

# THE CONFIDENTIAL

12.11.08 - V3:14

INSIDE INFORMATION FOR HEALTHCARE'S IMPOSSIBLE MISSIONS...

LaBelle Strategic Resources

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## OBAMA'S ECONOMIC RECOVERY PLAN HOLDS PROMISE FOR IT

BY MOLLY MERRILL, ASSOCIATE EDITOR  
FOR HEALTHCARE IT NEWS

WASHINGTON - [President-elect Barack Obama](#) released "a few key parts" of his economic recovery plan for "both [Wall Street](#) and [Main Street](#)" in a radio address aired on Dec. 6.

Healthcare IT is included in [Obama's](#) plans for a "sweeping effort to modernize and upgrade."

"In addition to connecting our libraries and schools to the internet, we must also ensure that our hospitals are connected to each other through the internet," said [Obama](#).

That is why the economic recovery plan I'm proposing will help modernize our healthcare system - and that won't just save jobs, it will save lives."

[Obama](#) and [Sen. Joseph Biden \(D-Del.\)](#) healthcare platform includes a plan to roll out \$10 billion per year for five years to help physicians and other providers adopt healthcare IT.

"We will make sure that every doctor's office and hospital in this country is using cutting edge technology and electronic medical records so



that we can cut red tape, prevent medical mistakes, and help save billions of dollars each year," [Obama](#) said.

Congress has been struggling  
*(Continued on page 6)*

## Federally Qualified Health Centers to Link Electronically

BILLINGS, MT - [Four Federally Qualified Health Centers](#) in [Montana](#) are poised to connect electronically. Riverstone Health, which operates the largest FQHC in the state, serving residents in the Yellowstone



valley area, is planning to implement a unified electronic medical records and practice management solution from Westborough, Mass. based [eClinicalWorks](#).

The technology will link Riverstone Health's four FQHCs, which employ 69 healthcare providers. "RiverStone Health provides our communities with the best health services available," said [Lil Anderson](#), president, chief executive officer and health officer of RiverStone

Health and chairman of the board for the [National Association of Community Health Centers](#). "By creating a network of four health centers connected by one electronic health records system, we will have greater access to patient information and the ability to coordinate care across our vast state. Ease-of-use, along with sophisticated reporting capabilities, was the primary reason we selected [eClinicalWorks](#)." Riverstone Health is also hosting the

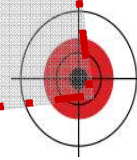
*(Continued on page 6)*

## WEB SITES TO CHECK OUT:

[www.himss.org](http://www.himss.org)  
[www.lsritagents.com](http://www.lsritagents.com)  
[www.cio.com](http://www.cio.com)  
[www.healthcareitnews.com](http://www.healthcareitnews.com)  
[www.epicsystems.com](http://www.epicsystems.com)  
<http://health-care-it.advanceweb.com>  
[www.informationweek.com](http://www.informationweek.com)



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## CONSULTANT OF THE QUARTER: MICHAEL CICCARONE



Though Michael is not a true consultant, his role is vital to all of us at LSR. Michael joined LSR in early 2006 to help out in the invoicing process. As a past business owner, he was well versed in the art of invoicing and more importantly collections.

Michael (MAC) was first introduced to the staff through Atlas Travel. He coordinated all of the LSR travel for our consultants. Prior to Atlas, He owned Ciccarone Travel. Ciccarone Travel was started by his grandfather.

Michael also has history as an entrepreneur in the wine and spirits business. He

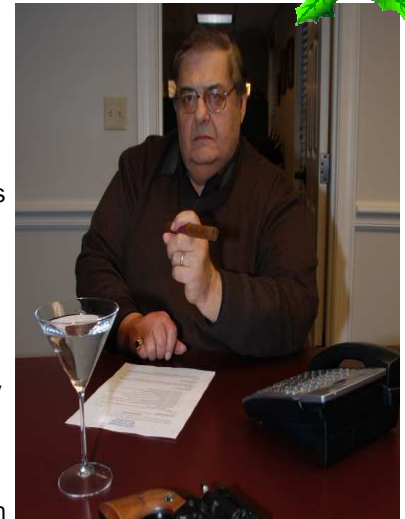
worked for a while providing Cordials to Bars throughout the Philadelphia area. The business was called Creative Cordials. Mac got his start in business through his father Beer Distributor's firm, Chicco Beverage. In all of his business dealings, he had to perfect the art of billing and collection through his time as a business owner.

Outside of business, Mac is very involved in community theatre. He has held positions on the board of directors at the Barn Playhouse in Jeffersonville, PA. He also provides his technical expertise though stage lighting of many shows. Mac is married to Eileen and

has three type "A" children (including myself.)

