

VISION USERS GROUP



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Message from the President



Dear Vision Users Group:

Was it just me, or did time seem to stand still as we went from the Vision Conference in April, straight through the Fall Focus Group meeting in September, to seeing holiday items in the stores? The cooler fall weather some of us are seeing, combined with those holiday items, makes this a perfect backdrop for announcing this year's conference theme.

Think sweaters and sleigh rides, holly and ivy, skating and beautiful lights, and all those magnificent memories that make a winter wonderland so truly special. Please join us as we celebrate a magical time April 22-25, 2012 at the Sheraton City Center in Salt Lake City as we celebrate "MS4 & Vision – It's a Wonderful Life!"

As with Santa and his elves, you too have much to do before the conference, so please take a few minutes and read through this newsletter for useful information that will no doubt help you along the way. Regardless if you are clinical, technical, revenue cycle, financial, or administrative (or perhaps a little bit of all), you are sure to find articles of interest ranging from Meaningful Use success stories to the latest release updates.

As always, thank you for being part of the Vision family. I look forward to working with many of you as the year progresses, and of course seeing you in April.

Sincerely,

-Bob-

Bob Adams
2012 Vision Users Group President
Bay Area Hospital, Coos Bay, OR



PS - Remember to mark your calendars for Vision 2012 to be held April 22-25 at the Sheraton City Centre in Salt Lake City, and reserve your budget funds accordingly.

Congratulations! First MedSeries4 Customers Attest for Meaningful Use



Grenada Lake, in Grenada, MS, successfully completed their CMS attestation Friday, October 7, 2011, becoming the first MedSeries4 customer to attest for Meaningful Use!

In the words of **Sarah Longest, CIO Business Services & Information Systems**:

"I am extremely . . . ummm having a hard time coming up with the right word - relieved, grateful, ecstatic? to say that we completed our attestation Friday afternoon. From what I can determine from the attached documents, we have passed everything and it has been submitted for payment!!! YAHOOOO."

They attested with the MedSeries4 EHR Bundle 1 certification which included MedSeries4 Release 31.10, MedSeries4 Meaningful Use Measure Reports, Siemens Pharmacy and MAK, OPENLink and SQRS (clinical quality measures).

A few days later **St. Joseph Hospital** in Bangor, ME became the second MedSeries4 site to attest!

Karen Bowling, CIO reported:

"This was a huge team effort requiring both direct and indirect support from our department and HS team members in Pharmacy and MAK, EDM, OPENLink, Clinical Suite, the MU core team and lots of others."



Now . . . waiting for the money

CPOE ACTIVITY CONTINUES

Texas Regional Medical Center at Sunnyvale Implements CPOE Process



Planning

The CPOE process planning began September 2010. TRMC's Director of Clinical Informatics, Kristi Box, R.N., B.S.N, and Director of Pharmacy, Greg Bedenkop, Pharm.D., B.C.P.S., began the CPOE journey with medication orders training in Salt Lake City, UT. It was decided at that point that instead of the pharmacist building in only the pharmacy system and the informaticist building in MS4, we would have the pharmacist build the medication orders to assure that there were clean orders to interface to the pharmacy system.

Current physician orders for Lab Rad and Allied Health were implemented with the opening of the hospital. The current orders in MS4 were standardized in language to facilitate order searching. With the CPOE process we had the unit secretaries place all written physician orders in Clinical Suite. This was to include admit orders, admit status, nursing orders, etc. As the unit secretaries identified orders that the physicians were writing that were not available in Clinical Suite, those orders were built. This helped ensure that with the implementation of the CPOE process, the physicians would be able to order what they were used to in the paper workflow.

The CPOE/Orderset Taskforce was started to begin paper orderset clean up. I believe that many times this is a step that is overlooked. Taking a current paper process and making it electronic is not always that easy. Each orderset was reviewed for regulatory requirements, standardization, and CPOE translation.

Four months prior to go-live the Physician CPOE Team was initiated. The team "workflowed" the physician order writing process, reviewing standardized ordersets prior to taking them to Medical Executive Committee for approval. Once standardized admission orders were approved, the paper ordersets were used to identify MS4 order numbers by the informaticist and medication order numbers identified by the pharmacist. Ordersets were then built using the standardized format. Once built, the Physician CPOE Team reviewed through demos in Clinical Suite to ensure workflow was not jeopardized.

