

In this Issue

Practice Director Spotlight:	
Brenda Ward	2
Michelle Hager	2
David Kernea	3
Tech Tips	4,5
Upcoming Events	6

In the news...

We are pleased to announce the addition of *Carolyn Weinig*, Director of Business Development.



Carolyn Weinig has joined the Innovative Consulting Group Business Development team as of January 8 as a Director, covering opportunities in the Western US. Carolyn brings over 25 years of business development experience, having worked for IBM for 17 years and smaller software and consulting firms since. Carolyn works out of her home office (and empty nest) in a Denver suburb. She looks forward to meeting many of her new existing and potential clients at HIMSS later this month.



www.InnovativeCG.com

We're "Doing the Right Things" at ICG to better serve YOU

by Colleen O' Brien,
VP of Business Development

Take a glance at our new logo and Newsletter graphics! Even consulting companies can be resistant to change, but change we have! We developed the new graphics in-house to reflect our expansion of the past 5 years. Business Development creates the environment for innovation and opportunities in our industry and it seemed the perfect time for a more polished image to propel us into the next several years. We are also more polished as an organization and have learned the importance of doing "the right things" versus "doing things right." As Peter F. Drucker writes, "Management is doing things right; leadership is doing the right things."

So, how is ICG leading and doing the right things?

This spring we will hire our 50th employee; steady, controlled growth is our strategy. We continue to subcontract for skill sets that are not available in the right timeframe while developing our core practices in Siemens, McKesson, and Cerner product lines.

The foundation of our business, as in any industry, is our employees. We are proud of the experience and expertise of our consultants, the dedication of our Directors, the talent of our support resources.

This Newsletter features articles on our Practice Directors, two of whom are new to their role in the past quarter.

We did the right thing by implementing this role into our organization. Practice is

the standard industry word for this role, but in actuality, our Practice Directors do not practice on our customers, they perform amazing feats of service. Their goals are clear; strive for exceptional customer service experiences, hire the finest in all the land, and ensure the most excellent ideas are shared with the whole team.

Over 80% of our business continues to be from customers who have worked with ICG in the past. The Practice Directors provide a focus and a single point of contact for our loyal client base. I hope you soon have the opportunity to talk with or meet these extraordinary people that work with me and are making a real difference in our communications and nurturing of YOU, our most important asset! They embody one of our company visions – "Dedicate ourselves to our customers through the delivery of services that help them achieve their initiatives."

Onward to HIMSS, Colleen

ICG Continues to Grow

Innovative Consulting Group is pleased to introduce our newest members: Carolyn Weinig and Marie Medenbach. Carolyn Weinig is the Director of Business Development and she is based in Centennial, Colorado. Marie Medenbach is engaged as a Project Manager at Memorial Health System in Colorado Springs. Please join us in welcoming Carolyn and Marie to the ICG team!

Practice Director Spotlight

McKesson Practice Director Spotlight:

Michelle Hager



Michelle Hager joined ICG in October, 2006 as the *McKesson Practice Director*. ICG

engagements in the McKesson practice range from system selection, system conversion, medical records transformation, upgrades and *Horizon Clinical* work. ICG has strong relationships with Boca Raton, Children's Memorial and McKesson where 2-3 consultants are engaged working in partnership with each of these clients.

"As a Practice Director, my biggest responsibility is ensuring that our customers are happy with the services that we have provided and that we have met or exceeded their expectations."

Consultants *Ken Janiak, Andrew Ivie and Carol Anthony* are involved in a staff augmentation project at Boca Raton where ICG is engaged as the lead analysts for STAR patient accounting, SQL writing, system administration and system support.

At *Children's Memorial*, we are providing a lead project resource in the *Revenue Cycle* conversion from STAR to EPIC and delivering support services during the transition.

ICG is engaged with a medical record transformation for seven facilities at Vancouver Canada in partnership with McKesson. Recommendations are being made on how to improve the medical records processes to ensure a smooth *Go Live*.

