

VISION USER GROUP



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Message from the New President

Hello to all SS Vision Cruise Guests,

It's now been a few weeks since we made it back into port from our exciting cruise on the SS Vision. I hope that each of you are still taking time here and there to find "white space" moments and enjoy the memories of Vision 2009 - *Full Speed Ahead* and the Vision User Group's 20th Anniversary. The thrills started from the moment we boarded and checked-in at "ticketing," with a quick stop at the "captain's bridge" for a first glance at the duty-free, new store merchandise. Then it was on to the "bon voyage" party Sunday night to visit with old acquaintances and friends along with meeting and making new ones. It continued on through Wednesday until we made it back to port and sadly had to say farewell and disembark.

We had several comments that it was the "best ever" conference. We hear this ever year and wonder how we can possibly top this one. The success of the conference is due to you, the attendees, along with focus group members, Siemens employees, exhibitors, and fellow Board members. So many of you work extra hours as track coordinators, workshop instructors, session speakers, volunteers, and other tasks as they come along. We thank you for this dedication and support.

We were motivated on Monday morning by Garrison Wynn, and eagerly preceded to our sessions to gain as much knowledge as we could to take back home and share with our fellow co-workers. On Tuesday morning, Juliet Funt gave us insight on how to deal with our day-to-day pressures, and then sent us off to our sessions in a confident, "I can handle it all" frame of mind. But wait, Tuesday is not complete without the Gala. The Captain's Dinner was amazing; great food and outstanding entertainment that took us back in time to the 1940s. Then Wednesday just had to come along, but it brought Dan Thurmon with his high-energy and inspiring words, which threw us into our final day of sessions enthusiastic and full of Vision spirit. We appreciate the speakers and the messages that they each presented to us.

Along with our many long-time returning exhibitors, we had several that were new to the conference. We hope that you made time to visit with each of them. We are fortunate to have such a variety of exhibitors that provide great products and resources that work along with MS4. Without the exhibitors we would not be able to keep the conference at such a reasonable cost. We appreciate each of the exhibitors and those that act as our sponsors. In our tight, uncertain, economy we realize that many facilities cut their travel and education budgets. We ask that you take back to your facilities the valuable knowledge and networking contacts, and share with your superiors and co-workers. They should be able to see that the investment supersedes the cost. As we approach the summer months and facilities are working on their 2010 budgets, encourage others within your facility to budget for Vision 2010, as it is impossible to get the amount of education, personal contact with Siemens staff, networking, etc. at any other conference. If you need any information to help support your request, please do not hesitate to ask us. **Please make sure you mark your calendars for Vision 2010, April 17 – 21, at the Sheraton City Centre in Salt Lake City, UT.**

The Vision Board actually began planning for Vision 2010 before we left the conference, and will in just a few weeks hold our June Board meeting in which we will be making many of the major decisions for the 2010 conference. Many of these decisions come from your evaluations, so it is important that these are completed at the conference. But feel free to send us any additional comments, thoughts, or ideas at any time. I will leave you with one exciting major change that has already taken place. It was suggested that we merge the Case Mix/Reimbursement and Patient Financial Focus Groups. After much discussion and meeting with all, we have created the "Revenue Cycle Focus Group." As healthcare has migrated to this model, we felt like it would enhance what we currently had by combining the two focus groups to stay in line with how facilities operate. Keep watching over the next few months for updates on Vision 2010.

Sincerely,

Sarah

Sarah W Longest
2010 Vision User Group President
Grenada Lake Medical Center



Just a short message from your newsletter editor:

This is our first issue after the conference in April. We would like thank you so much for attending this year's conference. From all the emails, discussions, and evaluations it was a **SUCCESS!!!!!!**

Many thanks go out to our focus groups that worked so hard and created wonderful sessions and workshops. Hundreds of users have benefited from this conference and have left with great memories and new friends.

Thanks,

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, to have the necessary changes made.

You may also obtain an electronic copy of this newsletter or previous newsletters on the 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.

ICD – 10 CODE SETS

The U.S. Department of Health and Human Services has issued final rules for the adoption of ICD-10 code sets and updated electronic transaction standards (5010). The published date for adoption of 5010 transactions is 1 January 2012. The published date for adoption of ICD-10 is 1 October 2013. The majority of the changes needed to support these new standards will be made over the next several years through the bundled releases, not the quarterly updates. The related enhancements will only be available at the then current major release level. ICO customers must remain current with future releases in order to have the necessary software to support the new standards.

An important note regarding the 5010 transaction sets: Currently, MedSeries4 creates 837 transactions from the UB04, 1500 (08/05), 837I and 837P editors. Only the 837I and 837P data stream outputs will be upgraded to support the 5010 version of the 837 transactions. Customers who need to produce 5010 versions of 837 transactions from MedSeries4 must implement the 837I and 837P editors prior to January 2012. Customers who have third-party options to convert the current 4010 version of the data stream to a 5010 version may continue to produce output from the UB04 and 1500 (08/05) editors.

