



MenonNotes



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MENONNOTES HAS A NEW LOOK

Welcome to the new MenonNotes newsletter! After a brief hiatus, MenonNotes is back with a new, easy-to-read style to bring you news from the Menon Group and stories from the front lines at customer sites. If you'd rather skip paper, see the back page to sign up for MenonNotes email newsletters. Enjoy!

CUSTOMER SPOTLIGHT

Collaboration yields new solutions for Community Health Network

Community Health Network (CHN), based in Indianapolis, Ind., continuously pushes forward to improve IT support throughout the organization. Ranked among the nation's highest-performing health systems and most integrated healthcare networks, CHN has more than 90 care sites throughout central Indiana, including five hospitals, Community Hospitals East, North and South in Indianapolis and Community Hospital Anderson, and The Indiana Heart Hospital.

CHN Director of Clinical Information Systems Jon Dreyer explains, "We are an organization with extensive experience with IT systems; we've had order entry in place for 30 years, as an example. Because of that experience, we welcome the collaboration and expertise Menon Group has provided to help us implement solutions to the unique challenges we face."

CHN came to the Menon Group to explore solutions for a specific situation: Enabling them to continue using the CGI Sovera® Health Information Management system as its legal medical record in conjunction with their clinical system. The Menon Group's Print The Record™ application had much of what they needed.

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Community Health Network (CHN) operates five hospitals in the Indianapolis, Ind., area, including Community Hospital North. CHN uses Print The Record, Offline Access, WebNAI, and a new Rounding Report developed specifically for their physicians.





Organizations such as Huntsville Hospital can deliver documentation requested by RAC auditors quickly and easily on a CD using Print The Record.

EXTERNAL AND INTERNAL AUDITS

Meet audit challenges with Print The Record

As customers face more frequent and more complex requests for patient record information housed in their GE Centricity Enterprise (CE) system, many are using the Menon Group Print The Record application to enable fast, thorough responses.

• RAC requests on the rise

After the demonstration Medicare Recovery Audit Contractor (RAC) program resulted in \$1.03 billion in Medicare payment corrections, the program is rolling out nationwide this year. Healthcare organizations, such as Huntsville Hospital in Huntsville, Ala., are facing sharp increases in requests.

Huntsville uses the new profile features in Print The Record to package patient information efficiently as PDF files. For example, typical requests might include just cardiology, just labs, labs plus radiology, etc. Huntsville has created profiles to address a variety of common requests.

According to Kay Lyon, Huntsville application analyst, both internal staff and external auditors appreciate Print

The Record's flexibility. The Huntsville IT team set up automatic batch processes so that HIM department staff can provide a list of account numbers in the evening, and then access the PDF records the next day on a secure shared drive. "It has made the job much easier," says Lyon. "Auditors get only what they need, and the processing time is so much faster. Not only does it reduce costs for the organization, we also avoid wasting paper by burning CDs."

• Fulfill various record requests

The Print The Record application, originally designed to provide a means of extracting complete patient records from the CE system in PDF format, has evolved to offer tremendous flexibility to fulfill a variety of uses for customers.

In addition to RAC requests, customers use Print The Record to:

- Package sections of patient records for common tasks, such as transfers to nursing homes and other facilities.
- Conduct internal compliance audits, such as nursing management audits.
- Automatically pull records to send to another system, such as imaging systems like Sovera and Streamline Health.

"Auditors get only what they need, and the processing time is so much faster."

Kay Lyon
Huntsville Hospital
application analyst

PATIENT SAFETY RESULTS

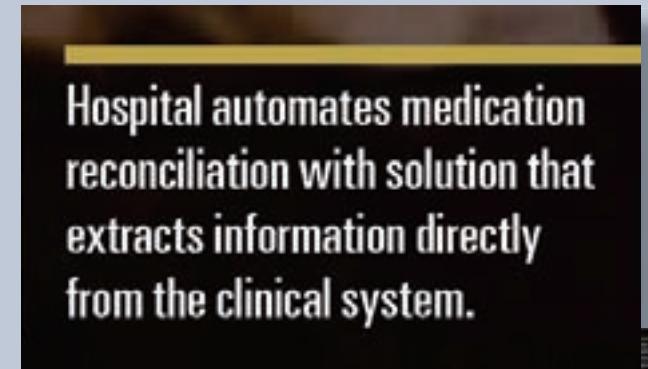
Medication reconciliation at Lehigh

Medication reconciliation continues to be a hot topic nationwide. Last summer, "Health Management Technology" magazine featured Lehigh Valley Health Network (LVHN) and their use of Menon Group's Medication Reconciliation/Discharge Instructions application in their Patient Safety issue.

Highlights include how LVHN and Menon Group collaborated to replace the formerly paper-based medication reconciliation process

"The reconciliation piece allows a great opportunity to decrease medication errors at the time of the patient's transition home."