Prior to joining ICG, Michelle worked at McKesson for 6 years in various roles including *teaching STAR pharmacy, Horizon Meds Manager* and STAR patient accounting in the *National Education Center* in Dallas TX. During her last 2 years, Michelle was the executive in charge of European education strategy in Warwick, England where she managed 2.5 million GBP budget, hired and managed 25 people and established a strategic direction for McKesson in Europe. Michelle also worked for *Tallahassee Memorial Healthcare*, a customer of *McKesson* for 12 years and was an analyst for the *STAR Go Live* in 2000. She is a certified pharmacy technician who worked as a tech for 9 years.

Michelle is a member of the South Carolina HIMSS Chapter and an InSight member. Formerly, she was active in the *American Association of Pharmacy Technicians* and the *American Society for Health Systems Pharmacists* and was

a guest speaker at the Florida Society of Health System Pharmacists annual conference.

"As a Practice Director, my biggest responsibility is ensuring that our customers are happy with the services that we have provided and that we have met or exceeded their expectations." – *Michelle Hager*

Siemens Practice Director Spotlight:

Brenda Ward



Brenda Ward joined ICG in November of 2003 as a consultant. She began her role as the Siemens

Practice Director in the summer of 2006. Major clients in the Siemens Practice include *Seton Healthcare Network, Deaconess* and Siemens.

Seven consultants are currently engaged full time at Seton in Austin, Texas where they are bringing an additional hospital onto a new CICS using the Invision products. Last year, a kick off celebration was held at the local Dave & Buster's in Austin for the project team members from Seton and ICG. Good food and good times were enjoyed by all. In March, a team bonding and celebration event

"In addition to managing the Invision engagements, I want to develop a culture of continuous improvement for the Practice."

is planned at Esther's Follies as they approach the end of the building stage and begin the transition into the testing and Go Live phase.

Another client that has been very supportive of ICG is Deaconess in Evansville. Two consultants are currently engaged with occasional support by a third consultant. Over the past 3 years, projects have included: installation of *Invision products* in their main campus, installation of *Invision products* at a new facility and moving a 3rd facility over to the Invision environment. Brenda has been at Deaconess since September 2002. She has really enjoyed the many different roles she has played in their IS department and looks forward to a long

Cerner Practice Director Spotlight: David Kernea



David Kernea joined ICG in August, 2005 as the Cerner Practice Director and is responsible for

engagement management and relationship management for all Cerner clients. Some major clients for the Cerner Practice include: *Seton Healthcare Network, Columbia St. Mary's Hospital, Memorial Health System and Loma Linda University Medical Center.*

At Seton Healthcare Network in Austin, TX, ICG provided the *iNet project manager* and worked with the client and Cerner to get the project completed. The scheduled live date is Q107.

“Working as a team on implementations, we are able to share the best and most innovative ideas and standards.”

ICG recently had two consultants in place at Columbia St. Mary's Hospital in Milwaukee, WI. These consultants were engaged for an extended period of time to work on the integration between Siemens Invision Patient Access and Cerner.

ICG has one consultant engaged at Memorial Health System in Colorado Springs, CO as the Project Manager for the rollout of Cerner Millennium and additional systems for the opening of a new facility.

David maintains consulting responsibilities and was recently promoted to a new role as the Interim *Director of Clinical Systems* at Loma Linda University Medical Center in southern California where he manages

the implementation and support staff for all Cerner solutions. During the 18 month engagement, ICG has been involved in the completion of projects including EMPI and PowerChart Office. Currently, ICG has ten consultants engaged in the *Cerner practice* at Loma Linda who are involved in various projects including: *Millennium application support*, custom report writing using CCL, project management for the ProFile and ProVizion Document Imaging implementation, development of the rollout strategy for further deployment of PowerChart Office, project management for the development and rollout of PowerNotes, and design and build for the rollout of Enterprise Scheduling Management. In addition to the Cerner work, ICG has provided numerous project managers to help Loma Linda develop their PMO methodology.

