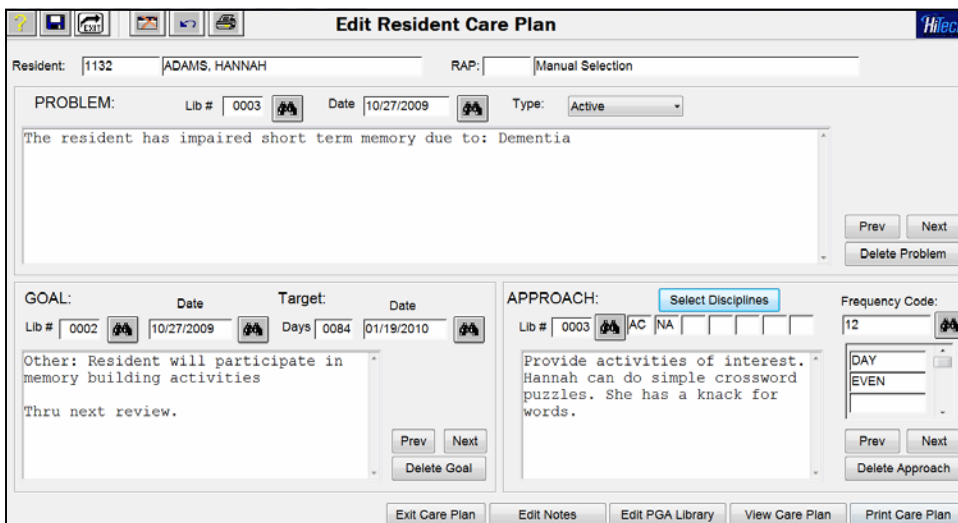




Hi-Tech Ready to Launch New Care Plan Design

Release 9.10 will introduce a new, user-friendly Edit Care Plan program and the opportunity to install a new Problem, Goal, Approach (PGA) library.

In the new program you select problems, goals and approaches from the PGA library in pop-up selection windows. The selected items are then displayed for editing on the **Edit Resident Care Plan** screen (shown below). The new screen design provides much additional space for adding individualized care plan text.



Click the Previous and Next buttons to scan through and edit your selections. Your changes are saved automatically.

At the bottom of the screen you can choose to **Edit Notes**, **Edit PGA Library** and **View** or **Print Care Plan**.

Approaches Will be Attached to Goals

Previously, approaches and goals were attached to a specific problem in the PGA library and in residents' care plans. With Release 9.10, approaches will be attached to *a specific goal within a problem*. The update process will re-attach *all* existing approaches to *each* of the goals for the same problem. For example,

Problem 1:

- ▶ Goals 1 and 2
- ▶ Approaches 1, 2, 3

attachments ⇒
after ⇒
conversion ⇒

Problem 1:

- ▶ Goal 1 ▶ Approaches 1, 2, 3
- ▶ Goal 2 ▶ Approaches 1, 2, 3

Approaches will be repeated for each goal. If you keep your existing PGA library and care plans, you must edit your library and care plans to remove approaches that do not pertain to a specific goal.

Or, you can install the *new* PGA Library in which this editing has been done. You must create *new* care plans for all residents using the new PGA library.

See the Care Plan Webinar and Workshop schedule and a sample of the new care plan print format on Page 4. ■

Dates to Remember

- Veterans' Day, **HTS Open**
Wednesday, November 11
- Thanksgiving, **HTS Closed**
Thursday, November 26
- First Day of Winter
Monday, December 21.
- Christmas Eve, **Closing at noon**
Thursday, December 24
- Christmas Day, **HTS Closed**
Friday, December 25
- New Year's Day, **HTS Closed**
Friday, January 1
- Martin Luther King, **HTS Open**
Monday, January 18

In this Issue

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Find the **blue swoosh** hiding in this issue. Email marti@hi-techsoftware.com. Tell her where you found it. She will enter the first 10 responders in a drawing for a \$25 L.L Bean gift certificate.

