

MIAIMS INFOSPHERE

Missouri Integrated Advanced Information Management System
Health Sciences Center, University of Missouri-Columbia

E-Mail Enhancement Committee Formed

Acting on the entreaty to MIAIMS planners to consider e-mail mission critical to HSC, the E-Mail Enhancement Committee was formed in January. Marjorie Marberry, Director of Budget and Analysis for the School of Medicine chairs this committee that serves as a sounding board to ensure the needs of the HSC are addressed. The group centers on HSC enterprise e-mail issues to provide oversight responsibility and to suggest e-mail policies to the appropriate groups. "We are not a technical advisory group," says Marberry. "Our focus will be much more with institutional goals and policies and not in giving technical advice."

The Committee promotes liaison with campus e-mail activities and is currently monitoring post office consolidation and standardization of e-mail management and software. The group reports to Joyce A. Mitchell, PhD, Associate Dean for Computing and Information Technology and Chief Information Officer for the Health Sciences Center.

E-Mail Support Line

All HSC employees now have a phone number to call to report e-mail problems:

882-1063.

A centralized e-mail support office has been established and people have been hired to identify problems and enhance e-mail service (see "Liveware"). This effort will lift the management of e-mail from the separate departments in the Hospitals & Clinics, School of Nursing and School of Medicine and places them in a central operation.

Liveware

Hank Clark • Abe Varughese • James Cutts III

These computing professionals form the newly created HSC E-Mail Support Office. Armed with management tools, skill, experience and the support of the HSC network managers who created the idea for the support office, Hank, Abe, and James plan to turn e-mail into a fast, reliable form of communication.

Hank Clark, the project manager, received his Masters in computer science from the University of North Carolina. He spent three years as an e-mail consultant and worked with many Fortune 500 companies stabilizing and setting up their e-mail systems. Hank previously worked with IBM for 12 years in North Carolina. Hank directs the support office to plan short and long term goals for stabilizing HSC e-mail. In the short time that he has been on board, the support office has reduced average message delivery time from 64 minutes to less than 10 minutes within the University Hospital cc:Mail system. He believes this support office is the key to working with Campus Computing to provide state of the art world class electronic mail.

Abe Varughese, a senior programmer analyst, received his BS in computer science from Bowling Green State University in Ohio. He joined the support office in mid-December, 1995, and provides tactical support and strategic development for the support office. Abe developed the system that pages an e-mail technician when the system is down. It also pages an "all clear" signal when the system is running again. Working with Campus Computing, this system reduces the amount of time e-mail is not functioning within the Health Sciences Center. He is also testing a monitoring system for the GroupWise e-mail application. MU-HSC is one of 10 sites selected to test the system. "I consider e-mail a critical component of overall messaging," says Abe. "I want to have the option of receiving my e-mail message on my pager, or of listening to my e-mail by using the nearest phone."

Continued on page 4

Electronic Mail and Files: User Responsibility

The content and maintenance of a user's electronic mailbox is the user's responsibility:

- Check e-mail a few times each day.
- Delete unwanted messages immediately since they take up disk storage. Mail messages can be downloaded or extracted to files then to disks for future reference.
- Keep messages remaining in your electronic mailbox to a minimum. Files should be downloaded to your personal computer's hard drive or to disks.

The content of a mailbox is accessible:

- Never assume that your e-mail can be read by no one except yourself; others, including persons with system privileges, may be able to read or access your mail.
- Never send or keep anything in system storage that you would not mind seeing on the evening news.

Communicate with brevity and clarity:

- Keep paragraphs and messages short and to the point.
- Focus on one subject per message and always include a pertinent subject title for the message; that way the user can locate the message quickly.
- Don't use the academic networks for commercial or proprietary work.
- Include your signature at the bottom of e-mail messages. Your signature footer should include your name,

position, affiliation and Internet and/or your e-mail, address and phone number.

- Capitalize words only to highlight an important point or to distinguish a title or heading. *Asterisks* surrounding a word also can be used to make a stronger point. Capitalizing whole words that are not titles is generally termed as SHOUTING!
- Follow chain of command procedures for corresponding with superiors. For example, don't send a complaint via E-mail directly to the "top" just because you can.
- Be professional and careful in what you say about others. E-mail is easily forwarded.
- Cite all quotes, references and sources and respect copyright and license agreements.
- It is considered extremely rude to forward personal e-mail to mailing lists or Usenet without the original author's permission.
- Be careful when using sarcasm and humor. Without face to face communications, your joke may be viewed as criticism.
- Acronyms can be used to abbreviate when possible. However, messages that are filled with acronyms can be confusing and annoying to the reader. Examples: IMHO = in my humble/honest opinion; FYI = for your information; BTW = by the way; Flame = antagonistic criticism; :-) = happy face for humor.

