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## SUCCESS FACTORS-EHR GO LIVE SUPPORT by Kathleen McHugh

While we know that classroom training for clinicians and staff are important and necessary prior to a go live, we also understand that most people retain more information during the actual go live. Having to “sink or swim” gives the end user a whole new viewpoint from which to learn. The physicians and nurses still need to provide quality care while gaining hands on knowledge, real time.

I have worked many go lives for many different ambulatory organizations. Some went really well and others had some room for improvement. The most important factor was being able to diffuse frustration and keep the users upbeat. Having an application expert at the ready, being able to offer help and guid-

ance can make everyone feel more at ease.

A common thread throughout go lives tends to be the “Why?” questions that start creeping up in week two or three. Once a user knows where data is recorded, they then start to wonder why they are recording it in the first place. A paper chart typically captures only the most pertinent of information. With an EHR, you may be requiring more data than before, as you should. One thing I have found very helpful is to provide feedback to the clinic just before go live support ends. A quick report can show them lots of data, and let’s face it, clinicians are fact finders. Information is good!

I once provided a pediatric nurse a



report that showed how many injections she performed in one week. I gave a physician a report that showed how many patients he had seen in the prior 3 weeks that were hypertensive and smokers. Once they see how quickly data accumulates, they will begin to understand the power of the EHR system. These are things that were never possible in a paper chart world.

To have a successful go live, have a qualified support staff and offer continual feedback. Make sure when you walk out the door, the end user is comfortable, educated and back to a full schedule.

## Consultant of the Quarter - Ed Adams



Ed Adams is a senior consultant at LaBelle Strategic Resources. He is currently on assignment at Fairview Health Systems as a Senior Willow Analyst. Ed has been on many sides of Health care Informat-

ics. His career started in 1997 as a registered nurse at Community Memorial Hospital in Menomonee Falls, WI. He continued his nursing career as a traveling nurse and finally wound up at St. Joseph's Community Hospital in West Bend, WI as a Medical/Surgical Coordinator.

Ed then moved in to the information space when he got his position of Supervisor of Clinical Applications at the West Bend Clinic. From 2007 to 2009, Ed hit the road with ACS as a senior consultant. There, Ed began his work as an

Epic expert and performed the following tasks: Application Analyst for five Epic applications, workflow/optimization/standardization design and build, security analysis and build, project management, lead of EpicCare/Beacon implementation at 5 clinics, lead for implementation using Epic Willow for outpatient medication ordering, dispensing and charging, order set design and build. After his time at ACS, he took a position at Froedtert & Community Health where he continued his growth in the Epic Applications. Ed is certified in Willow, EpicCare

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### HIMSS 11 Annual Conference & Exhibition February 20-24, 2011 Orange County Convention Center Orlando, FL

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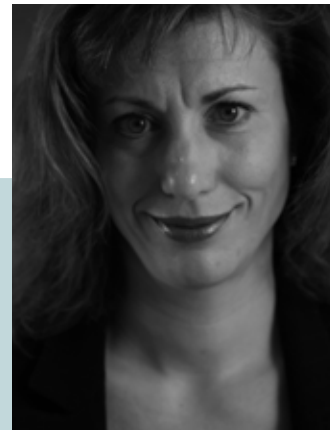
## INSIDE THE MISSION BY AGENT M...

In the past 3 years we have seen the world of Health care consulting change. In 2008, there was a healthy balance of work and resources with the result that consulting firms were thriving. The clients were well versed in their implementations and when they had a need, consulting firms usually had 24-36 hours to provide a suitable resource(s) for their review. This process was done smoothly and in a "timely" fashion and consulting firms were rewarded with successful fulfillments and long term contracts. We had tenured partnerships with our clients and our staff. In 2009, the bottom fell out and the recession hit Health care IT. Clients were cancelling engagements, implementations came to a halting screech, and those engagements that were not cancelled were renegotiated with lowered contract rates.

Many Health care IT employees found themselves without work. Independent consultants were forced to go back to work in hospitals as FTE's and only the very best consultants remained, but at reduced rates. This made the resource pool dry up and for those consulting firms with open opportunities, harder and harder to find qualified resources. It also made everyone roll up their sleeves and get back to the basics. Now I am sure you all are aware of this history and do not need the review lesson but the past is very important because it leads us up to where we are today and paves the way for the future. As we all know,

2010 brought Meaningful Use. Just as fast as clients stopped implementations, they flipped and are going full force buying systems and planning their projects; but there is one HUGE problem, there are fewer resources available. Not only do we have shortages of staff but Epic grew from about 15 installs a year to 40. This also does not include the Community Connect projects. Epic's answer to Community Connect is Building Blocks or the Rapid Model install.

