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1. Message from Senior Management

Good Customer Service

Joel Berman, President



Good service isn't always easy to find.

Recently, I was eating dinner at a nice restaurant and realized how much I enjoyed the meal due to the great service provided by the restaurant. I then began thinking that the main reason we buy our hardware from Dell isn't because they have the best pricing but because they have good service. If we have a hardware problem with a PC, I know we can get help from Dell no matter when we purchased it.

If you give a customer good service, they are more likely to be happy and return to buy more products and services in the future. This is our philosophy at Iatric Systems. We want you to be happy with our products, and most importantly with our service. For example, we now offer 24x7 support for all of our interfaces and software applications.

Many of you may not know that a while ago we started building an automated system, called iAlert, to let us know as soon as possible if there was a problem with an interface. Each one of our interfaces updates a database on our server every few minutes so we know if there is a problem within 5-10 minutes of a problem occurring. iAlert automatically notifies us that one of our customers needs help. In many cases, we are able to fix the problem before the customer even knows they have a problem. We are in the process of inserting this new feature into all of our interfaces at all our customer sites. We also intend to add this to many of our software applications. There is no charge for this service because we want our service and support for our products and interfaces to stand out the way Dell's does in the hardware business.

We want you to feel like I did in the restaurant – that we are a company committed to providing good service and that you'd like to deal with us for your future needs. I hope we are succeeding.

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2. Regional MUSE Highlights



If you're planning on attending one of the North American Regional MUSE Conferences this fall, you'll find Iatric Systems is an active participant, hosting workshops, product demonstrations and educational sessions. Read on to find out more, [check your Region's finalized schedule](#) for session dates and times, and we'll look forward to seeing you at one of the conferences!

Workshops:

- **“Advanced Plus” CDS Attributes for Magic 4.9 and 5.4** – Joe Cocuzzo teaches users to write flexible and intelligent attributes for dynamic totaling, pop-up multiple selects, linked multiples and go-to fields.
- **Creating Interdisciplinary Documentation through NUR Interventions** – Michelle Schneider, RN, helps users integrate interventions into an interdisciplinary plan of care, create a problem list that easily represents every clinical on the patient care team, gain documentation efficiencies, and much more!
- **Development Do-It-Yourself (DIY)** – Frank Fortner hosts this course, which teaches users how to build practical applications in-house.
- **NPR Report Writing for the Magic NUR Module** – Joe Cocuzzo teaches users to overcome the particular challenges the Nursing module presents.

Product Demonstrations:

- **MobiLab** – Reduce specimen handling errors, improve patient safety, and increase the productivity of your phlebotomy and nursing staff. MobiLab brings positive patient ID, positive specimen ID and specimen label printing to the bedside.
- **PDI / PDRx** – Facilitate medication reconciliation and produce legible discharge instructions with our Patient Discharge Instructions (PDI) and Physician Discharge Prescription (PDRx) applications.
- **Physician Office Integration (POI)** – Iatric Systems is well known for its expertise in systems integration. Come to this session to see why hospitals are choosing POI for their physician office integration needs.
- **VFS Suite** - Be well informed. If your hospital is considering implementing bedside medication verification, eMAR, a nursing status board or an on-line flowsheet, come to this session to know your options.

Educational Sessions:

- **Medication Reconciliation** – Learn about the patient care team's role in the medication reconciliation process, and find out how you can use your hospital's computer system to address reconciling medications across the continuum of care.
- **NPR Tips & Tricks** – As always, we'll host our NPR Tips session. This year our theme is “They said it couldn't be done!” Topics will include sending Internet Mail (not just MOX) from an NPR report, screening macros, using temp sort files and new, more versatile methods for creating advanced CDS attributes.
- **Wireless World** – Frank Fortner, Senior VP of Application Development, will take a look at the mobile side of computing within the healthcare setting, including hardware and software trends and availability, as well as a look at what the future promises.