CUSTOMER LETTER FROM JANET DILLIONE, CEO OF SIEMENS HEALTHCARE

The following mailing went out from Siemens Healthcare CEO, Janet Dillione, to U.S. Siemens customer executives. We are reprinting it here so many of you will see Siemens' (including MS4's) position on ARRA, CCHIT certification, Meaningful Use, and commitment to Siemens' products and customers.



Dear Colleague:

Since the signing of the HITECH Act of the American Recovery and Reinvestment Act (ARRA) of 2009, Siemens has embarked on a proactive customer education campaign via webcasts and live events. In response to customer inquiries, we have provided explanations on: the complexities of the legislation; the HIT stimulus payout estimates; and timelines to help ensure our customers understand the complete ARRA picture as we await the forthcoming details associated with meaningful use and certification.

In fact, many of you have asked us to speak with your Board of Directors so they, too, have a clear understanding of the legislation and how Siemens intends to support you through this dynamic time. Collectively, it seems we all agree that we must first walk before we run, and as such, we have received significant positive feedback from customers on this first phase of our ARRA activities.

Today, we are writing to share some important information and updates with you. First, on the topic of "meaningful use," while there are many views in the industry regarding how high or low the bar should be set, the latest information from the Office of the National Coordinator (ONC) indicates that we should receive some additional guidance this summer, well before the published date of December 31.

Additionally, as many of you know – because you have been working closely with us – Siemens has been very active in efforts contributing to the work of defining "meaningful use" on behalf of our customers, both with the Department of Health and Human Services and with industry trade groups. We have done this by submitting our own proposed definition to ONC following the recent meaningful use testimonies provided to the National Committee on Vital and Health Statistics, as well as through our contributions to key industry groups who have also submitted suggested definitions, including HIMSS and the HIMSS Electronic Health Record Association.

We are also extremely pleased to report that our own Charlene Underwood, FHIMSS, director of Government & Industry Affairs for Health Services, has recently been appointed to the Meaningful Use Workgroup, one of three Workgroups – Meaningful Use, Certification/Adoption, and Information Exchange – chartered by the newly formed HIT Policy Committee (HITPC). Charlene has an extensive history of industry leadership and collaboration and we are certain she will not only contribute substantive insight to this Workgroup, but also thoughtfully represent the voice of our customers in these very key discussions. All three Workgroups are expected to present at the next HITPC meeting in mid-June, and we will surely keep you abreast of the activities of these Workgroups as initiatives solidify.

What else can you expect from us moving forward? In a word: partnership. Deep customer intimacy and partnership – the phase of working together to assess your state of EHR readiness and customizing meaningful use roadmaps based on each customer's unique situation and environment. Much of this activity will happen through and with your local account teams, but rest assured that efforts are also underway within our R&D organization that map our release planning across our product lines to the likely attributes of meaningful use. In fact, we expect that many of our customers will already be considered meaningful users, and for others who will achieve meaningful use, there will be no shortage of opportunities to share best practices via our ongoing ARRA webcast series as we embark on this journey together.

In terms of product-line planning as it relates to certification, as you may know, Siemens currently maintains CCHIT 2007 Certification for Soarian® Clinicals V2.0C5, INVISION® Clinicals V27.0, and MedSeries4® Clinical Suite V28.10 – all with Siemens Pharmacy and Med Administration Check™ V24.0. While this Certification runs through 2010, we are taking steps now to achieve 2009 CCHIT Certification on the above mentioned solutions and continue to monitor the activities of ONC very closely as the requirements for certification unfold. We look forward to communicating our successful 2009 results to you and keeping you updated on the certification aspect of the stimulus.

Again, to support your planning and budgeting activities, we encourage you to initiate your free EHR assessment, which is available to all customers right now. As we anticipate more definitive information regarding meaningful use coming from Washington in the next two months or so, **please also expect to hear from your local account team in the coming weeks to begin preliminary discussions on a customized meaningful use roadmap.** Your Siemens account executive will explain the process we've established to guide our joint efforts toward assuring your organization's meaningful use of your Siemens health information solution.

In conclusion, we ask for your continued confidence in Siemens as your partner for the future – for securing your current HIT investment, while securing results for your organization. Please know you can count on us to continue our proactive government and industry involvement, to further our customer education and outreach activities, and, of course, to support our customers in achieving outstanding performance in response to these national initiatives.

Lastly, please direct any ARRA questions you have to your account executive, and be sure to visit our Executive Gateway often for the latest ARRA information and updates from Siemens. This site (www.siemens.com/executivegateway) should serve as your primary source for HITECH-related material and activities. I also point your attention to our next ARRA webcast on June 18, 2009 at 2:00 p.m. EST. George Hickman, vice president and CIO, Albany Medical Center will join Siemens experts for a discussion on meaningful use preparations and recommendations. You may register for this webcast via the Executive Gateway link above.

We look forward to deepening our customer partnerships during these historic times.

