



Updates!

e-Newsletter from Iatric Systems, Inc.

October, 2005

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1. Message from Senior Management

I Heard That!

John Danahey, Vice President, Customer Services



Recently, I was asked to do a product demonstration for a new customer. In preparation for the demonstration, the hospital had one specific request. "Please don't spend time telling us about your company. If we like your product, we will ask more later." It seemed like a reasonable request to me. I knew the evaluation team was very busy, so when I arrived I introduced myself and jumped right into the demonstration. Overall, I thought the demonstration went reasonably well. Little did I know, I had separated myself from all the other vendors. I had listened to their one specific request. Nearly half the group had taken the time to personally thank me for listening.

The importance of listening is nothing new. We remind our children of it on a daily basis. World renowned author Stephen Covey listed "Seek First to Understand, Then to be Understood" as one of his *Seven Habits of Highly Effective People*. In this fast-paced world in which we work, it is easy to make assumptions and jump to conclusions too quickly. I listened well to this one customer, but I am not immune to this phenomena. Just ask my wife! I find these little experiences and other anecdotal stories the greatest reminder of why I was created with one mouth and two ears.

At Iatric Systems, we constantly strive to listen to our customers in the Meditech community. Nearly all of our products and services have been driven by our customers' needs versus the latest industry trends. The ability to listen to our customers is a continuous goal at Iatric Systems, but as humans we will sometimes falter. In these instances, please let us know. As a valued customer, you deserve to be heard. Finally, we would like to encourage all of our customers to continue to talk with us and provide your ideas. They are all worth listening to.

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2. Medication Reconciliation - Resources



Medication reconciliation is a hot topic in healthcare today. One of JCAHO's 2005 National Patient Safety Goals is to "accurately and completely reconcile medications across the continuum of care," and full implementation of this goal will be required at US hospitals by January, 2006.

How can hospitals comply? At the International MUSE Conference in June of this year, Michelle Schneider, RN, presented an educational session devoted to understanding medication reconciliation. The session was jam-packed with attendees. The role of the patient, and the patient's care giving team, in the med reconciliation process was reviewed, and attendees learned how a hospital's computer system can be used to optimize the processes each organization develops to accomplish this important patient safety goal.

Michelle will be providing a **repeat performance** of this educational session on-line, via Webcast, on Wednesday, November 9th at 2:00 pm eastern (1:00 Central, 12:00 Mountain, 11:00 Pacific). The Webcast session is open to users at any hospital operating the Meditech HCIS, and there is **no charge** for the session. If you would like to attend, simply [send us an e-mail](#) including your contact information and hospital name, and we'll promptly send you logon instructions.

Additional Educational Resources: A number of organizations are currently offering programs (requiring a fee) designed to fast-track the medication reconciliation learning process. A few of these courses are listed below. Please note that by listing these offerings, Iatric Systems in no way endorses the content or the organizations. We are providing the links as informational in nature and as a courtesy to our newsletter subscribers.

<http://www.ihl.org/IHI/Programs/ConferencesAndTraining/WebActionADE.htm>

<http://www.jcrinc.com/education.asp?durki=10078&site=5&return=8794>

<http://www.hcmarketplace.com/Prod.cfm?id=3104>

http://acute.hsag.com/medication_reconciliation.asp

The last link provides a free series of WebEx sessions and Powerpoint slides which provide an overview of medication reconciliation, as well as information about getting started, processes and workflow, measurement tools, forms and much more.

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3. Medication Reconciliation - Solutions



If you've already researched the subject of medication reconciliation and have begun to put together procedures to address the goal, you're probably ready to investigate computerized solutions that can help streamline and automate pieces of the process. Iatric Systems offers two solutions that can help:

PDI (Patient Discharge Instructions): PDI has recently been enhanced to address home medication lists, transfer medication lists, as well as discharge medication lists, and PDI provides the ability to reconcile medications at each step of the way.

PDRx (Physician Discharge Prescriptions): Physician involvement in med reconciliation is key. PDRx enables physicians to quickly and easily pull active medications from Meditech's PHA application, add and modify meds as they see fit, and then produce electronic prescriptions. PDRx information is then viewable by other clinicians on the patient's caregiver team, and PDRx is fully integrated with PDI.

On **Tuesday, November 15th**, we will host a demonstration of PDI and PDRx, specifically focusing on how the applications address medication reconciliation. The demonstration will be presented on-line, via Webcast, at 2:00 pm Eastern (1:00 Central, 12:00 Mountain, 11:00 Pacific). The Webcast session is open to users at any hospital operating the Meditech HCIS, and there is **no charge** for the session. If you would like to attend, simply [send us an e-mail](#) including your contact information and hospital name, and we'll promptly send you logon instructions.

