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Disaster Will Strike!

How HII Continues to Operate During Emergencies

By Kenny Stockman, Corporate Technical Services Supervisor

It's not a question of "if" but "when."

Even though HII is located in Richmond, Virginia where Mother Nature usually behaves, we have recently had our share of major snow/ice storms, hurricanes, power outages, and even earthquakes. These events have prompted us to stay on our toes in the event of a disaster recovery. With our nationwide client-base, we must continue to provide outstanding support and service. I would like to detail our procedures for everyone to get a little better understanding of what happens at HII.

Snowstorms can keep staff from getting to work. So, let's start at our front line. Our phone system auto-attendant is able to provide up-to-the-minute information on our office status, where circumstances have forced us to close or alter our business hours. An HII Staff member is designated to call in and checks the Service and Support mailboxes. They then enter the issue into our support log. Other designated HII staff are able to use a Virtual Private Networking (VPN) connection into our network. This allows them to remotely operate their computer from anywhere in a secure manner. They can send/receive HII email, get the support issue from the support log, and dial into a client's site via modem or the client's own VPN method across the internet. Also, HII staff has the option to use HII's phone system or HII's cell phones to make phone calls remotely. Many of the resources needed for support are on the network.

The snowstorms are a luxury compared to ice storms or some other emergency that cuts power to the building or a very large power grid in the area. Our current "power-outage" routine involves more creative practices. Our main phone line will be forwarded by our phone company to one of the support cell phones. Our physical plant is on an external generator capable of 500,000 volts of electricity. The server room and all networking capabilities will remain intact; however, a skeleton crew of staff members will be providing service during this extreme time frame.

During the catastrophic event of building destruction, all backup

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From the President

By Elizabeth A. Evans

Electronic Newsletter

This is the first electronic-only HII Newsletter. We have waited a long time to do so. Why? Because we wanted to be certain that a significant majority of our clients would be able to access the HII Newsletter on line at their place of work. We are very certain that this is true and, since you are reading it now, you can see for yourself the superiority of the electronic medium over paper. You can skip to the articles that most interest you. From my perspective, the electronic Newsletter is liberating because its size can be unlimited if we wish it to be. It is a good feeling to know that I can write with abandon!

Scoop on the User Steering Committee Meeting

The subject of this piece is the User Steering Committee (USC) Meeting held on October 16-17, 2003. The purpose of the USC continues to be to collaborate with our clients and be able to ask them for advice about their information needs and what they think about the new features under development. It is also a time when HII staff presents our latest advances and renews their friendships with those whom they rarely see but frequently speak with on the phone. The highlights of this year's meeting are the following.

- ◆ Kevin Banning, the V.P. of Product Development and Services, presented an overview of the next release of the TIME® System, Version 7.0, which we plan to beta-test during 2Q'04 (the clinical module) and during 3Q'04 (the financial application and the rest of the modules). The Sales and Marketing group sent invitations at the end of 2003 to all our clients asking them to join us in an Internet Live Meeting Session

so they could experience the Version 7.0 clinical and financial modules first hand. Those who attended agreed that it was a dynamic, informative, and productive meeting.

- ◆ The client survey results are in. These results framed our opportunities for improvement and confirmed our strengths. There is no better way to get market intelligence than to listen to our clients. We wish to thank all who took the time to complete the survey and all those who conveyed their additional written comments. You have helped us look at our service skills from your point of view and, as a result, we believe we will be better able to serve you in the future. The results indicate the following. First, when we communicate well, you appreciate our service. When we do not, you deservedly rate us lower in most categories. Second, when you like our service, you generally like everything we do for you. Conversely, when you do not, you generally see us as doing less well in most things. While our grade average was more than laudable, we intend to get better.
- ◆ Art Todras, the Team Leader of HII^f Education, stated that he foresees less of a big Computer-Based Training (CBT) approach and more of a smaller module level training approach, which is focused on a specific role within the dialysis facility, such as medical technician, renal physician, biller, etc. Much education is needed to fill what we refer to as *release unfamiliarity*. To fill the need at less cost, he suggested that dialysis facilities should tap the talents of their own staff by registering them in the HII^f Education course, *The Master Trainer*. He also recommended that we consider using Live Meeting for real-time, virtual classroom training in order to provide the much needed refresher instruction without staff having to leave their home facility.

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- ◆ Beginning with Version 7.0 and with all future releases, we will distribute the entire User Manual on a Compact Disc (CD).
- ◆ The theme for Version 7.1, which is in the programming and testing phase at the current time, is Operational Efficiency. Its purpose is to increase productivity in the clinic and in the business office without compromising the quality of outcomes in either.
- ◆ Last and certainly not least, three Round Tables brainstormed clinical and financial issues. At the one I moderated, an attendee urged HII to appreciate the entire process of care and billing—not just what occurs in the dialysis facility, but also what happens outside the facility—so that the TIME® System can automatically have things ready for the user. In the process, the user would exert no additional effort but would have information pre-ordered and served when needed—something for the future.

