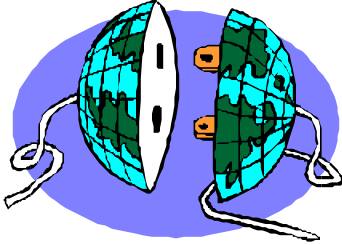


Better Service the ISO Way

By Steve Guarnieri



In this Issue ...

- o Better Service = ISO
- o From the President
- o HII^R Education (formerly AMI University) certifications and upcoming classes
- o Enhanced Electronic Remittances
- o TIME-ly Tips: Multi-Tasking With Shift Close Out

At Health Informatics, Inc., we develop software that focuses on using standards to improve the availability and quality of information. Any information system merely gives you the possibility of having good information. We train and coach our clients on methods of coding, reporting techniques, and maintenance of policies and procedures to develop high quality information. By having high quality information, our clients have the tools to improve patient outcomes and cut costs. As a result, our clients help their clients and at the same time brighten the bottom line.

Operationally, Health Informatics, Inc. is always trying to develop high quality information to help our clients and cut costs. In June of 2000, we began to meet to discuss and organize the structure and methodologies to be used to share our knowledge internally. We decided to utilize an **ISO 9000** format to document our procedures. The International Organization for Standardization (**ISO**) was founded in 1947 to develop voluntary technical standards and currently has 91 member countries.

Regardless of what country you are from or language you speak, the organization is referred to as ISO, which is not an acronym but is derived from the Greek word *isos*, which means *equal*. The ISO 9000 family of standards was developed for quality management of a company's processes, regardless of the product. The three basic principles are:

1. Write down what you do
2. Do what you write down
3. Verify that you are doing it

In July of 2001, we set out to implement standardized documentation of our procedures based on ISO 9000 standards with the goal of making our high quality information quickly and easily available to the staff member who needed it. The ISO 9000 documents are well structured and are organized effectively in soft copy ISO manuals. These manuals allow us to quickly find a procedure to make us more efficient, decrease stress, and increase quality and consistency. Each ISO document identifies other documents, materials, and prerequisites necessary to complete the procedure. Having these details helps our staff transfer knowledge and improve competence and confidence. And our clients really benefit by speedier, more consistent service.

We have been implementing ISO 9000 standards for two years, and we have made great strides. Each member of HII has received training on creating ISO 9000 procedures and on how to use the ISO manuals to find information. This training is now part of our new employee orientation. Yet, we continue to work

(See **The ISO Way**, page 2)

From the President

Face to Face With HII

By Elizabeth A. Evans



HII embraces is that *clients are the reason we exist*. Out of this desire to be of service to our clients, we are conducting a Client Satisfaction Survey within the next month, a survey we have carefully designed so that you

can finish it in only a few minutes. We urge you to voice your thoughts and opinions so that we can better serve you. Your responses will help us live up to your expectations. As we recognize the trust you place in HII, we value your recommendations and will try to live up to them always.

Despite a flagging national economy, we are pleased to let you know that Health Informatics, Inc. continues to grow. Our staff has increased to 105 full-time employees, not including part-time staff and consultants. As you can see in our previous newsletters, new faces keep popping up and those with whom you are familiar remain the same.

To accommodate new staff, we have expanded our office space another 5,600 square feet. It now totals 27,700 plus square feet. It includes a totally renovated, state of the art training center that is comfortable and airy. The center easily holds over twenty students and houses an electronically interactive environment to allow us to guide students in the use of the TIME™ System and to train our quickly expanding staff on a variety of topics.

Our office space expansion also incorporates a Think Tank center, a place where staff can explore new ideas in a location that is isolated from the hubbub of everyday activities. When one enters the Think Tank center, one hears in the distance only the faint murmurings of brainstorming sessions, undertones of disciplined yet lively requirements and coding review sessions, and the sharp click of computer keys that electronically connect staff to their work in progress on the TIME™ System.

HII is growing because of our clients. A core value

(The ISO Way, continued from page 1)

diligently to incorporate our existing procedures. We have worked hardest in the most important area, support of our clients, where we have approximately 75% of our procedures documented. We have greatly improved our transfer of knowledge to all areas of the company, and we have even sent our ISO documents to clients as a guide to accomplish certain support and installation tasks on their own.

HII's persistent efforts are paying off. By utilizing ISO 9000 standards to document our procedures, we are able to share high quality information in a timely, efficient, and cost-effective manner. We continue to follow this path to be of service to our clients.

Hands On

DEBBIE HEADLEY joined HII in March as the Human Resources Manager. She handles the day-to-day HR functions as well as benefits administration. Debbie has a B.S. in Accounting from Virginia Commonwealth University and is currently pursuing a Post-baccalaureate Certificate in HR Management from VCU.

CHRIS ANGELINI, a Virginia Tech graduate, recently joined HII as a Project Leader. Chris was a

(Continued on page 3)

(Hands On, continued from page 2)

Trainer and Instructional Systems Design Specialist for Capital One Financial Services in Richmond.