Implementation

With Meaningful Use on our radar, it was decided that the emergency department would be the first implementation area. The choice was made to use the ED due to the small amount of physicians that work in the area as well as the ED accounts for 46% of the hospital's admissions. Each of the 11 ED physicians were given the opportunity to train one-on-one prior to the October 5th go-live date, 10 of the 11 chose to train during implementation with live orders.

Go-Live

On October 5, 2011 the first admission orders were placed in Clinical Suite by the Medical Chief of Emergency Services. The Director of Clinical Informatics trained the Clinical informatics Coordinator and selected unit secretaries to support the physicians during implementation. TRMC has one of our trained staff members on-site with the physicians. The current plan is to cover shifts for a one month period. Thus far we have had physicians verbalize that after the third admission they are no longer in need of assistance. Staff members remain after that point to assist in searching for individual orders that need to be added to their current orderset(s).

To date, 10 of the 11 physicians have been on duty in the ED and submitted all admission orders and medication orders through CPOE. Total number of patients with CPOE admission and medication orders is 174. Each patient has a minimum of 2 medications entered, total orders entered range from 17-52 total per patient.

Words from TRMC

Chief Executive Officer

"At Texas Regional Medical Center at Sunnyvale, patient safety is our number one focus. With CPOE we hope to increase patient safety through eliminating transcribing errors and facilitating standardization of the medication process. "

~~Stephen Garrison

Chief of Emergency Services

"Changing from paper orders to Computerized Physician Order Entry (CPOE) was actually very easy. In order to organize the orders and order sets in a way that made sense to the physicians, the informatics department worked closely with the physicians who would be using the system. The "go-live" was actually quite uneventful! The learning curve has been very short, and I find the process both easy and fast."

--Craig Reece Brockman, II MD, FACEP

Chief Nursing Officer

"This project has been a great example of how true collaboration leads to successful and safe outcomes for the patients. I couldn't be more proud of the teamwork that went into this process and how it has motivated all of us to continue the journey toward full CPOE use."

--Penny Range, RN, MSN

Director of Pharmacy

"A primary component in our success with CPOE hinges on a clear understanding of the relationship between the Pharmacy system and Clinical Suite. Without this essential knowledge, a significant amount of re-work may become necessary, as we saw initially in our own setting. We subsequently decided to invest dedicated pharmacy resources to take ownership of the Clinical Suite drug file and related maintenance. After this key decision, we began making significant strides in gaining the needed understanding and collaboration to make CPOE of medication orders feasible and efficient for both physician and pharmacist."

--Greg Bedenkop, Pharm.D., B.C.P.S.

Director of Clinical Informatics

"There was a great amount of thought, process, and teamwork that were initiated to plan and implement CPOE. On the day of go-live, one year of work was about to prove to be valuable to our patients' safety by a few simple clicks. When the first order was passed that morning, it was an exciting day for TRMC. I have heard so many stories concerning CPOE implementation; I believe that having Clinical informatics, Pharmacy, and physicians working so closely in the planning was the key to our success. Since our initial go-live, the CPOE process has been accepted by the physicians and we currently have them standing in line waiting to get their orders into Clinical Suite."

--Kristi Box, RN, BSN

About TRMC

Texas Regional Medical Center at Sunnyvale is a 70-bed hospital committed to offering the finest medical services to Dallas County, Rockwall County, and the surrounding communities. The regional medical center offers well-trained physicians, nurses, and other medical professionals, as well as a full array of state-of-the-art medical equipment and a growing list of medical services. For more information, go to <http://www.TexasRegionalMedicalCenter.com>.


Submitted by Kristi Box, RN, BSN



CALL FOR “GOOD NEWS”!

The Vision Users Group wants to celebrate the successes of all member hospitals, large and small. Please share your accomplishments, acknowledgements, and recognitions by sending updates to the newsletter editor (sarah.longest@glmc.net).

Good news for this issue includes a call out to the employees of St. Joseph in Bangor, ME.



Congratulations to the employees of St. Joseph Healthcare!

The Joint Commission is recognizing St. Joseph Hospital as one of only 405 hospitals in the U.S. and one of only three in Maine to earn the distinction of Top Performer on key measures of quality.

In 2010, St. Joseph Hospital was recognized for achieving excellence in performance on its accountability measures in three key measurement areas: heart attack, pneumonia and surgical care.

KEEPING YOU IN FOCUS



MIRA FOCUS GROUP

Lois Warrick – Client Co-Chair

Gaylene Gladden – Siemens Co-Chair

Vision 2012 planning has begun! Here is a look what is coming in 2012!