David has his master's degree in Healthcare Informatics. Prior to joining ICG, he worked at Cerner Corporation as a Project Executive / Engagement Leader and has an extensive background working for healthcare providers and vendors doing analysis, project management and engagement management. He is a Board member of the Alabama HIMSS Chapter and is an active member of the Georgia HIMSS Chapter.

relationship with them as a client of ICG.

As a company, *Siemens* has contributed to the success of the ICG Siemens Practice and has provided ICG with an excellent relationship and partnership.

Brenda is originally from northeast Arkansas. Over the years as a consultant she has held many different roles and has worked in many different areas of the country. Some of Brenda's experience includes Invision application in *Patient Management, COR, Orders, Interfaces, Patient Accounting, LCR, 3270 OAS, OAS Gold, NetAccess*, with 10 years as a consultant and 17 as an Invision customer. While attending college, Brenda started working at *St. Bernard's Medical Center* in Jonesboro doing patient information. After she got married, she went to work in data processing on a SHAS system. In 1981, the *Siemens* product was installed and she has been working with *Siemens* products since that time. Brenda started consulting with *Paladin* in 1997 until the company was bought by ICG in November of 2003. During her years at *Paladin* and then *ICG*, Brenda has worked with 12 different customers on many long term engagements.

Brenda is a corporate member of *HIMSS* and she plans to join a local chapter in her area in the near future.

“HUH engagement with ICG has a lot of benefits. The ROI is huge resulting in greater efficiency. This has a positive impact on the overall strategy of improving our AR days and maximizing revenue.”

Claudius Gamal Moore
Systems Manager, Howard University Hospital.



TECH TIPS

Tips, tools, and news you can use.

McKesson®

Old Tricks are the Best Tricks

by Carol Anthony, Senior Consultant

With the advent of touch points and GUI buttons, many of us have forgotten how simple keystroke commands can speed up STAR functions. While most users prefer the pretty GUI screens and colorful buttons to click, those of us who support the application are more interested in finding the fastest way to solving problems!

Here is a list of keyboard conventions to help you navigate through STAR screens and tables more quickly. Try calling up your favorite table and practicing a few of these keystrokes – they are real time savers!

Key Name	Result
ENTER	"Enter" will advance you to the next screen or back to the main menu depending on your location in the system.
. ENTER	". Enter" can be used to back out of a process once it has been started. The data entered will not be saved. If you use period Enter returns you to the main menu. Caution: Too many entries can take you completely out of the system.
/ / ENTER	"When in doubt, period out" always". Enter" if you have begun entering data on the wrong screen! This returns you to the Navigator view you originally access in the character- based function. If you do not use Navigator, this command will exit you from the STAR application.
/ ENTER	This function can bring you to the bottom of the screen or to the next screen.
/ P ENTER	Allows you to return to the previous page.
/ # ENTER	This moves the cursor to the data field whose number is specified. The cursor moves to the next black field.
# ENTER	This entry moves the cursor to the field number indicated on the screen and then returns to the transaction line.
- ENTER	Lists all entries in an alphabetic table
SM- ENTER	Lists all entries in a table beginning with the letters selected. The example shows a look-up for entries starting with the letters "SM"
// ENTER	Two slashes and the ENTER key will copy existing data to the transaction line for editing
↑	"Up Arrow" will insert a space when entering data on the transaction line.
↓	"Down Arrow" will delete a space when entering data on the transaction line.
TAB	When browsing through tables, use the TAB key and insert search criteria. * Remember to press the TAB key before making your selection!

Siemens®

Setting up UB04s

by Bill Beck, Senior Consultant

It's time to begin setting up the **UB04**'s for you paper vendors, below you will find the information you we need to set up and implement the new **UB04** bills.

Health plans and clearing houses need to be ready to receive the new **UB04** by **March 1, 2007**.

