



Updates!

e-Newsletter from Iatric Systems, Inc.

March, 2008

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1. Message from Senior Management

Focus, Focus, Focus

Joel Berman, President



Many of you may have heard about MEDITECH's latest software platform called Focus. Focus is a whole new language and database design. Existing Client/Server modules rely mainly on MAGIC data structures, so creating another version of their software with a whole new database was a big step for MEDITECH.

It is our understanding that MEDITECH, as of the date of this publication, will continue to sell MAGIC, Client/Server and Focus solutions. We at Iatric Systems pride ourselves on being able to provide interfaces, software applications, report writing and technical solutions to MEDITECH users of all platforms. Some of you may be wondering if we'll be able to do this in the future for Focus users. **The answer is yes.** I didn't want to say this until I was sure that we had a good workable solution for Focus users, and now we do.

The first Focus site to go LIVE is West Georgia. We currently are developing our MercuryMD (now Thomson Healthcare) interface there, which includes Focus data. That interface is being tested now for deployment in a few months.

There have been rumors that third party vendors might not be able to use this new Focus technology. Remember, the same thing was rumored when Client/Server was released. We've proven it wasn't true then, and it isn't true now. We already have contracts to provide additional interfaces to another Focus site. I have no idea of the status of other third party vendors with regard to Focus, but Iatric Systems is committed to providing solutions for all three MEDITECH platforms. It's what you would expect of us, isn't it?

Please feel free to save this article to show to the rumor mongers.

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2. Magazine Highlights Med Reconciliation at Wesley Hospital



[Pharmacy Purchasing & Products](#), a monthly periodical that provides valuable information on subjects such as pharmacy automation, barcode technology and medication reconciliation, recently published an article featuring a hospital from our very own MEDITECH community, Wesley Medical Center.

[Wesley Medical Center](#) is a 760-bed acute care facility serving Kansas and Northern Oklahoma. Wesley's campus, comprised of eight buildings, includes a state-of-the-art Critical Care Building housing 3 adult ICUs, a freestanding Family Medicine Center as well as a freestanding Birth Care Center, Wesley Women's Hospital, and the Wesley West Emergency and Diagnostic 24-hour emergency care center.

In October of last year, Wesley installed Iatric Systems' PDI application to streamline medication reconciliation processes at the facility. Prior to the implementation, the hospital had been reconciling medications, but the process was disjointed and fraught with opportunities for errors.

Now, processes have been streamlined and there is a much higher level of integration between nursing and pharmacy. Nurses record home medications using dictionary-driven mnemonics from PHA instead of free-text. The system is also easy to use. For example, a patient's medication history and active in-house meds can be viewed and reconciled on one screen, and a hardcopy report is printed containing this plus additional information, such as dietary and respiratory orders.

Physicians have embraced the system, as well. At discharge, physicians are provided with a report that sorts medication history and in-house orders by drug class and then lists them in a side-by-side format. Joint Commission identified this as a best demonstrated practice during Wesley's most recent survey. Additionally, outpatient primary care providers have become strong supporters of the new process, because now they automatically receive via fax a complete discharge medication profile whenever one of their patients is discharged from Wesley.

Check out PP&P magazine's full-length feature article at <http://www.pppmag.com/pp-p-february-issue/case-studies-automated-medication-reconciliation-2.html>. Plus, don't miss Wesley Medical Center's medication reconciliation educational session at International MUSE in May: "Medication Reconciliation – Real Radical Reports", session #2034, hosted by Jim Rosendale.

Congratulations, Wesley Medical Center!

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3. Pharmacy Solutions – Long Overdue!



BMV, eMAR, AOM, POM, PCM... With each new acronym comes a new challenge for pharmacy.

Pharmacy departments have expended a lot of time and resources adapting to the changes that recent advanced clinical applications have required. How about streamlining *Pharmacy's* processes to improve patient safety?

Solutions for the Pharmacy are long overdue! If you think so, too, we have good news for you. Iatric Systems now offers a number of solutions that help the Pharmacy manage its own workload and address patient safety in a more automated, streamlined fashion.