In Conclusion

There is no doubt that an electronic Newsletter is liberating. Were this a paper-based Newsletter, you would have been able to read only to the beginning of HII's Education. I'd like to think the extra information you read is valuable because, from my perspective, it was wonderful not counting words so they fit into a 500-word halter. If this is writer's abandon, then so be it. The experience was enjoyable. Hope it was for you, too.

Recent Articles By Elizabeth A. Evans in *Dialysis & Transplantation*:

Thinking Out Loud... Contagious Ideas, p. 790, scheduled for April 2004 edition.

Thinking Out Loud... I Met the Leader and It's Us, p. 790, scheduled for March 2004 edition.

Thinking Out Loud... Hope and the New Year, p. 790, December 2003.

Thinking Out Loud... The Discipline of Data, the Science of Care, p. 706, November 2003.

Thinking Out Loud... Questions of Quality, Cost, and Unintended Consequences, p. 582, September 2003.

Thinking Out Loud... Actions Speak Louder Than Words, p. 504, August 2003.

Thinking Out Loud... The Medium Is the Message, p. 356, June 2003.

Thinking Out Loud... Progress, p. 224, April 2003.

Thinking Out Loud... Connecting the Dots, p. 145, March 2003.

Thinking Out Loud... Aspiring for a Safe Survival, p. 56, January 2003.

Hands On

CHRIS BERG joined HII in July as an Analyst Programmer in Client Services. He recently moved to the Richmond area after completing his B.S. in Computer Science at California Lutheran University. His last position was working at Amgen providing Software Support. Chris has over four years experience in software support in varying industries.

AARON FOX joined HII in August as an Analyst/Programmer with a focus on development of software interfaces to both medical devices and client systems. Aaron worked as a software engineer/manager with Oncosis, a California biotech company, and as an engineer with Wintriss Engineering, a company specializing in machine vision. He holds BS. and M.S. degrees from the University of North Carolina-Chapel Hill.

KELLY GREEN recently joined HII as a Project Leader. She is a registered nurse who has been working in Labor and Delivery at

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HCA Hospitals for the past 3 1/2 years. Kelly received her B.S. in nursing at James Madison University.

MARY BETH HUNEKE recently joined HII as a technical writer and CBT (Computer-Based Training) developer. Her background is in education and educational software. Prior to coming to HII, she worked at Virginia Commonwealth University, where she programmed dental educational software used at VCU and nationwide. Earlier in her career, she taught high school English, English as a second language, and English as a foreign language as a Peace Corps volunteer in Niger, West Africa.

CHRISTA RASBERRY started at HII as a part time Human Resource Assistant in the summer of 2003 before becoming a full time HR and Operations assistant. Christa graduated from James Madison University in 2003 with a B.A. in Business Administration, concentrating in Computer Information Systems and in Human Resource Development.

PEGGY RODGERS joined HII as a Project Leader last September with over twenty years experience in teaching, technical training, and the health insurance industry, including positions at Trigon Blue Cross Blue Shield and NDC Health, formerly National Data Corporation. She has worked as an art teacher, dental assistant, mail carrier, and customer service consultant. Immediately before coming to HII, Peggy worked for Virginia Commonwealth University Health System as a technical trainer. Peggy holds a B.F.A. in Art Education from Virginia Commonwealth University and an M. A. in Human Resource Development from George Washington University. She is a member of the Richmond chapter of ASTD, the American Society for Training and Development.

HII^r Education News

By Art Todras



New HII^r Education Certifications

Advanced Data Warehouse:

Michael Williams	Shands Healthcare
Adrian Amedia	AMI Healthcare Systems
Mary Beth Plante	AMI Healthcare Systems

Clinical Administrator:

Kim Watson	AMI Healthcare Systems
Chris Angelini	AMI Healthcare Systems
Kelly Green	AMI Healthcare Systems

Data Warehouse Developer:

Myung Cho	North Shore University Hospital
Dr. Michael Gitman	North Shore University Hospital
Debbie Scobie	North Shore University Hospital
Jean Zeller	North Shore University Hospital
Lisa Steineke	Nephrology, Inc.
Aubrie Washington	Nephrology, Inc.
Michael Burlingame	Nephrology, Inc.
Floyd Jennings	Lynchburg Dialysis
Troy Walker	Health Systems Management
Carolyn Drexler	Health Systems Management
Debbie Tuttle	Health Systems Management
Somer Balderston	Health Systems Management
Shaun Liddle	Health Systems Management
Karen Whelden	The Kingston Hospital
Ann Garrison	AMI Healthcare Systems
Danette Hughes	AMI Healthcare Systems
Mary Beth Plante	AMI Healthcare Systems

Financial Administrator:

Dee Griffin	Healthcare Management Group
Jean Korol	AMI Healthcare Systems
Debbie Guarnieri	AMI Healthcare Systems
Cathy White	AMI Healthcare Systems
Chris Angelini	AMI Healthcare Systems
Kelly Green	AMI Healthcare Systems
Peggy Rodgers	AMI Healthcare Systems
Danette Hughes	AMI Healthcare Systems

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System Administrator:

