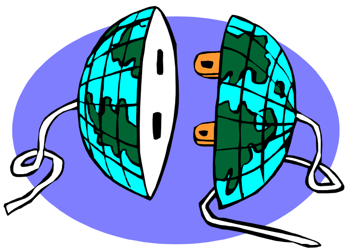
Volume 2, Issue 1 July 2004



In this Issue ...

TIME Release Enhancements

By Anne Webber, Vice President for Strategic Planning

This article is the first of a two-part series describing significant enhancements for the next release of TIME®. The next release is labeled V7.0 and it will be available by the end of 2004. This article will focus on the clinical component enhancements. The second part will be published in our November newsletter and will focus on the financial component enhancements.

Have you ever been frustrated by having to return to TIME-D® to update a patient's allergies or run a report? Well, V7 will solve both of these issues and many more. The Windows component will contain all of the functionality that is currently in TIME-D®. That means that you can not only update allergies and run reports from TIME® in Windows; you can even enter flowsheets in Windows!

Worried about what to do with your current equipment that runs TIME-D®? Don't be! All applications that are needed from chair-side will still be available on a dumb terminal (flowsheets, orders, etc.).

In addition to the items above, a partial list of V7 clinical enhancements includes:

- The ability in the Windows view to have multiple applications open at the same time.
- A standard clinical header for all patient-specific applications (except the flowsheets). This header has all of the patient identifiers currently in TIME-W® and new fields have been added including the patient's current facility, status and last status change date, and Advance Directive (if turned on and set in Dialysis Orders).
- The Standing Orders applications have been re-named Dialysis Orders.
- The Allergies and Drug Reactions fields have been expanded in size.
- The flowsheet reports have been expanded to report the details of the assessment screens, unique orders and ticklers.

(Go to **Enhancements**, *page 3)*

From the President

By Elizabeth A. Evans

Whenever asked to complete a client survey, I ask myself whether the time investment to do so is commensurate with the value received. Because HII will be asking you shortly to complete the annual Client Satisfaction Survey – we are poised to submit it in 3Q'04 – we assure you that we listen very carefully to how you rate us, to your comments and suggestions, and act on them. Listening to our clients and delivering the kind of quality service and products you say you need are primary to our company mission. We truly believe and live one of the HII core values – *clients are the reason we exist.*

As a result of the last survey, these are the ways we have modified the way we do business in order to better serve your needs.

1. We have established multi-disciplinary client service teams and staffed them with the right amount of resources in order to better serve your *overall* service needs.

2. We have assigned each team a specific set of clients in order to provide you continuity of service that we believe will be more personal because it is based upon your team's knowledge and familiarity of your unique requirements.

3. We have developed Client Service Escalation Procedures to ensure that our service communications with you are complete, occur without interruption, and are directed to those who have a need to know.

4. We have transferred the current user documentation to an electronic format, Adobe Acrobat, adding a search capability far more powerful than a standard content index.

5. We have staffed an Education team who are working to standardize and streamline current training content and procedures, as well as introduce multi-media approaches to training that includes instruction on the web.

6. We are currently re-writing all of our user documentation. Our new documentation is procedure-based and will be easier to read and research than the current documentation. The new documentation will become available in electronic media with the Version 7.0 Release.

7. We have established a Quality Assurance team to standardize the release process and its procedures including improved release documentation and automated testing.

Therefore, in the spirit of serving your needs, we ask that you help us do so by completing the Client Satisfaction Survey as you did last year. Your responses help us to live up to your expectations. Because we recognize the trust you place in HII, we also recognize our responsibility to try to live up to your expectations as best we can.

Until the next Newsletter,

Beth

Help is on the Way

By Art Todras

A software system is useful only if there is sufficient knowledge to use it. A software system is user-friendly only if the knowledge to use it is always close at hand. Closeness is, after all, a hallmark of friendliness. And so it is in the spirit of friendship that I inform you that TIME® Version 7 will, on its Windows platform, incorporate a fully integrated on-line Help system that will speed up proficiency with this new release.

In her President's Message in this issue of HII TIME-S, Beth Evans notes that the end user documentation will be accessible on-line. It is important to add that the relationship between the end user documentation and the Help system will be complementary, not redundant. Where the HII end user documentation goes to great lengths to describe field properties and application procedures, the HII Help system keeps to the task at hand, providing only what you need to know to work with the screen in view. At the same time, quick links within each Help screen will lead to related tasks. In the final analysis, coaching, not exhaustive explaining, is what makes a good Help system. Providing our clients with a Help system that shows the way, not one that gets in the way, is our abiding purpose. This, too, is in the best interest of TIME®: Total Information for Managing Effectively.

HII^r Education News

By Art Todras

New HII^r Education Certifications

Clinical Administrator:

Peggy Rodgers	AMI Healthcare Systems

Data Warehouse Developer:

Aaron Fox	AMI Healthcare Systems
John Greenacre	AMI Healthcare Systems

Financial Administrator:

Kim Watson	AMI Healthcare Systems

System Administrator:

Chris Berg	AMI Healthcare Systems
Jerad Berg	AMI Healthcare Systems
Sherri Cassis	Healthcare Mgt Group

Upcoming Data Warehouse Developer Classes (ID2) at HII:

Data Warehouse Developer:
November 15-17
February 14-16, 2005

Advanced Data Warehouse:
November 18-19

HII Holiday Closings

Labor Day	Monday, Sept. 6
Thanksgiving	Thursday, Nov. 25
	Friday, Nov. 26

TIME-ly Tips

Putting Standing Orders in Order

By Debbie Guarnieri

Ever wonder why a patient is not showing up on the Peritoneal Daily Services Report? You have checked the flowsheet and find they have one for the date in question. You or the Billing office has checked for a claim for the month in question. You find the patient does, indeed, have a claim for that month. You find yourself perplexed, questioning yourself.

"What do I check now?" you ask yourself.

Have you checked the standing orders to see if they have more than one active standing order? More often than not, that is preventing the patient's data from showing up on the Peritoneal Daily Services Report.

"And how might one fix this?"

There is a handy tool on your system which you can use to de-activate one of the standing orders.

"Where is this tool?"

The path to get to this tool is Medical Records / Clinical Operations Management / Standing Order Maintenance.

"How do I use this tool?"

- Type the Chart number and press Enter. A screen with all of the active standing orders for that Chart number will appear.
- View these active standing orders to decide which one is the one you would like to be active and which one inactive.
- If the patient is truly a dual modality patient and needs to have a standing order for each modality, make sure the standing orders have the same Order Date.
- **If** the patient needs only **one** standing order for **one** modality, hit your Enter key to move the cursor to the Inactive Date field on the standing order which you no longer want.
- Press Ctrl+y to clear that field. Then type the proper Inactive Date in the mm/dd/yy format. Press the Enter key through all of the fields and then enter your password to save the change.

You should now be able to properly see that patient in the respective reports!

If you still cannot find the patient in the reports, please call HII. We are happy to assist in any way that we can—and maybe even put your inner questioning to rest!