

IN F O S P H E R E

PCC ONLINE PROGRESS



The work group assignments are almost finalized and are being analyzed to see if adjustments are needed. Orientation was conducted for work group members in August. Work group progress will be tracked and reported according to the following tasks:

Analysis: Refine scope, document current state, develop strategy, analyze hardware needs

Design: Examine process flow, unique identifier, database, security, policy, interfaces, risk management

Development (build): Construct databases/dictionaries, testing, training, security

Testing: Test unit, system, integration, stress/volume

Training: Begin training documentation, train-the-trainers, user training

Installation: "Go-Live," transition to support center

Post Conversion Support: Transition to Help Desk support

At this time, progress has been made in the first three tasks. Varying with the work groups, progress ranges from 5-50 percent in the analysis segment. Progress is also seen in design and development. This is on target for our timeline. A series of dinner meetings was held as part of the ProVide clinic pilot site selection process. Obstetrics High Risk, Hematology/Oncology (Ellis Fischel) and Fairview clinic were interviewed as potential pilot sites. Several other groups will be interviewed later in the month. A selection is expected in October. The selection criteria include clinic characteristics, staff/management, and physical and structural criteria. Participating as a pilot requires considerable staff and management commitment, flexibility, support of change, computer literacy, and adequate physical space for equipment.

ITS MANAGEMENT HIGHLIGHT: UNIVERSITY PHYSICIANS BUSINESS APPLICATIONS

Aimee Beaver, Manager



Known as UPBA for short, the University Physicians Business Applications team is responsible for the applications that support the University Physicians front office and billing operations. Focusing on physician and ambulatory care, the primary applications are provided by the IDX suite of products, which include scheduling, physician and outpatient hospital billing, and managed care functionality, along with other minor applications. The UPBA team supports these applications for 1000+ users spread across clinics, the community practice network group, UP Patient Accounts and School of Medicine departments.

Located in a new home at Q148 of the Rock Quarry Center, the team consists of 12 staff members. Each member has a primary application focus, but works with the other members to provide support across the system and answer the IDX Help Desk. Team members and their associated specialty are:

Applications Group

Joe Brewer, Computer Programmer/Analyst II, Financial Specialty Projects; Stan Shollenbarger, Computer Programmer/Analyst II, Security and Clinic Specialty Projects; Jill McGinnis, Computer Programmer/Analyst I, Scheduling Application Specialist; Cathy Schafer, Computer Programmer/Analyst I, Managed Care Application Specialist; Open, Computer Programmer/Analyst I, Billing Application Specialist; Reggie Scott, User Services Assistant II, IDX Help Desk and User Support.

Programming Group

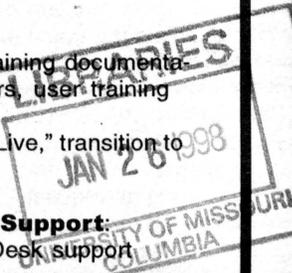
Dan Heaviland, Senior Programmer/Analyst, Electronic Data Interchange (EDI) and Database Programming; Carol Fresenburg, Senior Programmer/Analyst, Application Enhancement Programming; Christopher Pickens, Computer Programmer/Analyst II, Financial Database Information; Patty Stickney, Computer Programmer/Analyst II, Clinic Database Information and SmartTalk Programming; Gere Harmon, Computer Programmer/Analyst I, Reporting; Dolores Eames, Computer Programmer/Analyst I, Reporting.

This great team has grown significantly over the past year, with Dolores and Cathy joining the group just this month. All the members are instrumental in meeting the increased demands created by new clinics, the growing number of managed care contracts and handling a wide variety of projects for the organization. The following is a small sampling of projects, both past and present, addressed by the UPBA team.

New Clinic Installations

Over the past year, UPBA installed 10 new remote clinics and incorporated 13 Heart of Missouri clinics into the University Physicians organization. Plans for five additional clinics are already underway, as well as the addition of selected departments to the Scheduling system.

Continued





TUESDAY NOON SEMINARS

Seminars are at GL03-11 in the basement tunnel between the Hospital and McHaney Hall

October 7

Mihail Popescu, M.S.

Integrated Technology
Services

*Accessing Databases from
the Web*

October 14

Santosh Krishna, Ed.S.

Medical Informatics Fellow

*Patient Education for Asth-
matics: Analysis of Controlled
Evidence*

October 21

Michael R. Robertson

Manager, ITS User Services

*User Services Role in
Supporting Medical Informa-
tion Systems*



If you can't make it good, at least make it look good.
Bill Gates

ICONOGRAPHY

To help our readers identify those articles of interest to them, we have identified the topic of each article with one or more icons.



