



Updates!

e-Newsletter from Iatric Systems, Inc.

December, 2006

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1. Message from Senior Management

What are you best at?

John Danahey, Vice President of Customer Services



In the classic Harvard Business Review article, "Customer Intimacy and Other Value Disciplines", the authors challenge the reader to determine their organization's core competency or "value discipline." The authors suggest there are three core value disciplines: Operational Effectiveness, Customer Intimacy (Service) and Product Leadership. In order to succeed in today's marketplace, an organization must be good in all three areas. However, to be the best, it must excel in one of the value disciplines.

Why isn't it possible for an organization to be the best in all three areas? The simple answer is that limitation of resources does not make this possible. In that regard, organizations must assess their strengths and capabilities and dedicate their resources to focus on a specific value discipline.

Can this theory be applied to Hospital Information Systems Departments? Given the limited resources faced by hospitals, it may be a theory worth considering. A small community hospital with limited staff and capital may have no other choice than to focus their efforts on Operational Effectiveness. Presented with the opportunity to implement an emerging technology (Product Leadership), would that be the best use of the limited resource? Would the venture into a Product Leadership value discipline negatively impact the Operational Effectiveness of the department? At the same time, large teaching institutions may pride themselves in their Product Leadership. However, is it realistic to think that they can maintain the highest levels of customer service as emerging products are often linked to "trial and error" and "rewrites?"

I have found that the beauty of the article is that there is no right or wrong answer. However, the discussion of the article challenges organizations, departments and individuals to assess their capabilities and goals. In a world where we are always expected to do more with less, the debate has the potential to bring teams together so they can pull in the same direction. For those interested in discussing this topic with their staff, reprints of the article are available at <http://www.hbr.org> reprint# 93107.

Happy Holidays!

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2. Happy Holidays



We would like to take this opportunity to wish all of our readers a Happy Holiday season!

We have much for which to be thankful this year. Looking back on 2006, many of our existing customers came back to us again for more solutions. Additionally, over 60 new customers chose Iatric Systems' solutions in 2006.

We value our customers' input and look forward to continuing to receive your invaluable feedback during the year ahead. Happy holidays!

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3. MobiLab – Upcoming Webcasts



Is your facility evaluating positive patient & specimen identification solutions? If so, and you haven't already seen [MobiLab](#) in action, please join us for a special series of MobiLab webcast demonstrations that will be held during the last week of January, 2007.

MobiLab is a mobile phlebotomy solution that is mature and proven in the Meditech community. It achieved Top Overall Score in the 2006 KLAS Mid-Year Report Card Specimen Collection Barcoding category, and it offers a number of advantages over other patient id systems.

Participate in a webcast demonstration to learn more. Our webcasts are online, real-time interactive sessions that you can attend from the comfort of your own office, and they are provided at no charge. We will be hosting three MobiLab webcasts during the last week of January:

Webcast Date	Day	Time
01/30/2007	Tuesday	2:00pm Eastern
01/31/2007	Wednesday	2:00pm Eastern
02/01/2007	Thursday	2:00pm Eastern

Webcasts are open to staff at any hospital operating the Meditech HCIS. To register, simply select the session date, and please be sure to include your **name, phone number and hospital name**. We'll promptly send you registration confirmation and instructions on how to participate.

MobiLab is available in [MAGIC](#) and [Client/Server](#) versions.

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4. Are IT and HIM Ready for e-Discovery?



Q: What amendments took effect on December 1, 2006, and will change the way hospitals manage, disclose and retain patient health information?

A: The new Electronic Discovery Civil Rule.

If Information Technology and Health Information Management haven't merged as a collaborative team at your hospital yet, they'd better send out the nuptial invitations!

In April of this year, the Supreme Court took action to address electronic discovery (a/k/a "e-discovery"), an aspect of litigation that has become more and more prevalent in recent years. The Supreme Court's action took shape in the form of amendments to several of the Federal Rules of Civil Procedure (Rules 16, 26, 33, 34 and 37, specifically). These amendments went into effect on December 1, 2006. The new rules regarding e-discovery apply to federal cases only at this time. However, state and local jurisdictions are expected to follow suit shortly.

The American Health Information Management Association (AHIMA) provides an [excellent overview of the changes](#). The site includes a matrix of each amended rule, together with the consideration healthcare IT and HIM departments must give to each amendment.

Any information pertinent to a patient's record which is in the possession of a hospital, whether it's contained in an historical paper chart or an electronic format, can be subject to legal discovery. Therefore, the new e-discovery rules will require a truly tactical partnership between IT and HIM. In order to successfully handle the new rules, an excellent joint IT/HIM plan will need to be developed. How e-discovery rules will be handled within the hospital and administered by HIM will need to be clear, complete, and well communicated to all staff.