There are no restrictions on the number of Webcasts you can attend, so feel free to join us on 11/9 (Michelle Schneider's educational session) and on 11/15 (for the PDI/PDRx demo)!

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4. Kudos to NPR Report Writers – Part II



In last month's issue of [Updates](#), we shared with our readers some of our customers' comments regarding several of the individuals in our NPR Report Writer group. This month, we'd like to share customer comments regarding the remaining individuals – Karen Bell, Mike Boschi, Rosemary Hume, Chuck Waterbury, and our VP of NPR Services, Joe Cocuzzo. A special thanks to all of our customers who participated in this month's article!

About Karen Bell – “We migrated from our previous HCIS to Meditech a number of years ago, and I'm certainly glad to have Karen as our report writer. Karen provides us with a report that interfaces Meditech with Trendstar. The process of working with Karen to create the report is far superior to my previous experience with our former vendor, and she has always worked through our special requests with a good and helpful attitude. My favorite aspect of working with Iatric Systems is knowing that Karen is knowledgeable enough to resolve any issue we have, and will do so within a reasonable timeframe... sometimes much faster than reasonable!” Andy Foster, Manager of Decision Support, Halifax Medical Center, Daytona Beach, FL

About Mike Boschi – “We have been using Iatric Systems' NPR Report Writer Services for 8 years. We've received NPR training, but we also use Iatric for report writing assistance. Mike Boschi is truly wonderful to work with. He never makes you feel bad for calling, no matter how busy he is, and I really appreciate the ability to contact him directly. I have never used another company for NPR reports, nor would I want to.” Robin Kenealy, Systems Analyst, Saint Mary's Hospital, Ministry Health Care, Rhinelander, WI

About Rosemary Hume (the most recent addition to our NPR group) – “Rosemary is a joy to work with. She is always very focused on meeting the needs of her customers. She enjoys her work and always strives to exceed our expectations!” Charlene Ankenman, Manager, St. Joseph Medical Center, Carondelet Health, Kansas City, MO

About Chuck Waterbury – “NPR report writing out of the lab modules can sometimes be a difficult and confusing task. In the past when our facility has run across this type of project, we have gone to Chuck Waterbury and Iatric Systems to help us. Chuck's knowledge of the laboratory as well as his superb report writing skills make a very strong argument for using Iatric Systems' services. Chuck is also an excellent teacher of NPR for all skill levels. I would highly recommend Chuck and Iatric Systems' services.” Tom Gronert, Application Analyst, St. Joseph Medical Center, Towson, MD

About Joe Cocuzzo – “We've been using Iatric Systems' NPR services since 1993, and we currently work primarily with Joe Cocuzzo. Joe is definitely one of a kind. His NPR reports are dramatically upscale from anything we've ever seen, and NPR reports are only one aspect of what Joe does for us. He has written hundreds of attributes that help guide our clinical documentation. He has programmed thermal printers and created special pharmacy labels for use with them. He's even written complete routines for us. I never want to lose Joe!” Jani Arnold, RN, Clinical Coordinator, Merle West Medical Center, Klamath Falls, OR

This two-part article was inspired by comments about our NPR services that we observed on the Meditech-L. One of those comments was written by Chuck Lovelace, RN, Clinical Analyst at Door County Memorial Hospital in Sturgeon Bay, WI, who stated, “Iatric came to our hospital and did our NPR training - cannot say enough about the positive experience.” Chuck later added, “What I liked most about Iatric's training is that we were taught things that Meditech said couldn't be done. During one of our on-site NPR trainings, our Iatric instructor even agreed to extend his stay to work with one of our staff who caught on extremely fast and moved to the next level much quicker than the rest of us. I have recommended Iatric NPR report writer training to many over the last 4 years, and will continue to do so.”

