

From the President's Desk

Dear Arkansas HIMSS Chapter Members;

The Arkansas and Tennessee HIMSS chapters came together to offer a two-state meeting in Memphis on February 7. We had a great turnout with 114 total attendees and I want to extend our sincere appreciation to the following individuals for their presentations.

- Becky Magee
- Charles Pigg
- David Stone

To view the presentations, please visit the meetings page on our Arkansas HIMSS website www.arkansashimss.org.

National HIMSS Meeting:

The Healthcare Information and Management Systems Society (HIMSS) Conference & Exhibition, is scheduled for Feb. 24 – Feb.28, 2008, in Orlando, Fla. at the Orange County Convention Center.

We will be hosting an open house on Sunday, February 24th from 4:00 pm to 5:00 pm in room 230. Please stop by and say hello. For more information on the national conference please visit the following website <http://www.himssconference.org/index.aspx>.

WEBSITE:

Our website (www.arkansasHIMSS.com) has undergone a transformation and we hope that you like the additions. A few of the new pages are listed below:

- Meetings
- Member Spotlight
- Sponsorship Opportunities

In each newsletter we highlight a chapter member and we hope that you will nominate a colleague for the next article. To do so you will need to visit the "Nominate a Member" page (<http://www.arkansashimss.org/memberspotlight/memberspotlight1.html>) and fill it out. After it is reviewed by one of staff members, the person nominated will be contacted and asked for information regarding themselves as well as their current initiatives.

We are looking forward to a very successful 2008 year with you.

Sincerely,

Adena Handy, CPHIMS, FHIMSS
President – Arkansas HIMSS Chapter

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Bulletin Board

- Renew Your HIMSS Membership Today!
Here's an easy way to renew your HIMSS membership... [click here!](#)
- HIMSS Virtual Conference & Expo
Save the date for the next HIMSS Virtual Conference & Exhibition: April 23-24, 2008
- Visit the HIMSS HIT dashboard at www.himss.org/statedashboard/ to access a comprehensive information tracking tool!
The HIT Dashboard organizes information by project types or components to make it easier to find information by state on various topics.
- Do you know of a fellow Arkansas HIMSS member that you feel needs to be recognized for their hard work and contribution to the industry? We would like to spotlight their achievement in our new "Member Spotlight" section of the newsletter. If so, please submit your nomination in the Member Spotlight section of the Arkansas HIMSS Webpage, www.arkansashimss.org
- Are you interested in becoming a sponsor of the Arkansas HIMSS Chapter? Please contact James Gaston - jegaston@arkbluecross.com for information if interested.
- Are you interested in being a speaker at one of the chapter meeting programs? If so please contact Debbie Green at debbie.green@baptist-health.org
- This newsletter is for you! We intend to provide useful and interesting information to our chapter members. Please send any comments or suggestions to David Greenway/Membership & Communications Chair at david.greenway@baptist-health.org.

Upcoming Events

February 24th, Orlando, FL. – Open House for Arkansas HIMSS Chapter
- 4:00 pm to 5:00 pm in room #230. Please stop by and say hello.

April 24th - Telehealth in Arkansas (co-sponsor with Arkansas Telehealth Oversight Management) **Free admission to all HIMSS members!**
-1:00 pm to 5:00 pm, Location to be announced.
-Telehealth initiative update by ATOM
-Training for grant funding
-Telehealth applications case studies
-Exhibits of telehealth equipment/applications by vendors
-Possible CEUs

Member Spotlight



Susan Beasley

CPHIMS, Manager of IT - Physician Services / St. Bernards Medical Center

What do you do at St. Bernards Hospital?

I am the Manager of IT - Physician Services. My staff and I provide IT support for physicians with an emphasis on implementing and maintaining Electronic Health Records, generally in an ASP hosting environment. I also serve on the HIMSS Davies Award Ambulatory committee.

What are you currently working on?

Finding an EHR and Practice Management system for an Orthopedic group.

What is your favorite thing about your job?

I believe in the mission at St. Bernards (To provide Christ-like healing to the community through education, treatment and health services). My favorite thing is being able to work with others who believe in this mission and work to serve this mission. In my job I have the opportunity to see the direct impact on how what I do helps the physicians stay focused on healing by providing access to the information they need in a timely manner. I have an outstanding staff and I couldn't do my job without them.

Briefly tell us about yourself.

I have been with St. Bernards Hospital for six years. Last year I obtained the CPHIMS certification. I am in the process of working on a Masters in Health Informatics and Information Management from the University of Tennessee. I wanted to obtain this Masters so that I can improve my knowledge of healthcare and combine it with my knowledge in Information Technology. I am married and I have one son that attends Carnegie Mellon University.

The Arkansas HIMSS chapter would like to recognize Susan for her hard work and dedication to the HIT industry.

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Arkansas Children's Hospital - Designs Innovative System to Answer Patients Education, Information and Entertainment Needs

Doug Krile, Team Leader Systems Development Group – Arkansas Children's Hospital

The CareHub system centralizes access to a wide range of education, information and entertainment options. Patients can pause and record television shows, view educational videos prescribed by the medical team, watch movies on demand, access a huge music library, play online and Xbox games, chat with other patients or family members (authorized by a parent or guardian) and go online to the internet.

The system is designed around several off-the-shelf components, including a Microsoft Media Center PC, an Xbox 360 gaming system and a 32" plasma TV.

Prior to admission, if the patient has been scheduled for a hospital visit, parents or guardians can use a web-based portal (access-controlled by a secure username and password combination) to upload music files and photographs to the system's central media server, and change certain access settings for the system (hours of operation, movie limits, etc). The portal also allows them to check appointments at the hospital and view current billing information.

