

In the news...

For the 109th Congress, HIMSS is now tracking 41 separate pieces of federal health IT (HIT) legislation in the HIMSS Legislative Action Center.

To date, only one piece of HIT legislation (S. 544) has been passed and signed into law by the President during the 109th Congress. The HIMSS Board has taken a position to support 11 pieces of HIT legislation during the 109th Congress.

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Hello, Goodbye; HIMSS 2006



ICG Reception - HIMSS 2006

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&
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HIMSS 2006



San Diego is my favorite location for the HIMSS Conference and this year was no exception. The weather was beautiful in February; many of the hotels were close enough to walk to the convention center and there are countless great restaurants in the Gaslamp district. Walking along the harbor boardwalk to the convention center, there are a plethora of people watching opportunities in this cool town. Approximately 25,000 HIT professionals attended the 2006 HIMSS conference, 865 vendor exhibitors, and over 200 education sessions were available. There is never enough time to see or do it all and plenty to keep you busy outside of the education opportunities and the exhibit hall, with the Special Interest Groups (SIGs), local HIMSS chapter events, vendor parties, and pre arranged or impromptu meetings.

There is a special energy around this event for industry veterans with many reunions taking place at the convention center, on the exhibit floor, in hotel lobbies and of course, restaurants & bars. Fond greetings, warm hugs, and heartfelt handshakes abound...hellos and goodbyes echo throughout the week.

The education, exhibits, and discussions centered around RHIOs & National Legislative efforts, EHRs, EMR's with the impending pay for performance, and the continuing dialogue on interoperability. HIMSS has taken a very active role with Healthcare IT legislation (see box to left) and they sponsored multiple events for state legislators at the conference providing buddies from local HIMSS chapters.

ICG hosted a dinner for our customers at Georges on 5th, the former home of Wyatt Earp's Gambling Hall & Saloon. It was wonderful to spend the evening with our valued customers and very enjoyable to see the interaction. The food was delicious and plentiful, the conversation lively, and we ended the evening with an impromptu concerto by our classically trained pianist, Darien Hallagan, who moonlights as an ICG Sales Director!

The following day we hosted a crowd of 80+ for a reception that was a rousing good time and a chance to catch up with peers in the industry, current and potential customers, and friends with a celebratory drink and lots of banter.

"The world's favorite season is the spring. All things seem possible in May."

Edwin Way Teale

May spring bring you many new possibilities! Cheers,

Colleen

Colleen O'Brien
VP, ICG Business Development

ICG Continues to Grow

Innovative Consulting Group is pleased to introduce our newest members, Linda Lockett, Kim Kelly and Tom Dennis. Linda lives in Atlanta, GA and is working at Columbia-St. Mary's Hospital in Wisconsin. Tom lives in Philadelphia, PA and is providing Siemens services at Seton Healthcare Network in Austin, Texas. Kim lives in Ft. Wayne, LA and is assisting the Interface Team at St. Vincent Hospital in Indianapolis. Welcome, Linda, Kim and Tom, to the ICG team!



Chuck Schickner

Chuck Schickner has twelve years of varied healthcare and information systems experience with a wide range of assignments from project management and integrated testing to specific application level support. He has proven experience in providing both technical and leadership support for a variety of projects that have consistently exceeded the customer's expectations. Chuck's extensive hands on Business Office experience is an outstanding attribute for troubleshooting problems. His self-motivation, customer-orientation, exceptional communication and interpersonal skills as well as effective analytical abilities make him a valuable asset to any project. Chuck joined Innovative Consulting Group in October, 2004 and has been a valuable addition to ICG.

Chuck currently is working at Children's Memorial Hospital in Chicago, Illinois, assisting with the implementation of the EPIC Hospital Billing module and providing daily support for the current McKesson STAR applications.