We'll present an overview of all of these offerings in a single webcast designed to save you time. The solutions include:

Paperless Pharmacy	Sure, this system eliminates faxing orders to the Pharmacy. More importantly, though, it provides Pharmacy staff with a medication order management dashboard, enabling Pharmacy staff to communicate more effectively online and real-time.
POM Dashboard for Pharmacy	Sites that have gone live with POM have no way to see and manage unverified orders easily. Our POM dashboard puts all unverified medication orders (including all important details) on one screen, and enables Pharmacy staff to manage those orders as needed.
Pharmacy Flowsheet	We've built a flowsheet that addresses Pharmacy's specific needs. Staff can see a patient's medication profile on one screen, and with a single click also see TPNs, drips, antibiotics, anticoagulation details, etc.
Medication Reconciliation with PDI/PDRx	Hospitals across the nation are receiving kudos from Joint Commission after implementing our medication reconciliation routines. Give Pharmacy staff past and present drug reconciliation details at their fingertips.
Patient Safety Management	This application is our most recent development, and will consist of multiple components. The Pain Management component is currently in beta testing, and ties a NUR pain reassessment with the PHA medication that was administered, providing proof that the correct medication and dose administered were reassessed, as required by Joint Commission.

Webcast dates and times are as follows:

Webcast Date	Day	Time
April 22nd	Tuesday	2:00pm Eastern
April 23rd	Wednesday	2:00pm Eastern
April 29th	Tuesday	2:00pm Eastern

To register to attend, simply select a webcast 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. Webcasts are open to staff at any hospital operating the MEDITECH HCIS.

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4. Free Seminar: Patient Access and Revenue Improvement



It's not a frog – it's a chameleon – and it represents **change!** Is your Patient Access Department ready for a radical change? If so, attend a free one-day seminar hosted by Iatric Systems on May 2, 2008, in Dallas, TX.

NOTE: May 2nd is the day before [NAHAM](#) begins, for those Patient Access directors and staff already planning to attend the NAHAM conference. You don't need to be registered for NAHAM to attend our

free seminar, though.

Topics for our one-day seminar will include:

- Improving patient satisfaction
- New methods for Patient Access and how to implement them successfully
- How to live in harmony with Patient Financial Services (PFS)
- Plus, each attendee will receive a Revenue Cycle Improvement Handbook to take home!

Attendees will hear real-life success stories from their peers. Yvonne Focke, MBA and Senior Regional Director of Revenue Cycle Management at Mercy Health Partners in Toledo, OH, will shed light on Consumer Driven Health Plans and the importance of point of service collections. This session will help identify collection opportunities, address the culture change that must occur, and provide helpful tools and resources to ensure success.

Mary Farmer, CPAM and Assistant Director of Patient Accounts at Memorial Hospital in Belleville, IL, will describe how Patient Access and Patient Financial Services can join forces and live in harmony. Mary will explain which daily processes in Patient Access impact revenue most, and how Memorial Hospital improved the quality of their registration data to help maximize reimbursements.

For more information about the seminar, to register to attend, or to learn how to obtain the best hotel accommodations and rates, please contact Pamela Brock via e-mail at PamelaB@iatric.com, or via phone at 978-805-3170.

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5. Revenue Cycle Improvement Tips



Do You Have an Effective Denials Management Program in Place?

Kay Jackson
Financial Marketing Manager

Denials are probably one of the top 5 items on every Patient Financial Services (PFS) manager's "Least Favorite Subject" list.

Each year, hospitals face new insurance carrier and CMS requirements that can cause an increase in denials that eats away at your bottom line. Additionally, whenever we

have to use FTE resources to work on denials and appeals, other important PFS functions may need to be placed on the back burner.

Hospitals need to have an effective Denials Management Program in place in order to keep denials under control and avoid consuming precious staffing resources. Some facts to consider:

- Inadequate denials management can lower a hospital's net annual profits by 1-3%
- Billing errors, denials and underpayments can account for up to 13% of a hospital's lost revenue
- There are 20 "top" denial reasons that can cause 80% of your lost revenue
- It costs \$.08 of every dollar collected to secure insurance carrier payments, and higher costs if appeals are involved

Join us in April as Kay Jackson hosts an educational session that will help your facility improve its Denials Management Plan (or create one if one isn't already in place). The session will focus on finding, preventing and tracking denials. Plus, at the end of the session, we'll demonstrate a tool that can help streamline the process. The session will be offered twice in April:

Webcast Date	Day	Time
April 9th	Wednesday	2:00pm Eastern
April 24th	Thursday	2:00pm Eastern

To register to attend, simply select a webcast 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. Webcasts are open to staff at any hospital operating the MEDITECH HCIS.