From *The Net: User Guidelines and Netiquette* by Arlene Rinaldi, <http://www.fau.edu/finaldi/net/>

AHEC — Rural Connection

Health care students with an interest in rural practice are being trained in rural areas of Missouri. With the help of the computer and World Wide Web technology students in the multi-disciplinary Area Health Education Center (AHEC) program will have access to the information they need from MU's Health Sciences Center.

From a community-based education center in Rolla (Phelps County Regional Medical Center) students use a Web interface to perform literature searches in OVID, electronically request articles from the Health Sciences Library, communicate by e-

mail, search the Web for sites relating to their clinical cases and discuss them with fellow students on a private newsgroup. The students have a complete Internet workstation.

David Witten II, computer project manager for MIAIMS, set up the students' workstations to display a menu of options that provides access to information as if they were the medical school. Eugene Worth, M.D., Medical Informatics Fellow, participated in the development of the project. He says students should feel like they are just across the parking lot from the medical school, not 90 miles

away. "This is a tremendous opportunity for the students in pursuit of professional training," says Worth.

The MU AHEC was initiated in October 1994 when the School of Medicine received a \$1.4 million grant from the U.S. Department of Health and Human Services. Weldon Webb, Associate Dean, External Affairs, is the principle investigator of the project. The partnership between a medical school and community, in this case Phelps County Regional Medical Center, is fundamental to the 120 federally funded AHECs.

Computer Training and Education Needs Survey Results

Recently, MIAIMS surveyed 4792 individuals in four areas of the Health Sciences Center to assess the types of computer programs currently used and the need for training in these types of programs. The survey targeted virtually all computer users in the Health Sciences Center. A total of 566 (or 12%) of the surveys were returned to MIAIMS for analysis. This small but vocal group of respondents sends the message that training and education are critical needs. MIAIMS will use the results collected from this survey to develop training priorities and schedules. The following is a composite of those results.

1. What type of computer do you use for your work?

IBM/Compatible = 85%
Mac/Compatible = 9%
Other = 6%

2. Your status?

Faculty = 24.2%
Staff = 72.6%
No Response = 3.2%

3. In what activities do you spend more than 20% of your time?

Administrative 38.5%
Clinical 36.2%
Office Support 30.9%
Education 29.5%
Research 23.3%
Technical Support 13.4%

4 & 5. Indicate the importance of the following application and your need for training.

APPLICATION	IMPORTANT	NEED TRAINING
Database	61.5%	49.0%
Presentation Graphics	56.3%	47.6%
World Wide Web	48.7%	47.0%
Internet	53.7%	46.8%
Windows	79.0%	41.1%
Spread Sheets	54.9%	37.0%
Word Processing	84.7%	36.5%
E-Mail	83.0%	32.3%
Bibliographic Databases	42.1%	31.5%
Patient Information Systems	55.6%	30.7%
Research Software	19.2%	25.0%

6. What times are best for you to attend training sessions?

Morning 39.6%
Afternoon 45.8%
Evening 23.5%
Weekend 14.8%

7. Do you currently have access to adequate training?

Yes = 36.4%
No = 63.6%

The second MIAIMS survey, focusing on end user support issues, has been administered and so far the number of responses to this survey appears to be good. The results from the second survey will be presented in a future newsletter.

E-Mail Hoaxes

One morning, you open up your e-mail and find a notice from a co-worker with a dire warning about a computer virus going around that can infect your computer *just by reading* a certain e-mail message called "Good Times." Horrors! What should you do?

In this case, what you should *not* do is worry. Your co-worker has fallen victim to one of the classic Internet e-mail hoaxes of recent years. The "Good Times" message has proven so popular that the U.S. Department of Energy's CIAC (Computer Incident Advisory Capability), a body established to investigate computer viruses after the infamous Internet Worm shut down portions of the Internet in 1988, issued a bulletin declaring the "Good Times" virus a hoax and an urban legend. It is by no means, however, the only e-mail hoax circulating.

