

VISION USER GROUP



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[Message from the New President](#)

Hey Vision User Group Club Members!

Can you believe in just a few short days it will be 2010? Wouldn't it be nice if time seemed to move as slowly as when we were growing up? The Vision Board and the Focus Groups have been busy over the last few months preparing for the 2010 Conference, which is approaching swiftly. We have worked diligently this year to make sure we are focusing on the "hot items" healthcare facilities and staff are currently facing.

This year we have added some new components to the conference.

1. "Healthcare Spotlight" registration option - This is a two-day only registration (Sunday and Monday), consisting of sessions to give you guidance on the legal, regulatory, and fine print of the latest developments in ARRA, HITECH, and Meaningful Use updates.
2. Meaningful Use/CPOE Symposium on Sunday – come listen to industry and customer experts share their experiences with preparing to demonstration Meaningful Use and implementing CPOE.
3. Surround Track – learn more about Siemens clinical workflow and how MS4 Clinical Suite interacts with Siemens Pharmacy/MAK, NOVIUS® Lab, and EDM.

And back by popular demand, the "Virtual Track" for new attendees will be offered again this year. Check out the registration booklet for more details.

Another change for this year is that we will not be printing and mailing out the registration booklet. Instead you can find the complete booklet on our website. This is one of the items allowing us to keep registration at the same cost as last year. You will still have all the same detail information that we always provide, and you can even download and/or print it if you like.

Make sure you've marked your calendars for Vision 2010, April 17 – 21, 2010 at the Sheraton City Centre in Salt Lake City, UT. Registration will be opened up in early January; watch our website www.ms4vision.com for further information and links to the online registration site.

We wish you a very wonderful and safe holiday season.

Keep it "In Full Swing,"

Sarah

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



Just a short message from your newsletter editor:

Okay, the new theme announcement has been decided: **MS4 & VISION: IN FULL SWING!** Think of the conference as being one big clubhouse with something fun for all. Tuesday night's gala will be a pajama party, so start thinking of your costumes and let your imagination roam . . .

The Focus group members met in September to plan all the Vision 2010 session and workshop content. Again, it is going to be a very special conference this year as we focus on the goals for meeting Meaningful Use, CPOE, and ARRA.

In the President's letter you will find some new conference offerings: a new two-day registration, the Meaningful Use/CPOE Symposium, and the Siemens Surround Track. Please look for details on these offerings in the on-line conference booklet and share this information with other MS4 users and executives in your facility so that they can start working a plan to attend this year's exciting conference.

Thanks – and see you in about four months!

John

John Gahagan
Vision Board Newsletter Editor

Meeting Room Names Changes: Sheraton City Centre Hotel

For those of you who have been attending Vision at the Sheraton Hotel (at least since 2003), you'll have to learn new room names. Below is the "was/is" list for meeting rooms:

BALLROOM AREAS	<i>New Names</i>
Seasons North	Arches
Three Seasons	The Canyons
Seasons South	Bryce
Seasons Lobby	Canyons Lobby
Summer	Orion
Autumn	North Star

NORTH "ALLEY" ROOMS	<i>New Names</i>
Market West	Alta
Market Street	Brighton
Granary	Snowbird
Smokehouse	Powder Mountain
Rap of the Gavel	Solitude
Weights & Measures	Sundance
Harvest	Deer Valley
Market Lobby	The Lodge Lobby

MEZZANINE	<i>New Names</i>
Executive A	Sidewinder
Executive B	Wildcat

You won't want to miss this exciting opportunity to hear from fellow customers and industry experts at Vision 2010. Sign up for the Meaningful Use Symposium as you register for the conference.