Mac has been a fantastic addition to my company. He brings new meaning to watching my back. He goes above and beyond to make sure that we are ALWAYS doing the "RIGHT THING" for our consultants and clients.

Bob Kline and Mac not only have a great business style together, but their comic timing rivals Abbott and Costello! Though he's from another generation, he can hang with ages; just hand him a cigar and a martini



and he's at home...

Thanks Dad for all of your help and love!!!! NOW—Back to Business...



## Tips and Tricks for Holiday Travel from your friendly



The following article was pulled from the TSA (Transportation Security Administration) website. Please read and review the list of items you are NOT allowed to bring on an airplane. This is very important for our consultants who travel. Especially during the busy holiday season, we may get side-tracked and bring such items along. TSA will not allow and they explain in the attached article.

Home. Business trip. Honey-moon. Family vacation. No matter where you're going, air travel is an essential part of your trip. That's why most of TSA efforts are dedicated to getting you there. At every commercial airport, large and small, our Security Officers are motivated individuals who take pride in making YOUR travel secure. TSA screens every passenger;

TSA screens every bag so that your memories are from where you went, not how you got there. They're here to help your travel plans be smooth and stress free. Please take a moment to become familiar with some of our security measures. Doing so now will help save you time once you arrive at the airport.

Since many of us fly back and forth on a weekly basis, I can understand the frustration of travel. TSA does their best to keep us safe. The following abridge lists items that you should not bring on a plane even if you may need to practice your nunchakus or use that cow prod to move a client along. Please refrain and read the following:

Box Cutters, Ice Axes/Ice

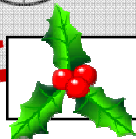
picks, Knives except butter, Meat Cleavers, Razors Blades, Sabers, Scissors, Swords, Sports Equipment, Ammunition, BB Guns, Compressed Air Guns, Firearms, Flare Guns, Flares, Gun Lighters, Gun Powder, Parts of Guns, Pellet Guns, Realistic replicas of firearms, Starter Pistols, Axes and Hatchets, Cattle Prods, Crowbars, Hammers, Drills and drill bits, Saws, Tools greater than 7 inches, Billy clubs, black jacks, Brass Knuckles, Kubatons, Mace, Martial Arts weapons, Night Sticks, Nunchakus, Stun Guns, throwing stars, blasting caps, dynamite, fireworks, flares, hand grenades, plastic explosives, realistic replicas of explosives, fuels, gasoline, gas torches, lighter fluid, Torch Lighters, Strike



anywhere matches (do they make them still), Chlorine for Pools, spray paint, tear gas and last but not least (my favorite 2) ...

Gel Shoe inserts....and SNOW GLOBES....





## AN AGENTS' FIELD GUIDE

Be careful however, when charging multiple rates to one client as it could lead to questions about the types of services that you're providing. For instance, when you are brainstorming design



ideas with a software developer, is that Technical Assistance, Mentoring, or Project Leadership? To help avoid any potential misunderstandings, I typically have one bill rate defined for each client or project.

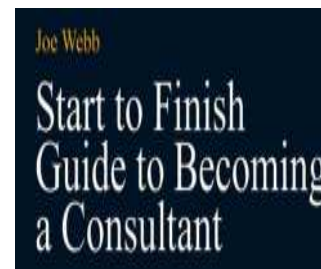
### Tip

When undertaking a new engagement with a client, make sure everyone (especially you) understands your role in engagement. Many consultants have either overstepped their bounds or have fallen short

of expectations because of a misunderstanding of the role they were to fulfill. Clearly stating the expectations in a written agreement and reaffirming them verbally can help avert any misunderstandings.

### The Consultant State of Mind

Some aspects of consulting may require a subtle change in the way you view yourself and your work. Not only must you balance your concerns



with those of your clients, but you need to be comfortable with a certain amount of uncertainty, be able to plan for your own obsolescence, and be able to separate your self-esteem and sense of self-worth from your work. Let's discuss each of these.

### Dealing with Uncertainty

Making the move from the

*(Continued on page 6)*



## Inside the mission...from Agent M



Another Year is about to pass us and after digging the highs and loving the lows, LSR still sticks to the mission: Client's First, Consultants Paramount and everyone must be successful. There was never any grand plan for me to start a company. Like many of you in this business our degrees (if you have any at all) were in

other fields. This is the path that our lives have taken and we merge together under this umbrella of LSR.

20 plus years ago I stepped into the world of Healthcare IT. I worked hard and never settled for the easy way. I learned that the work I did in technologies made better outcomes for patients. When I hired consultants from firms some were below par and when I was a consultant, there were many assignments where I was misplaced and under-utilized.