Now as we hit 2011, according to KLAS, Epic is the number one system on the market and more and more clients are jumping on board. There is a speed to these implementation with massive Big Bang go lives and model methodology. So, what does this mean for all of you consultants out there? Well, there IS work out there, but it is not easy to obtain as the competition is fierce! Epic has more than tripled their sales and with deadlines approaching, clients are reacting in a big way. As a result of this fast pace, the management of these projects are not the cleanest and the coordination of the consultants is poor. Projects using the "Big Bang" approach seem to be compromising basic workflow design and Senior IT recommendation is going to unnoticed. The goal seems to be, "Think faster and move faster"; but things are being done too fast with not enough thought put into the process. To me, this is making consulting a commodity and the control in the



hands of the client and not the consultant any longer. The new "tag lines" have become, "Who do you have, what can they do - does that matter, are they cheap and can they show up tomorrow". Consultant's have become a "body" instead of a uniquely skilled individual.

I know that Epic has sold to some community health systems and they struggle with the dollars. LSR tries to help out as much as possible to reduce rates but when a consultant costs us over \$100.00 per hour it is hard to present a decent rate and not lose our shirts for the sake of our client. For me and my team, If I have the money, I will pay it but everyone will work hard for this dollar. The best thing to pay attention to, if you are on these projects as a consultant, would be not to compromise your abilities. Continue to work hard and be flexible. Get certified in as many areas as possible and remain "unique" in a market that is all about the "commodity" and remember as fast as the job came, it can end. Good thing is, at least for now, there is plenty of work.

## Best in KLAS...

OREM, UT – KLAS on Wednesday announced its annual “2010 Top 20 Best in KLAS Awards: Software & Professional Services,” ranking the best-performing software and professional service vendors across a wide range of market segments, from EMRs to PACS to Financial/ERP.

The annual list, based on more than 17,000 interviews conducted with healthcare providers over the past year, measures vendors’ performance in areas of product quality, implementation and service and support.

The top-rated companies in key market categories earned the “2010 Best in KLAS” distinction, signifying their leadership in meeting customer expectations. The award is reserved for companies in the largest and most impactful market segments.

“Since 1998 the objective of

the Best in KLAS Awards report has been to help healthcare providers make informed decisions,” said Adam Gale, KLAS president. “This year we have included two new sections in the report – the ‘Overall Software Suite Rankings’ and ‘Disclosure Levels.’ The disclosure levels provide a transparent view into the vendor’s willingness to share a complete client list with KLAS, which provides a more inclusive assessment of their products’ performance. We believe these additions bring clarity to providers when making healthcare technology decisions.”

In addition to recognizing the “Best in KLAS” honorees, the report also highlights the highest-performing vendors across all the market segments in which they have rated products or services.

In the 2010 report, Epic is the top-ranked overall software



vendor, with a performance score of 87.0 out of 100, followed by Picis and Philips.

The top-rated overall services firm is Hayes Management (90.5), followed by Vitalize Consulting Solutions Inc. and CTG.

For a list of the “2010 Top 20 Best in KLAS Awards: Software & Professional Services,” see the next page.



*You might think that it's hopeless, beyond our control but that's not necessarily so. Can't you see there's a chance for the daring young soul who's finally learned to say no...*