**Getting to Meaningful Use
MedSeries4 MU/CPOE Symposium
Sunday, April 18, 2010**

- 8:00 am **Breakfast and Registration**
- 9:00 am **Introduction and Opening Remarks**
- 9:15 am **Meaningful Use Overview**
- Regulation, patient safety initiatives and oversight – growing not going
 - Measures and money – what are they and what are they worth
 - Dates and data – when and what we must report
 - The bottom line financial impact – examples of worth and future penalties
- 10:15 am **Refreshment Break**
- 10:30 am **Getting to the Money - Challenges for the Community Hospital
Panel Discussion: Customer & Industry Expert Panelists**
- From the perspective of the C Suite
 - From the perspective of the Physicians, Pharmacists, & Nurses
 - From the perspective of the IT Department
- 11:30 am **Networking Luncheon**
- 12:30 pm **Getting to the Money – Strategies and Solutions**
- Key components for achieving Meaningful Use
 - Executive leadership and governance
 - Stakeholder involvement
 - CPOE – “A Process, Not a Product”
Physicians, Pharmacists, and Nurses – getting staff on board
 - Strong partners, good products, excellent services
- 2:00 pm **Refreshment Break**
- 2:15 pm **Successes and Lessons Learned
Panel Discussion: Customer & Industry Expert Panelists**
- New workflows, new roles, new tools, measurable results
- 4:00 pm **Siemens Support**
- Siemens Commitment
 - Getting to the Money – The game plan: roadmaps, workshops, services
 - Related conference activities

KEEPING YOU IN FOCUS

MIRA FOCUS GROUP

FALL FOCUS GROUP MEETING

In September the MIRA FG met and began the planning for Vision 2010. Here is a look at what is coming!

- ❑ Clinical Suite – A MIRA Perspective
- ❑ Governmental Challenges (ARRA, Red Flag Rule, etc)
- ❑ e-discovery
- ❑ Beginning MIRA 101
- ❑ MIRA's view of AR – Reimbursement
- ❑ MIRA Best Practices
- ❑ ICD10 Planning
- ❑ Overview of Summer Bundle 2010

MEMBERSHIP:

As always, the MIRA Focus Group is interested in interested new members. Our most recent addition is Dawn Byrd from Wise Regional Hospital. Welcome!

Membership involvement consists of a monthly conference call and attendance at the Fall Meeting and the Vision Conference each year. Members get a \$50 discount on their Vision Conference 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.

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PATIENT CARE FOCUS GROUP

The Fall Focus Group meetings brought Patient Care Focus Group members together in the “playground” to plan sessions for two complete 2010 Vision Conference tracks. Following the meetings, we were “in full swing” to offer Clinical Suite education in our Patient Care track and assist facilities in maximizing integration between Clinical Suite and ancillary Siemens applications in our Surround track.

The Patient Care track will include presentations on the following:

- An overview of Clinical Suites functionality – a “virtual playground”
- A discussion of the collaborative order build strategies used with Allied departments – playing nice in the “school of orders”
- Methods to encourage physician use of and involvement with Clinical Suite CPOE – “Red Rover, Red Rover...send the Physician right over”
- “Pathways to Excellence” – achieving “magnate-type” status presented by ANCC
- Management of mnemonics in the Clinical Repository (CR)
- Medication reconciliation workflow – “easing the slippery slide ride”
- Piecing together the Patient Care Management (PCM) puzzle
- Utilizing and creating CR reports – “finding game rules and following them”

The Surround track will include presentations by client and Siemens analyst teams. An overview of the available applications will start the “swing set” in motion. A “peek-a-boo” into the use of Electronic Document Management (EDM), Novius Lab, *syngo*/PACS, E-MAR, Siemens RX, and diagnosing integration/transaction problems will round out the fun. The Patient Care and Surround tracks will join forces to present a poster session on the final day of the Vision Conference. The intent of the poster presentation is to share ideas that each facility has created to use clinical applications in unique or creative ways. We welcome other facilities that may not participate in the user group to share their ideas via a poster presentation with other attendees. Please contact Cheryl Rock at crock@valleycare.com or Liz Hansen from Siemens at elizabeth.hansen@siemens.com for more information.

Our Client Co-Chair, Kim Atkins, has resigned as her facility is moving to Soarian. Kim was a great leader and led our group to a high level of cohesiveness and participation. She will be greatly missed. Cheryl Rock is the new Client Co-Chair and Kristi Box is the new Patient Care Focus Group Track Coordinator. As Kim mentioned in the last Vision newsletter, we are restructuring our monthly calls. We hope to have focus group members facilitate and/or present our monthly sessions. We know that each facility is different; however, we also know that we can garner helpful build and workflow strategies from each other. Kristi Box is already facilitating quarterly meetings with the MIRA Focus Group.

