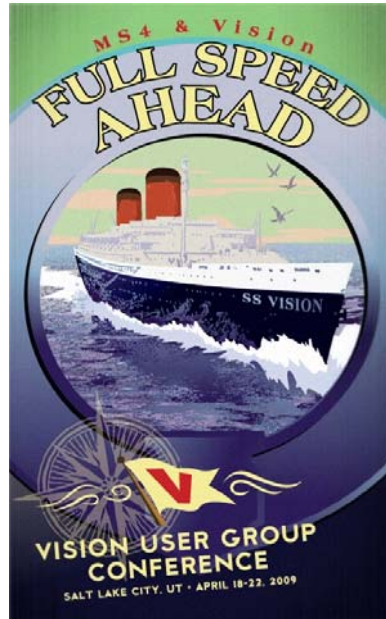


# VISION USER GROUP



## Highlights in this edition

President's Message	Page 2
Editor's Message	Page 3
Notes of Interest	Page 4
Focus Group Updates	Page 5
Board Members 2009	Page 10
Board Nomination Form	Page 11
Sheraton Pictures	Page 12

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<b>MESSAGE FROM THE PRESIDENT</b>
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Dear Vision User Group Members,

Vision 2009 is only a few weeks away. Are your bags packed for a cruise on the majestic ocean liner "SS VISION"? Everyone planning for the conference has been working very hard, and we are very excited about this year's conference. We are confident you will bring new knowledge back to help in these tough economic times.

We are moving "**Full Speed Ahead**" with awesome hands-on workshops beginning Saturday, April 18 through Tuesday, April 21. Workshops provide a great learning opportunity through small class sizes and very detailed training. Continue with "meet and greet" opportunities, and reconnect with your Vision friends at Sunday's Welcome Reception starting at 6:00 p.m. Come join us for an evening of food, games, and music.

Monday's Opening Ceremonies begin with the MedSeries4 folks and the Vision Board welcoming you to the conference. Siemens will bring you up to date on their latest endeavors and you won't want to miss the one of a kind annual Vision video. Garrison Wynn will be our guest speaker. He will demonstrate why success is more than just being good at what you do; it's about being consistently chosen to do it. How many of you can relate already? The day is also filled with great educational sessions. You'll want to stop by and visit the exhibiting vendors throughout the day and see how they can help your organization with surrounding products and services.

Tuesday's general session features Juliet Funt, daughter of Allen Funt, creator of the *Candid Camera* television show. Her engaging words and rich stories with thought-providing content have made her a nationally recognized expert in coping with the pace and pressure of our busy lives. If you missed visiting some of our exhibitors on Monday you can catch up during the dedicated exhibiting vendor time from 9:30 to 10:30 am. Continue with another full day of education sessions and attend the Vision User Group Business Meeting to meet and talk with the Board, and cast your vote for open Board positions.

The Tuesday evening "Captain's Dinner" gala will be a night to remember. Let your "retro" side show and attend the party in your finest 1940s formal attire if you like. There will be fine dining, superb entertainment, and dancing until midnight.

Wednesday's general session showcases Dan Thurmon, an energetic performer who will help us regain control of the accelerated lives we lead in this busy, busy world. Get ready to have some fun with Dan! Educational sessions continue until Closing Ceremonies Wednesday afternoon, where there some lucky attendees will win great prizes!

All of the conference information is available at [www.ms4vision.com](http://www.ms4vision.com). Always check the website for any last minute changes that occurred after the printed booklet was distributed.

Make your Sheraton hotel reservation at 1-800-325-3535, or click on the Sheraton Room Reservations link on the Vision website. Rooms are going fast! Did you know that the hotel has just undergone a \$13M renovation project! Every room has been remodeled, as well as all the public space - yet Vision room rates are the same as last year's. Be sure to click on "Photos" on the Sheraton registration website to see pictures of the new guest rooms.

As your captain, I encourage you to come celebrate the Vision 2009 20<sup>th</sup> anniversary cruise. Pack your suitcases and climb aboard for an exciting venture as we, MS4 & Vision users, travel *Full Speed Ahead!*

Sincerely,



Karen Bowling  
President, Vision User Group



**Just a short message from your newsletter editor:**

This is the last issue before our conference in April. We would like to invite you to register on-line; there are sessions and workshops seats still available.

