

MS4 + VISION  
IN FULL SWING

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### CONFERENCE AT-A-GLANCE SESSIONS AT-A-GLANCE WORKSHOPS AT-A-GLANCE

## INTRODUCTION

### WHAT IS THE VISION USER GROUP?

The Vision User Group is a corporation whose principal objective is to advance the effective use of Siemens MedSeries4 software. To help fulfill this objective, the Vision User Group sponsors an annual MedSeries4 user conference under the guidance of the Vision Board of Directors. While many other healthcare user boards consist of vendors and consultants, the Vision Board is comprised of individuals directly employed by hospitals using MS4 software. The Board has a vested interest in the ongoing product development and successful implementation of the software, and endeavors each year to bring you a quality conference devoted to training, product demonstrations, focus group meetings, peer networking, and social activities including a gala event.

### WHO SHOULD ATTEND?

The Vision User Group Conference has been designed for all MedSeries4 users; its strength and success lie in facilitating coordination among individuals working in a healthcare setting. All levels of users are welcome and encouraged to attend. The conference offers information and education in the following areas:

- Administration
- Human Resources / Payroll
- Information Systems
- Health Information Management
- Materials Management
- Patient Registration / Admitting
- Financial Services
- Patient Care
- Finance
- Other Siemens / MedSeries4 Users

### WHY SHOULD YOU ATTEND?

The Vision User Group Conference is an opportunity to discover how hospitals are maximizing the use of MedSeries4 applications and related software. You will find the conference to have a practical, hands-on emphasis with sessions focusing on solutions available today. You will also have the opportunity

to contribute to future enhancements by being a part of the Focus Group Update sessions. In addition, you will discover what the future direction of Siemens product lines can offer you and your facility.

### WHAT WILL YOU TAKE HOME?

You will return home with a vision of how information systems in the healthcare industry can help meet the future challenges at your facility. You will also gain new ideas, ways to maximize the use of your computer system, detailed knowledge of selected topics, information about new systems, and new friends for life.

### CONFERENCE OVERVIEW

The Vision User Group Conference includes general sessions and nine specialty tracks around the various MS4 solutions. Each morning there is a general session where you will be inspired and entertained by today's top professional speakers. Afterward, you have your choice of nine simultaneous specialty track sessions from which to choose. Session content is determined and presenters selected by the MedSeries4 customer Focus Groups. Sessions are structured in a lecture format and may provide an overview of the product, new system features, tips and techniques, or show how a facility is using the system in an ingenious or unique way. Back by popular request and being held simultaneous to the track sessions, are exhibitor demonstration sessions where you can learn more about MS4-related products. The opening general session begins Monday morning with the closing general session taking place Wednesday afternoon. Admission to all general sessions, track sessions, exhibitor demonstrations, most meals, and social functions is included in the basic registration fee. Vision also offers a menu of highly specialized workshops for additional fees. Workshops take place beginning Saturday and continue through Tuesday, allowing users to customize their schedule to suit their personal development needs.

## First Time Attendee?

If this is your first time enjoying the “Vision Experience,” or if it has been some time since you’ve attended, this section can highlight some items to help you make the most of your visit.

### **Session vs. Workshop –**

In a nutshell, sessions belong to an application track, are approximately one hour in length, are presented in a lecture format, are presented Monday through Wednesday, and are part of your registration fee. Workshops span all applications, include non-application topics, are three hours in length, include some kind of hands-on exercise or reinforcement take-away, are presented Saturday through Tuesday, and require an additional fee.

### **Exhibitors vs. Advanced Solutions Center (ASC) –**

Exhibitors display products or services that complement the MS4 core applications. The ASC displays new and upcoming MS4 products.

### **Sunday Evening Welcome Reception –**

This is a great way to catch the fun-loving spirit of the conference. Join your fellow attendees for a kickoff evening of food, games, and music.

### **Ask the Expert –**

MS4 Customer Service Center provides a venue for attendees to receive one-on-one application support. Feel welcome to bring supporting documentation from home and work your tickets along side your Customer Service Analyst. Watch the conference schedule materials for room and times.

### **Focus Groups –**

Under the umbrella of the Vision Board of Directors, the MS4 hospital user community has organized customer Focus Groups. Groups consist of 10-20 members, including representation from MS4 Development and Customer Service. Each Focus Group will offer an update session to the attendees on the past year’s activities. Consult the “Sessions at a Glance” portion of this book for times and places. As a side note, Focus Group membership is open to any attendee. Contact the appropriate Focus Group co-chair or any Vision Board of Directors member for details.

### **Business Meeting –**

As an incorporated entity, the Vision User Group is required to report to its members annually. This meeting will review financial statements, introduce Vision Board candidates, propose changes to by-laws, and have really fun drawings. This meeting is open to MS4 hospital users only.

### **General Sessions –**

A general session is held at 8:00 am on Monday, Tuesday, and Wednesday. Monday’s general session is also called “Opening Ceremonies,” and is filled with energy and excitement, setting the tone for the conference. Each morning’s session features a keynote speaker who will motivate, inspire, or tickle your funny bone – often all at the same time.

### **Gala –**

The Tuesday evening gala will be a night to remember. In keeping with the conference theme, attendees look forward to dressing up. There is fine dining, superb entertainment, and dancing until midnight.

### **Closing Ceremonies –**

Wrap up the week Wednesday afternoon by attending the Closing Ceremonies; this is the official passing of the baton to next year’s Vision Board of Directors president. There will be a slide show highlighting the week’s activities, and cash drawings. Don’t tempt fate; you must be present to win.

### **Vision Store –**

Looking for that perfect memento of the conference? Something to take back to your staff? Visit the Vision Store for all your souvenir and shopping needs. The store is located on the lower level with Registration.

### **Networking –**

Besides the great educational opportunities and fun events, you’ll be able to form relationships and alliances with fellow MS4 users and Siemens/MS4 employees. Meet people in other hospitals that have your same job responsibilities, and share ideas and solutions that benefit everyone. Having the conference in Salt Lake City allows you to meet the Siemens/MS4 Customer Support voice that you’ve been speaking to.

“Last one to the clubhouse is a rotten egg!”

Whoops, I think I had a memory lapse and went back to my carefree childhood for a moment. We are in the healthcare business - no time to have fun like that these days. Who can keep up with ARRA, HITECH, 5010s, RAC, ICD10, Red Flag Rules, and government-run healthcare plans....do I need to continue on? And what the next few years will bring is anyone's guess. In order for us to take control and stay ahead, the Vision Board of Directors would like to invite you to Vision 2010 at the Sheraton City Centre Hotel in Salt Lake City, UT. Our theme this year is “MS4 & Vision – In Full Swing,” which I think we all are.

We have designed this year's conference, not only with our standard educational sessions and workshops, but with a spotlight on all the hot items we are dealing with. We have added a Meaningful Use Symposium on Sunday where you will hear from other MS4 facilities that have implemented CPOE, find out how it is helping clinicians address patient safety initiatives, and share best practices for planning and implementing CPOE using MS4's Clinical Suite at your hospital(s). The cost is only \$150 with a full conference registration and includes lunch.

Also new this year is the Healthcare Spotlight registration. This is a two-day only registration (Sunday and Monday) filled with information to help guide you through the legal, regulatory, and fine print of the latest developments in

the ARRA, HITECH, and Meaningful Use updates. The sessions included in Healthcare Spotlight feature a wide range of knowledgeable experts who can help put these concepts in perspective. The cost is \$300, which includes the CPOE Symposium, Welcome Reception on Sunday evening, and Monday sessions with lunch.

The regular conference registration fee remains the same as last year and includes all Monday through Wednesday sessions, three great general session keynote speakers, our Sunday evening Welcome Reception, the gala dinner on Tuesday night, and breakfast, lunch, and snacks Monday through Wednesday. Workshops are also priced the same as last year. These courses are great hands-on (where applicable) education tools for staff, and we still have the special offer to purchase three and get a fourth workshop for only \$40.

#### “ARE WE THERE YET?”

For the new attendees we have the Virtual Track again this year. This generated very positive responses, indicating that it was especially helpful for first time attendees or folks that hadn't attended in a long time. These sessions are highlighted in the registration book and have been scheduled so they do not conflict with one another. In addition, the Vision Board is always available to answer any questions. Just check with anyone in the Vision Store.

#### “WHEW, I NEED A NAP...”

Another change this year is that the registration booklet will only be accessible

from the Vision website. It still has all the same detailed information that we always provide and you can download and print it if you like. Not printing the book has contributed to us being able to keep registration costs down. The Vision website address is: [www.ms4vision.com](http://www.ms4vision.com).

Now more than ever you need to be using your Siemens system to the fullest in order to meet all the federal guidelines being handed down, and to see a return on your IT investment. MedSeries4 and the Vision User Group are dedicated to providing the resources needed at this critical time to get you where you need to be. If you have attended the conference before, you know that we not only load you down with a wealth of information, contacts, and tools to take back to your facilities to share and use, but at the same time we provide it all in a fun, exciting manner. The theme is carried throughout the conference from the session names to the decorations and attire. Come prepared to be educated, network with other attendees, meet the Siemens staff you speak with on the phone, visit with the many exhibiting vendors, and most of all to have fun.

#### “ARE WE STILL NOT THERE YET?”

Think back to your childhood days and how easy things were, load your backpack, and meet us at the clubhouse for another exciting Vision conference, “MS4 & Vision – In Full Swing.”

SEE YOU SOON,

*Sarah W Longest*

SARAH W. LONGEST

PRESIDENT

2010 VISION USER GROUP

VISION BOARD OF DIRECTORS 2010

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VISION FOCUS GROUP LEADERSHIP 2010

Focus Group	Client Co-Chair	Track Coordinator	Board Representative	Siemens Co-Chair	MS4 Solution Owner	Support Representative		
Financial Services	Tricia Billington East Texas Medical Center	Karen Miles Siemens	John Gahagan East Texas Medical Center	Michael West Siemens	Janet Glad Siemens	Doug Brown Siemens		
		Jennifer Deal Neosho Memorial Regional Medical Center		Masami Goldsberry Siemens				
MIRA	Charmaine Vinton Brattleboro Memorial Hospital	Brenda Olson Great Plains Health Alliance	Bob Adams Bay Area Hospital	Gaylene Gladden Siemens	Kristine Pitts Siemens	Shelley Harward Siemens		
Patient Care	Cheryl Rock Valley Care Health System	Kristi Box Texas Scottish Rite Hospital	Jane Ann Bridges Nacogdoches Memorial Hospital	Liz Hansen Siemens	Kathleen Kingston Siemens	Gary Hansen Siemens		
Revenue Cycle	Lisa Badie Kennedy Krieger	Laurie Johnson Platte Valley Medical Center	Sarah Longest Grenada Lake Medical Center	Diane Hummel Siemens	Rick Nelson Siemens	John Niles Siemens		
		Lea Hammons Grenada Lake Medical Center		Sherri Ward Cheyenne Regional Medical Center			Lynnette Moore Siemens	Kristine Pitts Siemens
		Kathy Barry St. Joseph Healthcare						
Technical	David Keel TJ Sampson	Patrick Crum Grenada Lake Medical Center	Ken Abendshien Midwest Health Systems Data Center	Kalyani Yerra Siemens	Dan Tyer Siemens	Lyle Severson Siemens		
		Phyllis Field Banner Health						

Focus Group Coordinator : Mary Heckle - Siemens

## GENERAL INFORMATION

### REGISTRATION

#### FEES

Registration fees per person:

- \$695.00 MedSeries4 User (until March 12, 2010)
- \$795.00 MedSeries4 User (after March 12, 2010)
- \$150.00 Meaningful Use Symposium (CPOE)
- \$300.00 Healthcare Spotlight (Sunday Symposium and Monday)
- \$250.00 Guest\*
- \$695.00 Exhibiting Vendor
- \$795.00 Consultant / Vendor (non-exhibiting)
- \$95.00 Per Workshop

\*Guests may attend the conference for \$250.00. This fee covers the gala on Tuesday evening, social activities held during the conference, and meals each day. A full paying registration must accompany each guest registration purchased. Guest registrations are not appropriate for additional exhibitors or hospital personnel.

Discounts will be applied to registration fees for MedSeries4 users who present sessions or workshops at the Vision 2010 Conference.

The following registration discounts for workshops or sessions with a maximum of two presenters will apply:

- \$100.00 for one eligible workshop or session
- \$200.00 for two eligible workshops or sessions
- \$300.00 for three eligible workshops or sessions

Total maximum registration discounts possible - \$300.00

Individuals who are part of a session with three or more speakers are not eligible for the discount.

#### REGISTRATION AND PAYMENT

All attendees must register with the Registration Coordinator, Turnkey Events, Inc., and pay the registration fee. To attend workshops, it is required that you register for the conference.

It is not necessary that registration forms and checks be mailed at the same time. Whenever possible and convenient, we encourage payment by check. Please note that you may register via mail, fax, or Web site, and mail your payment later. If you mail your check later, it must be received by the March 12, 2010 deadline to avoid higher registration fees.

The registration form lists each session and workshop being presented. It is important for you to indicate on the form which sessions and workshops you plan to attend. This will help us provide the right sized room for each session. You may send your completed registration form one of three ways:

1. Register via our Web site:  
[www.ms4vision.com](http://www.ms4vision.com)
2. Fax completed form to:  
Attn: Vision User Conference – Fax: 435-658-5105
3. Mail completed form to:  
Vision User Conference Registration  
Turnkey Events, Inc.  
2455 Lower Lando Lane  
Park City, UT 84098  
PH: 801-792-0140 • FAX: 435-658-5105  
[KPTURNKEY@MSN.COM](mailto:KPTURNKEY@MSN.COM)

All registration inquiries should be directed to Turnkey Events, Inc. A confirmation email will be sent to you upon processing your registration form. Do not include your registration fee with Siemens payments of any kind. Checks should be made payable to Vision User Group and sent to:

Vision User Conference Registration  
Turnkey Events, Inc.  
2455 Lower Lando Lane  
Park City, UT 84098  
PH: 801-792-0140 • FAX: 435-658-5105  
[KPTURNKEY@MSN.COM](mailto:KPTURNKEY@MSN.COM)

## **CANCELLATIONS**

To receive a conference registration refund, send your written cancellation request to:

Vision User Conference  
Turnkey Events, Inc.  
2455 Lower Lando Lane  
Park City, UT 84098  
PH: 801-792-0140 • FAX: 435-658-5105  
[KPTURNKEY@MSN.COM](mailto:KPTURNKEY@MSN.COM)

A cancellation fee of \$50.00 will be charged. Refunds will not be issued until after the conference, and no refunds will be issued for cancellations made after March 12, 2010.

NOTE: A paid registration may be transferred to another hospital attendee.

## **BADGES**

You will receive a badge in your registration packet when you arrive. You must wear your badge to be admitted to sessions, meals, and social functions.

## **CONFERENCE ATTIRE**

Casual attire at all sessions and workshops is appropriate and encouraged. Many registrants may also get into the spirit of the conference by dressing up for the Vision Gala, "Pajama Party" on Tuesday night, where all you wild and wacky individuals can show your party spirit by coming dressed in your favorite "jammies." While dressing up is encouraged and adds to the fun, it is not required. So whether you like to party or sit back and watch everyone else, it's time to enjoy life, have fun, and join the Vision "Gang" for a festive evening. Come ready to enjoy great food, entertainment, music, and dancing!

## **LODGING**

Vision has selected The Sheraton City Centre Hotel, 150 West 500 South, Salt Lake City, UT as the conference hotel. All general sessions, breakout sessions, workshops, meals and breaks, and the Vendor Exhibit Hall will be held at the Sheraton City Centre. Sleeping rooms at special rates have been reserved for Vision attendees.

The Sheraton City Centre Hotel is conveniently located minutes from downtown shopping, restaurants, cultural events, and entertainment, and is a short drive to all the outdoor attractions for which Utah is famous. Hotel amenities include complimentary airport shuttle, weekday USA Today, two phone lines into each room, coffee maker, pool and whirlpool, business center, concierge service, restaurants, and shops.

Vision 2010 daily room rates are \$134.00 and \$162.00.

To make reservations for the Vision User Group Conference at The Sheraton City Centre Hotel, 150 West 500 South, Salt Lake City, UT, 84101, call Sheraton Central Reservations, 1-800-325-3535. You may also contact the Sheraton City Centre at [www.sheraton.com](http://www.sheraton.com) or dial the hotel direct at 801-401-2000.

If you plan to arrive after 6:00 pm, a credit card number is needed for confirmation. If you need to cancel, The Sheraton City Centre requires 24-hour notice before your scheduled arrival to avoid billing.

## **ROOM BLOCK CUTOFF DATE**

Vision 2010 has reserved blocks of sleeping rooms at The Sheraton City Centre until March 16, 2010. After that date, rooms are on a space-available basis.

## **HOTEL MOBILITY ACCESS**

The Sheraton City Centre is accessible for those with mobility concerns.

## TRANSPORTATION

### HOTEL SHUTTLE

The Sheraton City Centre Hotel provides complimentary transportation to and from the Salt Lake International Airport. You will need to call the Sheraton at 801-401-2000 and request the hotel shuttle.

The shuttle departs regularly from the hotel for the airport. It is suggested that you make a shuttle reservation for your departure.

### TAXI

Taxis are available at the airport, and are located at the curb. If none are available, go to the transportation desk located in each terminal.

### PREARRANGED TRANSPORTATION

Limousine service must be arranged in advance; city ordinance does not allow walkup use of limousine services. A 24-hour advance reservation is required.

Express Shuttle 1-800-321-5554

### RENTAL CAR

All major rental car agencies are located at the airport.

### LIGHT RAIL SYSTEM - UTA TRAX

TRAX, the city's light rail system, provides a rapid mode of transportation from the Sheraton City Centre to downtown shopping and attractions, only five blocks away. A TRAX stop is located one block east on Main Street. The light rail ride to downtown falls within the "free fare zone."