Michael Pistoria DO
Lehigh Valley Health Network
As quoted in Health Management Technology magazine.



with the new application, details of their step-by-step process, and impressive patient safety results.

For a reprint of this article, please visit www.menongroup.com or contact the Menon Group.



- Send patient care documents to Offline Access™ to maintain care continuity in the event of a system or network outage.
- Fulfill ad hoc record requests from insurance companies, lawyers, patients, etc.

For more information or a demo of Print The Record, please contact the Menon Group.



Using flexible profiles, Print The Record pulls selected patient information from the CE patient record. The resulting PDF is easy to read and can be viewed online, copied to a CD or printed.

Solutions for CHN

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“Although the Menon Group solution didn’t do everything we needed yet,” explains Dreyer, “we took a leap of faith that we could work together to fill this need.” From there, CHN and the Menon Group collaborated to add new capabilities to Print The Record as well as implement Offline Access, WebNAI™, and a new Rounding Report specifically for their physicians.

• First priority: Print The Record

The first priority was to install the Print The Record application. Originally, Print The Record was intended to extract complete patient records from the clinical system. CHN wanted the ability to select specific items from the patient record. A new profile capability enables CHN to define the specific items to extract, convert them to PDF format and send them to Sovera. Once in Sovera, patient records are used for coding, billing, audits, release of information, etc.

all inpatients are pulled 96 hours after discharge and sent to Sovera. Specific sections of the record, such as labs, vital signs, etc., are in separate PDF files so users can print what they need on demand.

According to Dreyer, “Print The Record has also provided a major workflow enhancement.” CHN set up profiles for key tasks, such as transferring a patient to a nursing home. These profiles, which run by entering a simple command or clicking a chart tab, essentially package all the patient record components needed.

Dreyer continues, “It has simplified the process for our clinicians and reduced the disruption of follow-up phone calls.”

In addition, managers routinely use Print The Record for chart audits

because it provides a convenient, online view of the information they need. For example, managers can review certain items, such as multidisciplinary notes or full sections of the record. According to Windisch, “From a nursing standpoint, this approach is much easier and faster. Managers are looking for particular compliance activities and it’s all in one place in Print The Record.”

• Save physicians time with Rounding Reports

As CHN and Menon Group discussed future plans to implement Progress Notes for electronic documentation, Harry F. Laws, MD, FAAP, CHN chief medical information officer, realized that there might be a way to meet an urgent physician need sooner. One of CHN’s hospitals, Community Hospital South, is in a highly competitive market where physicians typically practice at both hospitals. Physicians at South had been requesting a report similar to one used at the other hospital for rounding. “It struck me that a printed progress note designed for rounding would fit this need. Perhaps we could fast-track a solution specifically for these physicians,” explains Laws.

Through a good faith effort of both companies, the Rounding Report was in the hands of physicians at South within a couple of months. According to Laws, “Implementation was easy. We basically said to our physicians, ‘Here it is!’”

“Implementation was easy. We basically said to our physicians, ‘Here it is!’”

Harry F. Laws, MD
CHN CMIO



CHN uses

Print The Record to package the key information needed from the patient’s record when they are transferred within the hospital or to a nursing home or other facility. It’s easy and fast for clinicians and reduces the number of follow-up calls.

Physicians use the printed Rounding Report to view a summary of key patient data.



“It was important for the information sent to Sovera be in a user-friendly format,” explains Jennifer Windisch, CHN clinical systems analyst. “We can remove the clutter and bring in just the information necessary to a given task.”

Today, the flow of information to Sovera is automatic for inpatients, outpatients, emergency department patients, etc. For example, records for

Physicians simply click a button to print the report, which summarizes key patient data, such as labs, radiology, vital signs, etc., for their patient list. It was initially used by one physician group at South, but use has spread rapidly to other physicians and specialties. Across the board, physicians report that it saves them significant time on rounds.

Today, it’s on paper, but down the road, documentation will all be electronic. “This is a transitional step to meet an immediate need until electronic orders and documentation are in place,” explains Dreyer.

• Code White powered by Offline Access and Print The Record

Patient care activities can continue uninterrupted in the event of a network or system outage, thanks to a combination of Offline Access and Print The Record, which CHN refers to as “Code White.” Using automated profiles, Code White generates reports for all in-house patients and sends them to specific Code White workstations on each unit. These reports are then available for patient

care – independent of the network or clinical system – in rare cases of system unavailability.

CHN creates reports for in-house patients every four hours and for ED and critical care patients every hour. Reports include all of the clinical documentation from the clinical system necessary for patient care, such as vital signs, allergies, orders, labs, etc. In the event of an outage, clinicians simply go to a visually identified Code White workstation to view patient care documents or print them on the dedicated printer.

According to Eric Stewart, CHN technical systems analyst, “So far, we have not experienced an unplanned Code White event. However, we are well prepared if one were to happen.”