Sessions:

- New Releases (Overview of Summer Bundle 2012, ICD10)
- Beginning MIRA Overview
- No Paper in HIM
- Privacy Administration in CART (Claims Auditing & Reporting Tool)
- CPT Best Practices
- EHR Lessons Learned
- Regulatory Update
- Focus Group Update with Brighter Ideas

Workshops (working titles):

- ICD10 Testing
- ASM File Building with ICD10 focus
- Privacy Administration
- Beginning MIRA in Detail



The MIRA Focus Group is continuing to work with Siemens Development to enhance the MIRA and Privacy Administration applications. We are helping with design for the following areas:

- Updates to Privacy Administration for amendments, accommodations, restrictions (will be part of the Summer 2012 release)
- Updates to QuickView to add MIRA quadrants.
- New MIRA reports
 - HAC Report
 - Tumor Registry Report
 - Late CPT Code Report
 - Adding Physician Selection back to abstract reports
 - New Readmission Report
 - Adding 50 diagnosis code fields back to the Diagnosis Index Report
- New Privacy Reports
 - New accounting of Disclosures Report

MEMBERSHIP:

The MIRA Focus Group is in great need of new members!

Membership involvement consists of a monthly conference call and attendance at the fall meeting and the spring Vision conference. Members get a \$50 discount on their Vision registration, and if they participate as a speaker, will get a \$100 discount per session they present at (up to \$300). Also, the attendees of the fall meeting will be given a stipend to help defray the travel costs of the trip to SLC.

Members also have first-hand knowledge of the upcoming fixes and enhancements for the MS4 MIRA and Privacy Administration applications, and have the opportunity to voice specific needs of your hospital, as well as the HIM industry, that will help MS4 continue to develop a better MIRA product. And you will have a great network of friends!

If you are interested in joining, please contact Gaylene Gladden at gaylene.gladden@siemens.com, or refer to the Focus Group Member Application form at the end of this newsletter.

KEEPING YOU IN FOCUS

TECHNICAL FOCUS GROUP

Patrick Crum – Client Co-Chair

Kalyani Yerra – Siemens Co-Chair

For this quarter's Technical Focus Group newsletter article we thought it would be helpful to provide a few pointers on iSeries system maintenance. Below is some information on how to collect your disk utilization and run reports to determine where your disk is being utilized. There is also a command that helps you identify physical files that may need to be reorganized.

Ongoing review of libraries and their sizes:

- IBM supplies tools to retrieve information for your iSeries libraries. Below is information on the commands to retrieve and print disk information:
 - Command to run on iSeries to retrieve disk information: **RTVDSKINF** (This command should be submitted in batch mode and run during off peak hours. It will need to be executed on each partition and only collects disk utilization information. Each time the command is run it will overlay the previous data collected. It is suggested that you add it to the job scheduler to run on a weekly basis during an off peak time.)
 - Command to run on iSeries to print disk information: **PRTDSKINF RPTTYPE(*LIB)** (This command will generate a spool file containing the disk utilization information that was generated from the last time the RTVDSKINF command was executed. On the report libraries will be listed in order of highest to lowest disk utilization and total size. The report also contains the IBM supplied libraries. This command will need to be executed on each partition.)
 - Detailed disk information for the IFS is not included in this report - only summary. There are other third party tools that can provide this information.
 - IBM link for additional information: http://www-1.ibm.com/support/docview.wss?rs=0&context=SWG60&dc=DB520&dc=D900&dc=D800&dc=DA900&dc=DA800&q1=rtvdskinf+AND+AS400KBXXYYZZRCH&uid=nas116c246792830c6b186256a5b005dcec8&oc=en_US&cs=UTF-8&lang=all

Determine which physical files have deleted records, and therefore need to be reorganized to create more space:

Display File Description (**DSPFD**)

- DSPFD FILE(IS#FILE/*ALL)
- TYPE(*MBRLIST)
- OUTPUT(*OUTFILE)
- FILEATR(*PF)
- OUTFILE(QTEMP/X)

Now run a query over the file X in the library QTEMP. Sort your results in descending order by deleted records. These deleted records are just occupying space. You can now use the command **RGZPFM** to reorganize those files that contain deleted records. Remember files must not be in use when they are being reorganized.

To get a quick look at your system CPU usage and disk space you can use the command **WRKSYSSTS**.

To setup system log maintenance, system message maintenance, etc you can enter **GO CLEANUP** from the command line.

We hope you find these tips helpful.