## MEALS

Vision cannot accommodate special diet concerns. However we do try to offer meals that are appropriate for vegetarians (lacto/ovo). Please indicate on the registration form under V2, or V3 for guests, if you would like a vegetarian meal for the gala.

### CONTINENTAL BREAKFAST

Saturday and Sunday for Workshop Participants  
Monday, Tuesday, Wednesday

### BUFFET LUNCH – CLUBHOUSE

Monday, Tuesday, Wednesday

### BREAKS

Saturday and Sunday for Workshop Participants  
Monday, Tuesday, Wednesday

### VISION GALA

Tuesday, 6:30 PM – 12:00 AM  
The Canyons Ballroom

Fine dining at the gala.

## OTHER INFORMATION

### VISION STORE – FIVE & DIME

Big Cottonwood

As always, Vision items will be available for sale during the conference. Collectibles from previous years will also be sold – but they go fast.

### FOCUS GROUPS

Focus Groups are designed to provide a forum for users to share new and better ways of using MedSeries4 applications and to offer input to the continued development of MedSeries4 products. Focus Group sessions provide users the opportunity to learn the latest about MedSeries4 applications and make suggestions as to how they would like to see the products developed.

All tracks, with the exception of the Healthcare Today Track, will conduct Focus Group Update sessions open to all attendees. Each Focus Group will give an update relative to their specific track. (See each track for specifics.)

Client and Siemens Co-chairs will moderate the Focus Group sessions. Each Focus Group member will be introduced, followed by an overview of the group's activities since Vision 2009. Innovative uses of the software will be presented, as well as the direction of each product line, future product releases, highlights of major changes in each release, and distribution methods.

### WORKSHOPS VS SESSIONS

Not sure of the difference between a session and a workshop?

- Sessions are one to two hours in length, are presented in a lecture format, and are available to every attendee as part of the conference registration fee. A session may provide an overview of the product, new system features, tips and techniques, or show how a facility is using the system in an ingenious or unique way.
- Workshops are specialized, hands-on classes, three hours in length. Students have access to a PC or some type

of hands-on exercise where they gain actual experience with the concepts or solutions being taught. There is an additional registration fee for workshops and class size is limited. (Some workshops are “lecture only,” and are noted as such in the workshop section of this book.)

For questions regarding any conference item other than registration, contact Julie Tisdale, Siemens MS4 Liaison, at 801-539-4753 or email [julie.tisdale@siemens.com](mailto:julie.tisdale@siemens.com).

## CONFERENCE HIGHLIGHTS

### SIEMENS SURROUND TRACK

New this year is the “Siemens Surround Track,” focusing on clinical workflow management. Designed to span a wide variety of Siemens offerings, you’ll receive education on:

- S01 Integrating Document Imaging with MS4 Clinical Suite
- S02 Enhancing Clinical Suite’s workflow through NOVIUS® Laboratory, Siemens Pharmacy and Medication Administration Check (MAK), and Electronic Document Management (EDM)
- S03 Integration points between MS4 Clinical Suite and NOVIUS® Lab
- S04 Tips and tricks that can keep your ancillary systems working together
- S05 Understand the functionality and interactions between MS4 and Siemens Pharmacy
- S06 Learn how EDM integrates with MS4 Clinical Suite and what information is shared
- S08 See what syngo® RIS/PACS and MS4 can do together to bring your images into focus

### WELCOME RECEPTION – HANG WITH THE “GANG”

Sunday, 7:00 PM – 11:00 PM

The Canyons Ballroom

Join your Vision “buddies” for an evening of music, dance, food, and fun activities.

### CUSTOMER SERVICES OPEN HOUSE

Monday, 4:30 PM – 6:00 PM

Snowbird Room

Siemens MedSeries4 Customer Services Center cordially invites you to a Monday evening reception to meet and mingle

with the people behind the voices on the telephone, while experiencing the Advanced Solutions Center. Come see how MS4 Clinical Suite provides tools that clinicians use to meet the core challenges at the epicenter of hospital patient care. CPOE, integrated assessments, allergy management, med reconciliation and more are featured in a demo recurring throughout the evening.

### ASK THE EXPERTS

Siemens MedSeries4 Customer Services Center will host one-on-one meetings with clients to address subjects of interest to their facility. Attendees should bring appropriate documentation, such as reports and screen prints, to take advantage of an opportunity to sit down with an application specialist and work on problems or ask questions. Experts will be located in room 194.

Experts in General Financial Systems, Patient Accounting, Clinicals, Billing, and MIRA will be available to address your issues. Pick up a schedule with your registration packet.

### ADVANCED SOLUTIONS CENTER

Brighton Room

Siemens MedSeries4 demonstrates cutting-edge technology tools, products, and services vital to your strategic initiatives. Join the Product and Technology Team for an introduction to an array of solutions that will benefit the MedSeries4 client.

### DEMONSTRATIONS

Members of the Siemens Demo Team will be available in the Advanced Solutions Center to demonstrate many innovative Siemens products.

**EXHIBITORS**

Hang out with the Vision Playground Pals and visit exhibitor booths, the Advanced Solutions Center, and other demonstrations scheduled as follows:

Sunday	April 18	4:00 PM - 7:30 PM	(Exhibitor Fair)
Monday	April 19	10:00 AM - 3:30 PM	
Monday	April 19	10:15 AM - 11:00 AM	(Dedicated time to visit Exhibitors)
Tuesday	April 20	9:30 AM - 3:00 PM	

**HEALTHCARE TODAY TRACK**

Whether you're a team leader, manager, CIO, or just interested in current healthcare topics and how they affect your facility, this track is for you. Designed to keep you up to date with our ever-changing industry, you'll hear healthcare experts discuss hot topics that influence hospital strategic direction and form business strategies.

**ELECTRONIC DOCUMENTS**

Softcopy presentations that correspond to your class selection will be available before the conference starts, allowing you to print them before you come, or load them onto your laptop for viewing at the conference. (Workshop presentations will still be distributed in hardcopy during the class.)

For the attendee who would prefer to travel unencumbered by paper, or who leaves the copies sitting on the desk, read on . . .

**DOCUMENT CENTER**

An onsite printing service will be available to attendees during the conference for printing session handouts. For a few cents per page, you'll be able to print the session(s) of your choice from the presentation master.

**VISION BUSINESS MEETING**

Tuesday, 9:30 AM – 10:30 AM  
 Deer Valley Room

All MedSeries4 customer registrants are encouraged to attend the Business Meeting for an update from the Vision Board and a question and answer session. A drawing for prizes will be held; you must be present to win.

**GALA – PAJAMA PARTY**

Tuesday, 6:30 PM – Midnight  
 The Canyons Ballroom

Join us for fine dining and fun at the Vision Pajama Party. Oh the fun we will have in our favorite PJs! There may be some ghost stories and short sheeting, but we promise no prank phone calls, whipped cream facials, or skivvies in the freezer!

**GALA – ENTERTAINMENT**

**CLOSING CEREMONIES**

Wednesday, 2:30 PM – 3:30 PM  
 The Canyons Ballroom

Hang with the "Gang" one last time to see highlights of the conference in a special slide presentation and participate in a cash prize drawing. You **MUST** be present to win.

## Keynote Speakers

### MONDAY, OPENING SESSION **KEN CARTER**

Average is Just Not Good Enough, PERIOD!

When famed high school basketball coach Ken Carter literally locked his undefeated, state play-off bound team out of the gym and forced them to hit the books and stop counting on athletic potential as the only ticket out of a tough, inner city life, he sent a powerful message.

The film, Coach Carter, based on the lockout and starring Samuel L. Jackson as the Coach, is just one more testimony to the strength of his convictions. At the podium, Mr. Carter scores with hard-hitting advice about accountability, integrity, teamwork, and leadership to succeed both on and off the basketball court.

A successful businessman when he accepted the position of head basketball coach at Richmond High School, Richmond, CA, in 1997, Ken Carter had a monumental task at hand. The students were failing academically at an alarming rate, and the athletic programs were in a pathetic state. Within two years, he had virtually single-handedly turned around the school, physically cleaning up (trash, graffiti, drug dealers), and also mentally cleaning house as well.

A contract, which each player and his parents signed, spelled out crucial rules of conduct: treat others with respect; shun drugs and alcohol; sit in the front of class and participate; wear suit and tie on game day; and maintain a minimum of a 2.3 GPA. And when not all of the players lived up to these obligations, the play-off bound, undefeated Richmond Oilers (13-0)—including Mr. Carter's own son, Damien—were locked out of the gym and pulled from any basketball-related activities to learn how to "...rise as a team." Academically solid players tutored weaker ones, and the whole team improved their GPAs. Most importantly, these inner city students ultimately returned not just to the court, but to a new standard of winning, one that transcended the hoop dreams of high school, to college educations, and futures they might never have imagined for themselves.

In addition to coaching SlamBall's champion team, The Rumble, Ken Carter is owner/operator of Prime Time Publishing, Prime Time Sports, and is an author. He is also founder and chairman of the Coach Ken Carter Foundation, a non-profit organization that develops, promotes, and provides education, training and mentoring programs for minority youths. In 2002, he was selected to carry the Olympic torch for the San Francisco Bay Area/Richmond California.

**TUESDAY, OPENING SESSION**  
**JESSICA MELORE**

Jessica Melore, a 26-year-old graduate of Princeton University, was named one of Glamour Magazine's Top 10 College Women of 2002. At age 16, she was the co-captain of her tennis team when she suffered a massive heart attack. Within hours, the last rites were performed for her, as she was not expected to live through the night. For nine months she lived on a battery-operated mechanical assist device as she awaited a heart transplant. Additional complications included the amputation of her left leg above the knee and the fear that she could have suffered permanent brain damage due to lack of oxygen to her brain. She received her heart transplant and began her freshman year at Princeton just three months later. However, her challenges were far from over. In the year that followed, she faced life-threatening Non-Hodgkin's lymphoma and additional hurdles. Her amazing story of courage and determination has been what Extra! called an "inspirational tale of survival that gives us all hope."

Ms. Melore has spoken for audiences of all ages and backgrounds, for crowds spanning 10 to 10,000 people. Television appearances include Good Morning America, Dateline NBC, ABC Nightly News, Extra!, Hardcopy, and Telemundo. Jessica Melore has also appeared in several publications, including Woman's Day, USTA Magazine, Glamour, New York Post and most recently, Cosmopolitan Magazine. Honors include Princeton University's Allen Macey Dulles Award for the graduating senior who best represents Princeton's motto, "Princeton in the Nation's Service and in the Service of All Nations". She was also named the YWCA's "Woman of Inspiration" of 2002, which "recognizes a woman who has overcome adversity in her life to make a profound impact on others," and received the "Spirit of Somerset" Award in 2001 for outstanding youth leadership. Somerville Education Association developed the "Jessica Melore Award" as a community service award.

Currently a Senior Development and Programs Officer for the New Jersey Organ & Tissue Sharing Network, Jessica Melore has managed a \$1.7 million federally funded grant project, the largest and most groundbreaking investigation on organ donation promotion within the workplace to date.

WEDNESDAY, OPENING SESSION

**BRUCE S. WILKINSON, CSP**

Bruce S. Wilkinson, CSP is a leadership/customer service consultant, professional keynote speaker, workplace trainer, author, and implementation specialist who reinforces personalized messages with humor, passion, enthusiasm, and authenticity. His mission is to help organization's translate their culture into a workplace climate that inspires excellence. He has degrees in both Safety Engineering and Occupational Safety and Health. He was a two-term elected member of the Board of Directors of the National Speakers Association and is one of fewer than 700 people worldwide to earn the prestigious Certified Speaking Professional (CSP) designation.

Mr. Wilkinson recently retired after twenty-two years of service as a post certified reserve police officer with the Jefferson Parish Sheriff's Office (New Orleans), where he worked in patrol, emergency rescue, and as a member of the police academy staff. As President and Chief Leadership Officer of Workplace Consultants, Inc. and Wilkinson Seminars and Presentations, Bruce Wilkinson has presented in all 50 states, delivering enthusiastic keynotes and training programs for over twenty-three years to clients such as Office Depot, Burger King, SUBWAY, KFC, Xerox, Frito-Lay, Kellogg's, T.G.I. Friday's, the Department of Defense, NASA, Louisiana State University, Miller Brewing, Anheuser-Busch, Jack Daniel's, and various contractors and hospitals.

## Getting to Meaningful Use

### **MEDSERIES4 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

## SESSIONS

### GENERAL INFORMATION

Sessions are one to 1-1/2 hours in length, are presented in a lecture format, and are available to every attendee as part of the conference registration fee. A session may provide an overview of the product, new system features, tips and techniques, or show how a facility is using the system in an ingenious or unique way.

### NEW ATTENDEE VIRTUAL TRACK

The Vision User Group has devoted a track to MS4's new customers, users, and potential users. Every focus group has dedicated one session within each track that is targeted to the new user. A new user could be someone new to MS4 or just a certain MS4 application. Sessions in the Virtual Track are scheduled in a way that allows the new or beginning user to attend each one without conflict. [Virtual Track sessions are written in blue text.](#)

### CONTINUING EDUCATION UNITS (CEUs) CEU

Vision 2010 is proud to offer Continuing Education Units (CEUs) for selected sessions and workshops. Please see the session and workshop sections of this booklet for specific details. As additional classes are approved for CEU credit, notice will be posted on [www.ms4vision.com](http://www.ms4vision.com).

### TARGET AUDIENCE

#### **Beginning**

The beginning level class is designed for the attendee who is new to MS4 or would like a refresher course. It is expected that the attendee will have limited experience in areas such as file building, troubleshooting, system functionality, etc. Instruction will be focused on providing information at an introductory level, with no prerequisites required.

#### **Intermediate**

The intermediate level class is designed for attendees who have a solid understanding of one or multiple application suites. It is expected that the attendee will have a general knowledge of system functionality, file structure, and interoperability. This level of class may require prerequisite knowledge.

#### **Advanced**

The advanced level class is designed for the "super user." Attendees will be expected to have detailed knowledge of their application or focus area. It is expected that the attendee will have extensive experience in areas such as file building, troubleshooting, system functionality, etc. Classes of this level are intended to provide in-depth information, and attendees are expected to have prerequisite knowledge.

## HEALTHCARE TODAY

Sessions in this track are open to anyone who has an interest in the topic being presented.

Monday April 19, 2010 11:00 am - 12:00 pm

**H01 SHARE IN MEANINGFUL USE INCENTIVES BY SHARING THE INFO**  
**David Tao**, D.Sc., Senior Key Expert, Interoperability Champion – Siemens

The ARRA HITECH legislation encourages hospitals to achieve “meaningful use” of “certified EHR technology” in order to receive stimulus funding. Interoperability (called “information exchange” in the legislation) is a major portion of ARRA requirements as published by the Office of the National Coordinator for Health IT (ONC) and the Centers for Medicare and Medicaid Services (CMS). These requirements were expected to include exchange of clinical summaries among hospitals, physicians, and patients and incorporation of laboratory results into the EHR, electronic eligibility and claims, submission of data to public health, and reporting of quality measures to CMS. This presentation includes discussion of the ARRA requirements to support the security and privacy of information exchange among stakeholders and explains what ARRA interoperability means to you and what Siemens is doing to help meet the ARRA objectives now and as they evolve.

Monday April 19, 2010 1:00 pm - 2:15 pm

**H02 THE IMPACTS OF ARRA ON THE LEGAL ELECTRONIC HEALTH RECORD**  
**Denise Duniyak**, MS, RHIA, Marketing/Business Manager – Siemens

Moving to an electronic health record not only helps enhance productivity, increase organizational efficiency, and improve patient care, it also provides tremendous challenges in defining, maintaining, and retrieving the legal health record. This session covers the basics of how to support your legal health record within the current hybrid environment.

Monday April 19, 2010 2:45 pm - 4:00 pm

**H03 QUALITY REPORTING – MEANINGFUL USE AND BEYOND**  
**John Neider**, Global Market Manager for Decision Support and Embedded Analytics - Siemens

Learn how Siemens can offer a unified and innovative approach to quality management that combines the capture of quality data and its measurement. Everyone from clinicians to hospital executives can easily view, understand, and interpret their entire quality picture and turn information into practical, usable intelligence. The Siemens approach to quality management provides enhanced decision support with automated data abstraction and analysis, and increased access and usability of accurate data. Data sources are combined in a single, structured database providing sophisticated healthcare analytics with strategic views of measurable data.

Tuesday April 20, 2010 10:30 am - 11:30 am

**H04 STRATEGIES UNDER THE ARRA UMBRELLA FOR PATIENT SAFETY**  
**Rob Christiansen**, R.Ph., MBA, Marketing and Business Manager,  
 Pharmacy and Point of Care Solutions – Siemens

A comprehensive point of care strategy is key to helping hospitals address their patient safety initiatives for reducing medical errors and helping enable them to meet the requirements of the Joint Commission National Patient Safety Goals and CMS. This session provides an overview of Siemens comprehensive point of care strategy for patient safety including Med Administration Check™, Patient Identification Check (Specimens and Blood Modules) and Soarian® Device Connect, and describes how these solutions can be mapped to healthcare industry initiatives.

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**H05 PATHWAYS TO EXCELLENCE - "FOLLOW THE YELLOW BRICK ROAD"**  
**C05 Ellen Swartwout**, RN, MSN, NEA-BC, Director, Pathway to Excellence™ Program, American Nurses Credentialing Center  
**Gail E. Latimer**, RN, MSN, FACHE, FAAN, Vice President and Chief Nursing Officer, Office of the CNO, Industry and Government Affairs – Siemens

The American Nurses Credentialing Center’s (ANCC) Pathway to Excellence® designation is earned by healthcare organizations that create work environments where nurses can flourish. The designation supports the professional satisfaction of nurses, identifies best places to work, and is ideally suited to small and medium-sized healthcare organizations. Come learn how this program can make a difference at your institution and hear from an MS4 customer who has achieved this designation. Topics include the program history and vision, the Pathway to Excellence Standards, and ideas for getting started at your facility.