• Automated processing with WebNAI

Behind the scenes, CHN relies on WebNAI to manage a variety

of interfaces between the clinical system and other systems. They have implemented several custom MINT scripts for specific processing functions. For example, CHN uses a different ADT system and developed a custom script to automatically fill in required data before sending ADT records to the clinical system. This saves time and reduces manual intervention.

“Print The Record has provided a major workflow enhancement for us.”

Jon Dreyer
CHN Director of CIS

• Collaboration yields solid results

Planning for future projects continues. As Dreyer explains, “The interaction among GE, Menon Group and CHN has been seamless, which was critical to our implementation. Just as important as we work through our plans for future projects are the implementation services Menon Group provided for project management, requirements definition, analysis, etc., to get solutions in the hands of our users as efficiently as possible.”

AVAILABLE SOON

WebReports – better and faster

If you haven't updated WebReports™ in a while, the time is at hand! The Menon Group recently revamped the architecture to make it faster, easier and full of new features. In prior versions, WebReports provided a straightforward view of reports in the HP NonStop Spooler, but now it provides a patient-centered view of all GE Centricity Enterprise (CE) reports. Final testing is underway for general release this summer.

Here are just a few of the new features you'll find:

- See all CE reports, including reports from Style Report as well as legacy reports from ENFORM and COBOL.
- Access multiple report formats, including PCL, Postscript, and Text.
- Define reports with flexible user tools to classify reports, specify print format (text or PCL), and extract meta data, such as report owner, for easy review, distribution or sorting.
- Manage report handling, such as automatic printing, without MINT scripts using sophisticated report-definition tools.
- Take advantage of *Offline Access*, which is now included as an integrated component with the WebReports upgrade.
- Identify and send reports directly to *Offline Access*, in most cases without the need for custom MINT scripts.
- Perform maintenance, such as purging older reports, automatically.
- Synchronize with your Disaster Recovery System using Golden Gate, if desired. Large data files are stored in compressed format, reducing disk space required by 65 percent on average.
- Find answers quickly via complete online documentation.

All WebReports customers are encouraged to upgrade to the new version this year. Customers will need to be on the current version of GWACS™ to take advantage of the WebReports upgrade (see GWACS article, right). There are no new license fees associated with this upgrade, just implementation services for installation and training.



UPGRADE NOW GWACS 6.0 is ready to go

The current version of the Menon Group's infrastructure application, GWACS 6.0, is available and ready for all customers to upgrade. GWACS 6.0 offers major improvements in performance and response times. In addition, keeping current with upgrades and maintenance releases enables customers to take advantage of new features, corrections, improvements as well as new applications. All customers are encouraged to move forward with their GWACS upgrade before the end of the year. If your organization has not already upgraded, please contact Menon Group Support (support@menongroup.com) to schedule your upgrade as soon as possible.



With Nurse Care Plans, you can give your nurses and other clinicians next generation tools to make care planning faster and more efficient.



NEXT GENERATION TOOLS FOR NURSES

Introducing Nurse Care Plans

Menon Group is pleased to introduce Nurse Care Plans, the next generation care planning application for nurses and other clinicians. What sets it apart is its fast, intuitive tree structure, which lets nurses and other clinicians:

- Rely on familiar organizational terminology for nursing diagnoses, outcomes and interventions.
- Individualize all aspects of the plan of care, in keeping with JCAHO standards.
- Create and manage care plans efficiently.
- Adapt to different disciplines – nursing, therapies, etc. – as well as create multidisciplinary plans.

Nurse Care Plans is available now and is compatible with all GE Centricity Enterprise versions (including LastWord and Carecast versions). Call today for a demo!

agile. intelligent. engineered.



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SHARE EXPERIENCES

Join the growing Menon Users community

Menon Users, the Menon Group's online user community, started in 2003 as a place for users to share information. In the beginning, the group had a more technical focus and provided a place for users to discuss ways to use Menon Group's custom scripting language, MINT.

Over time, the group has grown to more than 100 members and discussions cover a broad range of topics. At the same time, the Menon Group has expanded its product offerings into clinical areas to offer Medication Reconciliation/ Discharge Instructions, Progress Notes, Print The Record, and more. In light of the group's evolution, Menon Group is pleased to

announce a new forum for Menon Users. Menon Users is moving to LinkedIn, a professional networking site that many already use. LinkedIn offers greater flexibility over Yahoo Groups, most notably, the ability to have multiple subgroups. First up is Menon Clinical Users!

All users of Menon Group applications are invited to join. It's easy – simply visit www.Linkedin.com and search for Menon Users. Because the group is only open to Menon Group customers, membership requests must be approved. Please join today and encourage others in your organization to join as well.

Menon Users on LinkedIn

www.linkedin.com,
search Menon Users

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