There's the story about the lady who, to gain revenge against a department store that overcharged her, publishes the store's "secret" recipe for chocolate chip cookies. Then there's the one about the poor, dying boy in England who wants to get into the Guinness Book of World Records for receiving the largest number of business cards. These are only a small sample of the e-mail hoaxes going around. To learn more, there's a World Wide Web page dedicated to these "thought viruses" at the Computer Virus Myths Home Page (http://ourworld.compuserve.com/homepages/virus_myths/).

How can you defend yourself from these hoaxes? As always, the best way is to remain skeptical, and to have a source of technical information that you trust. Of course, that doesn't necessarily mean that you'll be safe from these hoaxes. For example, just by reading this story, you've infected your computer with the dreaded "Chicken Little" virus, which in ten seconds will not only erase all the data on your hard disk, but will erase all the data on any floppy disks you have within five feet of the computer. Ten, nine, eight . . .

MIAIMS Progress Notes

The Steering Committee met in January to discuss the plan to evaluate various aspects of the MIAIMS Project. Evaluation will address three areas: user satisfaction, network access, direct cost of information services. The Missouri Kidney Program's electronic entry of dialysis clinic client information was demonstrated. The encryption and security aspects were highlighted as features that will benefit other projects.

The E-mail Enhancement Committee discussed a plan to establish a user help line and to collect problems and complaints for the committee to address.

The Electronic Health Care Record Committee viewed and discussed demonstrations on three pharmacology applications: Pharmakon, Micromedex, and Clinical Pharmacology.

The Clinical Outcomes, Quality, and Performance Measures Task Force will present its recommendations to measure health outcomes at MU's HSC. Recommendations include hiring a practicing physician to work with a quality and outcomes office. This office would determine what outcomes indicators should be incorporated into the Electronic Healthcare Record, evaluate outcomes organizations for possible participation, and create a quality and outcomes resource to be made available electronically to all MU health care providers.

The Web Team will request all HSC departments/units to publish a basic set of information on the HSC Web server. This will demonstrate a uniform presence of all HSC departments on the Web as well as heighten the awareness that documents placed on the Web must adhere to MU publication policies and guidelines.

The Consumer Health Information Committee gave a presentation for the Community Information Network conference held March 2 at the Holiday Inn Executive Center. The talk focused on helping consumers find reliable health information, use of listservs and newsgroups for support, and searching on the Web.

New Staff hired through MIAIMS grant:

- Jeffery Costello, Health Information Specialist, will assist with the evaluation effort.
- Larry Boehm, Graphics Designer, hired jointly by External Affairs and MIAIMS, will provide graphics art for publications and for the Web.
- Jean Sidwell, IAIMS Apprentice, will learn about the IAIMS Project so that she can transfer experience gained at MU back to Kirksville College of Osteopathic Medicine, where she is the Medical Librarian.

Liveware continued from page 1

James Cutts III, a senior programmer analyst with the Medical Informatics Group (MIG), received a Masters degree in computer science from MU. He has been with MIG for almost 12 years and has always thought that e-mail was important. James has the regular duties of e-mail management, network management, and software development. He provides a liaison with Campus Computing in his position with the HSC E-Mail Support Office and boasts a "really good working relationship" with CC. James has a particular interest in directory synchronization and will strive to ensure that everyone who has an e-mail address can be seen by everyone else's directory. "There's no point in having one without the other," says James. He has consolidated three HSC academic post offices and seen a reduction in response time from 64 minutes to one minute. His focus is on continuing this effort.

Disease Management Web Site Introduced by Greenstone Healthcare Solutions

The first disease management site on the Internet World Wide Web was announced by Greenstone Healthcare Solutions, a disease management subsidiary of The Upjohn Company. The combined web site and news group will foster the exchange of information and ideas covering a range of issues, including wellness programs and health risk assessments, clinical guidelines and treatment regimens, outcomes measurements, and data gathering and analysis. Visit Greenstone Healthcare Solutions' World Wide Web site at: <http://www.sapien.net/greenstone/>.

Other Opportunities

May 1-2, The Second Annual Nicholas E. Davies CPR Recognition Symposium "Excellence in the Implementation of Computer-Based Patient Record Systems," Washington, D.C., sponsored by the Computer-Based Patient Record Institute and the Managed Health Care Technology Institute. For more information contact HealthInfo, (617) 270-6000.

May 11-18, Toward an Electronic Patient Record 96: Twelfth International Symposium on the Creation of Electronic Patient Records and Global Conference on Patient Cards, San Diego, CA, sponsored by the Medical Records Institute. For more information contact the Medical Records Institute, (617) 964-3923.