AHIMA's site also includes suggestions for development of e-discovery related policies and procedures. The organization suggests early attention to discovery issues and establishing a formal project team to create or review each organization's procedures in light of the new rule.

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5. NPR Report Writing Tips

CDS Attribute Tip: Use FCL to automatically reformat user input

The number of pre-defined data types for a CDS query is limited, so for queries designed to hold a phone number or social security number you might want to use an FCL to enforce some particular formatting, such as (NNN) NNN-NNNN for a telephone number or NNN-NNNN-NN for a social security number. You can set up the FCL to reject input that does not meet the pattern.

What if you want to apply the formatting as a convenience? You can modify the "A" variable in an FCL to reformat the user's input to modify the input and apply some formatting automatically.

For example, you can have a phone number input as just digits automatically get formatted

If the user enters 10 digits with no spaces or punctuation:

Format with FCL ✕

12/21 1026 UI U00015040 TEST,TEST

Phone Number : ← Just 10 digits input

SSN:

If the user enters 7 digits:

Format with FCL ✕

12/21 1026 UI U00015040 TEST,TEST

Phone Number : ← Default area code of 978 in attribute

SSN:

The FCL automatically applies the () and the space and dashes when the user hits <Enter>

Format with FCL ✕

12/21 1026 UI U00015040 TEST,TEST

Phone Number : ← Automatic format when user hits <Enter>

SSN:

You can do the same thing with a SSN:

Format with FCL ✕

12/21 1026 UI U00015040 TEST,TEST

Phone Number :

SSN: ← Just 9 digits

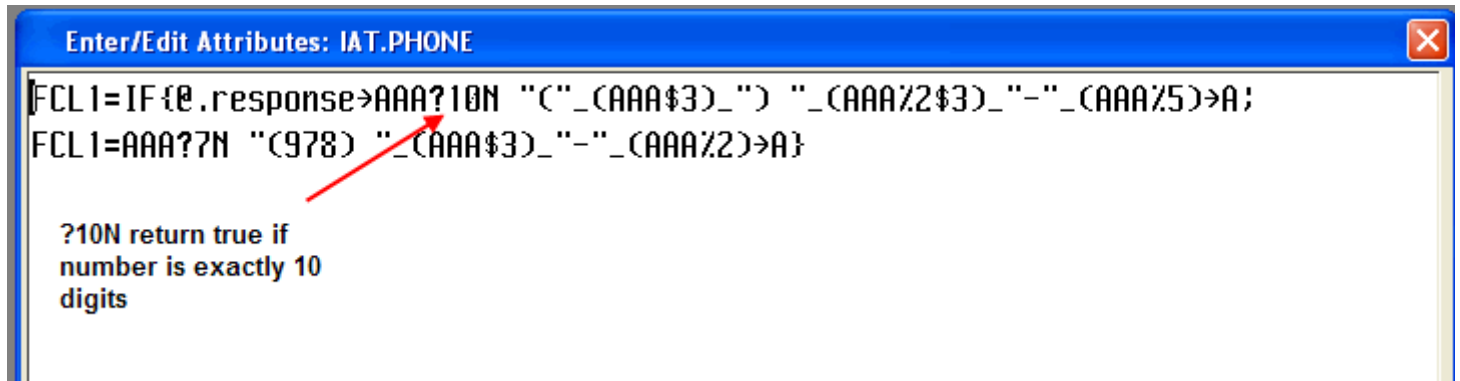
Format with FCL ✕

12/21 1026 UI U00015040 TEST,TEST

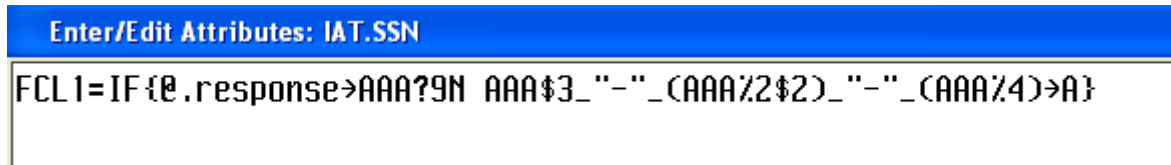
Phone Number :

SSN:

The telephone number formatting attribute is:



The social security number formatting attribute is:



This code works in both Magic and Client Server systems.

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

[Sign up for our Updates! newsletter](#), or do so by visiting the lower right section of our website's [homepage](#).

You may also request to discontinue receiving our newsletter by sending 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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