Children's has taken a team approach to the implementation of the EPIC system. Each team is comprised of an Information Technology employee, a Department Liaison staff member and a person from the Training Department. Although Chuck normally would work for the Information Technology department, for this EPIC Patient Accounting module implementation, Chuck is performing the role of the Department Liaison person reporting to the CFO.

How did Chuck end up on the user side? Chuck explained: "Well, for four months last year, I assisted Children's with an upgrade to their STAR system and the CFO and Business Office liked my work. So when the need arose for a Department Liaison, they asked for me to fill that role. It's a great opportunity to learn EPIC and be a part of this exciting implementation."

Consultant Spotlight: Chuck Schickner

"Chuck's strong performance last spring working with CMH Finance Department during a Star upgrade led to their request for his involvement on the current Epic patient billing install. They saw in him a useful combination of billing application and process understanding".

*Kevin Friesen
Manager of Business Information Systems
Children's Memorial Hospital*

Read more from Kevin on page 5 of this edition!

Chuck also is providing daily STAR support with ICG consultants Carol Anthony, Al Connor and Ken Janiak. Chuck reviews the STAR issues that have been forwarded from Children's Help Desk and then assigns the issue to the appropriate person.

Chuck is originally from Illinois but since 2000 he has resided in Connecticut with his wife Becky and their two sons Derrick (16) and Nicholas (6). Chuck spends most of his free time being a husband and father who stays busy with handyman and landscaper chores around their home. Chuck also actively supports his son Derrick's high school track endeavors (shot put) and participates in campouts and other Cub Scout activities with Nicholas.

Outside Reviewers access to EMR.....by Kathy Owen-Gorgey

As health care facilities evolve from the traditional paper based medical record to an electronic health record; the HIM department needs to evaluate the processes that they have in place for a paper based record and assess whether those processes can be used with an electronic medical record (EMR) in place.

In all of the decisions that an HIM department needs to make with the transition to an EMR; some minor yet important items may get overlooked in the rush to get systems implemented. One such item that clients have overlooked is how the HIM department will manage the process for outside reviewers accessing and reviewing a patient's EMR.

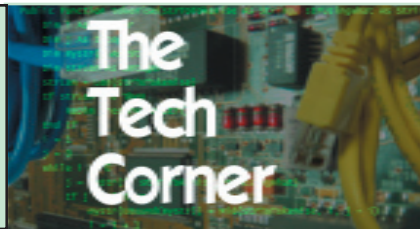
As a part of maintaining a legal medical record and complying with HIPAA requirements, both HIM and the IS departments need to determine how security can be setup to provide access to outside reviewers and be in compliance.

Some clients that use Cerner Millennium's PowerChart or PowerChart Office have opted to setup their security so that outside reviewers are restricted and can only view specific patient's EMR. Below is an overview on how this can be done.

- ✓ Create a new position, which could be called "outside reviewer", "record reviewer," "JCAHO reviewer", etc.
- ✓ Position should only have access to PowerChart or PowerChart Office
- ✓ Remove the ability for this position to do any type of person search or to add a patient to a patient list
- ✓ Create a custom list for the position
- ✓ Grant proxy of the custom patient list to key HIM staff positions to manage so they can access and maintain the list of patients
- ✓ The outside reviewer will only be able to review the records that are on the patient list and would not have the ability to search for any patients or add any patients to the list
- ✓ As with other users of Cerner conversations, the outside reviewer can be setup in HNA user and then associated to the "outside reviewer" position
- ✓ Once the user has finished reviewing the charts, then the user's access can be terminated in accordance with the facility's policies



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



Siemens

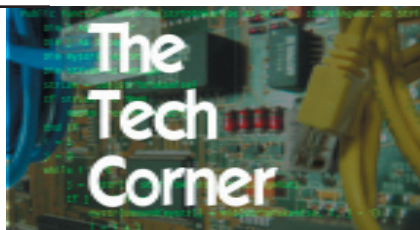
OAS Toolbox - Tips and Tricks.....by Carrie Norman

OAS Toolbox, a Siemens utility, can be used to quickly capture information from any OAS based system. The Toolbox aids in capturing information primarily designed for debugging. This utility is very useful when working on interface records because they are parsed into segments and fields (no more counting the in between the bars!!!).