Andrea Curry	Renal Care Group
Irene Ma	Renal Care Group
Kevin Adamson	Renal Care Group
Jim Hartigan	AMI Healthcare Systems
Debbie Guarnieri	AMI Healthcare Systems
Bill Walters	AMI Healthcare Systems

Upcoming Data Warehouse Developer Classes (ID2) at HII:

Data Warehouse Developer:
 May 17-19
 August 9-11
 November 15-17

Advanced Data Warehouse:
 May 20-21
 November 18-19

HII Holiday Closings

Memorial Day	Monday, May 31
Independence Day	Monday, July 5

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tapes are kept offsite and updated on 3 sets of monthly backups. They can be restored to another server to continue operations. This provides obvious protection of the data, along with the ability to restore, if needed, a file deleted several weeks before. The nightly backup tapes are kept in a fireproof ½ ton safe in a secure room and can be accessed by authorized personnel only.

As always, planning for disasters makes their occurrence easier to handle. Our qualified and experienced staff is at the ready to implement any such measures when the situation unfortunately arises.

Sharing Quality Time with Live Meeting

By David Kyle

Health Informatics, Inc. continues to strive to keep you better informed. Be it better informed on using the system or on upcoming releases, HII is always looking for ways to improve communications. Our latest effort is integrating Microsoft's Live Meeting into our processes.

Live Meeting is an on-line tool from Microsoft that allows us to share our screen with you in the form of a web conference. It provides the capability for on-line presentations with little or no setup. Participants only need Internet Explorer (no plug-ins required). It runs over port 80 with a standard Internet connection.

Education research shows that only 20% of information is retained through audio while 60% is retained through audio and video. By complementing support calls, phone training, and product development with Live Meeting, we triple the amount of information users will remember. The result is better-informed clients.

HII has already used Live Meeting for product development, training sessions, and version release information. For example, many clients were involved in the design of the Windows V7 Hemodialysis Flowsheet. We were able to share a prototype of the flow-sheet via Live Meeting and discuss requirements simultaneously over the phone. Our first conference for multiple clients was the V7 web seminar where we presented the enhancements available in V7 and the technology implications to all clients interested in attending. Approximately 50% of our clients had a representative at the meeting.

HII also has utilized Live Meeting for support calls. With one click, we can send you an email with a link for an on-demand on-line conference. After you click on the link in the email and enter your name, we will both be in our on-line meeting place with both video and

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audio. The combination will make it much easier to provide support and troubleshoot issues.

HII also plans to record Live Meeting sessions (monthly sessions, support calls) and provide those recordings to you on-line. You can download the recordings to your PC or view them on-line. Instead of having to dig out manuals to learn a particular application or provide advance training, you can watch a video on your PC in standard digital format.

Live Meeting enhances communications between you and HII. We look forward to your increased participation in Live Meeting.

Trade Shows Where HII Will Be Exhibiting

Spring and Summer 2004

- ◆ American Nephrology Nurses' Association Annual Symposium, April 15-18, Washington, DC
- ◆ National Kidney Foundation national clinical meetings, April 28-May 2, Chicago, IL
- ◆ Southeastern Council Network (Network 6), May 23-24, Charlotte, NC
- ◆ Network 4, May 27, Pittsburgh, PA
- ◆ Network 9 and 10, June 10-11, Chicago, IL

Fall 2004

- ◆ Network 2, October 8, New York, NY
- ◆ Network 7 Annual Meeting, October 10-13, Tampa, FL
- ◆ Network 1, October 14, Sturbridge, MA
- ◆ Network of Texas Annual Meeting (Network 14), October 15-16, Dallas, TX
- ◆ Network 8, October 21-22, Memphis, TN
- ◆ American Society of Nephrology Annual Meeting, October 27-November 1, St. Louis, MO

TIME-ly Tips Of TIME and the Machine By Art Todras

Many points of information converge in the HII TIME System hemodialysis flowsheet. These points pivot on two essential screen events: the Connect screen and the Close Flowsheet screen. Between them, they frame the key components of a hemodialysis session: from the treatment observations and comments to the record of administered medications and drawn labs to post vitals and post assessments. And all this takes place to complete a hemodialysis session.

The duration of a dialysis treatment is displayed on many reports and is also used in the Kinetic Modeling calculations in TIME. Therefore, ensuring that the system calculates the treatment duration correctly is important. The TIME System[®] uses a simple formula to arrive at the treatment duration: It is the Off Time—the time of the patient's last treatment observation—minus the On Time, or time of the first treatment observation. The formula is the same whether these times are captured through a dialysis machine interface or entered directly. Both the On and Off time are displayed on the Close Flowsheet screen as, respectively, the Connect Time and the Disconnect Time.

If the first treatment observation time is not the start time of the treatment, the On Time and/or Off Time can be corrected on the Close Flowsheet screen BEFORE this screen is signed. It is best to regard the Close Flowsheet screen as the place where you both verify that the treatment is over and confirm—and override, if necessary—when hemodialysis started and ended. It is the final checkpoint for keeping the treatment duration of TIME, and the cumulative machine time, in step. A few seconds of your time is all it takes to produce an accurate treatment record.