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3. Kudos to Iatric NPR Report Writers



This month and next, we'd like to share with you some of the things that users in the Meditech community are saying about Iatric Systems' NPR Report Writers.

Why spread this article over two issues? First, Iatric Systems has the largest contingency of dedicated NPR Report Writers in the Meditech space – 11 to be exact (which doesn't include Joel). Perhaps more impressive, however, is the sheer amount of positive feedback we've received from customers! This month, we will feature comments offered on behalf of Charlene Shalachman, Richard Serrano, Jim Fahnestock, Jim Zautner, Gerry Fairhurst, and Phil Sherry.

About Charlene Shalachman – “We are very happy about our decision to use Iatric Systems for contract report writing. We chose Iatric because we were looking for a shop with good depth, a good reputation, and a number of years in the field. Charlene is a top notch report writer and a pleasure to work with. Her years of experience directly translate to well written, quickly and efficiently produced reports. Generally, we will save our more advanced reports for her because while our report writers on staff have the skills to write the same reports, they often cannot produce them as quickly or efficiently as Charlene can.” Mike Hebert, Director of Information Systems, MetroWest Medical Center, Framingham, MA

About Richard Serrano – “We use the Iatric Systems NPR Report Writer Group quite a bit – Richard Serrano and Jim Fahnestock, in particular, and they are both equally appreciated! They have always provided great response time in getting reports back to us. I can't say enough good things about them. I've been working with Richard for well over 6 years. He understands the financial modules and knows how to get the information we need – a resource that's nice to have, especially when auditors come to our door with their numerous and complex requests!” Tina Frazier, Systems Analyst, Sierra Nevada Memorial Hospital, Grass Valley, CA

About Jim Fahnestock – “Jim is very personable, and he always calls to speak with me about the project to be sure we are both on the same page before beginning. It's a really great feeling knowing I can call on Jim and know the end product will be exactly what I need and will be completed in an efficient matter. Iatric Systems is the only report writer service we have used, and I feel that Iatric will continue to be the only one.” Wes Mcrae, Lead IS Clinical Analyst, Coffee Health Group, Florence, AL

About Jim Zautner and Gerry Fairhurst – “We outsource our complex reports to Iatric Systems... We used Jim Z. and Gerry F. this summer. Both have been so good at interpreting requests and turning requests around quickly. One of the things I like best is that there is excellent documentation within each report, which is very helpful. To sum it up, Jim and Gerry are extremely efficient, and very nice people, too!” Pam Manor, RN, BSN, Charlotte Hungerford Hospital, Torrington, CT

About Phil Sherry – “Phil is a professional in every sense of the word, and extremely capable. I cannot begin to tell you how many times he has helped us quickly and efficiently. Quick response to our requests, the flexibility of being able to work within our schedule, and the amount of time and resources Phil saves equates to money saved.” Frank Zaccaro, HIS Specialist, Erie County Medical Center, Buffalo, NY

Until next month's article, we'd like to leave you with some general comments made by Joy Shong of Watertown Area Healthcare Services in WI. “Because of the complexity of some NPR reports, and limited time available for in-house staff, we have found the Iatric Systems NPR Report Writer Group to be a great resource for creating more complicated reports, or for creating reports when staff time is short. The clear explanations about why a report, or part of a report, is written in a particular way have added to our knowledge of the mysteries of NPR report writing.”

Congratulations to the Report Writers featured in this month's article, and many thanks to the customers who contributed!

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4. Medical Tourism – Hospitals Competing in a Global Economy



Geographic isolation no longer necessarily protects hospitals from competition. Market forces have changed and have begun to affect the way hospitals view their patients as customers. The latest threat, however, may not come from a new hospital across town, but from a hospital in another country – maybe even half-way around the world. “Medical tourism” is a relatively new but growing trend in healthcare.