I am a very passionate person and I became insatiable over this industry of making things better. I listened, and learned

where I could help others- and thus LSR started. In all honesty, I had a handful of people who needed to get help in the consulting world. I pushed very hard forward and together; we all built this company one step at a time.

Many times I have people come to me and express the desire to start a new business. I advocate this. So in this New Year to come, here are my thoughts in owning your own company:

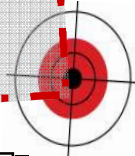
1. It is all about the business
2. It is all about the business
3. It is all about the business.

You have to love it and all the people involved. Everything you do is about the success and growth. You read, eat, and sleep the industry with one eye forward and an ear to the ground. You will make sacrifices for yourself and your family, but if you stick with it and do the right things...YOU WILL SUCCEED! And maybe, you will have time for a little fun which is your present under the tree. Happy Holidays...MB





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## Deck the Halls with our Briefing from Q4 08

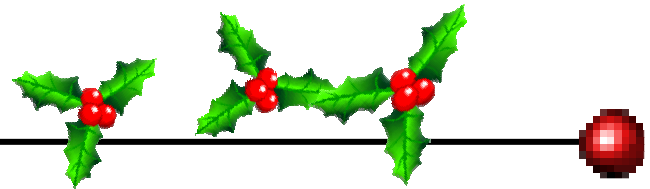


*~ No Substitute for Success~*

- LSR welcomes 2 new projects with existing client Children's Hospital of Philadelphia



- LSR welcomes back returning consultants Tomas Torices and Andrea McNeil-Morgan.
- Welcome new consultants Tom Dillon and Micah LaDousa to LSR
- LSR welcomes to our company new support member Traci Mooney!
- Rachel Reiter is promoted to Sales Executive!



## AGENT Q'S GADGETS – TECHREPUBLIC'S GEEK GIFT GUIDE FOR 2008



Looking for that perfect gift for your techno geek this Christmas? Well TechRepublic every year puts together a lists of awesome gifts for geeks.

The financial news has been bleak for the last half of 2008. Banks have failed, 401(k) accounts have dwindled, and consumers are hanging on to their hard-earned money. But we are not your ordinary consumer, are we? We are technology geeks and we love gadgets, computers, and electronic toys.

Furthermore, we want the BEST gadgets, computers, and electronic toys we can get. TechRepublic has brought together reviews and photos of some of the [best geek gifts](#) on the market for the holiday shopping season. From tiny video camcorders, to on-demand movies over the Internet, to vacuum powered gaming gear, this year's [Geek Gift Guide](#) is bound to have at least one gadget you can't do without.

### Roku

For me, the one gift I can't do without is the [Roku Netflix Player](#). With this little device, I have a library of thousands of movies, documentaries, and television shows that I can access anytime. Streaming the video over the Internet means I don't have to leave my home on a cold night to get a movie — I can just dial it up on the Roku and watch it on my HD/LCD-TV in the family room. It is one of the best gadgets I reviewed for TechRepublic this year.

Touch (2<sup>nd</sup> generation), just to name a few. Get your special geek the special gadget they really want and let us help. Check out the [2008 Geek Gift Guide](#).



### Geek Guide

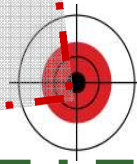
But there are plenty more. Besides the Roku Netflix Player, there are reviews of the Flip Mino, Amazon Kindle, and the Apple iPod

**Gifts of time and love are surely the basics ingredients of a truly Merry Christmas.**

**- Peg Bracken**



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**MERRY**

**CHRISTMAS!!**

Find the consultant who has never been in the newsletter!  
E-Mail [mblabel@lsritagents.com](mailto:mblabel@lsritagents.com) and the winners get a  
**\$10 STARBUCKS GIFT CARD.**



A



B



C



D



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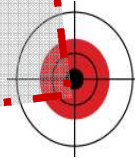


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## Obama's Economic Recovery Plan *cont...*

*(Continued from page 1)*

to pass a healthcare IT adoption bill this year, but patient privacy has been one of the divisive issues.

In response to the patient privacy issue, [Obama](#) has said, "Regardless, [as] part of the standard setting process, I will work with the private sector to ensure that electronic records are available when needed, but also confidential and under patient control."

"When Congress reconvenes in January, I look forward to working with them to pass a plan immediately. We need to act with the urgency this moment demands to save or create at least two and a half million jobs so that the nearly two million Americans who've lost them know that they have a future. And that's exactly what I intend to do as President of the United States."



[Obama](#) says that the key parts of his economic recovery plan will be rolled out in the coming weeks.