Health care providers can begin to submit the new **UB04** starting **March 1, 2007**. This will give the provider time to parallel the **UB04** with the **UB92** thru **May 22, 2007**. The **UB04** must be live on **May 23, 2007**.

Start Early

To validate the form locators on the UB04 are being populated with the correct information required by the Health plans and clearing houses.

To validate the **UB92** claims are **unaffected**.

To validate the **837I** claims are **unaffected**.

To validate the form locators on the **UB04** are being populated correctly based on the options chosen in the **OML** (Option Master List).

To validate the common data on the **UB04** is the same as on the **UB92** while using the **UB92-UB04** Crosswalk provided by Siemens.

** To Parallel the UB92 with the UB04 the UB Billing format ID should be 04ST6OPC, the ST in positions 3 and 4 is your state and the claim type must be '92'. And set the OML component 'C49AC8' to option 'B' to produce both the UB92 and UB04 paper reject claims report.

Prerequisites

PA 26.2 has been applied for NPI

Setting up the **UB04** billing format id in the **PRM** (Payor Responsibility Master)

Loading the **NPI** (National Provider ID) in both the Clinical Doctor Master and the OAS profile PRXSC.

Setting up the **OML** (Option Master List) to user requirements for NPI.

Verify the **ROCS** (Report Output Control System) has the New ROI's (Report Output Indicators) set up to the appropriate path for your facility.

Develop test script senarios to verify the required data is valued in the appropriate FL on the UB04 Bill.

Cerner®

User Support Tip

by Marie Medenbach, Senior Consultant

Think **HARDY** when supporting new users within the Cerner Applications and Modules.

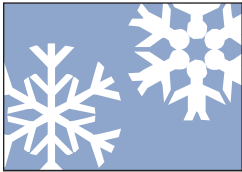
H = **Hover** (hover your mouse over an icon to reveal the tag-line).

A = **AS OF** (click the AS OF button near the top of the screen to refresh the system and pull in the most recent data/information).

R = **Right Click** (when in doubt, right-click to display a list of options).

D = **Double Click** (when in doubt, double-click to display a list of options).

Y = **Yellow fields** are always required - if a user see's yellow, the field **MUST** contain some information in order for the system to move forward to the next page, etc.



Winter 2007 Newsletter

www.innovativecg.com

Upcoming Events

HIMSS 2007 Annual Conference & Exhibition

New Orleans, LA

February 25 – March 1, 2007

ICG will be hosting a reception on February 26, 2007

Cerner RUG – Southwest and South Central

Albuquerque, NM

April 1 – 3, 2007

Cerner RUG – Southeastern

Jacksonville, FL

April 18 – 20, 2007

Cerner RUG – Great Lakes and Midwest

Milwaukee, WI

April 30 – May 2, 2007

Hail to the Chief and St. Luke's

Hail to the Chief and St. Luke's

President Bush visited ICG customer, **Saint Luke's Hospital**, in Missouri to promote his healthcare proposals and noted "Saint Luke's Health System understands the power of technology...when a hospital modernizes, and you go from files to electronics, it helps hold the cost of healthcare down."

How did we do?

"HUH engagement with ICG has a lot of benefits. The ROI is huge resulting in greater efficiency. This has a positive impact on the overall strategy of improving our AR days and maximizing revenue."

Claudius Gamal Moore, Systems Manager, Howard University Hospital

"Tim [Hudak] familiarized himself with new Cerner applications and worked closely with Cerner to get an interface from our current Materials system to support Cerner Surginet in a way which appeared new to Cerner."

Sandra Senn, Senior Systems Analyst, Columbia St. Mary's Hospital

Credits

Leadership Team

Wayne Kinney

Diane Feyen

Colleen O'Brien

David Raffel

Jeff Kinney

Innovator

Editor in Chief - Colleen O'Brien

Reporting Editor - Kim Hoops

Designer - Zachary Moore