Tuesday April 20, 2010 2:45 pm - 4:00 pm

**H06 STRATEGIC "IT" PLANNING – CONSIDERATIONS IN AN ARRA ENVIRONMENT**  
**Ruth Bowen**, MBA, CPHQ, CPHIMS, Business Management – Siemens

This session highlights the MS4 customer experience with strategic IT planning. Topics include strategies and tactics for:

- Stakeholder needs and alignment
- Planning in an environment of constant change
- Implementation planning for Meaningful Use
- ICD10 and other regulatory planning
- Physician considerations
- Lessons from the trenches

## FINANCIAL SERVICES 1

Track Coordinator: **Karen Miles**, Siemens, MS4  
 Client Co-chair: **Tricia Billington**, East Texas Medical Center  
 Siemens Co-chair: **Michael West**, Siemens, MS4

Monday April 19, 2010 11:00 am - 12:00 pm

**F01 FINANCIAL SERVICES FOCUS GROUP UPDATE**  
**Masami Goldsberry**, Project Manager – Siemens, MS4  
**Michael West**, Manager, Resource and Scheduling – Siemens, MS4

Meet the members of the Financial Services Focus Group and learn about recent activities and current releases. Take this opportunity to ask questions, provide suggestions, and consider joining the group.

**AUDIENCE:** All General Financial users

Monday April 19, 2010 1:00 pm - 2:15 pm

**F02 ACCOUNTS PAYABLE CHECK PROCESSING AND CHECK RECONCILIATION**  
**Margie Gentry**, Staff Account – TJ Samson Community Hospital  
**Michelle Weatherly**, Senior Accounting Clerk – Wise Regional Health Systems

Learn systematic procedures for processing checks with patient refunds that are included in the AP check run. Hear about the check reconciliation process and the reports needed for reconciliation as we investigate the possibilities that might cause “out of balances” between the bank statement and the General Ledger.

**AUDIENCE:** Beginning

Monday April 19, 2010 2:45 pm - 4:00 pm

**F03 ACCOUNTS PAYABLE MONTH-END REPORTS AND HOW TO READ THEM**  
**Kay Johnson**, Director of Accounting – Nacogdoches Memorial Hospital

Are you feeling overwhelmed with Accounts Payable Month-end reports? Come learn about the reports that are available to you and how they can be used to improve your knowledge of the data in Accounts Payable.

**AUDIENCE:** Beginning to intermediate

Tuesday April 20, 2010 10:30 am - 11:30 am

**F04 FINANCIAL SERVICES “MIND EXCHANGE”**  
**F14 Masami Goldsberry**, Project Manager – Siemens, MS4  
**Michael West**, Manager, Resource and Scheduling – Siemens, MS4

Exchange questions and problems for answers and resolutions. Meet with the experts on all General Financial applications for a one-on-one question/answer session and take the opportunity to discuss problems and best practices. Share your ideas and thoughts with experts from MS4 Development, Siemens Customer Support Services, and Financial Services Focus Group members.

**AUDIENCE:** All levels

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**F05 ACCOUNTS PAYABLE OUT OF BALANCE – SOLUTIONS AND PITFALLS**  
**Cathleen Riley**, Customer Support Analyst - Siemens

Where do you begin to look for the problem when your 399 report shows that AP is out of balance? This session leads you step-by-step to solving the mystery as you also learn about processes to prevent future out of balance situations.

**AUDIENCE:** This session is for all users responsible for AP file integrity.

Tuesday April 20, 2010 2:45 pm - 4:00 pm

**F06 ACCOUNTS PAYABLE 101 – TIPS AND TRICKS**  
**Kay Johnson**, Director of Accounting – Nacogdoches Memorial Hospital

Are you a new user who would like to learn the basic tips and tricks of navigating and working in Accounts Payable? Join this class to gain knowledge of file setup, invoice entry, and inquiry tips. Instruction is focused on providing information at an introductory level, with no prerequisites required.

**AUDIENCE:** Beginning users of Accounts Payable. It is expected that the attendee will have limited experience in areas such as file building, troubleshooting, and system functionality. This class is designed for the attendee who is new to the MS4 Accounts Payable application or would like a refresher course.

Wednesday April 21, 2010 9:30 am - 11:00 am

**F07 UPCOMING GFS ENHANCEMENTS**  
**Karen Miles**, Systems Analyst – Siemens, MS4

Learn about new GFS features and fixes released in Summer 2009 and hear about the Summer 2010 release and what is planned for Accounts Payable, Materials Management, and Budgeting.

**AUDIENCE:** All levels

Wednesday April 21, 2010 11:00 am - 12:00 pm

**F08 AP 1099s AND ARCHIVING AND PURGING ACCOUNTS PAYABLE**  
**Margie Gentry**, Staff Account – TJ Samson Community Hospital  
**Tricia Billington**, Senior Systems Analyst – East Texas Medical Center RHS

This session is an introduction and review of the 1099 process using the vendor file maintenance.

Is your system running at optimum speed? Do your files contain several years of data? Attend this session to learn about recommended data retention, and details on archiving and purging in Accounts Payable that will help you run your system at its best.

**AUDIENCE:** All levels

Wednesday April 21, 2010 1:00 pm - 2:15 pm

**F09 ACCOUNTS PAYABLE LINE MATCHING AND ISSUE RESOLUTION**  
**Jennifer Deal**, Accounting Services Director - Neosho Memorial Regional Medical Center  
**Gordon Miller**, Senior Application Analyst - Vanguard Health Systems

Review EDI and the regular AP invoicing process. Find out about line matching, data flow, and the reports associated with this process. See how a variance affects the line matching process and learn how to set acceptable variance levels.

**AUDIENCE:** Beginning and intermediate



Wednesday April 21, 2010 9:30 am - 11:00 am

**F17 SUPPLEMENTAL & BONUS PAYROLL PROCESSING**  
**Mark Hoopes**, Manager – BH Business Enterprises

Hear about file maintenance and the methodology behind the supplemental and bonus payroll runs that typically take place at the end of each quarter and at the end of each calendar year. Learn to utilize the system to the fullest and benefit from these payroll processes.

**AUDIENCE:** Beginning to intermediate

Wednesday April 21, 2010 11:00 am - 12:00 pm

**F18 QUICKVIEW FOR PAYROLL**  
**Rob Brown**, Systems Analyst – Siemens, MS4

Come hear about a new, versatile application designed for the “C” level executive to view the latest financial statistics at a glance. MS4 WebConnect QuickView offers a four-quadrant view of financial data for accounts receivable and payroll, and provides functionality for viewing reports of the data.

**AUDIENCE:** All conference attendees

Wednesday April 21, 2010 1:00 pm - 2:15 pm

**F19 PAYROLL YEAREND & PURGES**  
**Dennis Tabbal**, Customer Support Analyst - Siemens

Hear about best practices to keep your system processing at the maximum level as you learn how to prepare for yearend payroll processing, including W-2s, and how to purge the payroll files.

**AUDIENCE:** Beginning and intermediate

## REVENUE CYCLE 1

Track Coordinator: **Laurie Johnson**, Platte Valley Medical Center  
Client Co-chair: **Lisa Badie**, Kennedy Krieger Institute  
Siemens Co-chair: **Diane Hummel**, Siemens, MS4

All Revenue Cycle 1 sessions qualify for continuing education units (CEUs) with the American Association of Healthcare Administrative Management (AAHAM). Please see the session monitor at the conclusion of each presentation to receive the CEU certificate.





**Wednesday**                      **April 21, 2010**                      **1:00 pm - 2:15 pm**

**R09      USING DATAMAILER LETTERS EFFECTIVELY – “PEN PALS”**  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

Using MedSeries4 document processing to generate correspondence is an excellent resource to integrate into follow-up and collection processes. Whether letters are embedded in your tracks or demanded by your staff, a study of examples provides insight to how this invaluable tool can work for your facility.

**AUDIENCE:** Intermediate patient account managers, collections staff, ACTS users, staff members responsible for AR file maintenance.

## REVENUE CYCLE 2

Track Coordinator: **Lea Hammons**, Grenada Lake Medical Center  
 Client Co-chair: **Lisa Badie**, Kennedy Krieger Institute  
 Siemens Co-chair: **Diane Hummel**, Siemens, MS4

All Revenue Cycle 2 sessions qualify for continuing education units (CEUs) with the American Association of Healthcare Administrative Management (AAHAM). Please see the session monitor at the conclusion of each presentation to receive the CEU certificate.

**Monday**                              **April 19, 2010**                              **11:00 am - 12:00 pm**

**R11      REVENUE CYCLE FOCUS GROUP UPDATE WITH THE “REVENUE RA\$CAL\$”**  
**R1      Lisa Badie**, Administrator: AR/ADT/EC – Kennedy Krieger Institute  
**R21**

The Patient Financial and Case Mix/RE Focus Groups have merged! Come meet the newly formed Revenue Cycle Focus Group and see an overview of this year’s restructured sessions. Hear about the exciting changes in release 29.20 and the new releases now being worked on.

**AUDIENCE:** All Revenue Cycle attendees

**Monday**                              **April 19, 2010**                              **1:00 pm - 2:15 pm**

**R12      ACCOUNT LIFECYCLE, Part 1 – “TIC, TAC, TOE”**  
**Lonny B. Aldinger**, Regional PFS Director/Admitting – Banner Health  
**Tarek Chatila**, Application Support Analyst – Adventist Health  
**Kathy Barry**, Director of Revenue Cycle Management – St. Joseph Hospital  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

Are you using help text, mass adjustments, facility billing, insurance tracer letters, and all the other great MS4 system features? With so many options and features, knowing what’s available is the key to setting up a coordinated patient revenue cycle.

This three-part session follows the life cycle of a patient account from pre-registration to zero balance. You'll get a high level overview of features and options in ADT, AR, Billing Editors, and RE as we track the account. Discover features you may not have known about and take that information back to your facility to help improve your revenue cycle.

**AUDIENCE:** ADT/AR/RE staff familiar with basic MedSeries4 functionality or anyone interested in a high level overview of the revenue cycle in MS4.

Monday	April 19, 2010	2:45 pm - 4:00 pm
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- R13 ACCOUNT LIFECYCLE, Part 2 – “TIC, TAC, TOE”**  
**Lonny B. Aldinger**, Regional PFS Director/Admitting – Banner Health  
**Tarek Chatila**, Application Support Analyst – Adventist Health  
**Kathy Barry**, Director of Revenue Cycle Management – St. Joseph Hospital  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

Are you using help text, mass adjustments, facility billing, insurance tracer letters, and all the other great MS4 system features? With so many options and features, knowing what's available is the key to setting up a coordinated patient revenue cycle.

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**AUDIENCE:** ADT/AR/RE staff familiar with basic MedSeries4 functionality or anyone interested in a high level overview of the revenue cycle in MS4.

Tuesday	April 20, 2010	10:30 am - 11:30 am
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- R14 ACCOUNT LIFECYCLE, Part 3 – “TIC, TAC, TOE”**  
**Lonny B. Aldinger**, Regional PFS Director/Admitting – Banner Health  
**Tarek Chatila**, Application Support Analyst – Adventist Health  
**Kathy Barry**, Director of Revenue Cycle Management – St. Joseph Hospital  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

Are you using help text, mass adjustments, facility billing, insurance tracer letters, and all the other great MS4 system features? With so many options and features, knowing what's available is the key to setting up a coordinated patient revenue cycle.

This three-part session follows the life cycle of a patient account from pre-registration to zero balance. You'll get a high level overview of features and options in ADT, AR, Billing Editors, and RE as we track the account. Discover features you may not have known about and take that information back to your facility to help improve your revenue cycle.

**AUDIENCE:** ADT/AR/RE staff familiar with basic MedSeries4 functionality or anyone interested in a high level overview of the revenue cycle in MS4.

**Tuesday April 20, 2010 1:00 pm - 2:15 pm**

**R15 ACTS – “PICK UP STICKS”**  
**Carmen Musitano**, Lead Business Analyst – Corporate, Universal Health Services, Inc.  
**Tammie Crittenden**, Patient Access Director – Wise Regional Health System

Use ACTS to effectively manage accounts and productivity from admission through collection. Whether you work in a small facility or a large multientity CBO, this session teaches you the decision-making logic and system file maintenance needed to create worklists for all accounts. Discover tips and creative methods to get accounts to the right person at the right time to maximize your facility's reimbursement.

**AUDIENCE:** Those responsible for ACTS file maintenance, users who want to understand how worklists are created, and managers who are looking to further enhance the use of ACTS in their facility.

**Tuesday April 20, 2010 2:45 pm - 4:00 pm**

**R16 AR/EC REPORTS – “I SPY”**  
**Allison Moreland**, Reimbursement Analyst – Nix Health Care System  
**Lisa Badie**, Administrator: AR/ADT/EC – Kennedy Krieger Institute  
**Chris Pratt**, Senior Analyst – BJC Healthcare

Learn about the standard and dayend AR and Billing Editor (EC) reports that can help you identify, track, and troubleshoot processes and problems. In addition, we will explore queries and custom reports used to aid in the monitoring process.

**AUDIENCE:** Intermediate knowledge targeting PFS Managers/Supervisors, Billing Managers/Supervisors

**Wednesday April 21, 2010 9:30 am - 11:00 am**

**R17 837 EDITORS/5010 – “MIRROR, MIRROR, ON THE WALL”**  
**Lisa Badie**, Administrator: AR/ADT/EC – Kennedy Krieger Institute  
**Chris Pratt**, Senior Analyst – BJC Healthcare

837I and 837P Editors were released in 28.20. These are an addition to the existing U4 and H4 Editors that mirror the 837 Institutional and Professional datastream files. Facilities must use these editors in order to have their datastream converted to the 5010 837 format. This session shows you the screen formats and functionality of the 837 Editors that allows you to see what is in the datastream before transmission.

**AUDIENCE:** Intermediate – Billing managers and those responsible for setting up and maintaining files for the editor.

**Wednesday April 21, 2010 11:00 am - 12:00 pm**

**R18 REVENUE CYCLE FOCUS GROUP ROUNDTABLE – “20 QUESTIONS”**  
**Tarek Chatila**, Application Support Analyst – Adventist Health

Do you have questions? Bring them to this open forum where members of the Revenue Cycle and Technical Focus Groups, and MS4 staff will be on hand to provide answers or point you in the right direction to solutions for common revenue cycle needs. Feel free to share your own tips and hints with others. This session is for YOU!

**AUDIENCE:** This session is for all interested conference attendees.

Wednesday April 21, 2010 1:00 pm - 2:15 pm

**R19 RAC AUDITS – “COPS & ROBBERS”**  
**Sue Mattos**, Project Manager – Sutter Health

Are you prepared for the upcoming RAC audits? See other MS4 facilities’ current processes for managing these requirements and discover options for using MS4 to manage the various audit tiers.

**AUDIENCE:** Intermediate – AR account managers, case management supervisors, and those who are responsible for managing the process.

### REVENUE CYCLE 3

Track Coordinator: **Kathy Barry**, St. Joseph Healthcare  
 Client Co-chair: **Lisa Badie**, Kennedy Krieger Institute  
 Siemens Co-chair: **Lynnette Moore**, Siemens, MS4

Monday April 19, 2010 11:00 am - 12:00 pm

**R21 REVENUE CYCLE FOCUS GROUP UPDATE WITH THE “REVENUE RA\$CAL\$”**  
**R1 Lisa Badie**, Administrator: AR/ADT/EC – Kennedy Krieger Institute  
**R11**

The Patient Financial and Case Mix/RE Focus Groups have merged! Come meet the newly formed Revenue Cycle Focus Group and see an overview of this year’s restructured sessions. Hear about the exciting changes in release 29.20 and the new releases currently being worked on.

**AUDIENCE:** All Revenue Cycle attendees

Monday April 19, 2010 1:00 pm - 2:15 pm

**R22 BEGINNING REIMBURSEMENT #1 – “JUMPING THE ROPE IN RE”**  
**Lydia Thompson**, Reimbursement Specialist – Platte Valley Medical Center  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

This session provides new users a starting point to RE and offers a refresher course in functionality. It focuses on basic definitions, navigation of all RE screens, and offers a good foundation of knowledge to enable users to confidently move forward in the RE application.

**AUDIENCE:** Beginning – This session is tailored for the new user or a user in need of a basic refresher course.

Monday April 19, 2010 2:45 pm - 4:00 pm

**R23 BEGINNING REIMBURSEMENT #2 – “HOPSCOTCH”**  
**Lynnette Moore**, Systems Analyst – Siemens, MS4

Now that you have the basics from Beginning RE #1, let’s go a step further to find out how to use RE Description Keys to

benefit your facility and individual carrier contracts. Also learn about file maintenance requirements for various reimbursement methodologies, such as Case Mix Payor Master File, RE Outpatient Parameter File, and Table File Maintenance.

**AUDIENCE:** All users responsible for RE file maintenance

Tuesday April 20, 2010 10:30 am - 11:30 am

**R24 MEDICARE OUTPATIENT SETUP – “SIMON SAYS”**  
**Lynnette Moore**, Systems Analyst – Siemens, MS4

Back by popular demand – calculate Medicare Outpatient Reimbursement accurately! Gain an understanding of Contract File Maintenance incorporating fee schedules, subroutines, tables, and other pertinent details to fine tune the process.

**AUDIENCE:** All users responsible for RE file maintenance

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**R25 CDM, NDC, Rx FILE, PRORATION, AND REVENUE CENTER FILE – “CONNECT 4”**  
**Sue Mattos**, Project Manager – Sutter Health  
**Lea Hammons**, Patient Accounts Manager – Grenada Lake Medical Center

Do you troubleshoot Billing Editor errors generated from the Charge Master, Pharmacy, Proration, and Revenue Center files and need to better understand file structure, how they flow, and their interdependencies? Join us as we introduce Release 29.20 enhancements and walk through these files to resolve issues and improve workflow efficiency.

