



## Preparing for Version 6.5

*By Anne Webber*



Our new headquarters

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As reported in the November 1998 AMI Newsletter, the hemodialysis and peritoneal standing orders and dialysis flowsheet entry screens will be significantly enhanced in the version 6.5 release of TIME<sup>®</sup>. In general, the changes are intended to group related clinical tasks closely together on menus and data entry screens and to provide efficient data recording that is flexible enough to match facility processes.

The diet orders have been separated from the standing orders. The CAPD and CCPD standing orders will include exchange volume and glucose ranges.

The flowsheets have been revised into separate specialized screens to allow the user to efficiently navigate through a hemodialysis session or a peritoneal training and/or support visit. In addition, new, separate pre and post dialysis assessment screens have been developed with an itemized checklist linked interactively to the progress notes.

The 6.5 release also includes enhanced lab order screens that are similar to the current medication order screens.

AMI Clients need to prepare for the version 6.5 release by carefully considering the staff training necessary to successfully implement these enhancements. Because AMI understands the impact of these changes on staff, we have created enhanced training options for our clients.

The first training option is to purchase staff training from AMI. An AMI project leader will train your staff (or core staff) at the site(s) of your choice. In addition, AMI and our clients have found that significant efficiencies have been realized after a system audit and training by AMI. The purpose of a system audit is to clearly identify client-specific training needs to increase staff efficiency. Clients should consider combining a system audit with training for the new release. The cost of this option is determined by the number of days of training and the travel/lodging/subsistence costs.

The second option is to allow clients to dial into a sample database at AMI to practice using the new features. While AMI does not charge for the use of this sample database, you will incur telephone line costs for the time you are using the database. You will need to schedule time with AMI to use the sample database. The sample database may not be an exact match to your site's customized flowsheet fields. The environment variables may be set differently in this sample database than your site's as well. This may cause your upgraded system to work differently than that of the sample database.

The third option is to create an "in-service" (formerly called a "learn") database by copying the settings of one of your databases and upgrading this

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in-service database for you (or AMI) to train your staff and allow practice utilizing the new screens. The in-service database will be established using the same environment variable settings as your current database and the customizable flowsheets fields will be set per your choices. The cost of creating this database and maintenance will be similar to that of any new database.

The in-service database is meant to remain up to date and thus will replace the old “learn” database on any client. There will not be both a learn and an in-Service database.

Specific instructions on how to request a price quote and arrange for any of the training options will be provided when the release is announced.

## Y2K Alert

One more article relating to Year 2000 (Y2K)! If you have not yet prepared for Y2K, time is running out!

AMI understands the seriousness of the potential Y2K problem and is committed to providing uninterrupted service and products to our clients. To do so, we established and implemented Y2K project plans that included solutions to both our company’s products and our internal systems-dependent critical functions.

AMI’s most recent upgrade, version 6.4, was released in December 1998 and includes the Y2K solution code. AMI has successfully tested this release in a live environment and many of our clients have already successfully received and implemented this upgrade. Our software has been tested and independently certified Y2K compliant by an AMI client.

As a part of our Y2K project, AMI also surveyed all of the companies who provide hardware and software utilized by the TIME<sup>®</sup> system. For many clients, operating systems and hardware must be upgraded to Y2K compliance in order to install version 6.4 of TIME<sup>®</sup>.

The TIME<sup>®</sup> System is ready for the Year 2000. AMI is well prepared for the turning of the century and will be on standby for our clients if they need any help. However, as of this writing, we expect the New Millennium to arrive with less fanfare than its well-publicized coming.

## From the President

By Elizabeth A. Evans

At the last User Steering Committee (USC) Meeting, April 16 and 17 of this year, the USC made what, in my opinion, is a significant statement. It is a simple statement, only eight words long: “The AMI TIME<sup>®</sup> System is a communication system.” Stated differently, “The purpose of the AMI TIME<sup>®</sup> System is to communicate.” While there are more popular and technical terms such as connectivity, interoperability, and Electronic Data Interchange (EDI), this simple statement scoops them up in its simplicity and compels us to ask: Is that all there is—communicate? If communication is the medium, are we the message? Interesting.