SARA PITTS, the new HII Front Desk Assistant, is often the first voice clients hear when they call us. Sara has competed in floral design competitions and is pursuing an associates degree in Business Management.

HII^R Education News

By Art Todras



New HII^R Education Certifications

System Administrator:

Rod Molina AMI Healthcare Systems

Clinical Administrator:

Ann Garrison AMI Healthcare Systems

Jean Korol AMI Healthcare Systems

Chris Yim AMI Healthcare Systems

Financial Administrator:

Lynn Collins Healthcare Mgt Group

Rod Molina AMI Healthcare Systems

Data Warehouse Developer:

Debbie Guarnieri AMI Healthcare Systems



Mark Your Calendars

Register Now!

- ◆ Next ID² Training: November 17-19
- ◆ Next Advanced ID² Training: November 20-21

For further information, contact Art Todras, Director, HII^R Education (formerly AMI University): email (atodras@amihealthcare.com), FAX (804-934-9365) or phone (804-934-9370).

Or, check out the Quick Find guide on AMI's website: www.hiiweb.com. Follow the Training and Education link to the HII^R Education course catalogue, with descriptions, schedules, and pricing information on all courses. Use the on-line course registration form.

HII Holiday Closings

Labor Day	Monday, September 1
Thanksgiving	Thursday, November 27
	Friday, November 28

Electronic Remittances Enhancements in V2002

By Chris Angelini

HII is committed to a paperless clinically driven revenue environment, one that is seamless, accurate, and efficient. Version 2002 expands the TIMETM System's paperless capabilities with an enhanced electronic remittance process, bringing us one step closer to our vision of moving toward integrated communication shared among the care team.

V2002 includes two new options in the Electronic Remittances process. These options can be used in tandem to monitor and manage the overall processing steps. The first option allows you to check the status of each of the four steps of the Electronic Remittances process, and the second option lets you reset the first two steps without seeking HII support.

In addition to allowing you to better monitor the electronic remittances process and proactively manage certain issues, V2002 provides these other Electronic Remittances enhancements:

- ◆ Processing electronic remittances for **ALL** trading partners
- ◆ Processing **SECONDARY** electronic remittances
- ◆ Using remit-pay to process service level (line-item) payments and adjustments exactly as received from trading partners
- ◆ Using Auto Apply to compare line items, with a calculated estimated payment
- ◆ Accessing line-item reports and claim-oriented reports

If you already use Electronic Remittances Processing, you will be able to take advantage of these enhancements when you upgrade to V2002. If you wish to start using Electronic Remittances Processing, contact your Regional Account Executive to request this option.

TIME-ly Tips

Multi-Tasking Made Easy: Shift Close Out

By Jean Korol

Do you have too many things to do at once? Obtain a patient schedule, monitor on/off times, document absences, close out your shift, obtain a treatment count, etc.? Would you be surprised and delighted to learn that

(Continued on page 4)

Health Informatics, Inc.
2810 N. Parham Road
Suite 200
Richmond, Virginia 23294

(**TIME-ly Tips**, *continued from page 3*)

you can perform all of these functions from one location?

You can manage your shift efficiently and effectively from the Shift Close Out Screen and Report, which is accessed from the Clinical Operations Management Menu located on the Medical Records Menu. Or, you may type the shortcut name *shft_cls* at any selection prompt.

From the Shift Close Out Screen you may:

- ◆ Obtain a patient schedule by facility and one or all shifts *
- ◆ Obtain real-time status of dialysis sessions by viewing both scheduled and actual treatment on/off times
- ◆ Update the patient status (transplanted, transferred, expired, etc.) by pressing F2
- ◆ Update Treatment Exception Reason Maintenance (i.e., hospitalizations, vacations, absences, patient status) by pressing F2
- ◆ View the status of a flowsheet (Incomplete, Open or Closed) and access the flowsheet to view or close it by pressing F2
- ◆ Obtain the total number of (scheduled, unscheduled

and extra) treatments and absences for the day.

Additionally, the Shift Close Out Report allows you to generate a report for a specific date or date range, one or all facilities and one or all shifts.

For complete documentation, refer to the Clinical Operations Management Chapter of your Medical Records Manual.

* To access all shifts prior to V2002, place an asterisk (*) in the shift field.

Marketing on the Move!

Look for our Southeastern Regional Account Executive, Dennis Bragg (see page 2 photo, front row right), at the following conferences in September:

- ◆ Sept. 10: ESRD Network 7 of Florida's Annual Meeting in Orlando Florida
- ◆ Sept. 12: ESRD Network 14 of Texas' Annual Meeting in Dallas, Texas
- ◆ Sep. 17: ESRD Network 8 of Alabama's Annual Meeting in Birmingham, Alabama

And a reminder of general interest that our next User Steering Committee Meeting is at HII in Richmond, October 16-17.