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6. NPR Report Writing Tips

Easy Collated Output (C/S and Magic)

In the past, we have shown a method of printing multiple copies by inserting values into the report temporary sort file or by writing a loop with an ECB and ECE attribute in the detail section. Writing to the temporary sort file is cumbersome, and wrapping a loop around the detail is best used for labels and other simple reports w/o sorts and totals.

This month we will illustrate an easier way to produce collated output, using an AL START and an AL CLOSE.UP footnote to wrap a loop around the report and make it print a desired number of times.

There are two variations, one for reports with a PAGE sort and one for reports which do not have a page sort.

Report with a "PAGE" type header (on Page 2 / C/S "Sort/Select Tab")

Code for Magic and C/S is identical for reports with a page sort.

First, create a report w/ a page sort:

Enter/Edit Report		Page 2		Add page sort w/ renumber pages. You can have a phony sort on a computed field if you do not want to page break on a sort value.		
Report Name	ADM.PAT.zcus.is.eupdate.collated.output					
Sort Field	Order	Header	Trailer	Renumber	Pages	
1 location	ASC	PAGE	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
2 facility	ASC	NONE	<input type="checkbox"/>	<input type="checkbox"/>		
3 room	ASC	NONE	<input type="checkbox"/>	<input type="checkbox"/>		
4 bed	ASC	NONE	<input type="checkbox"/>	<input type="checkbox"/>		
5 urn	ASC	NONE	<input type="checkbox"/>	<input type="checkbox"/>		

Next, prompt the user for the desired number of collated copies:

	Select Field/Prompt or Value	Oper/Default or Keyword
1	xx.c Number of Collated Copies	I6
2		

The "xx.c" field is a computed field set to a data type of integer. We make the length 1 to force the user to the copier if they want more than 9 copies. We make the name short because we want to fit our looping code in the report footnote, rather than moving it to a separate macro.

Edit Field Attributes: xx.c
DAT=INT
LEN=1
VAL=c.xx.int

Then we add footnotes to the report as follows:

Edit Footnotes
AL START DO{c+1>c'}>c.xx.c 1
AL CLOSE UP 1}

Report w/o a Page Sort

Enter/Edit Reports - Collated Output without Page Sort

General		Sorts/Selects		Picture		Footnotes	
Report DPM	ADM.PAT	Report Name	zcus.is.eupdate.collated.output.np				
Report Title	Collated Output without Page Sort						
Active	<input checked="" type="checkbox"/>	Last Edit By	IATRISCAN	Date	03/28/08	Time	1133
Detail DPM	ADM.PAT	Detail Segment	main				
Index DPM	ADM.PAT	Index File	room.bed.index				
Chars/Line	92	Lines/Page	60	Page Size	66	Left Margin	0
Chars/Inch	12	Lines/Inch	6				
Page Banner	<input type="checkbox"/>	Report Header	<input type="checkbox"/>	Detail	<input checked="" type="checkbox"/>		
Page Header	<input checked="" type="checkbox"/>	Report Trailer	<input type="checkbox"/>				
Page Trailer	<input checked="" type="checkbox"/>						
Documentation							

Here the footnotes are slightly different between Magic and C/S.

Magic Version of Footnotes

Edit Footnotes

```
AL START DO{c+1>c'}>c.xx.c IF{c>1 0}>/R.PAGE.NUM.PRINT,%[R.NEW.PAGE.PGM](0)}
AL CLOSE.UP 1}
```

Magic version of footnote code

C/S Version of Footnotes

NPR Database - Iatric Test User

Enter/Edit Reports - Collated Output without Page Sort

General		Sorts/Selects		Picture		Footnotes	
Report Name	ADM.PAT.zcus.is.eupdate.collated.output.np						
Footnotes	<pre>AL START DO{c+1>c'}>c.xx.c IF{c>1 0}>/R.PAGE.NUM.PRINT,[R.NEW.PAGE.PGM](0)} AL CLOSE.UP 1}</pre>						

C/S Version of footnote

Client Server and Magic versions of two reports have been uploaded to our report library:

Version with Page Sort

ADM.PAT.zcus.is.eupdate.collated.output

Version w/o Page Sort

ADM.PAT.zcus.is.eupdate.collated.output.np

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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7. Newsletter Sign-Up/Contact 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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