**AUDIENCE:** Beginning to intermediate billing supervisors, leads, and those responsible for EC file maintenance. Knowledge of file dependencies is beneficial.

Tuesday April 20, 2010 2:45 pm - 4:00 pm

**R26 GOVERNMENT UPDATE – HOW TO KEEP OUT OF THE “MOUSE TRAP”**  
**M6 Kathy Barry**, Director of Revenue Cycle Management – St. Joseph Hospital  
**Brenda Olson**, Vice President, Health Information Management – Great Plains Health Alliance, Inc.

Hear an overview of recent and upcoming changes in Medicare and ARRA regulations and discover their impact on the hospital revenue cycle. Included in the discussion are IPPS and OPSS changes, value based purchasing initiatives, major ARRA and HITECH initiatives, Health Reform update, RAC and MIC updates, a brief introduction to 5010, and a sneak preview of ICD10.

**AUDIENCE:** This is a general education session designed for anyone who wants an understanding of how Medicare and other governmental regulations have shaped and changed the reimbursement process. It provides ideas for using MS4 Case Mix and RE, AR/ADT and MIRA, but does not require any specific level of understanding.

Wednesday                      April 21, 2010                      9:30 am - 11:00 am

**R27      CM/RE REPORTS AND MONITORING – “WHERE’S WALDO?”**  
**Lydia Thompson**, Reimbursement Specialist – Platte Valley Medical Center  
**Kathy Barry**, Director of Revenue Cycle Management – St. Joseph Hospital

This session focuses on using CM/RE dayend reports, canned reports, third party logs, the standard report writers, and queries to keep your system clean and in sync to monitor contracts and reimbursement, and processes that aid in decision-making.

**AUDIENCE:** This class is beneficial for beginning and intermediate users who have some understanding of the Case Mix and RE applications. It is expected that the attendee will have a general knowledge of system functionality, file structure, and interoperability.

Wednesday                      April 21, 2010                      11:00 am - 12:00 pm

**R28      CONCURRENT REVIEW – “KALEIDOSCOPE”**  
**Lynnette Moore**, Systems Analyst – Siemens, MS4

Discover how Concurrent Review might be the answer for your facility in the area of case management. Track days and dates of specific occurrences and inpatient lengths of stay versus expected reimbursement, and learn about the implementation and use of alert reporting. Information shared in this session will assist you in determining whether the Concurrent Review module might provide the solution for your specific need.

**AUDIENCE:** All levels

Wednesday                      April 21, 2010                      1:00 pm - 2:15 pm

**R29      SPECIALTY UNITS – “TWISTER”**  
**Newt Courtney**, Vice President, Patient Financial Services – Nix Healthcare System  
**Tammie Crittenden**, Patient Access Director – Wise Regional Health System

This session provides an overview from registration to reimbursement of the numerous ways to track and manage AR for specialty units with multiple types of inpatient and outpatient therapy services such as Behavioral Health, Dialysis, and SNF.

**AUDIENCE:** ADT supervisors, billing managers, and those responsible for file maintenance

## MIRA

Track Coordinator: **Brenda Olson**, Great Plains Health Alliance  
 Client Co-chair: **Charmaine Vinton**, Brattleboro Memorial Hospital  
 Siemens Co-chair: **Gaylene Gladden**, Siemens, MS4

All MIRA sessions qualify for continuing education units (CEUs) with the American Health Information Management Association (AHIMA). See the session monitor at the conclusion of each presentation to receive the CEU certificate.

**Monday**                                      **April 19, 2010**                                      **11:00 am - 12:00 pm**

**M01      MIRA FOCUS GROUP UPDATE AND NEW MIRA RELEASES**  
**Gaylene Gladden**, Senior Product Analyst - Siemens, MS4  
**Charmaine Vinton**, Director, Medical Information – Brattleboro Memorial Hospital

Join us for a review of focus group accomplishments and goals and hear an update about the enhancements in the 2010 Summer 30.10 release. There will also be a brief overview on RAC and what others have experienced during a RAC audit.

**AUDIENCE:** All MIRA users

**Monday**                                      **April 19, 2010**                                      **1:00 pm - 2:15 pm**

**M02      MS4 CLINICAL SUITE – A MIRA PERSPECTIVE**  
**Charmaine Vinton**, Director, Medical Information – Brattleboro Memorial Hospital  
**Brenda Olson**, Vice President, Health Information Management – Great Plains Health Alliance, Inc.

Hear a panel discussion about how to utilize information from MS4 Clinical Suite in processes used for HIM. Discover effective ways to use the system and learn best practices to encourage involvement with clinical development.

**AUDIENCE:** This session is for beginning and intermediate users who are trying to understand the changing roles of HIM in an electronic world.

**Monday**                                      **April 19, 2010**                                      **2:45 pm - 4:00 pm**

**M03      MIRA VIEW OF AR TO REIMBURSEMENT**  
**Pegge Szych**, Project Lead – Combinatorics Consulting Company  
**Shelley M. Harward**, RHIT, Customer Support Analyst - Siemens

What is HIM's role in the Revenue Cycle? What do you need to know about pre-bill edits? Learn the causes of billing errors and how to analyze them with a demonstration of accounts as they progress from registration through billing and reimbursement. Plan to attend and bring your questions.

**AUDIENCE:** This session is for beginning and intermediate users who are trying to understand the changing roles of HIM in an electronic world.

**Tuesday**                                      **April 20, 2010**                                      **10:30 am - 11:30 am**

**M04      GOVERNMENTAL CHALLENGES**  
**Dawn Byrd**, Assistant Director, HIM – Wise Regional Health System  
**Pegge Szych**, Project Lead – Combinatorics Consulting Company

Join this session for an overview of the American Recovery and Reimbursement Act (ARRA) with interactive discussion about privacy breaches, auditing, and red flag alerts. Suggestions on how to utilize the MIRA system to identify these areas will also be discussed.

**AUDIENCE:** All MIRA users





Monday April 19, 2010 2:45 pm - 4:00 pm

**C03 RED ROVER, RED ROVER, BRING THE DOCTORS OVER**  
**Gretchen Keller**, RHIA, Director, HIM/IS – Neosho Memorial Regional Medical Center  
**Jennifer Graham**, Clinical Analyst – Wise Regional Health System

Do you need ideas for engaging your physicians? Are milk and cookies not enough? Learn some ideas that hospitals have successfully used to get doctors on-line and involved in clinical systems.

**AUDIENCE:** Beginning

Tuesday April 20, 2010 10:30 am - 11:30 am

**C04 KNOW YOUR MNEMONICS – “SHARING THE SANDBOX”**  
**Gretchen Keller**, RHIA, Director, HIM/IS – Neosho Memorial Regional Medical Center  
**Kristi Box**, BSN, RN, Clinical Informatics Coordinator – Texas Scottish Rite Hospital for Children

Many different systems feed data into the Clinical Repository. Come hear about how to keep them all playing well together by planning naming conventions. Topics include:

- Where mnemonics are used
- Naming tricks from different facilities
- How to manage your mnemonics
- How to get rid of ones you no longer want

**AUDIENCE:** Beginning

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**C05 PATHWAYS TO EXCELLENCE - “FOLLOW THE YELLOW BRICK ROAD”**  
**H05 Ellen Swartwout**, RN, MSN, NEA-BC, Director, Pathway to Excellence™ Program, American Nurses Credentialing Center  
**Gail E. Latimer**, RN, MSN, FACHE, FAAN, Vice President and Chief Nursing Officer, Office of the CNO, Industry and Government Affairs – Siemens

The American Nurses Credentialing Center’s (ANCC) Pathway to Excellence® designation is earned by healthcare organizations that create work environments where nurses can flourish. The designation supports the professional satisfaction of nurses, identifies best places to work, and is ideally suited to small and medium-sized healthcare organizations. Come learn how this program can make a difference at your institution and hear from an MS4 customer who has achieved this designation. Topics include the program history and vision, the Pathway to Excellence Standards, and ideas for getting started at your facility.

**AUDIENCE:** Beginning

Tuesday April 20, 2010 2:45 pm - 4:00 pm

**C06 HOME MEDS & MED RECONCILIATION – “SLIPPING DOWN THE SLIDE**  
**Patrick Brazil**, RN, Clinical Technology Analyst – Nacogdoches Memorial Hospital

MS4 Home Medications and Medication Reconciliation allow care providers to track patient medication lists. Learn to capture home meds electronically, complete online physician medication reconciliation, and produce an accurate, legible home medication list for the patient and the primary care physician. See how these functions are being used by facilities where this has been implemented.

**AUDIENCE:** Beginning

Wednesday April 21, 2010 9:30 am - 11:00 am

**C07 INTERDISCIPLINARY CARE – PATIENT CARE MANAGEMENT PUZZLE**  
**Kristi Box**, BSN, RN, Clinical Informatics Coordinator – Texas Scottish Rite Hospital for Children

See how all the pieces of the interdisciplinary care planning puzzle fit together. It is not just your “Mom’s” care plan anymore.

- Kardex
- Pathways
- Caresets
- Pre- planning
- Attaching your assessment

**AUDIENCE:** Beginning

Wednesday April 21, 2010 11:00 am - 12:00 pm

**C08 REPORTS/AUDITING – “HIDE AND SEEK”**  
**Jennifer Graham**, Clinical Analyst – Wise Regional Health System  
**Cathy Collins**, Clinical Analyst – Brattleboro Memorial Hospital

Are you looking for indicators or measures to report on and can’t find the information you need? Discover where to locate the data by using these tips and hints from Clinical Repository users.

- CR reports for information exchange
- CR reports for auditing clinical data
- Quality management auditing
- Auditing for privacy protection

**AUDIENCE:** Intermediate

Wednesday April 21, 2010 1:00 pm - 2:15 pm

**C09 PATIENT CARE FOCUS GROUP UPDATE AND POSTER PRESENTATIONS**  
**S09**

Patient Care Focus Group members discuss the clinical posters that are on display throughout the conference. The posters demonstrate best practices, implementation strategies, and tips and hints from hospitals represented on the Patient Care Focus Group. The session provides a great opportunity to ask questions of the presenters.

Poster Presentations:

- Quick Overview
- Nursing Documentation in the Perioperative Setting
- Newsletter and MS4 Updates
- Improving CMS
- Clinical Documentation Project
- Preference Cards and the Scheduling System
- Medication Reconciliation

Posters will be displayed in the dining tent Monday and Tuesday and will be moved back to the focus group's session room on Tuesday evening.

**AUDIENCE:** All levels

## SURROUND APPLICATIONS

Track Coordinator: **Kristi Box**, Texas Scottish Rite Hospital for Children

Client Co-chair: **Cheryl Rock**, ValleyCare Health System

Siemens Co-chair: **Liz Hansen**, Siemens, MS4

Monday April 19, 2010 11:00 am - 12:00 pm

**S01 INTEGRATING DOCUMENT IMAGING WITH MS4 CLINICAL SUITE – “PEEK-A-BOO”**  
**Beth Knight**, Chief Nursing Officer – Nacogdoches Memorial Hospital  
**Denise Dunyak**, MS, RHIA, Marketing/Business Manager - Siemens Healthcare

See an overview of EDM functionality and hear about implementation considerations, troubleshooting, and what is coming. Then sneak a peek at how it integrates with MS4 Clinical Suite. From the patient's profile, see scanned images, transcription reports, and other electronic documents, all automatically integrated.

**AUDIENCE:** Beginning

Monday April 19, 2010 1:00 pm - 2:15 pm

**S02 A VISION OF CLINICAL SURROUNDS – “PAINT BY NUMBERS”**  
 Siemens Representative

The comprehensive functionality and workflow provided by MedSeries4 Clinical Suite is enhanced with the Siemens surround applications, including NOVIUS Laboratory, Siemens Pharmacy and Medication Administration Check, and Electronic Document Management. This session will introduce you to closed loop medication management with Siemens Pharmacy, electronic document management via Siemens EDM, and the ancillary solutions of Novius® Lab and *syngo*® workflow for Radiology/PACS. We will provide a high level overview, discuss sequencing and timelines, integration points with MS4 Clinical Suite, data sharing, and implementation and troubleshooting tips. Get the BIG picture of how MS4 Clinical Suite and other surrounding Siemens applications all play together.

**AUDIENCE:** Beginning

Monday April 19, 2010 2:45 pm - 4:00 pm

**S03 NOVIUS® LAB AND MS4 – “FUN WITH YOUR CHEMISTRY SET”**  
 Kristi Box, BSN, RN, Clinical Informatics Coordinator – Texas Scottish Rite Hospital for Children  
 Jill Rheume, Siemens, MS4

Make sure your UA's don't get lost between the tech and the nurse. See an overview of the functionality and integration points between Novius® Lab and MS4 Clinical Suite. Hear about implementation considerations and learn troubleshooting tips to keep it all working.

**AUDIENCE:** Beginning

Tuesday April 20, 2010 10:30 am - 11:30 am

**S04 SURROUND INTEGRATION – “CLUBHOUSE RULES”**  
 Pete Range, RN, Manager, System Support – East Texas Medical Center Regional Healthcare System  
 Siemens Representative

Are you responsible for or interested in diagnosing integration problems when ancillary systems aren't playing well together? See an overview of tools, techniques, and tips that can be used to troubleshoot integration problems and hear one customer's troubleshooting methodology. We will discuss interface logs, the repository error log, and the HL7 message structure as we track transactions across systems.

**AUDIENCE:** Intermediate

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**S05 SIEMENS PHARMACY AND MS4 – “Rx FOR FUN”**  
 Wendy Chang, Product Marketing Specialist - Siemens Healthcare

Understand the functionality and interactions between Siemens Pharmacy and MS4. Learn how the systems work together and what Siemens Pharmacy can do for your facility. See an overview of how a paper MAR can be produced from the pharmacy and hear about implementation considerations, troubleshooting, and what's coming next.

**AUDIENCE:** Beginning

**Tuesday**                                      **April 20, 2010**                                      **2:45 pm - 4:00 pm**

**S06      ELECTRONIC MEDICATION ADMINISTRATION – “PLAYGROUND SAFETY”**  
**Nancy Burrington**, Senior Clinical Analyst – Brattleboro Memorial Hospital  
**Cathy Collins**, Clinical Analyst – Brattleboro Memorial Hospital  
**Wendy Chang**, Product Marketing Specialist - Siemens Healthcare

See an overview of Electronic Medication Administration functionality, learn how it integrates with MS4 Clinical Suite, and discover what information interfaces between systems. Discussion includes implementation considerations, troubleshooting tips, and what is coming in the future.

**AUDIENCE:** Beginning

**Wednesday**                                      **April 21, 2010**                                      **9:30 am - 11:00 am**

**S07      TOP TEN SUPPORT**  
**T07      Lyle Severson**, Customer Support Analyst – Siemens

Skate on over to learn the techniques MS4 Support uses to help solve the 10 most common problems. The ideas presented are fresh as a summer breeze and will make you feel fine.

**AUDIENCE:** All levels

**Wednesday**                                      **April 21, 2010**                                      **11:00 am - 12:00 pm**

**S08      syngo® RIS/PAC – X-RAY VISION GLASSES**  
**Cheryl Rock**, BSN, RN, Clinical Technology Coordinator – ValleyCare Health System  
**Paul Francia**, syngo® workflow Business Manager - IKM

Attend this session to see what syngo® RIS/PACS and MS4 can do together to bring your images into focus. Discussion covers collaborative creation of order descriptions, preps, combination orders, and procedure numbers vs. CDM/mnemonics, and further describes implementation considerations, troubleshooting, and future enhancements.

**AUDIENCE:** Beginning

**Wednesday**                                      **April 21, 2010**                                      **1:00 pm - 2:15 pm**

**S09      PATIENT CARE FOCUS GROUP UPDATE AND POSTER PRESENTATIONS**  
**C09**

Patient Care Focus Group members discuss the clinical posters that are on display throughout the conference. The posters demonstrate best practices, implementation strategies, and tips and hints from hospitals represented on the Patient Care Focus Group. The session provides a great opportunity to ask questions of the presenters.

- Poster Presentations:
- Quick Overview
  - Nursing Documentation in the Perioperative Setting

- Newsletter and MS4 Updates
- Improving CMS
- Clinical Documentation Project
- Preference Cards and the Scheduling System
- Medication Reconciliation

Posters will be displayed in the dining tent Monday and Tuesday and will be moved back to the focus group's session room on Tuesday evening.

**AUDIENCE:** All levels

## TECHNICAL 1

Track Coordinator: **Patrick Crum**, Grenada Lake Medical Center  
 Client Co-chair: **David Keel**, TJ Sampson  
 Siemens Co-chair: **Kalyani Yerra**, Siemens, MS4

<b>Monday</b>	<b>April 19, 2010</b>	<b>11:00 am - 12:00 pm</b>
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**T01 MS4 SOLUTIONS TODAY & TOMORROW**  
**Dan Tyer**, Solution Owner, Interoperability and Technology – Siemens, MS4

Information is moving closer to the point of care and the point of care is evolving to span the network. Factor in unprecedented demand for interoperability, and the pressures on healthcare information technology have never been greater. This session describes various technologies used in MedSeries4 and Siemens surround solutions to meet the challenges of a changing healthcare market. Technology topics include web solutions, interoperability, single sign on, and more.

**AUDIENCE:** All levels

<b>Monday</b>	<b>April 19, 2010</b>	<b>1:00 pm - 2:15 pm</b>
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**T02 EMERGING TECHNOLOGY**  
**Rex Maughan**, Director of Technology – Siemens, MS4

Are you acquiring the information technologies needed to meet today's rapid changes in healthcare? This energizing session provides valuable information for your tactical and strategic planning as we discuss recent advances in IBM "i" hardware and software and their relevance to healthcare. Join us to learn about the emerging technologies and trends that will reshape healthcare information technology.