See our **Webinar Schedule** at www.Hi-TechSoftware.com > [Hi-Tech Clients](#) > [View Webinar Schedule](#)

Hi-Tech Welcomes New Clients

The Inn at Atlantic Heights, Saco, ME:

Charges Interface

Shaw House, Bangor, ME:

Resident Billing by Exception

Current Clients Add Capability

IMAR Electronic Medication Administration System

Bolster Heights, Auburn, ME

Park Street Group facilities:

Bayview Manor, Searsport, ME

Capital City Manor, Augusta, ME

Davis Estates, Machias, ME

Halldale Manor, Farmingdale, ME

Hilltop Manor, Dover-Foxcroft, ME

Limestone Manor, Limestone, ME

Pleasant Meadow Estates, Dover-Foxcroft, ME

Seven Tree Manor, Union, ME

Tissue Country Estate, Athens, ME

The Lodges Care Center, Springvale, ME

St. Joseph Nursing Home, Frenchville, ME

CareTracker Interface

Crosswinds, Fort Kent, ME

Ridgewood, Madawaska, ME

O'Berry Neuro Medical Treatment Center,

Goldsboro, NC

Rehab Therapy Time System

Gill Odd Fellows Home, Ludlow, VT

AHCA Recognizes Quality

In 2009, the American Health Care Association recognized the following HTS client facilities for their achievements in the three-step Quality Award Program.

Step 1:

Market Square Health Care Center, South Paris, ME

Village Crossing at Cape Elizabeth, ME

St. Teresa Rehabilitation and Nursing Center,

Manchester, NH

Step 2: Westgate Manor, Bangor, ME

NHHCA Awards Employee of the Year

The New Hampshire Health Care Association has given the *Employee of the Year Award* to Mary Jane Moran, Activities Director for Assisted Living at Warde Health Center in Windham, NH.

At its annual meeting on November 4, the NHHCA will recognize facilities that are deficiency-free, and which received AHCA Step 1, 2, and 3 awards and Quality of Life Awards. *Good luck to our client facilities!*

VHCA Awards HTS Client Facilities

The Vermont Health Care Association named the following facilities *2009 Quality Award Winners*:

The Manor, Morrisville

Mayo Healthcare, Northfield

VHCA named the following *2009 Gold Star Employees*:

Crescent Manor, Bennington: *Team Approach*

Franklin County Rehab, St. Albans:

Orientation and Training

Greensboro Nursing Home, Greensboro:

Team Approach

The Manor, Morrisville:

Professional Development & Advancement Practices

Mayo Healthcare, Northfield: *Team Approach*

Mt. Ascutney Hospital and Health Center, Windsor:

Supervision—Training & Practices

Vernon Green Nursing Home, Vernon:

Team Approach

At the 2009 Fall Conference on September 21, the VHCA recognized the following employees of HTS client facilities:

Mayo Healthcare, Northfield

Wanda White, *Outstanding LNA*

Brenda Preston, *LPN of the Year*

Franklin County Rehab, St. Albans

Patty Ede, *Staff Development Coordinator*

The Pines Rehab & Health Center, Lyndonville

Mary Bassett, *Activity Director of the Year*

Crescent Manor, Bennington

Claudette Werner-Poorman,

Administrator of the Year

Woodridge, Barre

Claire Roy, *Business Office Manager of the Year*

Jeffrey Gallagher: *Dietary Aide of the Year*

Mary Eileen Supplee: *Outstanding LNA*

CNA at C.A. Dean Recognized

In September 2009, Stella Derboghosian, CNA at C.A. Dean in Greenville, ME received the *2009 Annual Excellence in Long Term Care Award* sponsored by the Maine Health Care Association (MHCA), First Atlantic Health Care and the Maine Long-Term Care Ombudsman Program. This is the fifth year in a row that C.A. Dean has received this award. Stella was also recognized as the *2009 MHCA Care Giver of the Year*.

MHCA Awards Maine Facilities

At its annual Fall convention in October, the Maine Health Care Association named the following HTS client facilities *MHCA QI Award* recipients:

Dexter Health Care, Dexter
 Westgate Manor, Bangor
 *C.A. Dean, Greenville
 Presque Isle Rehab and Nursing Center, Presque Isle
 Hibbard Nursing Home, Dover-Foxcroft

*C.A. Dean also made the Honor Roll in the *U.S. News and World Report* ranking on nursing homes. For more information go to <http://health.usnews.com/sections/health/best-nursing-homes/index.html>

Help HTS Help You

Notify sharon@hi-techsoftware.com if you have:

- a new email address.
- changes in staff who use HTS applications or who view our Webinars.
- a new HIPAA contact.

Backup your data everyday that you change information in Hi-Tech applications. Backup to external media and store it offsite. If your hardware fails, you can install this backup copy on new hardware.

Notify HTS at least one day before an IT or hardware technician will be at your facility and need our help.