Electronic Health Care Record



Information Access



Infrastructure



Organizational Structure

EDITORIAL STAFF

Linda Cooperstock: Manager, Planning and
Coordination

Alan Arnold: LAN Manager, Internal Medicine

Karen Apple: Senior Information Specialist, ITS

Rebecca S. Graves: Information Services

Librarian, J. Otto Lottes Health Sciences Library

Lamar Henderson: Senior Information Specialist,
ITS

Debra Wheeler: Information Specialist, ITS

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For ADA accommodations, contact the ITS office.

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

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UPBA CONTINUED

SmartTalk Appointment Reminder System

UPBA coordinated with Clinics Administration to implement the SmartTalk Appointment Reminder system. The system currently notifies patients of upcoming appointments and provides reports to the clinics of any cancellation requests. We are now working with IDX as a Beta site to implement a two-way interface for SmartTalk. This would allow responses to automatically update the IDX Scheduling system.

Medicode/Transaction Editing System (TES)

The Medicode system works with TES to provide error checking on claims prior to submission. This project is just beginning, but when fully implemented it should increase reimbursements through a reduction in errors and quicker processing.

Front Desk

Front Desk provides enhanced functionality on IDX designed to improve the overall business flow of the check-in/check-out process in the clinics.

Of course, the UPBA team is also heavily involved in the Patient Centered Care Online (PCCO) project, which will integrate the existing IDX applications with new components from both IDX and Cerner to serve the future clinical and financial software needs of the enterprise. All in all, these projects will keep the group hopping for a long time to come!

REPORT FROM THE ITS MANAGEMENT TEAM

Project Priorities



A small group comprised of John Brother, Dr. Robert Churchill, Mike Philips and Bill Gable will begin meeting on a regular basis to advise Dr. Mitchell on how to prioritize the many projects ITS is requested to do. This project prioritization will ensure that the operational aspects of the Health Sciences Center information needs are met while we are accomplishing the Patient-Centered Care Online (PCCO) implementation. It's a case where the best people have been pulled away to work on PCCO but still need to work to keep the hospital running.

The ITS Managers are registering all requests for information technology projects into a database searchable by resources required, department requesting, status of the request, dates, etc. All projects will be evaluated and prioritized by the sub group of the Executive Leadership Committee and approvals will be given.

We appreciate that many staff and physicians need to put special effort into the PCCO implementation to effect a product that will make patient care more efficient for care givers and patients while maintaining the hospital's billing needs.

PCC ONLINE PLANS PUBLICITY



The implementation of Patient Centered Care Online (PCCO)—the transition to new patient-care software—will take place over the next three years. One of the best ways to accomplish a smooth transition will be the use of strong communication to faculty and staff regarding the changes that PCC Online will bring. Traditional methods of publicity on the project will be used. Readers can find ongoing updates/ information regarding PCCO on *CARES* and *LifeSphere* websites, e-mail lists (some), **InfoSphere**, *PCCOnline Bulletin*, *Slice of Life* and *Staff Life*.

A new place to read up on the latest information will be on the newly created PCCO Bulletin Board, located in the bulletin board section in your e-mail. You saw the future at the Kick-off; now, news is only keystrokes away!



NEW STAFF

Juan de la Torre, M.D.
Health Program Specialist
Planning and Coordination

Cheryl Duncan
Senior Computer
Programmer
Clinical Applications

Jessica Schaper
Computer Programmer
Analyst II
Clinical Applications

Debra Fuemmeler
User Support Analyst I
User Services

David Clapp
Student Lab Worker
User Services

CONGRATULATIONS

Joe Brewer
Promoted to Computer
Programmer Analyst II in UP
Business Applications

Pat Stickney
Promoted to Computer
Programmer Analyst II in UP
Business Applications

Rex Russell
Reclassified to Computer
Project Manager in Data &
Technical Services

INFOSPHERE WORLD-WIDE

*Our Little Slice of Heaven
on the Web*



[www.hsc.missouri.edu/
infosphere](http://www.hsc.missouri.edu/infosphere)

FROM THE J. OTTO LOTTES HEALTH SCIENCES LIBRARY

ORDERING DOCUMENTS FROM YOUR OFFICE

If you are the type that likes to get the task done in one sitting, read on. Now you can order documents from the following points without having to fill out a form at the library. True, you still have to fill out a form; however, it's now on your own computer in your own office.