Seeking medical care abroad was once considered a luxury only the wealthy could afford – this is clearly no longer the case. On September 4, 2005, 60 Minutes featured a story on Medical Tourism

(“[Vacation, Adventure And Surgery](#)”), and reported patients traveling abroad because doing so would save tens, possibly even hundreds of thousands of dollars. The types of procedures being done abroad is also expanding. In addition to cosmetic surgeries and organ transplants, patients can now receive hip replacements, bypass surgeries and infertility treatments at a fraction of what they would have to pay to have the same procedure done locally. “For others, becoming a medical tourist is a chance to combine a tropical vacation with elective or plastic surgery.” (<http://www.cbc.ca/news/background/healthcare/medicaltourism.html>)

How can local hospitals compete in a global economy? One strategy to fend-off competition is to offer patients a better total experience from the time they enter the hospital’s parking lot to the time they return home for recovery. This may include: valet parking, fast & efficient processing during admissions, superior patient care & attention, patient privacy protection, a more seamless EHR (greater information flow & care-provider knowledge), service with a smile, faster discharge times, etc. These are just a few examples. “Behind the scenes” activity can be just as important since improved efficiency (lean processes) leads to cost savings. Greater cost savings provides the facility with more available money to invest in delivering the ultimate hospital experience for your patients. Information technology certainly can play a large role in many of the ideas listed above.

At the moment, it appears global healthcare competition is here to stay, so local healthcare organizations will have to find a way to make their facilities more competitive & attractive to patients. If a local hospital improved a patient’s total experience, and you had the option of having a procedure done locally or traveling half-way across the world primarily to reduce your out-of-pocket costs, which would you choose?

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5. NPR Tips – Help users handle “E” type queries

“E” type queries (text wrapping multiples) are a very useful enhancement to Magic Customer Defined Screens. Unfortunately, Meditech users are conditioned to expect the <Enter> key to move them from field to field, and in the “E” query text box, only <ESC> or <FILE> will move them to the next query.

Some CDS authors include a label near the text box to remind users that they should use <ESC> or <FILE> to move to the next field, but this uses valuable screen real estate.

In this tip, we will show you two methods to provide a reminder to users:

- (1) Code to manipulate the windows menu bar message to display a reminder.
- (2) Code to flash a message within the text box itself.

Windows Menu Bar Message

You can call the %Z.ws.hd program in an IFE attribute on the “E” type query to display a message as the user enters the text box, and another IFE attribute on the next query to redisplay the usual message.