## Federally Qualified Health Centers to Link Electronically



*(Continued from page 1)*

[eClinicalWorks](#) system for three additional FQHCs in [Montana](#): the [Butte Community Health Center](#) in Butte; [Partnership Health Center](#) in [Missoula](#); and [Cooperative Health Center](#) in [Helena](#). Providers will also have access to [eClinicalWorks](#) Enterprise Business Optimizer, Patient Portal and e-prescribing.

"By creating a network, RiverStone Health is implementing the type of project that will take full advantage of the capabilities of our

solution, especially those related to reporting," said Girish Kumar Navani, CEO and co-founder of [eClinicalWorks](#). "This partnership also represents continued customer adoption of the [eClinicalWorks](#) system among FQHCs. Using eBO with our EMR/PM will ensure that RiverStone Health exceeds its reporting requirements, while reducing claims errors."

Riverstone Health official's say the EMR/PM solution will help to meet the stringent reporting and billing requirement that apply to its FQHCs, as well as to ensure there is no interruption in the funding that supports patient care.

## An Agents' Field Guide

*(Continued from page 3)*

security of a full-time position with a company to being an independent consultant can be a scary proposition. There are a lot of unknowns. Will you be successful? How will you make your mortgage payment six months from now? How will you balance getting new clients and servicing existing clients without over-committing yourself? The list goes on and on. These questions have a common theme: a concern for the future and what it'll bring. Unfortunately, despite what the late night infomercials claim, no one on earth can predict the future. However, it is important to recognize that the future is equally unclear whether you are working for yourself as a consultant or whether you are working for a well-established company. You can even make the argument that

when you are self-employed, you have more control over your future financial situations. You and you alone are responsible and have total control of your job security. If you are hard working and do well, you will continue to be successful. On the other hand when you are employed by a company, you are possibly only one downsizing, one corporate merger, or one reorganization away from being unemployed, regardless of how well you may have done your job.

The project is being funded through a High Impact Health Information Technology grant by the [U.S. Department of Health and Human Services Health Resources and Services Administration](#).





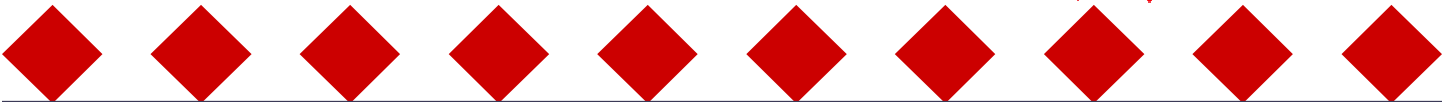
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UNCOVERING THE BEST  
 TECHNOLOGIES IN  
 HEALTHCARE

## HOW TO BECOME AN AGENT

We are only looking for the best of the best. If you are interested in working for a team that values you as paramount to the success of the team, contact us. We currently have several Epic opportunities along with Cerner and McKesson. Contact us: [INFO@LSRITAGENTS.COM](mailto:INFO@LSRITAGENTS.COM) or 610-409-2770



 **Agent's Tom Foolery**   
*~Italian Night Before Christmas~*

Twas the night before Christmas,  
 Da whole house was mella,  
 Not a creature was stirrin',  
 Cuz I had a gun unda da pilla.

When up on da roof  
 I heard somethin' pound,  
 I sprung to da window,  
 To scream, "YO! Keep it down!"

When what to my  
 Wanderin' eyes should appear,  
 But da Don of all elfs,  
 And eight frigg'in' reindeer!  
 Wit' slicked back black hair,  
 And a silk red suit,

don Christopher wuz here,  
 And he brought da loot!

Wit' a slap to dare snouts,  
 And a yank on dare manes,  
 He cursed and he shouted,  
 And he called dem by name.

"Yo Tony, Yo Frankie,  
 Yo Vinny, Yo Vito,  
 Ay Joey, Ay Paulie,  
 Ay Pepe, Ay Guido!"

As I drew out my gun  
 And hid by da bed,  
 He flew troo da winda  
 And slapped me 'side da  
 head.

"What da heck you doin'  
 Pullin' a gun on da Don?  
 Now all you're gettin' is  
 coal,  
 You frigg'in' moron!"

Den pointin' a fat finga  
 Right unda my nose,  
 He twisted his pinky ring,  
 And up da chimney he rose.  
 He sprang to his sleigh,  
 Obscenities screamin',  
 Away dey all flew,  
 Before he troo dem a be-  
 atin'.

Den I heard him yell out,  
 What I did least expect,  
 "Merry Frigg'in' Christmas to  
 all,  
 And yous better show some  
 respect!"