Books

You're searching through the MERLIN Library Catalog and find the perfect book only to discover that it's at St. Louis University. In the DOS/Telnet version, simply type "G" or in the Netscape Windows version, scroll down to the bottom of the page and click on "REQUEST THIS ITEM" and it will be sent to you by courier to the library of your choice. You will be prompted for your name, social security number, and a pin number. The pin number is a numeric password that you assign yourself. Make a note of it! The MERLIN system will expect you to remember it the next time that you request a book.

Journal Articles

When using Web Ovid to search in CINAHL, MEDLINE, CancerLit, or HealthSTAR, you may request articles on-line. Upon completing a search, select the articles that you desire. Next, scroll down to the Citation Manager box at the bottom of the screen, make changes to the fields and formats if you prefer, and then click on the Order button located in the Action column. You will be given an electronic form to complete and submit.

You may request any article whether the library owns it or not. NOTE that you will be charged 20¢ per page for any articles that are from journals owned by the Library. The Health Sciences Library absorbs the cost for journal articles not available locally.

If you are in one of the above mentioned Ovid databases, you may check whether the library owns a journal by noting whether or not the "Abstract" or "Complete Record" displays contains the "Local Messages" field. You may also search under "Periodicals and Newspaper Titles" in the MERLIN Library Catalog.

If you have any questions on these features, please call us at 882-6141 or email us at hslrefer@showme.missouri.edu.

Announcing Scriver

The standard biochemistry textbook, *Scriver's Metabolic and Molecular Bases of Inherited Disease* (MMBID), is now available on the HSLNET server in the Health Sciences Library. In addition to the complete text and images of this 3-volume text on inborn metabolic errors and medical genetics, the computerized version contains chromosome table data from Johns Hopkins' Human Genome Database.

The program is currently available through the ITS Lab computers (including M1 and M2 labs) as well as from the computers on the second floor of the Health Sciences Library. Any Windows workstation on the campus network can be configured for access; contact your network manager or Denise Hooks in the Health Sciences Library for further information.

For assistance or instruction in searching MMBID, contact the Health Sciences Library Information Desk at 882-6141.

**MEDLINE /
CINAHL /
PSYCINFO
WORKSHOP
SCHEDULE**

October

Medline 3:30-5:00
Thursday 9
CINAHL 10-11:30
Wednesday 15
PsycINFO 10-11:30
Wednesday 22

November

Medline 10-11:30
Wednesday 5
CINAHL 3:30-5
Tuesday 11
PsycINFO 3:30-5
Monday 17

December

Medline 10-11:30
Tuesday 2
CINAHL 3:30-5
Monday 8
PsycINFO 3:30-5
Thursday 11

You can search journal literature on the OVID system using Windows or DOS. These workshops focus on Windows; you may request DOS instructions. Enrollment is limited to eight each. Special dates available. Call **882-6141** or go to <http://www.hsc.missouri.edu/library/docs/wsreg.html> to register or for more information.

CONFERENCES

October 25-29, 1997

AMIA Fall Symposium Nashville, Tennessee
<http://www.amia.org/f97flyer.html>

October 28-31, 1997

Educom '97 Minneapolis, Minnesota University of Minnesota
<http://educom.edu>

October 31-November 6

The Association of American Medical Colleges 108th Annual Meeting, Washington, D.C.
<http://www.aamc.org/events/annual/1997/start.htm>

November 3-4, 1997

Testing New and Advanced Technologies Fremont, California University of California-Berkeley Extension
<http://www.unex.berkeley.edu:4243/nation>

November 3-6, 1997

MEDNET '97 World Congress on Internet in Medicine Brighton, England Society for the Internet in Medicine
<http://www.mednet.org.uk/mednet/mednet.htm>

November 9-12, 1997

25th Annual ACM SIGUCCS User Services Conference Monterey, California ACM
<http://www.acm.org/siguccs/confer.html>

JACK HAMMER, NETWORK DETECTIVE

by Alan Arnold

Hey, **Hammer!** You moved to your new **cube** yet?

Nope. I got one look at it and said, "**Nothin' doin'!**" I explained to the **Cube Czar** that I work on all kinds of **equipment** and test **software** and manage dozens of **projects** at a time, and monitor four **file servers**. I couldn't **possibly** accept a space like that.

What did he say?

He said that he did have a **suitable space** for a **man like me**.

Where?

Ah... the **men's room**. It's certainly more **spacious**, but one **slip** and there goes the **server**.