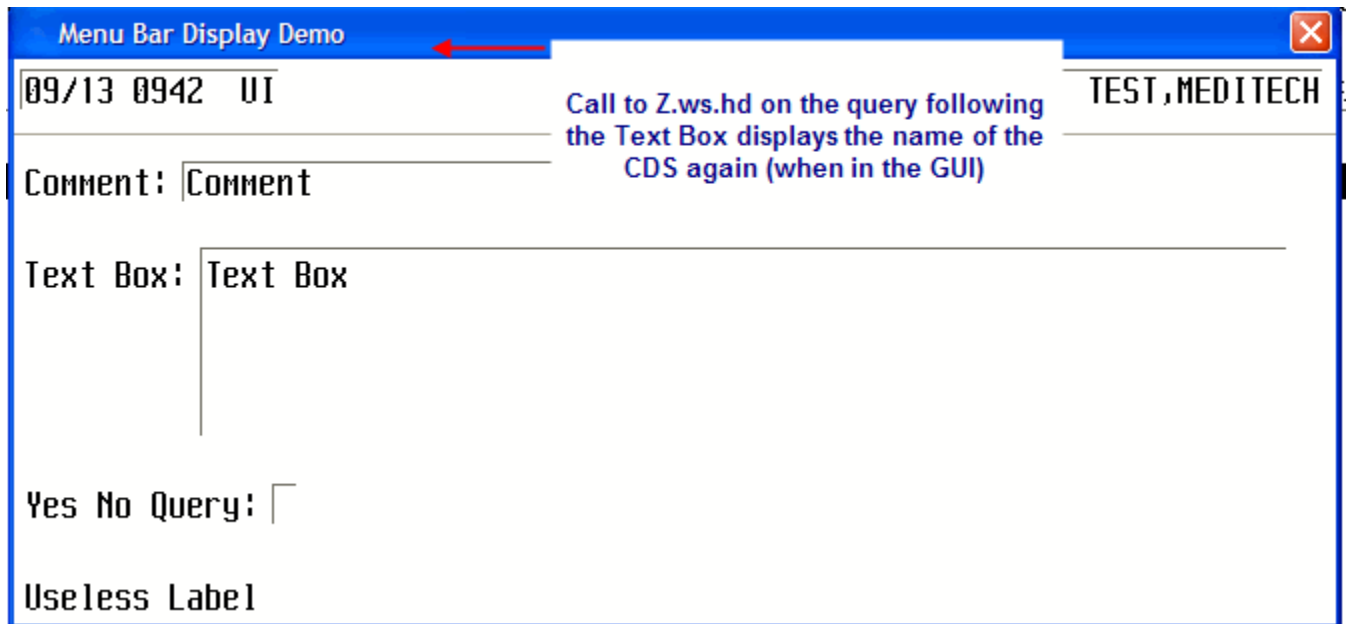
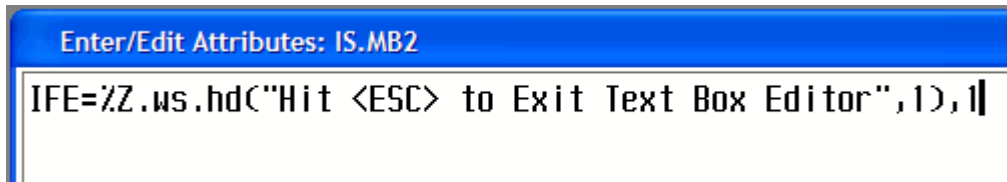
In the 3.xx Workstation, the message will display in the application window. In the GUI (4.xx Workstation) the message will display in the child window used to display the CDS itself (which is more convenient).

The screenshot shows a Meditech application window titled "NUR.HHS (FF/HHS.TEST.5.4.MIS/HHS 165) - IATRIC,USER*****". The main window is titled "Process Interventions" and displays a form for patient information and intervention details. A modal dialog box is overlaid on top of the main window. The dialog box has a title bar that reads "Menu Bar Display Demo" with a red arrow pointing to it. The dialog box contains the following text:

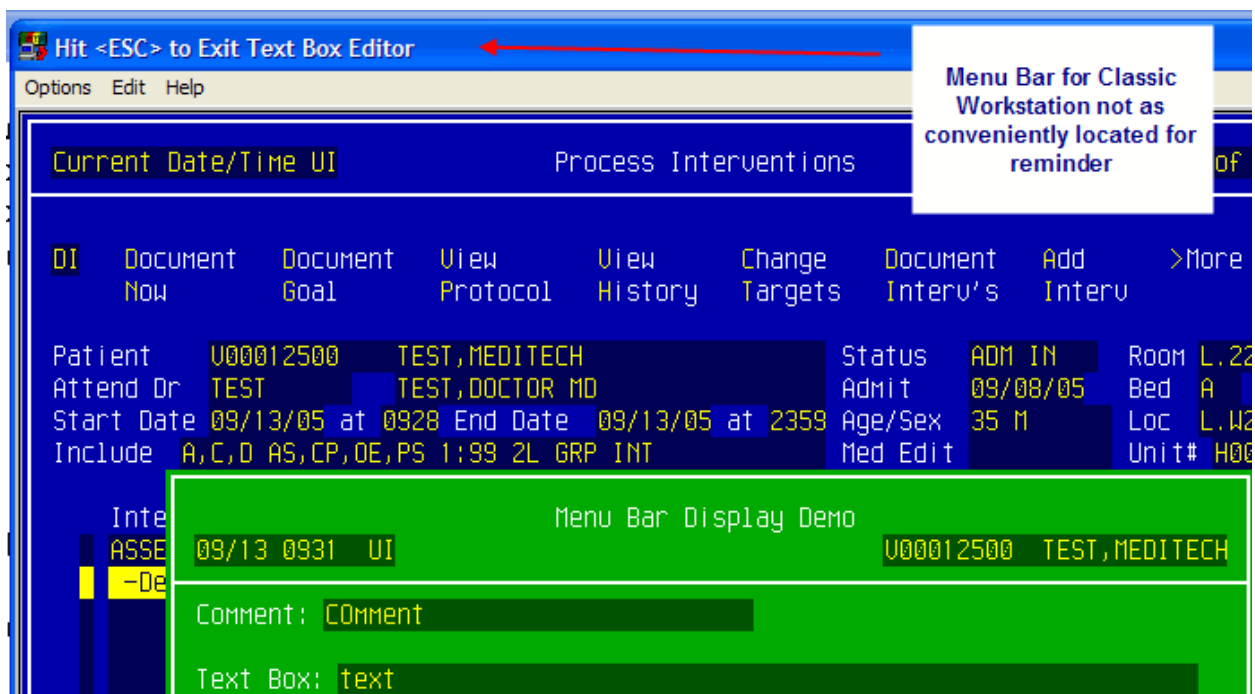
- Title of CDS displayed by MEDITECH software
- Interv 09/13 0925 UI
- ASSES
- Den
- Comment: []
- Text Box: []
- Yes No Query: []
- Useless Label