Please remember that we welcome new members to our Technical Focus Group. If you are interested in joining us, please contact either of our co-chairs, or refer to the Focus Group Member Application form at the end of this newsletter. Being a member of the Focus Group also allows you to take a discount on your Vision registration and also allows attendance at one workshop for no cost (if space is available). If you are a speaker, you can earn additional discounts and Vision store dollars. Finally, and most importantly, you get to help in the planning of the Vision conference. Come join us.

Carol Roth
Track Coordinator
Technical Focus Group



KEEPING YOU IN FOCUS

PATIENT CARE FOCUS GROUP

Kristi Box – Client Co-Chair

Anne Mahoney – Siemens Co-Chair

FALL FOCUS GROUP MEETING

September in Salt Lake City was gorgeous! It was a great break for many of our members to escape the tragic floods of our East Coast, and the drought and fires in the south. During our meeting the group planned the Vision sessions and received a demo of the release 31.30. I won't spoil the surprise by telling you the patient ribbon has a new very longed for look. (Shhh . . . don't tell that I let it slip!)

VISION PLANNING

In September the Focus Group met and planned the April Vision Conference. PCFG will again offer two tracks: Clinical and Surround. Meaningful Use and CPOE are such a large part of our facilities so this year the Surround Track will focus on the Medication Process. We encourage everyone to invite their pharmacists to attend this year to learn more about how MS4 and Siemens Pharmacy system are integrated to increase patient safety through the electronic process. Topics being presented include:

- Meaningful Use Update
- Meaningful Use Automated Measures
- Quality Reporting
- CPOE Rollout
- Patient Care Management Problem List
- Medication Management- Communicating with Pharmacy
- Medication Management Reporting
- Order-set build to include medication orders

WELCOME

We would like to welcome our group's newest member, Cheryl Simpson from St. Joseph Hospital in Bangor, Maine.

MEMBERSHIP

The Patient Care Focus Group is currently recruiting new members. Members will have first-hand knowledge of the upcoming fixes and enhancements. We have a very interactive group from a wide range of facilities. Currently the following facilities are represented:

- Texas Regional Medical Center at Sunnyvale (Texas)
- Brattleboro Memorial Hospital (Vermont)
- Alvarado Hospital Medical Center (California)
- Wise Regional Health System (Texas)
- Midwest Health Systems Data Center (Kansas)
- Neosho Memorial Regional Medical Center (Kansas)
- Nacogdoches Memorial Hospital (Texas)
- St. Joseph Hospital (Maine)
- Brandon Regional Health Centre (Canada)



If you are interested in joining, please contact Kristi Box at Kristi.box@trmcsunnyvale.com. Or refer to the Focus Group Member Application form at the end of this newsletter.

KEEPING YOU IN FOCUS**FINANCIAL SERVICES FOCUS GROUP****Adrienne Jernigan – Client Co-Chair****Masami Goldsberry/Michael West – Siemens Co-Chair**

In September 2011, the Financial Services Focus Group met and began planning the sessions for the 2012 Vision Conference. We had very productive meetings and have created two tracks of training that will be very beneficial. We have decided to focus on specific applications in the tracks this year with the hopes that it will draw more attendees in these specific areas. Track 1 will focus on Accounts Payable with a variety of topics related to the use and functionality of this application. Track 2 will be focused on Fixed Assets and Budgeting and other related application topics. These sessions will be great for new employees or employees who would like or need a refresher course on these applications. We expect it to be another wonderful Vision Conference full of information.

We encourage all General Financial users to review the available sessions and workshops this year and register to attend the 2012 Vision User Conference. This year's theme is "MS4 & Vision: It's a Wonderful Life!" Think of those great memories of a wonderful winter wonderland and be prepared to make some new memories as you attend this year's wonderful conference; it won't be the same without you. So please plan on attending April 22 – 25, 2012.

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 Materials Management, 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:

Client Co-chair

Adrienne Jernigan

Adrienne.jernigan@bayareahospital.org

1-541-269-8139

Siemens Co-chair

Masami Goldsberry

Masami.Goldsberry@siemens.comSiemens Co-chair

Michael West

Michael.West@siemens.comFSFG Recruitment

Margie Gentry

mgency@tjsamson.org

Please note the Focus Group Member Application form at the end of this newsletter.



KEEPING YOU IN FOCUS

REVENUE CYCLE FOCUS GROUP

Laurie Johnson - Client Co-Chair

John Cramer - Client Co-Chair Elect



Diane Hummel - Siemens Co-Chair

Lynnette Moore - Siemens Co-Chair

The Revenue Cycle Focus Group conducts monthly conference calls to receive Board updates, review new clients, review SPECs with Siemens, discuss release updates, discuss general issues, and plan for each year's Vision Conference. Our goal is to work with users and MS4 to continue to improve each application represented under the Patient Financial Revenue Cycle.