STYX

## Software

Acute Care EMR	Epic EpicCare Inpatient EMR (Large - Over 200 Beds)
Ambulatory EMR (2-5 Physicians)	e-MDs Chart (2-5 Physicians)
Ambulatory EMR (26-100 Physicians)	eClinicalWorks EMR (26-100 Physicians)
Ambulatory EMR (6-25 Physicians)	Greenway Medical PrimeSuite Chart (6-25 Physicians)
Ambulatory EMR (Over 100 Physicians)	Epic EpicCare Ambulatory EMR (Over 100 Physicians)
Business Intelligence/Reporting	Dimensional Insight The Diver Solution
Cardiology	Digisonics DigiView (Acute Care)
Community HIS	McKesson Paragon Community HIS (Small - 200 or Less Beds)
Decision Support - Business	Allscripts Sunrise EPSi Decision Support (Eclipsys)
Document Management and Imaging	MedPlus ChartMaxx (Acute Care)
Emergency Department	Wellsoft EDIS (Acute Care)
Enterprise Scheduling	Unibased USA RMS
Financial ERP	McKesson Pathways Financial/Materials/HR Manager
Homecare	Homecare Homebase (Home Health)
Laboratory	Siemens Novius Lab (Large - Over 200 Beds)
PACS	DR Systems Unity PACS (Large - Over 200 Beds)
Patient Accounting and Patient Management	Epic Resolute Hospital Billing (Large - Over 200 Beds)
Pharmacy	Epic Willow (Large - Over 200 Beds)
Practice Management (2-5 Physicians)	e-MDs Bill (2-5 Physicians)
Practice Management (26-100 Physicians)	McKesson Horizon Practice Plus (26-100 Physicians)
Practice Management (6-25 Physicians)	Greenway Medical PrimeSuite Practice (6-25 Physicians)
Practice Management (Over 100 Physicians)	Epic Resolute/Prelude/Cadence Ambulatory (Over 100 Physicians)
Radiology	Epic Radiant (Large - Over 200 Beds)
Speech Recognition	Nuance eScription (BES)
Surgery Management	Unibased USA ORMS

# CITRIX ACCESS

Citrix Receiver, developed by 2010 Citrix Systems, Inc., is now available from the Mac App Store and has made Apple's Top 300 applications list. The app was last released on January 02, 2011 and sells for Free.

The application developer's description of the application is, "Citrix Receiver for Mac is the perfect business solution for secure access to virtual desktops, apps and data from anywhere.

**READ THIS FIRST:** Citrix XenApp or XenDesktop infrastructure is required for production use. A self-service demo is available for evaluation. Learn more at <http://citrixcloud.net> or contact your IT department for further assistance.

## WORK VIRTUALLY

Use your Mac to work from anywhere with instant, self-service access to your Windows virtual desktop, business apps, and documents. Create documents. View business dashboards. Approve expenses. Get real-time access from your Mac, whether you're in an airport, at the doctor's office, or at home.

## HIGH DEFINITION

## EXPERIENCE

Use Windows apps, complex databases, or even professional graphics software and enjoy a high performance experience for even the most resource-intensive tasks.

## SIMPLE, INTUITIVE NAVIGATION

Open Windows apps straight from Citrix Receiver or drag and drop them to your Mac dock. Simple, intuitive navigation for Windows apps, virtual desktops and documents using standard Mac gestures and key commands to zoom, pan, click, scroll and type.

## SECURE COMMUNICATIONS AND DATA

Send business email and access sensitive files with complete confidence that communications and data are not stored on the local system, but instead kept secure on your company's network. Keep all of your data in synch, whether working from the office, at home, or on the road.

## FEATURE HIGHLIGHTS

- Easy access to virtual apps, desktops and documents
- Fast, reliable high definition performance
- Safely contain data on the corporate network"

**Ed Adams  
Continued  
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Inpatient Orders, Medication Orders, EpicCare Ambulatory and Order Transmittal Masters.

Ed has been working with LSR since September and we are very happy to have him on our team. He has many outstanding ideas on how to streamline workflow and improve ambulatory process. The combination of certifications and his nursing background makes him an integral part of our clients install.

When Ed is not working for LSR he spends a great deal of his time with his family. He is married to Kim, also an RN, and together they have 2 girls (Morgan -7 & Kennedy -8 y.o.) and 2 Labradors (Harley & Boone). He enjoys spending time in the boat fishing with his family and golfing as much as possible during the summer months. In fall, every minute outside of work is in a tree hunting whitetail or upland bird hunting with Boone. Winter time is spent shoveling snow and cheering on the GB Packers at Lambeau field. Thanks Ed for all of your hard work.

# Accessing Epic Using Citrix on your iPad – By Shoefware, Inc.

*If you are looking for a way to access EPic on your IPAD without purchasing the Cantor App, here is a quick solution (assuming you access Epic through a Citrix farm)*

- Go to the App Store and download the free Citrix app for iPad Receiver.
- From the internet explorer on your IPAD, sign into the Citrix Farm.
- Find the appropriate Epic icon and click it.
- The program will initiate a search for a Citrix “gateway”. When it finds the Citrix Receiver on the iPad, the appropriate Epic session will be presented (Hyperspace or Admin.)
- Note: This process will present Epic in a typical desktop format. This is NOT an IPAD App written specifically for Epic. One will need to get used to navigating through the system using screen touching and key boarding.