When the user enters the text box field, the menu bar is changed as a reminder that <ESC> is used to exit the text editor:

The attribute:



As mentioned, the behavior in the "regular" workstation is not as convenient:

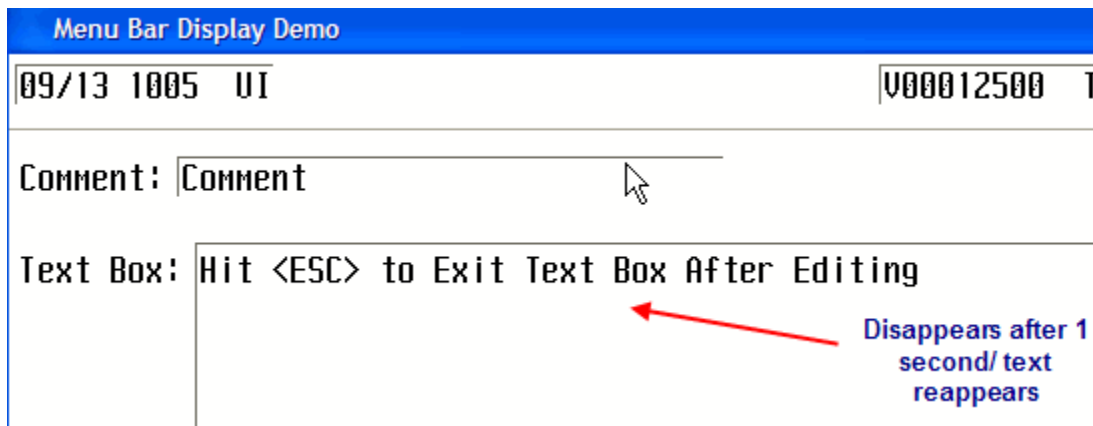


An IFE on the next query restores the menu bar message. It needs to test for the GUI to restore the name of the screen, or to display the database/user information if in the classic workstation.

```
Enter/Edit Attributes: IS.MB3
IFE=IF{@.gui %Z.ws.hd("Menu Bar Display Demo",1);%Z.ws.hd("")},1
```

An alternative approach, which works equally well in the regular and the GUI workstation, is to flash a message within the text box as the user enters. This is done with an IFE attribute that uses the P command to display a message at the Row and Column of the Text Box query, the H command to pause for a second, and another P command to print spaces to make the message disappear.

```
Enter/Edit Attributes: IS.MB2
IFE=P(R,S,"Hit <ESC> to Exit Text Box After Editing")>#,
IFE=H(1),P(R,S," ":50)>#,1
```



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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