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FINANCIAL SERVICES FOCUS GROUP

In September the Financial Services Focus Group met and began planning the sessions for the 2010 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 Payroll/Human Resources, also with a variety of topics. These sessions will be great for new hospital 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 2010 Vision User Conference. This year's theme is **MS4 & Vision: In Full Swing!** Think of it as a step back in time when life was easy and simple and all you wanted to do as a kid was spend time in the clubhouse or the sandlot with your friends. The conference won't be the same with out you, so please plan on attending April 17 – 21, 2010.

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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REVENUE CYCLE FOCUS GROUP

Lisa Badie – Client Co-Chair
Tarek Chatila – Client Co-Chair Elect

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 items:

- 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

Release 29.20 became available on September 28, 2009. Included in this release is a new Pre-bill Edit to manually hold an account, new function keys to allow scrolling to top or bottom of the account detail transaction screen, a new Fraud Alert Field to the Registration screens, correct the display of leading zeros in SSN and phone numbers, increased the number of diagnosis and procedure codes when using the Case Mix Recalculator program, added entry fields for POA to the Concurrent Review Diagnosis screen, added RE Audit Trail and calculation detail screens to MS4 Web functionality, and added option for fee schedules to reimburse the charge amount if it is less than the fee schedule amount.

We met September 13 – 15 in Salt Lake City to begin planning the 2010 Vision Conference sessions. There will be a session for everyone, from Beginning ADT, Beginning AR, Beginning EC, Beginning RE, to the new 5010 Editor, Government Updates, Managing Self Pay Accounts, Collection Letters, Testing new Releases, Specialty Units, and a lot more.

Come and meet the Revenue Cycle Focus Group members! We have a meet-and-greet session as well as a Roundtable session.

We have room on our group and welcome interested RE/Case Mix specialists to email our Focus Group recruiter, Carmen Musitano, RCFG Recruiter at Carmen.musitano@uhsinc.com or by calling 610-768-3300 ext 3417, if you would like to join in the fun.

Respectfully Submitted,
Debby Schumer
Banner Health

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TECHNICAL FOCUS GROUP

WebSphere PTFs

If your IT department is like mine, we're all doing more with less. This puts a strain on our time, and may force us to take short cuts that we normally would not take. For example, after upgrading to WebSphere 6.1 Express and applying the appropriate group PTF, I did not completely read the cover letter. Imagine my surprise when an "HTTP 500" error was presented on the screen when logging onto clinical suites for the 1st time after the upgrade. Luckily our test environment was being upgraded and the problem did not disrupt patient care. After several days of back tracking and lots of help from MS4 Support, it was discovered that the appropriate WebSphere fix pack had not been installed.

As mentioned above, the group PTF for WebSphere 6.0 and above now contains an additional fix pack that should be installed before building a new application server. What follows is a quick description of the procedures to install the WebSphere 6.1 Express fix pack.

After applying the WebSphere group PTF, you should also apply the following related PTFs:

SF99114	HTTP SERVER
SF99291	JAVA
SF99315	TCP/IP GROUP PTF
SF99504	DB2

Install the fix pack using the following steps:

Stop all Java processes that use the WAS product you are updating. These include all application server processes, the node agent process, the deployment manager process, and any WAS client applications (Clinical Suite).

Start Qshell STRQSH

In Qshell navigate to the IFS directory containing the fix pack. For WebSphere 6.1 Express this would be /QIBM/ProdData/WebSphere/AppServer/v61/Express/bin.

Enter the command
installFixPack61025

After the install finishes, exit the Qshell and restart the *ADMIN HTTP Server from a command line.

```
ENDTCPSVR SERVER(*HTTP) HPPTSVR(*ADMIN)
STRTCPSVR SERVER(*HTTP) HPPTSVR(*ADMIN)
```

Build a new WebSphere application server and reinstall Clinical Suite using the Clinical Suite Technical Reference Manual.

**VISION BOARD OF DIRECTORS
2009– 2010**

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