The screenshot displays the Epic EMR interface on an iPad. The main window shows the patient's medical record for 'UMP NEUROLOGY Department (All Providers)'. The patient is 'Ump, Rump', 30 years old. The record includes a problem list with 'Pain in neck', 'Asthma', and 'Diabetes mellitus'. Allergies listed are 'PEANUTS (NUTS)'. Health maintenance tasks include 'ASTHMA ACTION PLAN Q1 YR (NO INBASKET)', 'TETANUS IMMUNIZATION (FAIRVIEW ASSIGNED)', 'PAP ANNUAL SCREENING (FAIRVIEW ASSIGNED)', and 'ASTHMA CONTROL TEST Q6 MOS (NO INBASKET)'. Medications include 'aspirin 325 MG EC tablet' and 'Pseudoephedrine-APAP (5M NON-ASPRIN SINUS OR)'. The interface also shows a calendar for January 2011, a department list, and a dock at the bottom with various iPad apps like Safari, Mail, Photos, App Store, Facebook, Piano Free, and Note Taker HD.

## Recruiting by Rachel



How to Become an Agent: We are only looking for the best of the best. If you are looking for a team that values you as paramount to their success, then contact us at [info@lsritagents.com](mailto:info@lsritagents.com) or 610.409.2770.

### Friends of the Firm:

Over the years, LSR has had the pleasure of connecting with many consultants in the Healthcare IT industry. As a thank you to those we call "Friends of the Firm" we can offer several new benefits. In the spirit of partnership, you may qualify for Epic education and certification, access to our internal knowledge sharing portal and bonus money for referrals. Bonus referrals are given for both consultant placement and new business contracts. "Friends of the Firm" also receive weekly e-mails from LSR that update our open positions. We look to our consultant friends for industry expertise and shared successes. If you would like to become a "Friend of the Firm" please contact Rachel Reiter for more information. We look to hearing from you soon!

[rreiter@lsritagents.com](mailto:rreiter@lsritagents.com)

A CLOSER  
LOOK INSIDE  
LSR:

#### Mary Beth LaBelle

Account Management  
[mblabel@lsritagents.com](mailto:mblabel@lsritagents.com)

#### Bob Kline

Operations  
[bkline@lsritagents.com](mailto:bkline@lsritagents.com)

#### Rachel Reiter

Recruiting and HR  
[rreiter@lsritagents.com](mailto:rreiter@lsritagents.com)

#### Michael Ciccarone

Business Office  
[maciccarone@lsritagents.com](mailto:maciccarone@lsritagents.com)

#### Kathleen McHugh

Epic Strategic Initiatives  
[kmchugh@lsritagents.com](mailto:kmchugh@lsritagents.com)

#### Mike Chandler

Sales  
[mchandler@lsritagents.com](mailto:mchandler@lsritagents.com)

#### ADDRESS

473 hildebidle rd.  
collegeville, pa 19426  
[www.lsritagents.com](http://www.lsritagents.com)  
610-409-2770  
fax - 610-409-2985



LaBelle Strategic Resources

### The Briefing - 3rd and 4th quarter, 2010

- LSR welcomes new consultants, Adam Morstad, Janet Heard, Debbie Burnheimer, Ed Adams, Denise DeWilde, Joe Reinardy, Briand Edge, Janice Johnson, Q. Nick Olsen, Diane Diep, Tunji Coles, Jeffrey Jean Paul, Michael Nainys
- LSR welcomes new projects with new Epic clients, Orange Country Regional Medical Center and Kaiser in Southern California.
- LSR welcomes new projects with existing clients Mt. Sinai, CHOP, Northshore, CCF, and Harvard VanGuard/Altru Health System
- Congratulations to LSR consultants completing their EpicCare Ambulatory Certifications; Danielle Elliott, Brian Edge, Janice Johnson and Jack Thompson.
- Congratulation to LSR consultant Jayson Przybyla on completion of his Epic IP Beacon Oncology Certification
- LSR attended Epic's annual UGM in September 2010 as an exhibitor for our 2nd year in a row!