The utility is also a great time saver when the values of a profile are needed and it just happens to be a profile that can not be reported against. It is a faster way to capture profile data over an ADHOC report unless the profile is extremely large. Just open up said profile, set the desired screen position, start the capture and in seconds (depending on how many values have to be unloaded) a file is created. The utility can trace a pathway and return every command that appears on the stack. The AUDA can be logged or monitored for specific values. Changes can be identified within TCLs or Screens. Screens can be captured for a pathway which is fantastic for creating training documents. Reports can be retrieved to a file without having to do multiple steps (retrieving to the network, then going to the network drive and down into the layers of folder to obtain the retrieved report). Under the Utilities tab there is also a Julian date calculator and self check digit calculator.

This product really does speed up some of the mundane tedious tasks, and best of all, Siemens provides a 30 day free trial period. You can obtain the setup.exe for a 30-day free demo by signing on to www.smed.com, selecting the "Customers Only" section, signing in, then clicking on "SHS-E-Consulting". In the Search Box on the right side of the screen, type in "OAS Toolbox" and press Enter. Select the document for "OAS Toolbox - Free 30 Day Evaluation", download the setup.exe and select 'Run' from the open download box.

McKesson



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

Moving to Horizon Expert Documentation (HED).....by Monica Keiter

HED allows clinicians to review previously entered patient data at the same time they are charting new data. This new Chartable Review (CRv) brings the legacy Clinical Documentation (HCD) functions of charting and review into a single a view.

Whether migrating from Clin Doc to HED (Horizon Expert Documentation) or building for the first time in HED here are some important design considerations and tips. When designing for the HED CRv, keep in mind the following components:

- 1) Categories always expand and Category group names do not display. Long category groups will create a tremendous amount of scrolling when charting on the patient for the first time. After the first session of charting is completed, only the result charted will display.
- 2) Consider creating a new screen with class config and class id that are not superclassed.. The non-superclass configuration will allow you to control sequence of results on the CRv, while the security and rules will control which result the end user will see. The non-Superclass configurations will also help with the maintenance of chartable versus non-chartable results.
- 3) The superclass screen is still appropriate for the WFS reports and maintains the history of the class over time.
- 4) Consider sharing result ID's across disciplines if possible and change the result configuration to the meet the need of each department. Result configurations are now controlled by patient rules and security. This will help those reviewing the chart to follow the flow of documentation.

Client Profile: *Kevin Friesen*

Manager of Business Information Systems

Children's Memorial Hospital

Chicago, IL



Innovative Consulting Group Supports Legacy Applications

Kevin Friesen has been with Children's Memorial since 1998 in various roles that have helped to make Children's Illinois' top pediatric hospital and one of the nation's best, as ranked by U.S News & World Report. Licensed for 270 beds, Children's Memorial cares for the most critically ill kids. In fact, their Case Mix Index (used as a severity measure) shows them as one of the country's top five children's hospitals that consistently care for very sick children. In fiscal year 2005, Children's also invested more than \$69.5 million in community benefit programs, including \$40.5 million in charity and uncompensated care for children on Medicaid. Today, in its second century, Children's Memorial has expanded into a multi-building campus and provides care at 13 Chicago-area locations.

Kevin grew up in Atlanta, Georgia and attended college in the Chicago area, and has made Chicago his home for the past 15 years. At Children's he has worked in several capacities within the Information Management Dept, and has recently met the challenge of transitioning from the role of Clinical Applications Manager to become the Manager of Business systems. Together, the new Clinical Applications manager, Martha Lehman, and Kevin manage ten (10) applications analysts and the entire applications and customer bases.

Kevin's department has also recently met the challenge of moving their offices out of the hospital to a facility about one and half miles from the hospital. "With hospital space being at a premium, many administrative functions have been moved from the hospital. We are also in the process of moving the data center offsite, as part of a separate initiative."