Recently we emailed a "Vision benefits letter" to the MS4 users that could be communicated to decision makers within the facilities regarding approval for conference attendance. I would like to repeat a portion of that email here:

"If you haven't had the opportunity to attend a Vision Users Conference, I would encourage you to do so. A Vision Conference is truly unique in our industry. Since the first Vision User Group Conference in 1990, our goal has been to ensure that every attendee takes home at least one valuable piece of knowledge that can be used immediately upon returning to work. At the Vision conferences we focus on currently available features of the Siemens MedSeries4 (MS4) solution. We help our users solve every day situations that they encounter, getting more out of the software that you have already licensed. With the help of Ann Lazerus and her team at MS4, we extend this guarantee for every physician, administrator, or manager attendee involved in strategic planning and project management – to take back pertinent, tangible information that can be immediately incorporated into a department's or organization's strategic plan. You will have the opportunity to meet with other healthcare employees that are using MS4 software in their hospitals. You will be able to understand more fully how the MS4 and IBM partnership is working to provide your organization with one of the most cost-effective solutions in healthcare today."

Looking forward to seeing you at the conference!

*John*

John Gahagan  
Vision Board Newsletter Editor

## NOTES OF INTEREST

### JOIN THE MS4 NOTIFICATION LISTS

To improve communication to customers, Siemens makes several list serves available to customers. To sign up for these notification lists, visit the HS Customer World web site at <https://www.smed.com/>.

- Click on the “HS Customer World” option on the right
- Sign on using your facility’s user ID and password (you may need to go through your IT department)
- Select “Communication Corner”
- Select “Notification & Subscription Services”

Here you can subscribe to various list serves for customer announcements and product updates, as well as critical e-Notifications. This is a good way to keep abreast of current MS4 information, as well as receive critical announcements for your facility.

### NEWSLETTER NOTIFICATION

If your email address is on file, you received an electronic notification of this newsletter. All Vision conference attendees are added to the mailing list automatically.

If you know of someone who would like to receive notification of the newsletter, please let us know.

If you received the newsletter notification in error, please email John Gahagan at [editor@ms4vision.com](mailto:editor@ms4vision.com), to have the necessary changes made.

You may also obtain an electronic copy of this newsletter or previous newsletters on the [www.ms4vision.com](http://www.ms4vision.com) website.

### SHOW YOUR KLAS

Have you heard the term “KLAS scores” bandied about but never quite knew what was being scored? Or what the scores meant? Wonder no more. KLAS is a research company that helps healthcare providers make informed technology decisions by offering accurate, honest, and impartial vendor performance information.

KLAS independently monitors vendor performance through the active participation of thousands of healthcare organizations. KLAS uses a stringent survey methodology to ensure all data and ratings are accurate, honest and impartial.

Would you like to have your voice heard? MS4 customers can provide on-line information to KLAS about their experiences with all aspects of being part of the MS4 user community. You can reflect on your experiences with implementations, on-going support, and satisfaction with the software itself. This feedback is anonymously shared with MS4, and is also compiled to reflect scores in various categories. These data points are often considered when hospitals are selecting new information systems. To share your MS4 feedback, go to [www.klasresearch.com](http://www.klasresearch.com).

<b>KEEPING YOU IN FOCUS</b>
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## MIRA FOCUS GROUP

Client Co-Chair: Diane Muir  
Siemens Co-Chair: Gaylene Gladden

### FOCUS GROUP GOALS FOR THE NEXT YEAR:

- Increase membership
  - ✓ As always, the MIRA Focus Group continues to look for new members. We can accept around eight new members. Membership involvement consists of a monthly conference call and attendance at the fall meeting and the Vision conference each year. Members will receive first-hand knowledge of the upcoming fixes and enhancements for the MS4 MIRA and Privacy Administration applications, and will have the opportunity to voice specific needs of your hospital, as well as the HIM industry, that will help MS4 continue to develop the MIRA product. And you will gain a great network of friends!
  