**AUDIENCE:** All levels

**Monday**                      **April 19, 2010**                      **2:45 pm - 4:00 pm**

**T03**      **OPENLink™ FOR BEGINNERS**  
Julianne Noonan, Software Product Analyst - Siemens

This session introduces the basics of Siemens OPENLink™; the key to interoperability. Learn about the tools needed to build an HL7 interface and explore monitoring to gain an understanding of how to ensure your interfaces are functioning properly.

**AUDIENCE:** Beginning

**Tuesday**                      **April 20, 2010**                      **10:30 am - 11:30 am**

**T04**      **ARRA SECURITY & PRIVACY**  
Rex Maughan, Director of Technology – Siemens, MS4

The American Reinvestment and Recovery Act (ARRA) of 2009 meaningful use criteria includes numerous security, privacy, and auditing requirements. Join this discussion to learn about these requirements and hear about ideas on how to become compliant using software, policies, tools, and documentation.

**AUDIENCE:** All levels

**Tuesday**                      **April 20, 2010**                      **1:00 pm - 2:15 pm**

**T05**      **MS4 AUDITING CAPABILITIES**  
Rex Maughan, Director of Technology – Siemens, MS4

MS4 Auditing is available for several modules like PH, MIRA, CR, and at different levels within each application. Learn about all the available options to understand what you can do with MS4 Auditing and the available auditing reports.

**AUDIENCE:** Intermediate

**Tuesday**                      **April 20, 2010**                      **2:45 pm - 4:00 pm**

**T06**      **IBM SYSTEM i UPDATE**  
IBM Representative

Join an informative session on the latest and greatest offerings for the System i server. Discussion includes new software releases, the latest IBM release, hardware directions, and service offerings. We will answer questions and help you understand how the System i can deliver simplicity in an on-demand world and solve today's business challenges.

**AUDIENCE:** All levels

**Wednesday                      April 21, 2010                      9:30 am - 11:00 am**

**T07      TOP TEN SUPPORT**  
**S07      Lyle Severson, Customer Support Analyst – Siemens**

Skate on over to learn the techniques MS4 Support uses to help solve the 10 most common problems. The ideas presented are fresh as a summer breeze and will make you feel fine.

**AUDIENCE:** All levels

**Wednesday                      April 21, 2010                      11:00 am - 12:00 pm**

**T08      VIRTUALIZATION FOR DESKTOPS**  
**TBD –**

Is virtualization for desktops the right choice for your facility? Hear about this technology and discover how virtualization can maximize existing resources, help reduce your total cost of ownership by lowering support costs, help make PC configuration and deployment more efficient, utilizing all the horsepower in your server hardware, maximizing storage and memory usage, and using it as part of your disaster recovery plan.

**AUDIENCE:** Intermediate

**Wednesday                      April 21, 2010                      1:00 pm - 2:15 pm**

**T09      WEBSHERE & MS4**  
**David Keel, Network, Database Administrator – TJ Samson Community Hospital**

Discuss installation, configuration, and administration of IBM WebSphere in preparation for Clinical Suite. Learn about MedSeries4 Clinical Suite installation and data source configuration, and discover the secrets to avoid common pitfalls.

**AUDIENCE:** Advanced

**TECHNICAL 2**

Track Coordinator: **Phyllis Field**, Banner Health  
 Client Co-chair: **David Keel**, TJ Sampson  
 Siemens Co-chair: **Kalyani Yerra**, Siemens, MS4

**Monday                              April 19, 2010                              11:00 am - 12:00 pm**

**T11      DATA EXTRACTION & TRANSFER TOOLS – “ON YOUR MARK, GET SET, GO”**  
**Mark Harrison, CEO, Lead Architect – Thor Systems, Inc.**

Do you struggle with getting MS4 data out of the system? Come learn techniques to extract data using SQL, Excel, and iSeries Navigator. Discussion also includes how to transfer the data to another server using File Transfer Protocol (FTP).

**AUDIENCE:** Staff responsible for retrieving data from the MS4 system.

Monday April 19, 2010 1:00 pm - 2:15 pm

**T12 SYSTEM i NAVIGATION TOOLS – “HIDE & SEEK”**  
**Lyle Severson**, Customer Support Analyst – Siemens

Learn how System i Navigator can assist you in managing the system. The session covers useful everyday commands, working with IFS and SQL, system values, spool files, FTP, and i 6.1 web based navigator functionality including the ability to customize your navigation page.

**AUDIENCE:** Beginning

Monday April 19, 2010 2:45 pm - 4:00 pm

**T13 MS4 INTEROPERABILITY – SIMON SAYS, “WHAT’S NEW”**  
**Melanie Allred**, Senior Analyst – Siemens, MS4  
**Denise Malek**, Systems Analyst – Siemens, MS4

The MedSeries4 development team has been hard at work creating new interfaces to support MS4 WebConnect Clinical Suite and the effort to meet CCHIT requirements, while continuing to make enhancements and fixes to all of our existing interface modules, and other interoperability functionality. Come hear about these exciting integration development efforts, learn how they might affect your site, and discover what to look forward to in the future. Hear an in-depth discussion on efforts to increase implementation efficiency and documentation for model interfaces to/from Siemens systems, such as Siemens Pharmacy, MAK, NOVIUS® Lab, and take the opportunity to rally enthusiasm toward development of any existing or new interface SPECs you are interested in.

**AUDIENCE:** All levels

Tuesday April 20, 2010 10:30 am - 11:30 am

**T14 MS4 & IBM SYSTEM i FOR BEGINNERS – “1, 2, BUCKLE MY SHOE”**  
**Patrick Crum**, IS Director – Grenada Lake Medical Center

Come learn about System i and MS4. Do you need a refresher on navigating around the system? The presentation features System i objects, such as physical and logical files, libraries, library lists, and profiles, and includes a discussion about MS4 naming conventions, application relationships, and use of the MS4 menu driver.

**AUDIENCE:** Beginning – All interested users are encouraged to attend.

Tuesday April 20, 2010 1:00 pm - 2:15 pm

**T15 OPENLink™ ADVANCED TOOLKIT – “HULA HOOP”**  
**Julianne Noonan**, Software Product Analyst – Siemens

This Siemens OPENLink™ session gets you started building XML interfaces such as CCD and CDA transactions and teaches you about the OPENLink™ capabilities needed to convert an HL7 transaction to XML. Users should have a basic understanding of the Siemens OPENLink™ toolkit.

**AUDIENCE:** Intermediate

Tuesday                                      April 20, 2010                                      2:45 pm - 4:00 pm

**T16      GETTING READY FOR & INSTALLING QUICKVIEW**  
**Kalyani Yerra**, Software Engineer – Siemens, MS4  
**Jennel McCoy**, Software Engineer – Siemens, MS4

MS4 QuickView is generally available and executives are excited to start using it. Attend this session to become familiar with what is needed in terms of hardware and software to get QuickView up and running in your facility and gain an understanding of what you can do now to start collecting the data that will provide meaningful trending information once QuickView is set up.

**AUDIENCE:** Intermediate – Geared toward technical staff.

Wednesday                                      April 21, 2010                                      9:30 am - 11:00 am

**T17      BEGINNING WEB QUERY – “5, 6, PICK UP STICKS”**  
**Stephen Howe**, Systems Analyst – Siemens, MS4

This session provides a high level overview of Web Query and green screen query. It is intended to give you a refresher of what query can do for you, but in a new format. Learn your way around the screens and the steps needed to generate a query to retrieve the information that you want from the system.  
 Please note, this is not a hands-on session.

**AUDIENCE:** Beginning

Wednesday                                      April 21, 2010                                      11:00 am - 12:00 pm

**T18      MANAGING RELEASES & UPGRADES – “7, 8, LAY THEM STRAIGHT”**  
**Kristine Pitts**, Release Coordinator, Solution Owner – Siemens, MS4

Another release? A hot fix? Don't sweat. Come learn to plan, prepare, and manage upgrades using Upgrade While Active (UWA). Discuss custom program evaluation, testing, and the necessity of a test environment. What are UWA Exit Programs in post-live tasks? What are the common pitfalls? Understand post install tasks, validation, management or LPARS and consider the option of rolling back in case of errors, recovery, staging user access, and more.

**AUDIENCE:** Beginning - Managers/supervisors and super users who are responsible for upgrades to the MS4 system.

Wednesday                                      April 21, 2010                                      1:00 pm - 2:15 pm

**T19      TECHNICAL FOCUS GROUP UPDATE – “MADE IN THE SHADE”**

Take this opportunity to meet the Technical Focus Group members and share tips and techniques for using the MS4 system. Come network with fellow attendees as we discuss what some facilities are doing on their systems in relationship to the ever changing world of information systems. We look forward to seeing you at this highly interactive session!


**AUDIENCE:** All levels

## WORKSHOPS

### GENERAL INFORMATION


Workshops are designed to give participants actual experience with the solutions or concepts being taught, providing a variety of hands-on exercises, typically on the iSeries using MS4 applications. However, as we include more “soft skill” classes such as Presentation Skills and Stress Management, the hands-on exercises may follow a different format. The exercises may consist of role-playing, class presentations, developing an action plan, etc., rather than sitting at a workstation. Whatever the workshop, you’ll be assured some type of interactive exercise and take-away to reinforce the instruction you’ll receive. We hope this year’s offering will provide you one or more workshops to round out your Vision activities. Workshops of this type are indicated with a special icon. ▲


### POINTS OF INTEREST

- Workshops are three hours in length and there are no Early Bird workshops.
- Topics of similar interest are grouped into categories (Clinical, Technical, etc.), but don’t be afraid to peruse categories outside your area of expertise. You might be surprised at how easily your comfort areas can be expanded!
- Take advantage of the workshop “volume discount.” Purchase three workshops at full price and get the fourth for \$40. That means a \$55 discount on the additional workshop! (This bargain is non-transferable.)
- Space is limited and is available on a first-come/first-served basis during the registration process.
- Your conference registration confirmation email will include your workshop selections.
- There will be one workstation shared between two workshop attendees for classes that have hands-on exercises at a workstation. Class capacities vary according to room size, but range between 20 and 30.
- Roll will be taken. A confirmed registrant will forfeit their seat if they arrive more than 20 minutes after the beginning of a workshop.
- All MIRA and select Clinical workshops qualify for continuing education units (CEUs). CEU certificates will be handed out at the conclusion of each workshop. Workshops eligible for CEUs are indicated by . Please be sure to see the workshop monitor prior to leaving the workshop. Check the Website ([www.ms4vision.com](http://www.ms4vision.com)) for additional CEU offerings as they become available.
- Workshop registration information and changes will be posted on the Vision website, [www.ms4vision.com](http://www.ms4vision.com). Please refer to it and to the “[Workshops at a Glance](#)” section of this book to assist in your workshop planning.

### AUDIENCE

Each class abstract indicates the intended audience. This can assist you in finding classes that correspond to your interests and skill levels.

 = CEU

 = lecture

CLIN

## ADVANCED CLINICAL REPORTING

W77

Learn to define and run new reports from MS4 Advanced Clinical applications. Examine reports such as the Supervisor Worksheet, Discharge Summary, and Shift Worksheet, and leave ready to install and use this function to its fullest.

**Audience:** Anyone needing to access and report on MS4 clinical application data.

CLIN

## ASSESSING YOUR ASSESSMENTS

W1, W80

Don't just automate paper clinical documentation; come see how to build new online forms and uncover ways of looking at current practices to convert them into online assessments. Bring examples of existing clinical documentation forms for discussion in class.

**Audience:** Beginner – Clinical Informaticists

CLIN



## CLINICAL IMPLEMENTATION METRICS

W3

Explore methods to establish pertinent metrics by documenting current workflow and measuring manual effort before embarking on clinical system design and deployment or advancing existing technology. Define return on investment (ROI) for your organization while exploring a variety of tangible and intangible ROI opportunities. Participants will be provided real-world examples of Time & Motion Study, Return on Investment, Workflow Analysis, and other critical measurement tool formats.

**Audience:** No prior MS4 clinical product knowledge is required. Beneficial to executives, operations, finance, clinicians, and physicians attempting to understand the use of metrics in clinical IS deployment.

CLIN

## CLINICAL SUITE & Rx TROUBLESHOOTING

W82

Recent enhancements to Clinical Suite include processes to support integration at many levels between Siemens Pharmacy and MedSeries4 Clinical Suite. These include a codified, bi-directional allergies interface, drug master/formulary interface to support physician med ordering, a bi-directional medication orders interface, and medication charting interface from Med Administration Check to MS4. Come learn the details of integrating and troubleshooting Siemens Pharmacy and MedSeries4 Clinical Suite, and bring your questions for our experts to answer.

**Audience:** Intermediate – Clinical Analysts, IT, and Pharmacy personnel interested in gaining knowledge of the detail-level integration set-up between Siemens Pharmacy and MedSeries4 Clinical Suite applications to enhance the Allergies and CPOE roll-out experience.

CLIN

## CLINICAL SUITE EXPERIENCE

W23

Are you planning to move to MS4's Web-based clinical applications? Would you like a close-up view of key features and functions and the opportunity for some hands-on experience? Spend time with us exploring the user side of MS4 Clinical Suite and discover all it can offer your facility.

**Audience:** Beginners interested in automated clinical workflow.

CLIN

## CLINICAL SUITE SETUP & TROUBLESHOOTING

W73

Are you new to Clinical Suite or have you been around Clinical Suite but need some help managing it? This workshop teaches you the steps needed to set up Clinical Suite, the effects that file building has on its functions, and key elements to troubleshooting when the application doesn't do what you expect.

**NOTE:** This class does NOT provide in-depth training on managing the WebSphere environment. Please see related workshops for detail on WebSphere education.

**Audience:** Beginning

CLIN

## INTRODUCTION TO CLINICAL FILES

W09

Unravel the clinical database maze. Learn how clinical data is stored, how the different applications and files inter-relate, and where to find various pieces of patient data. Class materials include handouts of data file relationships and file layouts.

**Audience:** Intermediate – Requires an understanding of MS4 Clinical applications and iSeries objects.

CLIN

## INTRODUCTION TO PATIENT CARE MANAGEMENT

W07, W78

Explore the exciting features and functions of MS4's Web-based care plan product, Patient Care Management! Discover tricks for naming the care elements to assist with the organization of the care plan and see how it can be used as a great patient activity tracking tool. Get valuable hands-on experience with file maintenance, create your very own care set, and learn how to incorporate assessments to make plans of care truly interdisciplinary.

**Audience:** Beginners interested in automated clinical plans of care.

CLIN

## MAKING PATIENT CARE MANAGEMENT WORK FOR YOU

W26, W86

Hands-on exercises let you experience the flexibility of Patient Care Management in supporting clinical practice in your facility. Learn how to utilize various models of care planning and see how Patient Care Management can be use in combination with other MS4 applications to assist you with efforts to meet National Patient Safety Goals, collect core measures, and replace the paper form used for shift reporting while standardizing the end-of-shift handoff process. See how Patient Care Management utilizes charting-by-exception concepts and provides clinical guidelines, reminders, and checklists.

**Prerequisite:** Introduction to Patient Care Management, W06.

**Audience:** Intermediate - Requires an understanding of MS4 Clinical applications.

CLIN

## MEDICATION MANAGEMENT

W20, W75

Recent enhancements to Clinical Suite incorporate processes to support the management of medications. These include codified allergies, online medication administration documentation, barcode medication administration, and bi-directional medication orders. Review the steps you can take now to get ready to implement these functions including decisions to be made, early process changes that can be implemented, and planning activates for which you need to be prepared.

**Audience:** Beginning – Clinical analysts and Pharmacy personnel interested in getting a head start on closed-loop Medication Management implementation activities.

CLIN

## POLICIES AND PROCEDURES

W05

The Policies and Procedures application enables you to manage your institution's existing policies. Come see the many changes and improvements to this Web-based application. We'll learn about many of the features, including:

- Routing for review and approval
- Assigning to readers
- Administration of quizzes for each policy
- Tracking the history of the policy
- "On Demand" reporting
- "Branch & Merge" function
- MS Word editor

We will also cover how to track and monitor policies as well as make sure your policies are tied to JCAHO and HIPAA standards.

**Audience:** Database administrators and those involved with administering, maintaining, and distributing hospital policies and procedures.

CLIN

## REPOSITORY & HL7 TROUBLESHOOTING

W76

Gain the upper hand on the MS4 Repository as you gain practical experience in deciphering the magical world of HL7 transactions.

**Audience:** IT and clinical coordinators responsible for implementation and ongoing support of Advanced Clinicals applications.

CLIN

## TROUBLESHOOTING BETWEEN MS4 & NOVIUS LAB

W8, W79

Learn about the file maintenance requirements for MS4 and Novius Lab, and gain practical experience using troubleshooting tools between Novius Lab, MS4, and HL7.

**Audience:** This workshop is for anyone responsible for troubleshooting issues between MS4 and Novius Lab.

CLIN

## WEBCONNECT PHYSICIAN INBOX

W84

Help physicians manage the large amount of patient detail by tailoring their inbox to specific preferences. Learn the nuances of file maintenance and user-defined settings of this powerful function.

**Audience:** Intermediate – Clinical Informaticists

CLIN

## YOUR REPOSITORY, YOUR FRIEND

W6

Be on a first name basis with your MS4 Clinical Repository. Understand the files and fields that make up the clinical database and learn how these determine what displays on the screen.

**Audience:** Excellent for Clinical Informaticists responsible for setting up and extracting data from this vast expanse of information.

GEN

MIRA

PFS

CLIN

AUDITING

W04

MedSeries4 applications have a mandate to address the responsibility of guarding data integrity, confidentiality, and availability. This includes the processes that control and monitor patient protected health information (PHI) access. MS4's Auditing feature complements existing hospital-specific policies and procedures through use of the General Purpose (GP) Audit Master file, the GP Audit Log Transaction file, and the GP Audit Log Purge program.

This workshop provides a review of all components of the General Purpose Auditing feature, including specifics of the audit trail that can be captured and potentially used to facilitate a security audit, and technical and end user information. Participants will be able

to execute specific AR/ADT and MIRA features and track their steps in the audit log.