A future item that Kevin is very excited about is the building of a replacement Children's Hospital, as was recently announced. Patrick M. Magoon, President and Chief Executive Officer stated: "Our new, state-of-the-art facility will be designed with ... partnerships in mind. It will accommodate the needs of our patients and their families and equip our patient care teams with the best technology available. The new design will be focused on providing patients and families with more comfortable accommodations and allow more space for advanced diagnostic and treatment equipment at the bedside."

The new facility is scheduled to break ground in 2008 and open in 2011. The site will be on 1.7 acres adjacent to the new Prentice Women's Hospital and the total project area is 1.1 million square feet.

To meet the current and future challenges of effectively providing care for the over 100,000 children served, the hospital has embarked on the installation and implementation of the EPIC suite of products. The goal of the institution is to implement an integrated electronic medical record (EMR) within the institution, for the purposes of improving coordination of care and patient safety.

This massive implementation has required a significant increase in staff within IM, and in the spirit of an employee friendly atmosphere, the applications team members were asked what role they wished to play in the EPIC implementation. Many of the employees wanted to be part of the EPIC install and recommended that we hire others to perform the maintenance items for the current McKesson STAR applications. When management agreed to this approach, that is when ICG joined the CMH team. Chuck Schickner, Carol Anthony, Ken Janiak and newest team member Al Conner currently are supporting the STAR system and their associated interfaces. However, Chuck Schickner is also serving as the Patient Accounting department liaison for the EPIC implementation.

Kevin believes that one of his department's greatest successes has been obtaining the needed personnel for the project and getting them trained. "We have hired (applications) people and sent them to EPIC for certification along with operational people." Each application area has an implementation team made up of at least one application person, one operational person and one person from the training department and that team is certified on the EPIC software. This approach will insure that the implementation will meet the operational objectives of the institution. Kevin states: "I really think it's a great thing for ICG and for Children's to have Chuck involved in the EPIC implementation. ICG gets a certified EPIC implementer and Children's gets the expertise of Chuck."

ICG couldn't agree more!

An Invitation...

*ICG will be attending the
HIMSS Summit Conference*

*in
Washington, D. C.*

June 6-9, 2006

*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 or a refreshment at HIMSS.
Just drop us a note or call.*

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UPCOMING EVENTS

HIMSS Advocacy Day & Summit
Washington, DC
June 6-9, 2006

HFMA Annual National Institute
Orlando, FL
June 18-21, 2006

Siemens Innovations User Group Meeting
Las Vegas, NV
July 23-26, 2006

McKesson Insight User Meeting
Nashville, TN
September 13-16, 2006

How did we do?

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Children's gets the expertise of Chuck."*

*Kevin Friesen
Manager of Business Information Systems
Children's Memorial Hospital
Chicago, IL*



Read more about Chuck Schickner in our 'Consultant Spotlight' feature on page 2



Milton (Mac) McClurkan
CIO
Bronson Healthcare Group

Bronson Methodist Hospital in Kalamazoo, MI, won the 2005 Malcolm Baldrige National Quality Award in healthcare, becoming the fifth healthcare organization recognized by the program. Congress created the award in 1987 to recognize quality improvement in various industries. Bronson uses McKesson's STAR 2000™ hospital information system, revenue cycle solutions and many Horizon Clinicals® solutions.

Bronson was ICG's first customer, and ICG consultants Monica Keiter and Terry Reilley are currently providing Horizon Clinicals services at Bronson. (See Monica's HED article on page 4!)

For more information, please go to:
<http://sdm3.rm04.net/servlet/MailView?ms=NDM2ODE4S0&r=MTk3MTgxODcyMAS2&j=ODc#customer1>



Do you have a time-saving tip that you would like to share? Please submit articles for publication to Innovator@InnovativeCG.com.

Together we can make healthcare better!