- Product improvements that the FG helped with:
  - ✓ Chart Analysis improvements
    - We currently have 1 new report scheduled for the Summer 2009 release. "Chart Analysis Delinquent Charts" report
  - ✓ Suspension process
    - Auto-suspension update of GPPDPRV (doctor admitting privileges) is scheduled for the Summer 2009 release.
  - ✓ Abstract Reports
    - We currently have 3 new reports scheduled for the Summer 2009 Release.
      - Comparison Report – DX/PX
      - Comparison Report – Admit Source/DC Disposition
      - Incomplete Chart Report

If you have suggestions for Vision 2009, or are interested in joining the MIRA FG, please contact Gaylene Gladden at [gaylene.gladden@siemens.com](mailto:gaylene.gladden@siemens.com)

<b>KEEPING YOU IN FOCUS</b>
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## **PATIENT CARE FOCUS GROUP**

Client Co-Chair: Kim Atkins  
Siemens Co-Chair: Liz Hansen

The Patient Care Focus Group is pleased to welcome Colleen Moxley from Mammoth Hospital in Mammoth Lakes, CA to the group. She will be joining us at Vision this year. We have one or two openings left, so if anyone is interested in joining, please contact a current member at the conference for further information.

We have been finalizing our plans for the annual Vision Conference and are ready to set sail. This year will be another exciting adventure exploring the possibilities of the clinical applications and learning from each other. Members of the focus group have been planning session content for several months and are excited to be a part of the educational opportunities that are available during the conference.

The Patient Care Focus Group will also be spending some time meeting with the MIRA Focus Group to discuss aspects of the applications that “cross over” between groups. We are also collaborating on a session as well.

## **FINANCIAL SERVICES FOCUS GROUP**

In January of this year the Financial Services Focus Group conducted our quarterly conference call. The group spent time discussing additional information about sessions and workshops for the 2009 Vision Users Conference. We will be presenting 18 sessions during the conference, focusing on a variety of general financial topics. One track will be dedicated to Accounts Payable and Materials Management. The other track will cover other financial application topics. There should be something for all general financial users.

We encourage all general financial users to review the available sessions and workshops this year and register to attend the 2009 Vision Users Conference; it just won't be the same with out you! We hope to see you April 18 - 22, 2009.

Please be aware that the Financial Services Focus Group continues to recruit and look for more individuals that want to participate. We are looking for people with experience in any of the following general financial applications (GL, MA, AP, PP/HR, FA, and Budgeting). We are especially in need of representatives for payroll and human resources. Participation in the Focus Group is a great way to network with others, get questions answered, and make life long friends. Join today!

For session/workshop ideas, membership information, or any other questions, please call or email:

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<b>KEEPING YOU IN FOCUS</b>
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## **PATIENT FINANCIAL FOCUS GROUP**

Client Co- Chair – Lea Hammons  
Siemens Co-Chair – Diane Hummel

The PFFG conducts monthly conference calls to receive Board updates, review new clients, discuss release updates, review SPECs with Siemens, discuss general issues, and plan for the Vision Conference.

Vision 2009 is just about here, and your PFFG has been busy putting the final touches on some exciting presentations for 2009! There is something for everyone, from beginning to advanced user levels. Please sign up for your workshops and sessions as soon as possible because they do fill up fast!

Here are just a few of the sessions we have planned, listed by theme and session name:

Ship's Log - Census Events  
Christening the 837 - Editor  
Ticket to Claim Level Follow up - CHI  
Lost at Sea - CPT4 Codes

Items we are currently discussing with Customer Support and Development are:

- Medicare Bad Debt Log
- Bad Debt Collector Activity Logs
- Claim History EOB functionality, CHI reporting/query capabilities
- Denial Management utilizing ACTS, CHI, and some type of log for denial status

We are always ready to welcome new focus group members. If you are interested, please contact Lea Hammons to obtain an application form at [lea.hammons@glmc.net](mailto:lea.hammons@glmc.net) or by phone at 662-227-7625.

Respectfully submitted,  
Debby Schumer  
SR Systems Coordinator  
Banner Health

KEEPING YOU IN FOCUS

CASE MIX/RE FOCUS GROUP

Client Co- Chair – Bruce Johnson
Siemens Co-Chair – Lynnette Moore

Our last newsletter described how our group provides day-to-day solutions at our unique facilities using MS4 products and services. One report that continues to be important at our organization is the Principle Payer Report (DGZ230). This is useful information for inpatient services rendered, and can be accessed using the Case Mix Module. Since we use Medical Severity Adjusted Diagnostics Related Groups for all inpatient abstracts, we can consistently compare cases and case mix index on a month-to-month basis. We run this report by the 10th of each month and refresh the last three months of the data ensuring that all the abstracts are completed and processed appropriately.