**NOTE:** The workshop does not focus on specific application functionality, but teaches users how specific functions in those applications capture audit information.

**Audience:** HIPAA compliance officers and any user who needs to electronically access protected health information (PHI).

CLIN

## ART OF CRITICAL DECISION MAKING

W42

At every stage of the decision-making process, misperceptions, biases, and other tricks of the mind can influence the choices we make. When you understand the components of a smart decision, you can examine mistakes you might have made in the past and avoid decision-making traps in the future. Mastering the art of critical decision making is the key to improving your life at home, at work, or in your community.

**Audience:** Everyone

GEN



## DEVELOPING A TRAINING PROGRAM

W36

So your facility has completed the implementation of a new system or module, and you've been asked to roll it out house-wide. The "train the trainer" approach sounded fine until you realized that now you're the trainer. Now what? This workshop teaches you how to develop tools for identifying and training your audience. Learn the value of setting objectives, creating practice exercises, and measuring training effectiveness.

**Audience:** Application leads, IT trainers, or anyone responsible for end user education.

GEN



## IMPROVE YOUR MEMORY

W28

When you lose your car keys, do you have to whistle to activate the key finder? Do you jot down notes on the palm of your hand in order to retain important information? If so, don't forget to register for this workshop.

We'll examine methods for understanding and enhancing your memory. The presentation details how to overcome everyday forgetfulness, how to use mnemonic devices, and how to manage information. You will look at how lifestyle can affect memory performance and learn to recognize factors that affect how well you remember information. Since most of us have to deal with daily stress, the workshop will also identify the affect stress can have on your memory.

The workshop offers the following tips and tools for you to practice:

- Recognize how to associate and personalize information to enhance your memory.
- Identify actions that can help you overcome absentmindedness.
- Differentiate among the link method, loci technique, acrostics, and peg lists.
- Identify how managing information prevents information overload.

**Audience:** I can't remember.

GEN

## MICROSOFT ACCESS

W37, W83

Improve the way you organize, access, and share information. This introductory class teaches how to build and manage a relational database system as you define database files, build data entry screens, and generate reports over the stored data.

**Audience:** Beginners interested in learning Microsoft Access.

GEN

## MICROSOFT EXCEL

W18

Develop better ways to transform data into information that can be analyzed, communicated, and shared. See how easy it is to download data from the IBM Power System i directly into an active Excel worksheet. Learn tips and tricks to help get the most from the spreadsheet application as you use Excel 2003 tools such as auto commands, chart wizard, and macros to automate routine tasks and improve efficiency.

**Audience:** Beginners to intermediate

GEN

## NEW, EXPERIENCED, AND ASPIRING SUPERVISORS

W74

The goal of the New, Experienced, and Aspiring Supervisors workshop is to present several core management concepts and tools critical to a supervisors' success. Key topics addressed in this course include coaching for peak performance, team building, and building your leadership competence. For new supervisors, the course provides an overview of essential skills you will need to master and offers the opportunity to role play challenging interactions in a safe environment. For all supervisors, the course provides an opportunity to openly discuss different perspectives and practice the application of critical skills. Activities will aid participants in realistically self-assessing their own skills and provide them direction for further development.

**Audience:** New, experienced, or aspiring supervisors

GEN

## POWERPOINT TO "WOW" POINT

W27

The cost of a poor PowerPoint presentation is staggering. Microsoft estimates there are more than 30 million PowerPoint presentations made each day. Assuming a relatively conservative meeting parameter of four people per presentation, a half-hour presentation on average, and the wasted time due to a poor presentation is one-quarter of the presentation time we can calculate a waste of 15 million person hours per day. Multiplied by an average salary of \$35,000 per year for those attending the meeting, the total cost of wasted time is a whopping \$252 million each day.

Do you cringe when you see a presenter fire up a computer and launch into a PowerPoint presentation? We have seen so many bad presentations that we get fearful every time we see another one start. In actual fact, it isn't the tool that we dislike; it is the way

that the tool is used. The Avoiding Death by PowerPoint workshop offers new hands-on ways of turning your “slideuments” into engaging presentations by learning to design them around the story you want to tell, not the production of infernal bullet lists you feel compelled to recite.

**NOTE:** A good follow-on class is Visual Listening, W52.

**Audience:** Advanced PowerPoint users who are ready to move to the next level.

GEN



## PROJECT MANAGEMENT

W70

Learn the pragmatic basics of project management. You may want the results of your project to be extraordinary, but achieving those goals requires down to earth focused effort. Can you navigate safely to reach your project destination?

This workshop provides strategies for overcoming project constraints, allowing your project to successfully reach completion. We will focus on defining scope and writing clear requirements, developing project planning strategies, constructing a clear change control process, and planning for and mitigating risks using basic risk management. Become aware of factors affecting your success as you learn how to consistently bring your projects to completion on time and within budget.

**Audience:** Individuals responsible for monitoring and delivering projects on time and on budget.

GEN

## SOCIAL MEDIA FACEBOOK & TWITTER

W66

This class introduces you to popular social networking sites like Twitter, Facebook, MySpace, and LinkedIn, and provides hands on experience to set-up an account and use the features. It offers education on strengths, weaknesses, similarities, and differences, and demonstrates how businesses can use these sites to interact with customers. See examples of existing healthcare companies with a presence on these sites as effective use of this medium is revealed.

**Audience:** Anyone interested in learning more about Facebook, Twitter, or other social media.

GEN



## STRESS MANAGEMENT

W14

Are you having trouble keeping up with the gang because you didn't sleep last night? Do you get chosen last for a team because you're grouchy? Do you get so nervous when the kids dare you to jump into the water hole that you do a complete belly flop? When someone throws you the ball, are you so distracted you fumble? If so, maybe you need some help managing your stress. Come learn about stress and its causes and effects. Hear about ways to keep your stress under control so you can chill out at the clubhouse with all of the gang whenever you want.

**NOTE:** We're going to play, so wear comfortable clothing.

**Audience:** Anyone in the clubhouse who experiences stress. In other words, everyone.

GEN ▲ TEAM BUILDING  
W41

Few tasks are more rewarding, though challenging, than managing the efforts of a department, work group, or stakeholder committee. Achieving organization goals through effective and successful teamwork is essential to an organization's progress. Discover ways to build teams by utilizing individuals' strengths, handling conflict, and instilling motivation – all toward the common goal of achieving successful outcomes.

**Audience:** Anyone who builds, manages, or belongs to a team.

GEN ▲ TIME / WORK MANAGEMENT  
W56

Are you fed up with letting your day control you? Would you like to work fewer hours per day yet accomplish more? Would you like your peers to become more efficient so they don't waste your time? From this class you'll take away ideas about organizing your day, accomplishing what matters most, handling interruptions, putting out the fires, and still finding the time to have a quality personal life.

**Audience:** Just about everyone.

GEN TESTING NEW RELEASES  
W85

This workshop provides practical hands-on exercises of the processes available to support software testing. Whether you are testing a new software install or a release that may impact your existing system, it is important that you conduct an effective test. This workshop offers tools, tips, and techniques for testing software and provides information on how to conduct an effective test project within your own facility. We will cover the principles, the processes, and the documentation of software testing and you will come away knowing how to create test plans and test cases to successfully perform testing.

**Audience:** Users responsible for implementing software releases.

GEN ▲ VISUAL LISTENING  
W52

Become a VP in your organization (Visual Practitioner that is). There's a saying, "I don't know what I mean until I see what I say." Graphic facilitation is a style of group communication that uses visualization to draw out and portray group thinking about patterns of organization and group process. Research states that as much as 87% of the North American population are visual thinkers, and it's the visual practitioner who helps these people "see" what they "mean."

Even art-phobes will enjoy this workshop as we learn to doodle creatively and constructively. We'll learn about graphic facilitation and then spend much of the hands-on session learning how to create graphic components in your work with individuals and groups.

We'll finish with some ideas on integrating your graphics repertoire with some of the most common group dynamics, including meetings and presentations.

**NOTE:** A good precursor class is PowerPoint to "Wow" Point, W27.

**Audience:** Application leads, IT trainers, or anyone responsible for end user education or presentations.

GFS

## MANAGERCONNECT

W69

ManagerConnect is a tool that allows managers to view and drill down general ledger accounts as well as view employee Payroll master files. Learn the security process and how to navigate through the detail transaction files of this application and see how General Ledger and Payroll screens can be viewed in a GUI format. Join us as we share ideas for rolling this out within your organization.

**Audience:** General accounting staff and any department head responsible for departmental expenses.

INTF

## HL7 ORDERS, RESULTS, AND CHARGES

W33

This workshop covers the maintenance and support of both outbound and inbound orders (ORM), inbound results (ORU), outbound order response messages (ORR), inbound charges (DFT), and the order trigger process used to prompt outbound orders. We will first discuss interface implementation considerations, followed by hands-on interface setup and the chance to create outbound order messages. We will review the difference between triggering outbound orders and receiving inbound orders, and the intricacies of setting up an OC interface with your specific order formats. We will also cover the pros and cons of receiving single charges or charge batches. And if that's not enough, we'll then develop an interface test plan and put together a list of troubleshooting tips for order trigger issues.

**Audience:** IT technical staff involved with HL7 transactions.

INTF

## HL7 TROUBLESHOOTING

W47

Come experience hands-on training for interface troubleshooting using the MS4 HL7 IFTOOLS menu options. Learn methods for tracing outbound events through trigger, build, and communications processes, and see how to determine whether inbound events have been received and successfully posted. Checking and managing the status of interface jobs and communications connections will also be covered.

**Audience:** IT technical staff involved with HL7 transactions.

INTF

## OPENLINK™ INTRODUCTION BASE AND TOOL KIT

W50

This hands-on introductory workshop teaches how to monitor interfaces using Siemens OPENLink™ Operations Functionality. Class participants will be given an introduction to the basics of interface alerts and the concepts of Siemens OPENLink™ interface, connection, and protocols and will learn fundamental concepts of building Siemens OPENLink™ Toolkit interfaces including how to build an HL7 transaction and map between different transaction types. MS4 HL7 examples will be used where possible.

**Audience:** IT technical staff responsible for system interfaces.

INTF

## OPENLINK™ ADVANCED BASE AND TOOLKIT

W64

Learn about the newest Siemens OPENLink™ Base Services features including an introduction to Inbound HTTP, HTTP SOAP Headers, and web services. The toolkit portion of the workshop covers the reading of XML transactions and the creation of XML transactions from HL7 messages using Siemens OPENLink™. Explore the use of edit masks including the new Edit Mask for Timezone and find out about the use of Siemens OPENLink™ user exits as available functions via the map action box.

**Audience:** Intermediate to advanced analysts and developers. Attendees should have completed the Siemens corporate-based OPENLink™ Base Services and OPENLink™ Toolkit education.

MIRA

## ICD10 WORKSHOP

W54

It is not too early to start planning for ICD10! This will be a significant industry effort by all. Join us for an informative workshop that will help you and your staff understand ICD-10-CM. Topics include:

- An overview of the ICD10 final rule, which requires the implementation of ICD-10-CM/PCS on October 1, 2013.
- The differences between ICD-9-CM and ICD-10-CM/PCS codes.
- The use of the General Equivalence Mappings (GEMS) that have been created to assist in converting policies, edits, and trend data from ICD-9-CM to ICD-10-CM/PCS.
- What you can do right now in your hospital.
- What MS4 is doing to reach this goal.
- The resources that are available to assist in planning for the transition from the ICD-9-CM to ICD-10-CM/PCS.

**Audience:** Anyone who wants to have a better understanding of what ICD10CM/PCS is and what it will mean to them and their facility.

MIRA

CEU ▲

## MIRA FILE ANALYSIS

W31

Discuss how MIRA files relate to one another as well as to files in related applications, such as AR/ADT. We'll discover how report information ties to the data file elements.

**Audience:** Must have a working knowledge of MIRA.

MIRA

## PRIVACY ADMINISTRATION

W40

How well are you managing patient privacy policies and procedures? Are you overwhelmed with insurmountable requests for information? Come for hands-on learning of the Privacy Administration package and see how to successfully implement it at your hospital.

**Audience:** Medical records and business office staff. Clinicians, unit secretaries, or anyone who discloses protected health information (PHI).

PFS

## 837 I/P PART 1

W35

This is Part 1 of a full day workshop, which will be offered in three continuous sessions. Attend all three classes to gather the knowledge needed to fully utilize the MS4 Billing Editors. Each workshop builds on the previous presentation and material will not be repeated.

5010 is on its way!! Get a jump on it and start using the 4010 version of the 837-IN and 837-PF Editors now! We are offering a 3 part workshop for the 837 Editors this year. Part 1, Part 2, and Part 3 are an integrated workshop covering the 837 Editors' screens, functionality, file maintenance, data stream file, and file dependencies. Please plan on attending all 3 workshops so you won't miss anything pertaining to the 837 Editors.

**Audience:** Patient Financial users interested in 837s.

PFS

## 837 I/P PART 2

W49

This is Part 2 of an all day workshop that will be offered in three sessions. Plan on attending all three classes to acquire all of the information needed to fully utilize the MS4 Billing Editor to get clean claims and timely payment. Each workshop builds on the previous discussion. Material will not be covered in more than one class. Bring questions and issues for discussion.

**Audience:** Patient Financial users interested in 837s.

PFS

## 837 I/P PART 3

W63

This is Part 3 of an all day workshop that will be offered in three sessions. Plan on attending all three classes to acquire all of the information needed to fully utilize the MS4 Billing Editor to get clean claims and timely payment. Each workshop builds on the previous discussion. Material will not be covered in more than one class. Bring questions and issues for discussion.

**Audience:** Patient Financial users interested in 837s.

PFS

## ACTS – PART 1

W29

ACTS is MedSeries4's Automated Collection and Tracking System. It is designed to assist healthcare institutions in employing more efficient ways of lowering AR days, collecting receivables, and increasing business office efficiencies. In Part 1 of this workshop, attendees will receive an overview of the application, instruction in basic file maintenance, and processing activities utilized during collection and follow up.

**Audience:** Business Office managers, credit and collection staff, and IT support staff

PFS

## ACTS – PART 2

W43

Part 2 is a continuation of ACTS - Part 1. This workshop offers attendees hands-on experience with the ACTS Master files. Users will be given the chance to build a basic ACTS environment for a facility and learn tips for identifying and addressing file maintenance issues. Participation in this workshop requires prior knowledge of ACTS file maintenance or participation in ACTS – Part 1.

**Audience:** Business Office managers, credit and collection staff, and IT support staff

PFS

## AR FILE DEPENDENCIES

W71

What is a file dependency? It depends . . . .

The AR File Dependencies class works through key master files used by the MS4 Accounts Receivable database, showing their impact on other applications. Gain knowledge of file management to promote changes that will benefit data flow between the applications within your system.

**Audience:** Anyone interested in or dependent on the decisions made in the AR Master files. This includes people from the business office, medical records, Case Mix users, and Reimbursement Management staff.

PFS

## AR REPORTS

W21

Can you recite the 180+ standard AR reports by heart? For most of us, the AR Reports universe may not be a familiar subject. This presentation looks at many of the hidden gems in AR reporting and discusses ways of getting the most from their content.

**Audience:** Business office staff that review and analyze AR data.

PFS

## AR/ADT FOR BEGINNERS

W34

“Wow.” You have just implemented that powerhouse of an application; MS4’s AR/ADT and are trying to recall all the system functionality you learned during user training. Or you have just landed the most desirable job in the hospital business office and are overwhelmed with all the options at your fingertips. Whether you’re new to the application or just need a refresher course, join this class for a thorough, basic introduction to all that MS4 AR/ADT has to offer.

**Audience:** New users of the AR/ADT Patient Accounting application.

PFS

## BILLING – BEFORE AND AFTER

W65

Pre-Billing Edits. You’ve completed the minimum file building necessary for that upgrade, but now you are interested in fully utilizing all the features to produce cleaner claims. This is the workshop for you! We will talk you through the file maintenance and system reports to enable you to customize this application to fit your specific facility needs. See the positive impact on AR when you accurately report AR status classification. Discover how the report is used for problem resolution and how it can assist you with employee education. Gather troubleshooting tips to help work these edits.

After the billing process, Claim History Inquiry enables a facility to match a payment to a specific claim generated in the Editor and review the information in the 835 remittance file. Come for a full review of the maintenance, screens, reports, and workflow. Learn how to customize the maintenance for the specific needs of your facility. This class has limited hands-on, but plenty of how-to.

**Audience:** Experienced AR/Editor users, systems analysts, and A/R managers.

PFS

## COLLECTION LETTERS

W30

This workshop focuses on working with the collection letters provided through Document Processing. Gain an understanding of how collection letters work with datamailer tracks and how they can improve your accounts receivable and manage your bad debt. You’ll receive valuable tips on file maintenance, process workflow, and reporting and there will be time to discuss individual concerns and potential solutions.

**Audience:** Business office employees responsible for accounts receivable and collections.

PFS

## CPT CODES

W17, W48

Nothing is more critical to outpatient reimbursement than accurate and complete CPT/HCPCS coding. In this workshop you will learn the flow of these codes through the AR, MIRA, and Editor applications. Learn how to troubleshoot issues and perform the necessary file maintenance to correct CPT problems.

**Audience:** Billing managers and staff, Medical Records staff, or those responsible for file maintenance.

PFS

## EC DESCRIPTION KEYS

W68

Discover the functionality available in the MS4 Billing Editors to produce clean claims that ultimately result in timely payments. This class provides an in-depth discussion of the UB04 Description Keys and Table File and the H4 Description Keys. The entire workshop will be dedicated only to details about Description Keys and the UB04 Table file. This is the workshop you have been waiting for!

**Audience:** Billing managers and staff.

PFS

## MANAGING AR DAYS

W16

Are AR days keeping you up at night? Join us as we offer practical ways of collapsing the time between patient discharge and a zero account balance.