Review your Hi-Q Training Points: Review your billing statements, or call Hi-Tech, to see how many points you have left.

- 2009 points carry over to 2010 but expire at the end of 2010.
- If you have used all your 2009 points, you can borrow 2010 points.

Happy Thoughts on Client Support

Linda at Ridgewood Estates (Madawaska, ME) loves the Release 9.08 changes in Accounts Payable (see page 7).

Here are other comments our Support staff received through the GoToAssist™ online support system:

I have to tell you that every time I mess up I am just sick about it!!! And just like magic, I call and you make it perfect. I am impressed at your nature to understand me ...and you are so very patient! You should feel very proud and confident of your whole staff. Thanks.

Alicia was very knowledgeable, helpful and friendly. She provided very prompt support service, and was willing to answer any questions.

Rachael was very clear in explaining Hi-Tech applications. She was also very patient. She has great customer service skills.

My representative was Claire Bourque and I could not have asked for a more pleasant person, who was more than willing to help me.

Connie was very nice and answered my questions very thoroughly. I learned a lot and cannot wait until our next session.

Kris was very thorough and pointed out things that may help at this immediate time, and in the future. Kris pointed the mechanics of the system, and why and how the report came to the figures.

GoToAssist Satisfaction Rates	Positive 😊	Neutral 😐	Negative ☹️
June–September	97.34	2.41	0.24

Deanne Morrow Joins Hi-Tech Support Team

Deanne comes to Hi-Tech Software with 11 years of experience with HTS applications in two different client facilities. She is “fluent in” HTS Accounts Receivable, General Ledger, Payroll, Accounts Payable and Fixed Assets. She also has significant billing knowledge, and her specialty is Medicare Skilled Nursing.

Deanne has an Associate Degree in Accounting from Andover College in Portland, Maine. She is currently completing her Bachelor’s Degree in Business Administration through Walden University.

Originally from Madawaska, Maine (Aroostook County), Deanne moved to Central Maine to work at Hi-Tech. She lives in Madison with her husband Simon and their two sons, Simon IV and Alex. Deanne enjoys watching baseball, camping, and spending time with family and friends. Her favorite activity is to be part of her sons’ extra-curricular activities—watching their sport games or being a “groupie” for her son’s bands. *Welcome, Deanne!*



Clinical Systems News

Review New Printed Care Plan Format

RESIDENT CARE PLAN	
HI-TECH NURSING & REHAB	
Review Date/ Signature	Problem / Goal / Approach
	<p>Problem: 0003 Date: 10/27/2009 Type: Active The resident has impaired short term memory due to: Dementia</p> <p>Goal: 0001 Date: 10/27/2009 Target: 01/19/2010 The resident will be able to locate location of room daily. Thru next review.</p> <p>Approach: 0002 Disciplines: N NA Frequency: DAY EVEN NIGHT Provide cues, signs, etc. as needed to assist the resident to locate room.</p> <p>Approach: 0004 Disciplines: A Provide correct information in a kind and gentle manner, orienting the resident to time and place as needed.</p>

Learn to Use the New Care Plans

Webinars:

- Thurs 11/5 10 am *Are You Still Hand Writing Care Plans?*
- Mon 11/23 10 am *Care Plans*
- Tues 11/24 2 pm *Care Plans*

Workshops: (we will soon send invitations)

- Tues 11/17 Black Bear Inn, Orono, ME
- Friday 11/20 Verrillo's, Portland, ME
- Two sessions: 9am-12noon and 1:30-4:30

Use your Hi-Q points for on-site or phone Training. ■

Assessment Required for Appendix C PNMI

- MaineCare-eligible residents who receive assisted living services must be assessed for medical eligibility.
- For residents admitted before 10/30/09, medical eligibility is based on the most recent MDS-RCA record.
- As of 10/30/09, residents must have a MED assessment by Goold Health Systems (GHS). Find the MED Tool at www.maine.gov/dhhs/oes/medxx/medxx.htm. ■

Hi-Tech Posts ICD9 File

Hi-Tech has posted the ICD9 file for 2009-10 to our website. The 10/1/09 email from Hi-Tech tells you how to access the ICD9 Update Memo and file. After you download the file, you must run two additional programs to put the file in place. If these programs are *not* run, your HTS menu will display the warning: *New ICD9 Library 10/01/2009 not updated*. Contact your system administrator if you receive this message. To verify that the 2009 ICD9 file has been downloaded, on a Hi-Tech menu press the [F1] key on your keyboard. On the screen that displays, under **Downloads...ICD9:** look for a date later than **10/01/2009**. ■

Do You Use these New 9.08 Features?