The system is activated when a patient is admitted to the hospital and assigned to a room. As soon as the system recognizes that the patient has been assigned to a specific room, it acknowledges the patient's age and gender and begins loading appropriate audio and video files to the Media Center PC in the patient's room. The system also loads all of the material the patient may have uploaded via the system's website portal. The system utilizes the hospital's existing computer network to transfer the material from the CareHub media server. This decentralized design (that pre-loads material) lowers the demand for network resources, compared to a fully-centralized system that utilizes the network infrastructure to "stream" material on-demand directly from a centralized server.

Members of the medical team can access patients' medical records at the bedside. Access to those medical records is limited to doctors and nurses who have been delegated responsibility for that patient. Access to those records is obtained when the medical team member utilizes a magnetic card reader in the room to read stored on a hospital identification card.



The touch screen then changes to allow the display of results of radiology exams and other medical tests, eliminating the need to take the patient and parents to an exam room or office to show them the test results.

The CareHub system also solves the issue of how to effectively sanitize remote controls and keyboards. The system uses a bedside touch screen, mounted on a swing arm, to control nearly all aspects of the system, replacing the TV and VCR/DVD remote controls. The touch screen can be easily sanitized at any time. The same is true of the silicone-encased keyboard.

The Xbox 360 gaming system serves as an extension of the Media Center PC, but also allows patients to view their personal DVDs, and play Xbox 360 games from their own collection or a hospital library. The Xbox system is locked into a custom, wall-mounted, metal case to prevent theft.

The CareHub system (patent pending) was tested in 16 rooms during a trial period in 2006. Input from patients, parents and hospital staff was overwhelmingly positive and contributed to the hospital's decision to make the system available to nearly every bed in the facility. Input from patients, parents and staff will drive future upgrades and enhancements to the system.



The future of health-care information: Personal Health Records

Kelly Whitehorn, Manager, Corporate and Web Communications - Arkansas Blue Cross and Blue Shield

Thanks to technology, people make their own airline reservations, create personal Web pages, do their own taxes and now, they can update and review their own health-care information.

Because health is everyone's most important asset; personal health information is a valuable resource to all people, their families and the doctors and other health-care professionals who provide care.

That's why personal health records were created. The idea behind personal health records is to place records from every health encounter in one patient-controlled spot. Then if someone travels, changes doctors, moves or loses their medical records in a tornado or other disaster, health information is safe and available online.

Before personal health records, it probably wasn't possible to find a complete record of someone's personal health information in a single location. Today, it's possible.

A Arkansas Blue Cross and Blue Shield Personal Health Record (PHR) is a secure, Web-based, electronic medical record that combines information provided by members and information available from claims data. It is a collection of important information about a member's health (or the health of a family member), which he or she can actively maintain and update.

The more complete and accurate that a PHR is, the more useful it is in helping members play an active role in their own health care.

How does the Arkansas Blue Cross PHR work?

A PHR is a J2EE (Java) Web-based application running on WebSphere connected to a DB2 database. It is loaded nightly from claims data processed by Arkansas Blue Cross.

Why is a PHR important?

The PHR is useful in everyday situations as well as in emergency situations.

1. Through a Web-based PHR, a doctor may be able to detect possible interactions with the various medications a member may be taking.
2. It's a great way for members to keep up with his or her child's health check-ups, immunizations and illnesses.
3. The PHR can be extremely helpful in emergency situations when a doctor needs to have access to a member's medical history and current medications in a hurry.
4. The PHR allows members to easily access information in the event that a physician's records are damaged or lost.
5. Easier access and sharing of health information between doctors and hospitals is something that can lead to better and quicker diagnoses, less headaches when changing doctors or moving to a new town, and less chance of a serious condition being missed by a doctor.

The PHRs produced by Arkansas Blue Cross also have built-in reminders that prompt members — and their doctors — when certain preventive screenings and health management tests should be completed (e.g. a reminder to have your cholesterol checked). This can help improve the quality of medical practice overall.

With input from members, a PHR offers vital information such as:

- Emergency Contacts
- Current medications and dosages
- Allergies and sensitivities to drugs or materials
- Hereditary conditions
- Medical history
- Social history

Additionally, the PHR includes a health summary, medication history, a list of outpatient and office visits as well as inpatient hospital stays, an immunization record and more. The PHR also offers a "clipboard" — a printable version of the health summary that members can take with them to their doctors' appointments.

All information for the PHR is entered and maintained by our members and populated from claims data. Members may choose to "hide" specific information in the PHR such as certain medications or physician office visits. That means that physicians will not have access to the information that is hidden although they still will be able to view it. Additionally, the system automatically hides information about HIV/AIDS, drug /alcohol abuse, sexual abuse, family planning, sexually transmitted diseases and mental health issues. If they choose to do so, members can show this information.

How do members access the PHR?

Members access their PHRs through a secure member portal on the Arkansas Blue Cross Web sites.

Doctors have access to PHRs

Physicians may access anyone's PHR if he or she verifies that it has been authorized by 1) the patient/member; 2) a patient/member representative; or 3) if it's an emergency situation. The information is not shared with any other entity or company.

The future of PHRs

The growth of PHRs is in the early stages. Arkansas Blue Cross rolled out its version of the PHR to members in 2007, and it is slowly taking root among members and physicians. No one knows yet exactly what features will be the most valuable to users down the road, but the PHRs — no doubt — will be the safest, easiest and most complete way to access patient health-care information in the future.