This article—the first of four articles to follow in future issues of this newsletter—discusses several up and coming AMI applications that highlight the communication aspects of the TIME<sup>®</sup> System, namely, document imaging, Intranet/Internet solutions, portable computing, and embedded alerts and advisories that are user-defined to promote your organization's protocols.

### Document Imaging

What is document imaging? It is the convergence of optical scanning (taking an electronic picture or image of the document) and data entry (using a programmed link between the document and the index in order to retrieve the document). The programmed link is as important as the document itself because the document must be *retrieved quickly*. The programmed link in the AMI document imaging application is a tiered index that links the image to the patient chart, providing the option for a summary comment which is categorized, and in some cases, sub-categorized.

Document imaging is one of the most interesting and most powerful applications. It is without a doubt a necessary component of Electronic Patient Records (EPR). Rarely, though, is it one of the first applications one thinks of when asked for applications associated with an EPR. Why is this? Perhaps the word “document” misleads because it is associated in our minds more with paper records than with electronic records. The word “document,” however, refers generically to X-ray results, an EKG, a Consultant Report, an Admission History and Physical, a Discharge Summary, a Transfer Report, or a Remittance Advice from an insurance carrier—in fact, it refers to just about anything, clinical or financial, textual or graphic, that can be scanned.

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### **Clinical Document Imaging**

Clinical document imaging, as previously mentioned, is a necessary component of an EPR. Without this component, communication of a patient's health status, especially of a chronically ill patient, is fragmented and correct decisions are far more difficult, if not impossible, to make.

A graphical image or a textual image is far more valuable to a time-pressed clinician when a clinician's words summarize the findings or the significance of the image. The clinician's summary comment—the AMI-programmed link referred to above—is the value-added feature provided by the TIME<sup>®</sup> System. A summary-comment, such as “unremarkable,” eliminates the need to review the image. A summary comment that highlights important treatment changes initiated at hospital discharge decreases, if not eliminates, the need to review the full image. The summaries literally free up a segment of a clinician's time, perhaps only a minute, so that *that minute* can be used to make the best patient care decisions based on the clinician's evaluation of the summary comments and other clinical information. The result is efficient and clinically relevant information retrieval. Each summary comment—unremarkable and clinically important—becomes part of the patient's EPR and is available to electronic search and individual scrutiny. In each case, the value of time saved is also the potential value added in improved efficiency and hopefully in a higher quality of care. And, in each case, the summary comments and the full image are accessible to authorized clinicians regardless of their location—at the hospital, in the office, at home, or on the road.

### **Financial Document Imaging**

Financial document imaging extends programmed links an extra step by combining electronic document retrieval, in this case a claim on a remittance advice, and electronically-generated secondary claims. This feature is especially important when a Fiscal Intermediary (FI) does not provide electronic remittances. In this case, by scanning the FI's remittance and entering a limited amount of data, the equivalent of an electronic remittance is created. Once the remittance data is stored, it is electronically available and can be transferred seamlessly to the billing module where each account is electronically adjudicated, and a secondary claim is automatically generated with the necessary documents attached—a one-step process that *really* saves time.

In this example, document scanning technology can be used in place of copying and filing hardcopy remittances. In fact, there is no advantage to saving the paper

remittance. The remittance image is already electronically stored and filed—accessible to whomever is authorized to use it. As a result, filing time is saved and copier costs are kept at a minimum. The cost of filing cabinets and supplies is reduced. There is also a \$958 per year per file clerk savings based on 15 minutes filing time per day at a benefits-loaded \$15.00 per hour rate.

### **Availability**

AMI will demonstrate document scanning and other communication features at the ASN conference this November. Please stop by and visit with us to learn more about them or contact your account representative to arrange a personal demonstration at the ASN conference.

### **In Conclusion**

AMI will continue to develop the AMI TIME<sup>®</sup> Communication System. As I stated in the last Newsletter, “So while it may be true that we have more to do than time to do it, solutions are available to assist us. I keep on the look-out for personal timesaving tools. I assure you that AMI will continue to work on your behalf to provide information solutions to achieve the same for you.” And so we have been—our message to you.