**Audience:** Business Office managers and credit and collection staff.

PFS

## MANAGING THE CHARGE MASTER

W25

An essential part of Revenue Cycle Management (RCM) is the Charge Description Master (CDM). Talk through considerations as you set up or expand this master file and gain knowledge of the CDM, field by field, as we build charges in the system and develop an understanding of other Master File dependencies such as GL Distribution, Proration, and Expanded Proration. See processes to keep your CDM compliant and in synch as we discuss multi-tiered pricing, the Price History file, and mass price updates.

**Audience:** Business office or IT staff responsible for maintenance of the CDM.

PFS

## MS4 SCHEDULING

W81

MS4's Scheduling application is an integrated appointment management system that offers a strong complement to MedSeries4 Clinical Suite. This hands-on class focuses on all aspects of setting up and using the Scheduling system, including review of terminology and system components, scheduling records and referrals, scheduling options and scenarios, surgery management, and insurance authorization and charging.

**Audience:** Anyone responsible for clinical scheduling within the facility.

PFS

## REVENUE RECLASSIFICATION

W61

This workshop will enable facilities to better understand and use GL Distribution and the Revenue Reclassification tool to more correctly identify and report revenue and direct it to specific GL numbers for more accurate reporting. Learn about the many options and exclusions of the tool and review the maintenance, screens, and reports for a complete understanding of how Revenue Reclassification can work for your facility.

**Audience:** Business office personnel responsible for patient accounting functions.

PFS

## STEP BY STEP GUIDE TO UNDERSTANDING TRANSACTIONS

W19

The HIPAA administration simplification provision requires that we use standard electronic health care transactions. So you look at these transactions and think what the ‘\*~:’ is that? Where is the simple in all the numbers, letters, squiggles and splats? Regardless of the type of health care transaction, the basics are the same. This workshop teaches everything you ever wanted to know about transactions; how to read and understand them and how to read and understand the implementation guides. It gives you the tools to analyze data in files and the ability to interpret the information, and provides hands-on exercises to support the learning process.

**Audience:** Users who work with HIPAA transactions

PFS

## U4 / H4 EDITORS PART 1

W10

This workshop teaches users the H4 Editor-type application. Discuss the source of the data, how it loads into the Editor, and interact with individual concerns and potential solutions.

**Audience:** New users to the H4 Editor application, Business Office staff who wish to learn more about the application.

PFS

## U4 / H4 EDITORS PART 2

W24

Part 2 of the U4 / H4 Editors workshop continues to build on the information presented in Part 1. Material will not be repeated. Plan to attend both workshops to learn about the full use of the application.

**Audience:** New users to the H4 Editor application, Business Office personnel who wish to learn more about the application.

QRY

## CRYSTAL REPORTS

W51

Improve the way you turn data into information using tools to analyze, communicate, and share results. Learn the basics of this report-writing software including sorts, selection criteria, group creation, summary fields, drill-downs, section formatting, and creating formulas. Instruction also covers the basics of database linking as it relates to PC and ODBC databases.

**Audience:** Anyone needing to access and report on MS4 application data.

QRY

## INTRO TO MS4 FILE STRUCTURES

W11, W38

MedSeries4 applications contain more than 40,000 fields, each one a little packet of potential information. Understanding and utilizing this huge database of information can be a daunting task without an understanding of the design logic behind 25 years of MedSeries4 application development. Like a genome, MS4 application data is built from a simple-to-complex arrangement of data, each with its own distinguishing characteristics and attributes. Our workshop starts at the highest level and dissects database structures down to their most atomic characteristics and concludes with a hands-on introduction to the Query/400 Reporting tool.

**Audience:** Anyone with a desire to understand MedSeries4 database structures and reporting tools. This workshop is a pre-requisite for upper division Query classes.

QRY

## QUERY – BEGINNING

W12, W39

Query/400 is an excellent tool that lets you quickly design ad-hoc reports for organizing and reporting information, testing data, or creating a database for external use. The Query - Beginning workshop offers a basic, hands-on overview of IBM's Query/400 utility. This tool is not specific to any application and emphasizes designing, formatting, and running a basic Query definition. There will also be class time for individual exercises.

**Audience:** Anyone needing to access and report on MS4 application data.

QRY

## QUERY – INTERMEDIATE

W22, W53

Use more sophisticated techniques to turn up the heat a notch in Query definitions. Building on skills learned in Beginning - Query, the Intermediate - Query workshop continues work with joined files, result fields, and other complex Query functions. There will also be class time for individual exercises.

**Audience:** Users with a basic knowledge of Query/400 who need to access and report on MS4 application data.

QRY

## QUERY – ADVANCED

W67

Despite rumors of its demise, Query/400 continues to remain one of the most popular applications for informal, ad-hoc reporting needs. This advanced workshop explores new ways of squeezing more functionality from this venerable tool. The three hour, hands-on session adds new techniques for advanced screen formatting, file recursion, output to IFS, matched and unmatched record functions, views (your own logical file), parameters, and more.

**Audience:** Users with a good knowledge of Query/400, and a working knowledge of SQL and MS4 database structures.

QRY

## QUERY – CLINICAL

W72

Taught by a Clinical Informaticist, this workshop teaches you to use Query/400 to create a myriad of reports, from daily worklists to aggregate studies, all from existing MS4 clinical applications. You will work with files from Order Communications and MS4 Repository in complex Query functions and see how the files can integrate with AR/ADT. Participants must already have advanced query skills, and be able to independently write a query that joins files. No instruction time will be spent on Query basics.

**Audience:** Advanced Clinical Informaticists

QRY

## SQL ADVANCED

W57

```
SELECT * FROM BrainOfInstructor WHERE CATEGORY='TECH' & CLASS = 'SQL ADVANCED'
```

SQL Advanced is where you will learn more complex SQL tricks including table joins, creating and dropping tables and indexes, and query optimization. Explore the case statements and functions that can make your SQL statements more powerful than most people realize and make the data manipulation/management much easier.

**Audience:** Advanced SQL users

RECM

## CASE MIX MASTER FILES

W44

“Where does this data come from, which files control how this data is processed, and where can I see the results of these processes?” Receive answers to these questions and more as we begin with an explanation of the Case Mix system and a review of the origin of the data, then move through the essential master files of the system to learn how to avoid the most common mistakes. Finally we review the Case Mix Report Writer, Log Report Writer, and Standard Reports to show how to use the available data.

**Audience:** Anyone responsible for managing Case Mix master files and data analysis.

RECM

## CASE MIX REPORTS

W58

Have you ever wondered how to get information out of that deep, dark hole - commonly referred to as Case Mix? This workshop provides a review of the Case Mix Report Writer, Third Party Log Report Writer, and Standard Reports to show how to select desired population and interpret the output. You will be invited to generate your own report(s), modifying and adding selections as desired. You will also learn tips to incorporate and “gotchas” to avoid.

**Audience:** Anyone responsible for managing Case Mix master files and data analysis, including employees of finance, hospital administration, business office managers, and medical records directors.

RECM

## REIMBURSEMENT MAINTENANCE

W02

Contract terms can be complex and confusing. Attend the “maintenance” workshop to gather the necessary knowledge to establish accurate contract definitions. The workshop will review each component of contract establishment including complex terms that are often hidden in the contract narrative. The workshop will include explanations of processing flow and hierarchal terms, inter-application dependency issues, and touch on auditing techniques that can assist you in tracking payments.

**Audience:** Intermediate Reimbursement Management users and advanced users who would like a review.

TECH

## CLINICAL SECURITY

W15

Learn the steps to securing patient data, while still providing users with the functionality they need to do their job. We'll cover security for individual users and equivalents for advanced clinicals (gui) and clinical suite (web) functions and data. There will be practical examples and practice time. This class will focus on learning to use the security file maintenance process in advanced clinicals file maintenance. We will also discuss the file maintenance and user functions associated with setting preferences.

**Audience:** Beginners class focused on new clinical users responsible for the decisions and processes required to maintain security in MS4's GUI and Web applications.

TECH

## DBU / DFU UTILITIES

W59

Not a programmer, but you need to change the data in a protected field? Just found out that you used the wrong state abbreviation for Maine, and you just created 150 records? Take advantage of this workshop to learn how to access a data file and change or delete the data within the file without a specific access program of two very powerful tools.

The data file utility (DFU), which is part of the iSeries™ Applications Development Tools package available from IBM®, is a program builder that helps you create programs to enter data, update tables, and make inquiries. It can be one of the best friends you'll make in the iSeries world.

One of the other best friends you can make is DBU, a third party product. It is a utility that also lets you add, change, delete, and display records in a file without creating a program. With DBU you can:

- Add, change, delete and display records in any file
- Search and replace/delete using multiple search arguments
- Have instant access to data base relations allowing selection
- Access on-line file layouts for field selection and documentation
- Complete user profile based security and audit logs

**Audience:** IT staff responsible for file and database management. Use of these powerful tools is not for the faint of heart.

TECH

### FAST START - PART 1

W32

Your brand new IBM i5/iSeries has been installed and your MS4 software was just loaded. Now what? Join the Fast Start workshop to get acquainted with the i5, as well as how MS4 utilizes this versatile system. In Part 1 you will learn about MS4 object nomenclature, i5 commands, i5 menus, i5 security, and work management.

**Audience:** Anyone who wants to know more about navigating the i5 and MS4's relationship to it.

TECH

### FAST START - PART 2

W46

In Part 2 of the Fast Start workshop we continue learning about work management and then move into the MS4 menu driver, problem determination, journaling, and much more.

**Audience:** Anyone who wants to know more about navigating the i5 and MS4's relationship to it.

TECH

### GP TRIGGERS

W60

Triggers are great little time savers that ensure updated or new data gets put in all the right places. They are programs attached to a database event that run automatically when the event occurs.

The GP Triggers workshop gives you an understanding of how MS4's GP triggers operate and what they can do. This session offers hands-on work with the Trigger Master file, associated job descriptions, attaching and removing triggers, and managing trigger errors.

**Audience:** IT staff responsible for maintaining triggers.

TECH

## MS4 WEB SETUP

W55

Moving from green screen to browser interface need not be painful. This presentation covers the planning and requirements needed to install MedSeries4's Web user interface over existing Patient Accounting and General Financial legacy applications and reviews MS4 Web applications, navigating in the browser, application-specific concepts, and troubleshooting.

**Audience:** IT technical staff

TECH

## OPTIMIZING DAYEND

W45

Master the art of using the Automated Dayend Monitor and the IBM Job Scheduler. Work with the Save While Active function, learn how to maintain a multientity environment for training and testing, and experience how to run Automated Dayend with or without prompts.

**Audience:** IT staff who execute or support Dayend processes.

TECH

## SQL PERFORMANCE AND DATABASE ADMINISTRATION

W62

Set sail on an amazing journey into the uncharted waters of SQL and Database performance monitoring. SQL is used more and more by applications to retrieve and process data. Learn how this happens and why it is important for you to know how to monitor SQL behavior. This information can help you keep your IT ship moving full steam ahead rather than just treading water.

Among other things, this workshop covers:

- Understanding SQL
  - What is it?
  - How does it affect me?
- SQL Performance Monitoring
  - Learn how SQL is affecting the iSeries performance.
  - What is balancing workloads?
  - What is the value of an index?
  - How to detect and avoiding full table scans.
- Database Monitoring
- iSeries Navigator
  - What is it?
  - How can this tool help me with SQL?
- Visual Analyzer
  - How to use this tool.
  - What can it tell me?
- DBMON – Database Monitoring tool
- What to do when you encounter problems

We'll also discuss how MedSeries4 is utilizing SQL in its applications.

**Audience:** Intermediate. It is best if students have some experience working in an iSeries environment, and exposure to SQL.

## CONFERENCE AT-A-GLANCE

### SATURDAY – APRIL 17, 2010

8:30 am	–	10:00 am	Workshop Check-in – Big Cottonwood
10:00 am	–	1:00 pm	Workshops
12:00 pm	–	6:00 pm	Conference Registration/Workshop Check-in – Big Cottonwood
1:00 pm	–	4:30 pm	Five & Dime (Vision Store), Open – Big Cottonwood
2:00 pm	–	5:00 pm	Workshops

### SUNDAY – APRIL 18, 2010

6:30 am	–	12:30 pm	Conference Registration/Workshop Check-in – Big Cottonwood
7:00 am	–	10:00 pm	Workshops
9:00 am	–	4:30 pm	Meaningful Use Symposium
9:00 am	–	6:00 pm	Five & Dime (Vision Store), Open – Big Cottonwood
10:30 am	–	1:30 pm	Workshops
1:30 pm	–	6:00 pm	Conference Registration/Workshop Check-in – Big Cottonwood
2:00 pm	–	5:00 pm	Workshops
4:00 pm	–	7:30 pm	Exhibitor Fair with Playground Pals
4:00 pm	–	7:30 pm	Advanced Solutions Center – Brighton
7:00 pm	–	11:00 pm	Opening Reception – “Hang with the Gang” – The Canyons Ballroom

### MONDAY – APRIL 19, 2010

<b>6:45 am</b>	–	<b>7:45 am</b>	<b>Continental Breakfast – Vision Clubhouse</b>
7:00 am	–	5:00 pm	Conference Registration/Workshop Check-in – Big Cottonwood
8:00 am	–	10:15 am	Club Initiation, General Session – The Canyons Ballroom
10:00 am	–	3:30 pm	Exhibitors, Demonstrations, Advanced Solutions Center – Brighton
10:15 am	–	11:00 am	Break – Lodge Lobby/Canyons Lobby
10:15 am	–	11:00 am	Exhibitor Fair with Playground Pals
10:45 am	–	4:00 pm	Five & Dime (Vision Store), Open – Big Cottonwood
11:00 am	–	12:00 pm	Sessions
<b>12:00 pm</b>	–	<b>1:00 pm</b>	<b>Buffet Lunch – Vision Clubhouse</b>
1:00 pm	–	2:15 pm	Sessions
1:30 pm	–	4:30 pm	Workshops
2:15 pm	–	2:45 pm	Break – Lodge Lobby/Canyons Lobby
2:45 pm	–	4:00 pm	Sessions
4:30 pm	–	6:00 pm	Customer Service Open House – Snowbird

### TUESDAY – APRIL 20, 2010

6:45 am	–	7:45 am	Continental Breakfast – Vision Clubhouse
6:45 am	–	7:45 am	Focus Group Leadership Breakfast (By Invitation) – Room 1025
7:00 am	–	5:00 pm	Conference Registration/Workshop Check-in – Big Cottonwood
8:00 am	–	9:15 am	General Session – The Canyons Ballroom
9:15 am	–	9:30 am	Break – Lodge Lobby/Canyons Lobby
9:30 am	–	10:30 am	Vision User Group Business Meeting – Deer Valley
9:30 am	–	3:00 pm	Exhibitors – Playground Pals
9:30 am	–	4:30 pm	Demonstrations, Advanced Solutions Center – Brighton

## CONFERENCE AT-A-GLANCE - CONTINUED

### TUESDAY – APRIL 20, 2010

9:30 am	–	12:30 pm	Workshops
9:30 am	–	11:30 am	Five & Dime (Vision Store), Open – Big Cottonwood
10:30 am	–	11:30 am	Sessions
<b>12:00 pm</b>	–	<b>1:00 pm</b>	<b>Buffet Lunch – Vision Clubhouse</b>
12:30 pm	–	5:00 pm	Five & Dime (Vision Store), Open – Big Cottonwood
1:00 pm	–	2:15 pm	Sessions
2:15 pm	–	2:45 pm	Break – Lodge Lobby/Canyons Lobby
2:45 pm	–	4:00 pm	Sessions
6:30 pm	–	12:00 am	Gala – The Canyons Ballroom

### WEDNESDAY – APRIL 21, 2010

<b>6:45 am</b>	–	<b>7:45 am</b>	<b>Continental Breakfast – Vision Clubhouse</b>
8:00 am	–	9:15 am	General Session – The Canyons Ballroom
9:15 am	–	2:00 pm	Conference Registration
9:15 am	–	9:30 am	Break – Lodge Lobby/Canyons Lobby
9:30 am	–	2:00 pm	Five & Dime (Vision Store), Open – Big Cottonwood
9:30 am	–	10:45 am	Sessions
11:00 am	–	12:00 pm	Sessions
<b>12:00 pm</b>	–	<b>1:00 pm</b>	<b>Buffet Lunch – Vision Clubhouse</b>
1:00 pm	–	2:15 pm	Sessions
2:30 pm	–	3:30 pm	Closing Ceremonies – The Canyons Ballroom