Revenue Cycle Focus Group Fall Meeting

Wow!!!! What a great meeting! The group is excited about the direction we are taking the 2012 Vision conference. We have re-done all the tracks and sessions to give all users new and fresh information. There will still be three tracks, but they are broken down like this....

Track A will take end users (also good for training) through the revenue cycle

Track B is file maintenance and technology-driven information pertaining to the revenue cycle

Track C will take managers and directors through auditing and reporting in the revenue cycle

We are excited about all the new sessions and have started putting our noses to the grindstone to get them done. There was great interaction, thought, and input given to all the new sessions. We hope the new format will have something for everyone.

Diane Hummel gave us an overview of the upcoming releases which was much appreciated.

5010 837 Conference Call

There will be a conference call on the 3rd Tuesday of the month at 3:00 EST to discuss 5010s / 837s. For anyone interested in joining the call, please email me for the details at lea.hammons@glmc.net. This call will continue monthly until no longer needed by users, or by Vision 2012.

A Sad Goodbye and a Big Hello ...

A big **Thank You** goes out to Sue, Tarik, Tammy, Carmen, and Chris for your contributions to the RCFG. You truly will be missed! And a big **Welcome** to Janai Lind who has joined our group . . . there is room for more . . .

Membership

We are always ready to welcome new members to our Focus Group. Members with experience in any of the Patient financial applications (AR/ADT, ACTS, Editors, Case Mix, RE, or Scheduling) are welcome! We especially need members with AR/Editor experience. Please email our Focus Group recruiter, Lea Hammons at lea.hammons@glmc.net, if you would like to join the fun! You can also refer to the Focus Group Member Application form at the end of this newsletter.

If you are interested in becoming a member of a Focus Group, please complete this form and return it to sarah.longest@glmc.net or fax (662) 227-6581.

VISION USERS GROUP - FOCUS GROUP MEMBERSHIP APPLICATION

Commitment will include..... but is not limited to:

- Must attend two meetings per year in Salt Lake City, UT
 - Vision User Conference each spring
 - Vision conference planning fall meeting
 - Your travel expenses are the responsibility of your facility
 - Vision Board provides up to a \$600 stipend towards qualifying airfare and hotel
- Two-year commitment is the minimum expectation
- Must participate on monthly conference calls
- Facility must have licensed and implemented at least one MS4 application
- Facility must currently have a valid support contract with MS4
- Must have written approval from your immediate supervisor/manager for the above commitment and expenses

Knowledge base includes which of the following MS4 Modules:

- | | | | | | | | |
|---------------------------------|------------------------------------|----------------------------------|-------------------------------|-----------------------------|----------------------------------|-------------------------------|-------------------------------------|
| <input type="checkbox"/> PH-ADT | <input type="checkbox"/> PH-AR | <input type="checkbox"/> Editors | <input type="checkbox"/> ACTS | <input type="checkbox"/> RE | <input type="checkbox"/> CaseMix | <input type="checkbox"/> MIRA | <input type="checkbox"/> Rpt Writer |
| <input type="checkbox"/> GL | <input type="checkbox"/> Budgeting | <input type="checkbox"/> FA | <input type="checkbox"/> AP | <input type="checkbox"/> MA | <input type="checkbox"/> PP | <input type="checkbox"/> QV | <input type="checkbox"/> Clinicals |

Select which Focus Group you are applying to join:

- | | | |
|---|--|--|
| <input type="checkbox"/> Patient Care Focus Group | <input type="checkbox"/> Technical Focus Group | <input type="checkbox"/> Revenue Cycle Focus Group |
| <input type="checkbox"/> Financial Services Focus Group | <input type="checkbox"/> MIRA Focus Group | |

Name:

Company Name and Address:

Title:

Email Address:

Phone Number:

Fax Number:

Background and Experience:

Authorization Person's Name: (Name of supervisor/manager who can authorize time and expense commitment for your focus group participation)

Authorization Person's Title:

Authorization Person's Signature:

Authorization Person's Phone Number:

Authorization Person's Email Address:

Applicant's signature signifies that you understand the time and expense commitment to be a member of the Focus Group, and you agree to that commitment. Your supervisor/manager's signature signifies that your facility authorizes the time and expense commitment.

Applicant's Signature: _____

**VISION BOARD OF DIRECTORS
2011 – 2012**

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