Documentation > Height and Weight > Print Weight Statistics. Select Use Current Weight date for Statistics to use each resident's most current weight date as the look-back date to capture weight stats for 30, 90 and 180 days. Leave unchecked to use the Start Date as the look-back date.

Notes > Edit Notes: If you assign Discipline codes to Notes (i.e. N for Nursing) when you review Existing Notes you can select View Discipline Only to display notes for a specific Discipline.

MDS/Care Plans > MDS > Edit MDS: for a comatose resident, at Section B.1 Comatose select 1-Yes and Check Sections B,C,D,E,F complete if comatose. The SELECT STARTING SECTION will list those sections as Completed. If you change B.1 to 0-No, complete each of those sections.

Reporting > MDS > Edit List:

- Current MDS with RUG Weight & ADL will list each resident's current MDS Assessment Date, Reason for Assessment, RUG category, weight and ADL.
- Discharge Tracking Exception List will list residents with discharge dates in their face sheets but do not have an MDS Discharge Tracking Form.

Calendar > Schedule by Resident and by

Event: When adding a new event you can now enter a date *after* which an event should start.

Reporting > Calendar > Resident Calendar

allows you to sort by Event/Date and to select Individual and Type of Event to produce highly specific event lists. ■

```

ComputerName: MARTIPC
CRT Number...: 01
User ID.....: HTS*
Path.....: W:\DATA
$Y$TM.....: YYYYYYYYYYYYYYYYYYNN
Windows Ver.: Windows Vista
Runtime Ver.: 11.00
                4A-1000-13995-0020
Downloads...: ENH:06/30/09
                PPS:10/30/2008
                ICD9:10/01/2009
                BFEE:10/30/2008
    
```

Give it a Shot

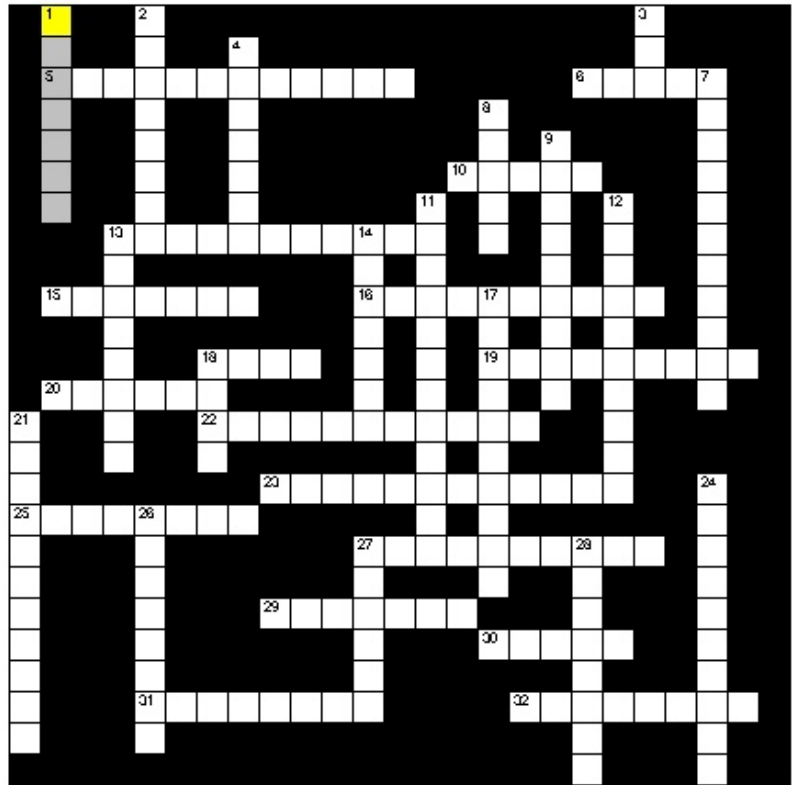
Refresh your knowledge to prepare for the flu season. Find the answers or play online at www.nursingcenter.com > Community > Puzzlers > Nursing Center Puzzlers > Give it a Shot! www.nursingcenter.com/upload/static/403753/Influenza.html