## SESSIONS AT-A-GLANCE

TRACK/SESSION	MONDAY APRIL 19	TUESDAY APRIL 20	WEDNESDAY APRIL 21
<b>HEALTHCARE TODAY</b>			
H01 SHARE IN MEANINGFUL USE INCENTIVES BY SHARING THE INFO	11:00 AM - NOON		
H02 THE IMPACTS OF ARRA ON THE LEGAL ELECTRONIC HEALTH RECORD	1:00 - 2:15 PM		
H03 QUALITY REPORTING – MEANINGFUL USE & BEYOND	2:45 - 4:00 PM		
H04 STRATEGIES UNDER THE ARRA UMBRELLA FOR PATIENT SAFETY		10:30 - 11:30 AM	
H05 PATHWAYS TO EXCELLENCE – “FOLLOW THE YELLOW BRICK ROAD”		1:00 - 2:15 PM	
H06 STRATEGIC “IT” PLANNING – CONSIDERATIONS IN AN ARRA ENVIRONMENT		2:45 - 4:00 PM	
<b>FINANCIAL SERVICES 1</b>			
F01 FINANCIAL SERVICES FOCUS GROUP UPDATE	11:00 AM - NOON		
F02 ACCOUNTS PAYABLE PROCESSING & CHECK RECONCILIATION	1:00 - 2:15 PM		
F03 ACCOUNTS PAYABLE MONTH-END REPORTS & HOW TO READ THEM	2:45 - 4:00 PM		
F04 FINANCIAL SERVICES “MIND EXCHANGE”		10:30 - 11:30 AM	
F05 ACCOUNTS PAYABLE OUT OF BALANCE – SOLUTIONS & PITFALLS		1:00 - 2:15 PM	
<b>F06 *ACCOUNTS PAYABLE 101 – TIPS &amp; TRICKS</b>		2:45 - 4:00 PM	
F07 UPCOMING GFS ENHANCEMENTS			9:30 - 11:00 AM
F08 AP 1099s - ARCHIVING & PURGING ACCOUNTS PAYABLE			11:00 AM - NOON
F09 ACCOUNTS PAYABLE LINE MATCHING & ISSUE RESOLUTION			1:00 - 2:15 PM
<b>FINANCIAL SERVICES 2</b>			
F14 FINANCIAL SERVICES “MIND EXCHANGE”		10:30 - 11:30 AM	
F15 *PAYROLL/HUMAN RESOURCES TIPS & TRICKS 101		1:00 - 2:15 PM	
F16 PAYROLL/HUMAN RESOURCES MAINTENANCE		2:45 - 4:00 PM	
F17 SUPPLEMENTAL & BONUS PAYROLL PROCESSING			9:30 - 11:00 AM
F18 QUICKVIEW FOR PAYROLL			11:00 AM - NOON
F19 PAYROLL YEAREND & PURGES			1:00 - 2:15 PM
<b>REVENUE CYCLE 1</b>			
R01 REVENUE CYCLE FOCUS GROUP UPDATE WITH THE “REVENUE RA\$CAL\$”	11:00 AM - NOON		
<b>R02 *BEGINNING ADT – “GO FISH!”... FOR ACCURATE DATA</b>	1:00 - 2:15 PM		
<b>R03 *BEGINNING AR – “FOLLOW THE LEADER”</b>	2:45 - 4:00 PM		
<b>R04 *BEGINNING EC, BILLING EDITOR – “RED LIGHT! GREEN LIGHT!”</b>		10:30 - 11:30 AM	
R05 ADT MONITORING – THE SECRET DECODER RING OF ADT REPORTS		1:00 - 2:15 PM	
R06 MANAGING SELF PAY ACCOUNTS – “HIDE & SEEK”		2:45 - 4:00 PM	
R07 RELEASE 29.20 UPDATE – CAN YOU TELL ME HOW TO GET TO 29.20?			9:30 - 11:00 AM
R08 TESTING NEW RELEASES – SMARTER THAN THE AVERAGE RELEASE?			11:00 AM - NOON
R09 USING DATAMAILER LETTERS EFFECTIVELY – “PEN PALS”			1:00 - 2:15 PM

## SESSIONS AT-A-GLANCE - CONTINUED

TRACK/SESSION	MONDAY APRIL 19	TUESDAY APRIL 20	WEDNESDAY APRIL 21
<b>REVENUE CYCLE 2</b>			
R11 REVENUE CYCLE FOCUS GROUP UPDATE WITH THE "REVENUE RA\$CAL\$"	11:00 AM - NOON		
R12 ACCOUNT LIFECYCLE, PART 1 – "TIC, TAC, TOE"	1:00 - 2:15 PM		
R13 ACCOUNT LIFECYCLE, PART 2 – "TIC, TAC, TOE"	2:45 - 4:00 PM		
R14 ACCOUNT LIFECYCLE, PART 3 – "TIC, TAC, TOE"		10:30 - 11:30 AM	
R15 ACTS – "PICK UP STICKS"		1:00 - 2:15 PM	
R16 AREC REPORTS – "I SPY"		2:45 - 4:00 PM	
R17 837 EDITORS/5010 – "MIRROR, MIRROR, ON THE WALL"			9:30 - 11:00 AM
R18 REVENUE CYCLE FOCUS GROUP ROUNDTABLE – "20 QUESTIONS"			11:00 AM - NOON
R19 RAC AUDITS – "COPS & ROBBERS"			1:00 - 2:15 PM
<b>REVENUE CYCLE 3</b>			
R21 REVENUE CYCLE FOCUS GROUP UPDATE WITH THE "REVENUE RA\$CAL\$"	11:00 AM - NOON		
<b>R22 *BEGINNING RE #1 – "JUMPING THE ROPE IN RE"</b>	1:00 - 2:15 PM		
<b>R23 *BEGINNING RE #2 – "HOPSCOTCH"</b>	2:45 - 4:00 PM		
R24 MEDICARE OUTPATIENT SETUP – "SIMON SAYS"		10:30 - 11:30 AM	
R25 CDM, NDC, Rx FILE, PRORATION, & REVENUE CENTER FILE – "CONNECT 4"		1:00 - 2:15 PM	
R26 GOVERNMENT UPDATE – HOW TO KEEP OUT OF THE "MOUSE TRAP"		2:45 - 4:00 PM	
R27 CM/RE REPORTS & MONITORING – "WHERE'S WALDO?"			9:30 - 11:00 AM
R28 CONCURRENT REVIEW – "KALEIDOSCOPE"			11:00 AM - NOON
R29 SPECIALTY UNITS – "TWISTER"			1:00 - 2:15 PM
<b>MIRA</b>			
M01 MIRA FOCUS GROUP UPDATE & NEW MIRA RELEASES	11:00 AM - NOON		
M02 MS4 CLINICAL SUITE – A MIRA PERSPECTIVE	1:00 - 2:15 PM		
M03 MIRA VIEW OF AR TO REIMBURSEMENT	2:45 - 4:00 PM		
M04 GOVERNMENTAL CHALLENGES		10:30 - 11:30 AM	
<b>M05 *BEGINNING MIRA 101</b>		1:00 - 2:15 PM	
M06 GOVERNMENT UPDATE – HOW TO KEEP OUT OF THE "MOUSE TRAP"		2:45 - 4:00 PM	
M07 e-DISCOVERY – ELECTRONIC SYSTEMS			9:30 - 11:00 AM
M08 PLANNING FOR ICD10			11:00 AM - NOON
M09 MIRA – BEST PRACTICES			1:00 - 2:15 PM
<b>PATIENT CARE</b>			
<b>C01 * MS4 CLINICAL SUITE – "A VIRTUAL PLAYGROUND"</b>	11:00 AM - NOON		
C02 PLAYING NICE IN THE SCHOOL OF ORDERS	1:00 - 2:15 PM		
C03 RED ROVER, RED ROVER, BRING THE DOCTORS OVER	2:45 - 4:00 PM		

## SESSIONS AT-A-GLANCE - CONTINUED

TRACK/SESSION	MONDAY APRIL 19	TUESDAY APRIL 20	WEDNESDAY APRIL 21
<b>PATIENT CARE</b>			
C04 KNOW YOUR MNEMONICS – “SHARING THE SANDBOX”		10:30 - 11:30 AM	
C05 PATHWAYS TO EXCELLENCE – “FOLLOW THE YELLOW BRICK ROAD”		1:00 - 2:15 PM	
C06 HOME MEDS & MED RECONCILIATION – “SLIPPING DOWN THE SLIDE”		2:45 - 4:00 PM	
C07 INTERDISCIPLINARY CARE – PATIENT CARE MANAGEMENT PUZZLE			9:30 - 11:00 AM
C08 REPORTS/AUDITING – “HIDE & SEEK”			11:00 AM - NOON
C09 PATIENT CARE FOCUS GROUP UPDATE & POSTER PRESENTATIONS			1:00 - 2:15 PM
<b>SURROUND APPLICATIONS</b>			
S01 INTEGRATING DOCUMENT IMAGING WITH CLINICAL SUITE – “PEEK-A-BOO”	11:00 AM - NOON		
<b>S02 *A VISION OF CLINICAL SURROUNDS – “PAINT BY NUMBERS”</b>	1:00 - 2:15 PM		
S03 NOVIUS® LAB & MS4 – “FUN WITH YOUR CHEMISTRY SET”	2:45 - 4:00 PM		
S04 SURROUND INTEGRATION – “CLUBHOUSE RULES”		10:30 - 11:30 AM	
S05 SIEMENS PHARMACY & MS4 – “Rx FOR FUN”		1:00 - 2:15 PM	
S06 ELECTRONIC MEDICATION ADMINISTRATION – “PLAYGROUND SAFETY”		2:45 - 4:00 PM	
S07 TOP TEN SUPPORT			9:30 - 11:00 AM
S08 syngo® RIS/PAC – X-RAY VISION GLASSES			11:00 AM - NOON
S09 PATIENT CARE FOCUS GROUP UPDATE & POSTER PRESENTATIONS			1:00 - 2:15 PM
<b>TECHNICAL 1</b>			
T01 MS4 SOLUTIONS TODAY & TOMORROW	11:00 AM - NOON		
T02 EMERGING TECHNOLOGY	1:00 - 2:15 PM		
<b>T03 *OPENLink™ FOR BEGINNERS</b>	2:45 - 4:00 PM		
T04 ARRA SECURITY & PRIVACY		10:30 - 11:30 AM	
T05 MS4 AUDITING CAPABILITIES		1:00 - 2:15 PM	
T06 IBM SYSTEM i UPDATE		2:45 - 4:00 PM	
T07 TOP TEN SUPPORT			9:30 - 11:00 AM
T08 VIRTUALIZATION FOR DESKTOPS			11:00 AM - NOON
T09 WEBSHERE & MS4			1:00 - 2:15 PM
<b>TECHNICAL 2</b>			
T11 DATA EXTRACTION & TRANSFER TOOLS – “ON YOUR MARK, GET SET, GO”	11:00 AM - NOON		
T12 SYSTEM i NAVIGATION TOOLS – “HIDE & SEEK”	1:00 - 2:15 PM		
T13 MS4 INTEROPERABILITY – SIMON SAYS, “WHAT’S NEW”	2:45 - 4:00 PM		
T14 MS4 & IBM SYSTEM i FOR BEGINNERS – “1, 2, BUCKLE MY SHOE”		10:30 - 11:30 AM	
T15 OPENLink™ ADVANCED TOOLKIT – “HULA HOOP”		1:00 - 2:15 PM	
T16 GETTING READY FOR & INSTALLING QUICKVIEW		2:45 - 4:00 PM	
<b>T17 *BEGINNING WEB QUERY – “5, 6, PICK UP STICKS”</b>			9:30 - 11:00 AM
T18 MANAGING RELEASES & UPGRADES – “7, 8, LAY THEM STRAIGHT”			11:00 AM - NOON
T19 TECHNICAL FOCUS GROUP UPDATE – “MADE IN THE SHADE”			1:00 - 2:15 PM

## WORKSHOPS AT-A-GLANCE

WS #	Workshop	Saturday	Sunday	Monday	Tuesday
		April 17	April 18	April 19	April 20
W01	CLIN	Assessing Your Assessments	10:00 am - 1:00 pm		
W02	RECM	RE Maintenance	10:00 am - 1:00 pm		
W03	CLIN	Clinical Implementation Metrics	10:00 am - 1:00 pm		
W04	MIRA/ PFS/CLIN /GEN	Auditing	10:00 am - 1:00 pm		
W05	CLIN	Policies & Procedures	10:00 am - 1:00 pm		
W06	CLIN	Your Repository Your Friend	10:00 am - 1:00 pm		
W07	CLIN	Introduction to Patient Care Management	10:00 am - 1:00 pm		
W08	CLIN	Troubleshooting MS4 & Novius Lab	10:00 am - 1:00 pm		
W09	CLIN	Introduction to Clinical Files	10:00 am - 1:00 pm		
W10	PFS	U4/H4 Editors - Part 1	10:00 am - 1:00 pm		
W11	QRY	MS4 File Structure	10:00 am - 1:00 pm		
W12	QRY	Query – Beginning	10:00 am - 1:00 pm		
W13		TBD	10:00 am - 1:00 pm		
W14	GEN	Stress Management	10:00 am - 1:00 pm		
W15	TECH	Clinical Security	2:00 pm - 5:00 pm		
W16	PFS	Managing AR Days	2:00 pm - 5:00 pm		
W17	PFS	CPT Codes	2:00 pm - 5:00 pm		
W18	GEN	MS Excel	2:00 pm - 5:00 pm		
W19	PFS	Understanding Transactions	2:00 pm - 5:00 pm		
W20	CLIN	Medication Management	2:00 pm - 5:00 pm		
W21	PFS	AR Reports	2:00 pm - 5:00 pm		
W22	QRY	Query - Intermediate	2:00 pm - 5:00 pm		
W23	CLIN	Clinical Suite Experience	2:00 pm - 5:00 pm		
W24	PFS	U4/H4 Editors - Part 2	2:00 pm - 5:00 pm		
W25	PFS	Managing Charge Master	2:00 pm - 5:00 pm		
W26	CLIN	Making PCM Work for You	2:00 pm - 5:00 pm		
W27	GEN	PowerPoint to “WOW” Point	2:00 pm - 5:00 pm		
W28	GEN	Improving Your Memory	2:00 pm - 5:00 pm		
W29	PFS	ACTS - Part 1		7:00 am - 10:00 am	
W30	PFS	Collection Letters		7:00 am - 10:00 am	
W31	MIRA	MIRA File Analysis		7:00 am - 10:00 am	
W32	TECH	Fast Start - Part 1		7:00 am - 10:00 am	
W33	INTF	HL7 Orders, Results, and Charges		7:00 am - 10:00 am	
W34	PFS	AR/ADT for Beginners		7:00 am - 10:00 am	

## WORKSHOPS AT-A-GLANCE - CONTINUED

WS #	Workshop	Saturday	Sunday	Monday	Tuesday
		April 17	April 18	April 19	April 20
W35	PFS	837 I/P - Part 1	7:00 am - 10:00 am		
W36	GEN	Developing a Training Program	7:00 am - 10:00 am		
W37	GEN	MS Access	7:00 am - 10:00 am		
W38	QRY	MS4 File Structure	7:00 am - 10:00 am		
W39	QRY	Query – Beginning	7:00 am - 10:00 am		
W40	MIRA	Privacy Administration	7:00 am - 10:00 am		
W41	GEN	Team Building	7:00 am - 10:00 am		
W42	GEN	Art of Critical Decision Making	7:00 am - 10:00 am		
W43	PFS	ACTS - Part 2	10:30 am - 1:30 pm		
W44	RECM	Case Mix Master Files	10:30 am - 1:30 pm		
W45	TECH	Optimizing Dayend	10:30 am - 1:30 pm		
W46	TECH	Fast Start - Part 2	10:30 am - 1:30 pm		
W47	INTF	HL7 Troubleshooting	10:30 am - 1:30 pm		
W48	PFS	CPT Codes	10:30 am - 1:30 pm		
W49	PFS	837 I/P - Part 2	10:30 am - 1:30 pm		
W50	INTF	OPENLink™ Intro	10:30 am - 1:30 pm		
W51	QRY	Crystal Reports	10:30 am - 1:30 pm		
W52	GEN	Visual Listening	10:30 am - 1:30 pm		
W53	QRY	Query - Intermediate	10:30 am - 1:30 pm		
W54	MIRA	ICD10 Workshop	10:30 am - 1:30 pm		
W55	TECH	MS4 Web Setup	10:30 am - 1:30 pm		
W56	GEN	Time/Work Management	10:30 am - 1:30 pm		
W57	QRY	SQL – Advanced	2:00 pm - 5:00 pm		
W58	RECM	Case Mix Reports	2:00 pm - 5:00 pm		
W59	TECH	DBU/DFU	2:00 pm - 5:00 pm		
W60	TECH	GP Triggers	2:00 pm - 5:00 pm		
W61	PFS	Revenue Reclassification	2:00 pm - 5:00 pm		
W62	TECH	SQL Performance & Database	2:00 pm - 5:00 pm		
W63	PFS	837 I/P - Part 3	2:00 pm - 5:00 pm		
W64	INTF	OPENLink™ Advanced	2:00 pm - 5:00 pm		
W65	PFS	Billing Before and After	2:00 pm - 5:00 pm		
W66	GEN	Social Media Facebook & Twitter	2:00 pm - 5:00 pm		
W67	QRY	Query – Advanced	2:00 pm - 5:00 pm		
W68	PFS	EC Description Keys	2:00 pm - 5:00 pm		
W69	GFS	ManagerConnect	2:00 pm - 5:00 pm		
W70	GEN	Project Management	2:00 pm - 5:00 pm		
W71	PFS	AR File Dependencies		1:30 pm - 4:30 pm	

## WORKSHOPS AT-A-GLANCE - CONTINUED

WS #	Workshop	Saturday	Sunday	Monday	Tuesday
		April 17	April 18	April 19	April 20
W72	QRY	Query – Clinical		1:30 pm - 4:30 pm	
W73	CLIN	Clinical Suite Setup & Troubleshooting		1:30 pm - 4:30 pm	
W74	GEN	New, Experienced & Aspiring Supervisors		1:30 pm - 4:30 pm	
W75	CLIN	Medication Management		1:30 pm - 4:30 pm	
W76	CLIN	Repository & HL7 Troubleshooting		1:30 pm - 4:30 pm	
W77	CLIN	Advanced Clinical Reporting		1:30 pm - 4:30 pm	
W78	CLIN	Introduction to Patient Care Management		1:30 pm - 4:30 pm	
W79	CLIN	Troubleshooting MS4 & Novius Lab			9:30 am - 12:30 pm
W80	CLIN	Assessing Your Assessments			9:30 am - 12:30 pm
W81	PFS	MS4 Scheduling			9:30 am - 12:30 pm
W82	CLIN	Clinical Suite & Rx Troubleshooting			9:30 am - 12:30 pm
W83	GEN	MS Access			9:30 am - 12:30 pm
W84	CLIN	WebConnect Physician Inbox			9:30 am - 12:30 pm
W85	GEN	Testing New Releases			9:30 am - 12:30 pm
W86	CLIN	Making PCM Work for You			9:30 am - 12:30 pm