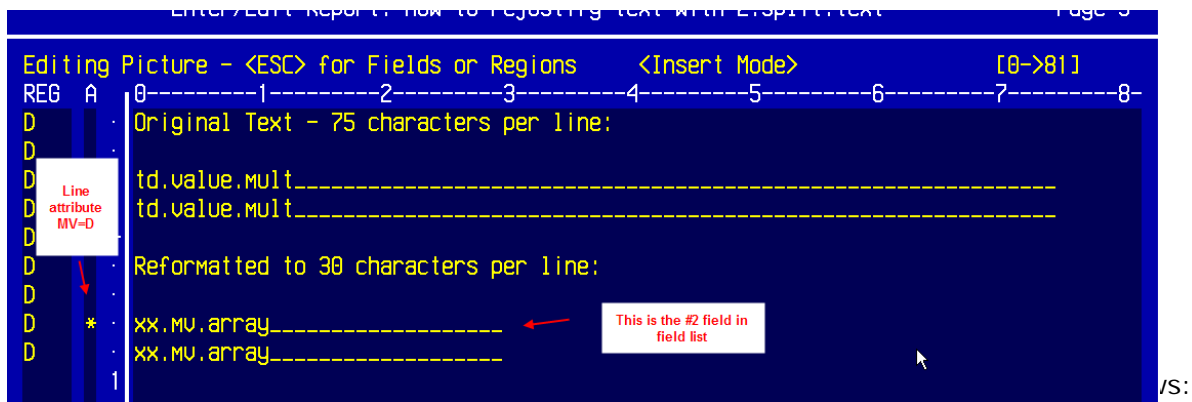
For more information on [NPR Report Writing & Training](#), or for our [Schedule of Classes](#), please check out our website.

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5. NPR Report Writing Tips

NPR Tip – Reformatting Text in an narrower column

Comment or Text type queries can be up to 75 characters long in magic or up to 100 characters long in client server. Sometimes it is useful to reformat the text into shorter lines and display them in an MV array.



/MV[CODE, SORT, FIELD]

CODE is an arbitrary value used in the MV=CODE line attribute (example MV=D)
SORT is a sort value which controls the order in which the values in the list are printed.
FIELD is the field number that the xx.mv.array field gets in the field list after translation.

For both C/S and Magic, you can loop thru lines and use the Z.split.text program to reformat the text into a shorter column. Z.split.text breaks a line into a desired number of pieces of a desired length, and returns the piece or pieces and the remaining portion.

So if you had a line of text that was 35 characters long:
"aaaaaaaaaaaaaaaa<space>BBBBBBBBBBBBBBBB<space>extra" ^XXX,

And you asked for 2 pieces of 30 characters:

%Z.split.text(XXX," ;,..",30,2) ^RESULT,

RESULT|0 = "extra"
RESULT|1 = aaaaaaaaaaaaaaaaaa
RESULT|2 = BBBBBBBBBBBBBBBB

The code below shows how to loop thru a multiple text query in NUR.PC.WORK and reformat the lines into a 30 character column. An extra bit of code checks to make sure that a space is inserted when a line ends with a character, and the next line starts with a character. Otherwise, during the reformat, the words get run together.

```

Enter/Edit Macro Logic: NUR.PC.WORK.zcus.is.rejustify.text.example.M.detail (AA: )

DO{@Next(td.query.seq.no) 1,
  L(STR)-1->L,
  IF(L<0;STR#L'=" " 1->OK;"->OK),
  STR_IF{OK&{@td.value.mult'=" " } "_@td.value.mult->STR,
  DO{L(STR)>30 @FLUSH}},
  IF(L(STR)>0 @FLUSH)
FLUSH
; A - input string, or 'name of' input string (see E)
; B - break characters, eg, " ;,."
; C - length of desired piece
; D - number of desired pieces
; E - if present, A is 'name of' input string;
;   else, A is input string
;returns !0 = remaining text !1 = desired piece,
/Z.split.text(STR," ;,.",30,1)->XXX,
XXX!1->MU["D",CNT+1->CNT,2],
XXX!0->STR

```

Annotations:

- Loop thru multiple queries (points to DO loop)
- Final flush - to get last part of text into MV (points to IF(L(STR)>0 @FLUSH))
- Set OK flag if prior line ends with any character but a space (points to IF(L<0;STR#L'=" " 1->OK;"->OK))
- Process the concatenated lines to keep breaking it until it is 30 or fewer characters in length (points to STR_IF)
- Add a space as you concatenate each line of text as you break it into narrower lines if you would otherwise run two words together. (points to STR_IF)
- Arguments to Z split text (points to /Z.split.text)
- Store 30 character long piece in MV array (points to XXX!1->MU)
- Left over text goes back into STR (points to XXX!0->STR)

The output of the report is:

```

RUN DATE: 10/16/05          Hallmark Health Nursing
RUN TIME: 2001             How to rejustify text with Z.split.text
RUN USER: IATRIC
Original Text - 75 characters per line:

This is an example of data from a long text "E" type query, rejustified in
an MU array in an NPR report so that the column is narrower. In magic you
use the Z.split.text utility to rejustify the lines of text, breaking at a
space or selected punctuation marks.

Reformatted to 30 characters per line:

This is an example of data
from a long text "E" type
query, rejustified in an MU
array in an NPR report so that
the column is narrower. In
magic you use the Z.split.text
utility to rejustify the lines
of text, breaking at a space
or selected punctuation marks.