May 30-June 1, The Computer as a Patient's Assistant: Clinical, Legal, and Ethical Considerations, Boston, MA, sponsored by Harvard Medical School, Dept of Continuing Education. For more information contact Lori Gershaw, phone: (617) 279-9887; fax: (617) 279-9875; e-mail: LGershaw@AViion-B.BIH.Harvard.Edu

Notes from the J. Otto Lottes Health Sciences Library

For more information about the following, call Health Sciences Library Information Services at 882-6141, or access the Library's Web page at <http://www.hsc.missouri.edu/library/docs/library.html>

The last week in May will bring the debut of MERLIN, the University of Missouri Libraries' new integrated library system. MERLIN, which stands for Missouri Education and Research Libraries Network, will replace the LUMIN online catalog system which has been in use for more than a decade.

MERLIN, like LUMIN, will be an online card catalog, representing the collections of the libraries on all four University of Missouri campuses. Users will notice several advantages which MERLIN has over the old LUMIN system:

- Tables of contents will be searchable and displayable for some books;
- Searches may be limited by date, language, or type of material;
- Ability to move from a given title to examine other items shelved nearby;
- Ability to jump to the exact volume needed within a large run of journal holdings;
- Backwards browse capability;
- Ability to tell if a book has been ordered, but not yet received.

Unlike LUMIN, MERLIN is an integrated library system, which will translate into enhanced efficiency for the technical processing areas of the library.

Within the next year, look for the following features which will be added to MERLIN:

- Users will be able to order materials, place holds, and see what items they have checked out;
- Alternate access via a World Wide Web browser such as Netscape or Mosaic will be available;
- Ability to search the library holdings of St. Louis University, including their Health Sciences Library

For more information on searching the MERLIN system or connecting from your home or office computer, call 882-6141 and ask for the Information Desk, or send an email to hslrefer@mizzou1.missouri.edu.

A Reminder

If you find yourself not wanting to make an extra trip to the library to ask a question or request an article through interlibrary loan, then call up our home page at <http://www.hsc.missouri.edu/library/> and ask us remotely. Reference questions will be answered by email and articles can be sent to your office.

InfoTours

Medical Informatics Group

Monday Noon Seminars

Sinclair School of Nursing, Room S226

*Note Room Change

- May 6 Copyright Issues
Connie Armentrout
Coordinator, Patients and Licensing
- May 13 Neural Network Modeling in Psychiatry
John C. Reid, 631 Lewis Hall*
- May 20 Quality Control and Patient Outcomes
Betty Tiziani, Senior Coordinator, Clinical
Information Systems
- May 27 Memorial Day
- June 3 Stress Management Program
Jerry Parker, Ph.D., Project Director
Karen Smarr, Protocol Coordinator
- June 10 Information Systems of the Department of
Mental Health
Bruce Vieweg, Director, Office of Information
Systems
- June 17 A Unified Catalog for a Heterogeneous Library
Timothy B. Patrick, Ph.D., Assistant Professor,
Library and Information Science
- June 24 Rebecca Morton, Manager, Medical Records

MEDLINE, CINAHL, & PSYCINFO

The OVID system makes available both DOS and Windows versions for searching journal literature in PsycINFO, MEDLINE and CINAHL. These workshops focus on the Windows version; DOS instruction is available on request. Enrollment is limited to 8 people for each workshop. Classes may be scheduled for individuals or departmental groups for dates other than those listed. All workshops will be held in HSL 126. To reserve a place in any of the classes, call 882-6141, or register on the Health Sciences Library's home page on the World Wide Web; the URL is <http://www.miaims.missouri.edu/library/docs/wsreg.html>.

MEDLINE

May 21 3:30 - 5:00 pm June 13 3:30 - 5:00 pm

CINAHL (Nursing and Allied Health Database)

May 1 10:00 - 11:30 am June 11 10:00 - 11:30 am

PsychINFO

May 23 3:30 - 5:00 pm June 18 10:00 - 11:30 am

HTML Classes

HyperText Markup Language classes are held every second and fourth Thursday of the month at 330 Health Sciences Library. Call 884-6627 to enroll.



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For ADA accommodations, contact the MIAIMS office.

Infosphere is available on the World Wide Web at <http://www.hsc.missouri.edu/infosphere/docs/infosphere.html>

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