration to Patient Accounting – Billing, Credits, Cash, Bad Debt and superior Customer Service. Cecelia describes the Revenue Cycle as a constantly "Changing Phenomenon", and sees Howard's commitment to technology as the secret to their success.

Cecelia believes that Howard is making major strides in increasing revenue by increasing the use of technology for routine processes and freeing her resources' intellectual assets. When mundane operations can be automated, skilled employees are able to concentrate on achieving revenue objectives. Letters that were manually sent to patients from the billing office can be generated automatically by systems, maximizing the potential of business office personnel. Using the existing technology and automating the manual processes has been a focus for Cecelia, and she shares her credit for her success with ICG.



"ICG made it an unobtrusive process – they developed, planned and redesigned to maximize the usage of Receivable Manager so it works and works well."

*Cecelia Moore
General Director of Business Operations*

Cecelia says that ICG was brought in because "ICG knows what the system can do" and has shared that functionality with the Howard staff. She believes that ICG makes the system user-friendly by teaching the staff short cuts to streamline processes. She feels that the ICG team members "don't harbor knowledge" but willingly share information and transfer their system knowledge and expertise to her staff. Currently, ICG is assisting in the implementation of Receivables Policy Manager (RPM).

RPM will replace the existing Collections Workstation and the Variable Option File (VOF). Cecelia describes VOF as a "nightmare" because it is very labor intensive. Since the Revenue Cycle is so dynamic, numerous changes are applied to the systems. In VOF, those changes required a re-write, where the RPM program is flexible, allowing changes with the touch of a button. Cecelia describes the implementation: "ICG made it an unobtrusive process – they developed, planned and redesigned to maximize the usage of Receivable Manager so it works and works well."

Howard will be continuing their commitment to the advancement of technology – plans are in motion to implement a new Patient Accounting system, Siemens Sorian®. Phase I, focused on Document Imaging, is currently in progress, and a two year implementation plan is in place. ICG recognizes Howard University Hospital and Cecelia Moore for their innovative advances in healthcare technology!



Innovative Consulting Group

Experience. Service. Integrity.
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UPCOMING EVENTS

**Medical Records Institute - TEPR '05
21st Annual Conference and Exhibition**
Salt Lake City, UT
5/16/05- 5/18/05

HIMSS Summit
New York, NY
6/5/05 - 6/8/05

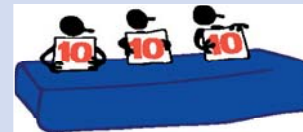
American Society of Health System Pharmacists- (ASHP)
Boston, MA
6/11/05 - 6/15/05

Innovations 05 Siemens User Group Invision/MS4/Soarian
Philadelphia, PA
8/20/05 - 8/24/05

How did we do?

*"ICG has been very responsive
in providing key resources
to meet our organization's IT staffing needs...
All said, ICG has provided great service,
economically, in order to help Bronson
meet its IT goals."*

*Milton 'Mac' McClurkan, VP of Information Technology, CIO
Bronson Healthcare Group
Kalamazoo, MI*



HIMSS 2005 - Dallas, Texas



ICG Vice Presidents
Diane Feyen and Colleen O'Brien

The 2005 Health Information Management Systems Society (HIMSS) Conference & Exhibition was held February 13-17 in Dallas, TX. With keynotes by Howard Putman, former CEO of Southwest Airlines, over 200 education sessions and over 700 exhibitors featuring new products, cutting-edge interoperability demonstrations, it was a schedule packed with networking opportunities, and more. HIMSS 2005 was a great opportunity to join with over 20,000 healthcare IT professionals to find out everything that is going on in the industry.

ICG had a strong presence at the conference offering networking sessions for our clients at Antares, a Dallas landmark, and at the Hyatt Regency Downtown. ICG clients were able to meet and exchange information in a casual atmosphere, while ICG senior management had an opportunity to spend time with key clients in person to share new ideas for healthcare improvement.

The HIMSS conference provides tools through education, networking and new available technology that you can take back to your organization. It is a great opportunity to attend and see the advances that are being made in Healthcare Information Technology. Innovative Consulting Group looks forward to seeing you all at the HIMSS Summit, June 6-7, New York, NY.