## **Employee Profile**

The newest member of the AMI Windows Development Team is also the one whose resume packs the most mileage. Lucy Xiao (pronounced *Shaw*) is a native of southern China who worked as a trainer and engineer at the Earth Station, a satellite communications center in Beijing. Since arriving in the US 10 years ago, Lucy has earned a Masters in Computer Science at North Carolina State University and has established herself as an expert in Visual Basic and in client/server tools such as Power Builder.

Before coming to AMI in June, Lucy spent four years as a Senior Programmer Analyst at Circuit City, where she designed an imaging workflow application used with credit card transactions. Lucy's experience in document imaging will be instrumental as AMI expands its capabilities in both the Clinical and Financial areas (see From the President in this issue). As Lucy says, document imaging is the key to efficient information retrieval and archiving.

# What's New at AMI-U

By Art Todras

## Master Trainer Course

This May, AMI University rolled out, for the first time, its Master Trainer course. This course is unique within the AMI University curriculum because it has both an independent study component and a classroom component. The independent study component consists of three lessons which apply the principles and techniques of training and development widely used in the business field to the specialized financial and clinical community that is using the AMI system.

The three lessons—Assessing the Needs, Designing with Objectives, and Evaluating the Learning Experience—prepare the enrollees to plan, design, and assess effective training within their respective organizations. The two-day classroom component, which is scheduled three to six months after the course starts, provides a controlled environment for carrying out course plans in trial training situations. Certification as an AMI Master Trainer is based on the completion of both course components plus completion of a formal training plan.

A formal background in training or adult education is not required. However, at least one year of experience with the AMI system is recommended. This course will be indispensable to any individual who needs to provide AMI TIME® training on a continual basis, or to any organization that needs to develop their own internal AMI TIME® trainers. Register now for the next offering of the Master Trainer, in early October.

## System Administrator Course

While the Master Trainer is AMI University's newest course, the System Administrator Core course is its oldest, dating back to October 1997. Our recent analysis of this three-unit, 12-lesson independent study course showed that it would be more serviceable as two separate courses. The revised eight-lesson System Administrator Core Course will consist of Unit 1—User Interface Setup—and Unit 2—File and Processes Subsystem. Enrollees will have the option of completing Lesson 2 or Lesson 4 of Unit 2 depending on their site's utilization of the Uniplex word processor and the electronic lab interface.

The unit covering hardware setup external to the software applications will be removed from the System Administrator Core course and combined with what has been announced as the System Administrator I/O Devices Course. This second course, which will include material on networking configuration and terminal servers, is renamed the System Administrator Network Core Course.

Both the revamped System Administrator Core Course and the System Administrator Network Core Course will be available in October 1999 at \$595 each. Those enrolled in the current System Administrator Core Course who have not completed it by October will be given a three-month extension to complete the revised System Administrator Core Course, which they will receive at no extra cost. They will have the option of signing up for the System Administrator Network Core Course at the regular price.

Both the Master Trainer Course and the improvements to the System Administrator Core Course are guided by the evolving training needs of AMI clients. These two courses, plus the System Administrator Network Core Course, will help you make the most of your resources and use the AMI system to its fullest.



## New AMI University Certifications

### Financial Administrator:

Charnita Black                      Kansas Dialysis Services

### ID<sup>2</sup> Data Warehouse Developer:

Sandy Bodin                      Miller Dwan Medical Center  
Jan Brown                      Alabama Dialysis Services  
Beth Liner                      Renal Care Group  
Sherri Parra                      Salick Health Care  
Shelia Pierson                      Renal Care Group  
Jim Tatum                      ESRD Laboratories  
James Whitcomb                      ESRD Laboratories

### ID<sup>2</sup> Advanced Data Warehouse Developer:

Jim Tatum                      ESRD Laboratories  
James Whitcomb                      ESRD Laboratories



## Mark Your Calendars

### Register Now!

- ◆ Next Financial Administrator Course: August
- ◆ Next Clinical Administrator Course: September
- ◆ Next System Administrator Courses: October
- ◆ Next ID<sup>2</sup> Training: October 18-22

## AMI Holiday Closings

Labor Day                      September 6  
Thanksgiving                      November 25-26

# AMI's New Quarters

By Larry Brown

# TIME-ly Tips

By Art Todras

On May 1, AMI moved into its new quarters at 2810 N. Parham Road, Richmond. Total square footage occupied by AMI increased approximately 40%, providing ample room to house each of the functional areas as well as allowing for growth.