Best regards,



Janet Dillione
CEO, Health Services
Siemens Healthcare

KEEPING YOU IN FOCUS

MIRA FOCUS GROUP

MIRA FOCUS GROUP GOALS FOR 2009/2010:

Increase membership:

- Ⓐ As always, the MIRA Focus Group continues to look for new members. We can accept eight new members. Membership involvement consists of a monthly conference call and attendance at the fall meeting and the Vision Conference each year. Members also have first hand knowledge of the upcoming fixes and enhancements for the MS4 MIRA and Privacy Administration applications. You'll also have the opportunity to voice specific needs of your hospital, as well as the HIM industry. This all contributes to helping enhance the MIRA product. And, you will build a great network of friends!

PRODUCT IMPROVEMENTS

The FG is contributing to MS4 Development in the following areas:

- Update the Executive Summary to included items needed for CAH hospitals
- Unit Consolidation fixes/improvements
- Privacy Administration improvements

If you have suggestions for Vision 2010, or are interested in joining the MIRA FG, please contact Gaylene Gladden at gaylene.gladden@siemens.com

PATIENT CARE FOCUS GROUP

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

The Patient Care Focus Group had a wonderful Vision Conference. We welcomed two new members to the group during the conference. The new members are Gail Vargo from Platte Valley Medical Center in Brighton, CO, and Collen Moxely from Mammoth Hospital in Mammoth Lakes, CA.

During Vision the group met with the MIRA focus group to discuss several items that hold common interest for both groups. We plan to continue dialogue on quarterly calls. The MIRA group has an interest in learning more about the clinical applications, and both groups feel the need to discuss content of the electronic medical record and the legal health record. The MIRA group will also be invited to participate in some calls that involve the MS4 Development team and future clinical enhancements. Many topics hold interest for both groups, and we feel the best way to address some of these topics is through a joint effort.

The focus group discussed the possibility of hosting informal web casts for all members on the list serve - not just the focus group through out the year. We like to share ideas and new developments. The calls could be an opportunity to increase the dialogue with other hospitals sharing similar struggles and successes. The calls would be customer-lead discussions and provide more sharing opportunities. More on this topic will be forwarded to list serve members as details are worked out.

KEEPING YOU IN FOCUS

FINANCIAL SERVICES FOCUS GROUP

The Financial Services Focus Group once again celebrated another successful Vision User Conference. During the 2009 Vision User Conference the group provided two tracks full of useful information related to various General Financial applications. Each year the group selects specific applications to emphasize and focus on. This year's focus was General Ledger and Materials Management. We believe that those attending these sessions walked away with information that will be very beneficial to them and their facility. Feedback from new attendees indicated that the session topics were great and the instructors were knowledgeable and informative.

Attendance during our Financial Services Focus Group Update session was good this year. We reviewed and discussed information about Focus Group participation, updates from MS4 Customer Services, release overviews, helpful communication tools, and Siemens updates. We also took the opportunity to solicit feedback about session topics and workshop topics for next year's conference. Following the conference, the Financial Services Focus Group met and reviewed feedback and comments related to the conference. We also began planning for the 2010 conference.

The Financial Services Focus Group is excited to have several new attendees express interest in joining the group. We look forward to new participating customers to help in all areas of the General Financial applications. Their skill and knowledge will be helpful as we continue to develop and support the MS4 product line.

As we move forward with preparations for our fall meeting and next year's conference, we would love to hear about ideas you may have for session topics. If there is a topic you feel needs to be taught, or if you have an interest in teaching a topic, please contact one of the co-chairs listed below. It is with your help and input that we achieve success as a group each year. For session/workshop ideas, membership information, or any other questions, please call or email:

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KEEPING YOU IN FOCUS

REVENUE CYCLE FOCUS GROUP

Client Co-Chair – Lea Hammons
Client Co-Chair - Lisa Badie
Client Co-Chair Elect - Tarek Chatila
Siemens Co-Chair – Diane Hummel

The Patient Financial Focus Group and Case Mix/RE Focus Group have united as one! Our new name is Revenue Cycle Focus Group. This is very exciting news as Case Mix, RE, AR, ADT, and the Editors are all pieces of the Revenue Cycle puzzle.

The Revenue Cycle Focus Group conducts monthly conference calls to review SPECs with Siemens, receive Board updates, review new clients, discuss release updates, discuss general issues, and plan for each year's Vision Conference. We are continuing to work with Siemens Support and Development on the following:

- Medicare Bad Debt Log missing fields
- Claim History Reporting and possible Secondary Claim capability
- Denial Management utilizing ACTS & CHI, and some type of log for denial status
- Data Dictionary
- Data stream issues

The ship sailed on through the Vision 2009 conference. Time flies when you are having fun! The Census Event, CPT codes, Beginning AR, Beginning ADT, AR Monitoring Tools and ADT Monitoring Tools were some of the popular sessions.

We have already started planning for Vision 2010. At this time, dates for the fall focus group meeting have been set for September 13-14 in Salt Lake City.

A fond farewell to James Connelly, Daughters of Charity

The RCFG is always interested in adding new members to our group. If you are interested, please contact Carmen Musitano, RCFG Recruiter at Carmen.musitano@uhsinc.com or by calling 610-768-3300 ext 3417.

LOOKING AHEAD . . .

Mark your calendars for the fall focus group meeting scheduled for September 13-14, 2009 in Salt Lake City. More details to follow.

**VISION BOARD OF DIRECTORS
2009–2010**

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