```

Annotations:

- As stored in @td.value.mult (points to the original text)
- Reformatted into a 30 character MV array field (points to the reformatted text)

You can code using Z.split.text in C/S, or you can use another utility called Z.text.format which will reformat a list as follows:

Start with this list

```
^["LIST",1] = This is a text wrap box in C/S. We will demonstrate how to rejustify  
^["LIST",2] = the text in a narrow column using two different Z programs. This is  
^["LIST",3] = for the Iatric E-Updates newsletter for October 2005. The example  
^["LIST",4] = reports are on our Website at www.iatric.com.  
Call %Z.text.format(^/LIST,30)
```

The /LIST will be converted to:

```
^["LIST",1] = This is a text wrap box in  
^["LIST",2] = C/S. We will demonstrate how  
^["LIST",3] = to rejustifythe text in a  
^["LIST",4] = narrow column using two  
^["LIST",5] = different Z programs. This  
^["LIST",6] = isfor the Iatric E-Updates  
^["LIST",7] = newsletter for October 2005.  
^["LIST",8] = The examplereports are on our  
^["LIST",9] = Website at www.iatric.com.
```

Notice how the words run together as line 1 in the original line is joined to line 2.
If we insert extra spaces at the start of each line except the first one, the problem will be eliminated:

```
^["LIST",1] = This is a text wrap box in C/S. We will demonstrate how to rejustify  
^["LIST",2] = the text in a narrow column using two different Z programs. This is  
^["LIST",3] = for the Iatric E-Updates newsletter for October 2005. The example  
^["LIST",4] = reports are on our Website at www.iatric.com.
```

Insert Leading Space

```
^["LIST",1] = This is a text wrap box in  
^["LIST",2] = C/S. We will demonstrate how  
^["LIST",3] = to rejustify the text in a  
^["LIST",4] = narrow column using two  
^["LIST",5] = different Z programs. This is  
^["LIST",6] = for the Iatric E-Updates  
^["LIST",7] = newsletter for October 2005.  
^["LIST",8] = The example reports are on our  
^["LIST",9] = Website at www.iatric.com.
```

Now words are not run together

The C/S code, showing both methods:

```
Editing: NUR.PC.WORK.zcus.is.rejustify.text.e Loop and process multiple queries  
;reformat with Z.split.text,  
DO{@Next(td.query,q) 1,  
    L(STR)-1>L,  
    IF{L<0;STR#L'=" " 1>OK;"">OK},  
    STR_IF{OK&@td.value.mult#0'=" " " " }_@td.value.mult+STR,  
    DO{L(STR)>30 @FLUSH}},  
IF{L(STR)>0 @FLUSH},  
;reformat with Z.text.format,  
"">CNT+OK,  
DO{@Next(td.query,q) 1,  
    L(@td.value.mult[td.query,q-1])-1>L,  
    IF{L<0;@td.value.mult[td.query,q-1]#L'=" " 1>OK;"">OK},  
    IF{OK&@td.value.mult#0'=" " " " }_@td.value.mult+^LIST[CNT+1>CNT]},  
%Z.text.format(^/LIST,30,"",1),  
"">CNT,  
DO{+^LIST[CNT]>CNT ^LIST[CNT]>^R.MV"B",CNT,4},"">^LIST[CNT]},  
"">CNT  
FLUSH  
%Z.split.text(STR," ;.",30,1)>XXX,  
XXX|1+^R.MV"A",CNT+1>CNT,3),  
XXX|0+STR
```

Insert extra space if needed to keep words from running together

Similar, except use Z.text.format

Copy array /LIST into /R.MV, then nil /LIST

A C/S and a Magic example report from the NUR module has been uploaded to our Report Library:

NUR.PC.WORK.zcus.is.rejustify.text.example

<http://www.iatric.com/information/npr-library-search.asp>

You can find additional NPR Tips on our website at <http://www.iatric.com/information/npr-tips.asp>, as well as information about our [on-site NPR Report Writer Training](#) and [NPR Report Writing Services](#).

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6. Newsletter Sign-Up/Contacting Us

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You may also request to discontinue receiving our newsletter by sending us an e-mail at info@iatric.com.

If you've received this newsletter via e-mail, you may give us feedback by simply replying to the e-mail. However, if you would like to reach someone directly, please feel free to contact one of the individuals listed below.

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