As part of the moving project, equipment and furnishings were evaluated to assure that we make optimal use of the new space. The result of this is that AMI has a new look. We believe our quarters promote efficiency and provide a pleasant work environment for all employees.

The successful move would not have been possible without the efforts of everyone at AMI. The great outcome is the product of a great team effort.



Loose ends, just before the Move



After the Move: Untangled and Re-Wired

## Archiving Posting Reports

As of AMI TIME® Version 6.3, the Posting of Transactions reports can be electronically stored (archived) directly to the hard disk and subsequently archived to tape, without being printed. This user-controlled feature saves both paper costs and manual filing space and time.

If you wish to use the archiving option, you must set up certain defaults.

Four different applications control the archiving of posting reports: Posting Defaults Maintenance (on the Institution Maintenance and Display Menu), Printer Default Maintenance, Archive Files to Tape, and Restore Files from Tape (these last three on the System Administrator Menu). Let's step through them in order.

**Step 1: Posting Defaults Maintenance.** To turn on the archiving feature, enter *Y* at the prompt to Archive Posting Reports. To cause posting to generate the Summary and Audit Trail Report *or* the Daily Journal Summary Report, enter *A* or *J*, respectively, at the Posting Reports Default prompt. The default is *B* for both reports.

**Step 2: Printer Default Maintenance.** This is where a default printer is established for every AMI report. Enter *disk* as the default printer for both the Summary and Audit Trail and Daily Journal reports. The other posting reports—Deleted Transactions (if you are not using Offsetting Transactions), Deposit Slip, and Crossfootings (also known as Accounts Receivable Controls)—are much smaller and may default to an actual printer.

**Step 3: Posting of Transactions.** After resetting the posting and printer defaults, when you post transactions you will see both a screen message that posting reports will be archived and the printer defaults for the posting reports. You should instruct whoever runs the posting process to leave these defaults alone. At the end of the posting process, all the posting reports are compressed and stored in an archive library file marked with a unique date and time stamp. A new archive library file is created with each posting, even when posting is run multiple times per day.

**Step 4: Archive Files to Tape.** To prevent a big buildup of archive library files, you should, on a weekly basis if you post daily, select this option to move the archive files from the hard disk to a tape.

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AMI Healthcare Systems Group  
2810 N. Parham Road  
Suite 200  
Richmond, Virginia 23294

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Insert a tape used solely for archiving reports—**not a backup tape**—into the tape drive. Enter *Y* at the prompt to archive posting reports to tape. The full pathname of the archive library files, which are stored in a directory called `postarc`, will be automatically displayed on the screen. When you answer *yes* to the prompt to archive the reports, a Tape Index Report is printed at the end of the archive process. This report indicates the creation date (posting date) of the posting files, so keep it with the archive tape. The archive process moves the archive library files to the tape, clearing space on the hard disk.

**Step 5: Restore Files from Tape.** If you need to retrieve an archived posting report, first restore the file from the tape to the hard disk. Select this option whenever you need to retrieve archived posting reports. Locate the tape with the date of the report you wish to retrieve and place it into the tape drive. When you enter *Y* at the prompt to restore posting reports from tape, their full pathname is automatically displayed. Select the archive library file or files to restore. Insert the archive tape and follow the screen prompts to restore the reports. To keep them separate from current posting reports, the names of the larger reports are:

**postold** Old Summary and Audit Trail  
**journalold** Old Daily Journal

If you have elected to archive the smaller reports, their names are shown below:

**deltrxold** Old Deleted Transactions Report  
**crossold** Old Crossfooting Report (Accounts Receivable Controls)  
**depositold** Old Deposit Slip

Enter these names on the Reprint Reports screen to print these reports. It is best to restore and reprint one archive library set of reports at a time because only the most recently restored set is uncompressed and ready for printing.

Following these simple steps will increase efficiency and move you toward replacing your paper audit trail with an electronic one.

## Information Pleeze...

Got any suggestions for the next newsletter? Send them to our mailing address (attention Art Todras), fax them (804-934-9365), or visit our client page at [www.amihealthcare.com](http://www.amihealthcare.com). Thanks for letting us share your news with the AMI community.