It is easy to drop the spooled file into a spreadsheet format (see below), and then perform basic manipulations for analytical purposes. Our hospital leaders consistently want to know the following

- (1) Which carriers have the most complex cases?
(2) What reimbursements have been paid?
(3) Which carriers have denied payments and for which denial codes?
(4) How can we recoup payments that the hospital should have been paid?
(5) Would this case be an outlier and should we expect any additional payments?

We answer some of those routine questions using the Principle Payer Report. This simple format of the DGZ230 also lends itself to more trending including adding control limits.

Microsoft Excel - cmi by carrier ascending and by month composite.xls
Table with columns: Payor, Description, Cases, Index, A.Age, LOS, Charge, Cost, Net Rev, Net Mar, Month, ALOS, wtCMI, Run Avg CMI. Rows include 9000 IHS BENEFICIARY and 8294 NOVAPRO RISK S.

In sum, Users of MS4 Case Mix Reports will find the DGZ230 a tool the financial staff will appreciate because of the factoring of the case mix index, number of cases and costs and charges relevant at your organization.

To learn more about a myriad of reporting tools in RE and DG, come to the MS4 Vision Conference in Salt Lake in April, 2009. We know that you will enjoy the MS4 Vision Conference. The Reimbursement and Case Mix track has plenty of excellent course offerings. Should you have any questions, or if we can be of further assistance, please send me an email at [bwjohnson@anmc.org](mailto:bwjohnson@anmc.org).

## TECHNICAL FOCUS GROUP

Come join us on the bridge of the SS Vision to talk about the new technology that can help you navigate your ship through rough and uncharted waters. Members of the focus group participate in an open forum to help answer questions on system deployment and new methodology, and can help identify best practices based on real world encounters with the systems and MS4-based applications we all use on a daily basis. Meetings are held monthly, allowing real-time discussion of current news on technology and the impact of the latest MS4 releases. The focus group also provides an online forum via the Yahoo Chat Group that allows members to field questions on the fly outside of the monthly conference calls.

Welcome, and please join our happy group of techies. Help us bring together the talent which makes up the foundation supporting all of our various applications.

Vision attendees can participate in the MedSeries4 Innovative Idea Round Table. At this session you can bring your questions and solutions to the table in an open forum for discussion. With this networking opportunity we can learn that our problems of today were someone else's problems of yesterday and that together we can make the wheel better and not just reinvent it. You will also find many sessions where you can learn about application interoperability, the interface of data, news and information on the System i and System i security, along with some training on our old friend RPG programming. Please visit the MS4 Vision Conference Page for more information on available workshops and sessions ([www.ms4vision.com](http://www.ms4vision.com)) .

The Lookout has just reported some icebergs on the horizon we need to tell you about. The first one is that IBM is ending support for the V5R3 Operating system as of April 30, 2009. Siemens is ending their support of that same Operating System on May 31, 2009. Both companies recommend you upgrade to a higher release. Secondly, WebSphere Application Server version 6.0 is ending soon. The great thing is that the current version's testing is showing a threefold speed increase in some instances!

Contact one of our Focus Group members, or e-mail Mark Erb at [erbm@bayareahospital.org](mailto:erbm@bayareahospital.org), or Kalyani Yerra at [Kalyani.yerra@siemens.com](mailto:Kalyani.yerra@siemens.com) to begin your voyage.

Welcome aboard!

**VISION BOARD OF DIRECTORS  
2008– 2009**

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Vision User Group  
Board of Directors Nomination Form

Name:	
Title:	
Facility:	
Address:	
Phone number:	
Email address:	
Years w/ MS4 apps:	
Professional experience	
Your interest in the Vision Board?	
What direction Would you like the Vision Board to take?	
How can you help the Vision Board accomplish its purpose?	
What can you contribute to the Vision Board?	

**Return to:**  
**Sarah Longest, President Elect – Vision User Group,**  
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## Recent Pictures of remodeled rooms at the Sheraton City Centre Hotel