Across

- 5. Drugs used to treat fever
- 6. Expel air from the lungs suddenly
- 10. Bird flu
- 13. Also known as Tamiflu
- 15. Lack of energy
- 16. Communicable
- 18. Susceptibility to disease
- 19. _____ inactivated influenza vaccine
- 20. Reflex that causes sudden expiration from nose and mouth.
- 22. Drug used to eliminate a cough
- 23. Vaccination
- 25. Outbreak affecting many people in one population
- 27. Accumulation of mucous
- 29. Practices conducive to health
- 30. Type of organism which causes the flu
- 31. Complaints associated with the flu
- 32. Rapid spread to many people

Down

- 1. Muscle aches
- 2. Nasal congestion
- 3. Short for influenza
- 4. How influenza is transmitted
- 7. Key practice to reduce transmission
- 8. Elevated body temperature
- 9. Also known as Relenza
- 11. Passing of the influenza virus to others
- 12. Time between infection and symptoms.
- 13. Sudden increase in the incidence of a disease
- 14. Given to increase immunity to the flu
- 17. Live, _____ influenza vaccine
- 18. State of minimal function, may include sleep
- 21. Prevention
- 24. Drugs used to ease headache and muscle pains
- 26. Methods to maintain fitness
- 27. Shivering
- 28. State of being able to resist infection



Schedule and Record Inoculations

Use the Clinical Records System **Calendar** to schedule and track flu shots administration.

Verify that the shot "events" are set up in **Libraries > Calendar > Events**. Schedule the events through **Admission Procedures > Calendar > Schedule by Resident or by Event**. You can require that the events be acknowledged and tracked until complete. You can also record that flu shots have been administered through **Documentation > Inoculations > Edit Detail by Resident or by Event**. Print the **Inoculation Report** to review which residents have been inoculated.

To learn more, attend the Webinar *Track H1N1 Vaccinations and Occurrences* on Monday, November 23 at 2 pm. ■

Receive Invitations to Clinical Systems Webinars

Hi-Tech emails Webinar invitations to users of our Clinical Records System for Nursing, Residential Care and Assisted Living. If you have not been receiving these invitations, you can be added to this list by calling Sharon at Hi-Tech. Or email Webinars@Hi-TechSoftware.com. ■

How to Code the MDS for 09-10 Flu Season

According to the MHCA E-News (October 2, 2009) you should only code the MDS for the "Seasonal Influenza Vaccine" and *not* code for the "H1N1 Influenza Vaccine."

For specific guidance on the H1N1 Influenza, go to the CDC website at www.cdc.gov/flu/ ■

Financial Systems News

Remember to Re-Enroll in MaineCare

You will need to know if your NPI is Type 1-Individual or Type 2-Organization. Find out at the NPI Registry at: <https://secure.maine.gov/NPPES/,DanalInfo=nppes.cms.hhs.gov,SSL+NPIRegistryHome.do>

The following is reprinted from MHCA E-News

The Maine Integrated Health Management Solution (MIHMS) is scheduled to begin processing Medicaid claims in early 2010. This requires all providers to re-enroll in the MaineCare system. According to DHHS, nursing homes, residential care facilities, and assisted living facilities are included in Cycle 2 of this process. Verify your re-enrollment cycle at:

www.maine.gov/dhhs/oms/pdfs_doc/fiscal_agent/prov_list.xls.

If you are not assigned to the correct cycle, contact MaineCare at MaineCare2010.DHHS@maine.gov.

Following this established schedule will allow for payments to be made in the first MIHMS financial cycle.

Providers who have not re-enrolled will experience delays in claims processing.

The full schedule for re-enrollment is:

- Cycle 1: August 19 through September 16
- Cycle 2: September 17 through October 14
- Cycle 3: October 15 through November 13

Do not attempt to re-enroll prior to assigned dates.

When you are ready to re-enroll, follow links at:

<https://mainecare.maine.gov>

Send questions on re-enrollment to MaineCare2010.DHHS@maine.gov.

PS&R is Redesigned

The Provider Statistical and Reimbursement (PS&R) Report shows statistics and payment data used to prepare Medicare cost reports. The redesign provides a centralized, web-based application that requires **Individuals Authorized Access to CMS Computer Systems (IACS)**. All providers must establish an account and be approved. Visit www.cms.hhs.gov/IACS.

For a PS&R system overview, users' instructions and registration tips go to www.cms.hhs.gov/PSRR.

For more information see MNL Matters MM6519 Implementation Date July 13, 2009.

Are You Ready to Submit Flu Shot Billing?

On Thursday, October 8, Hi-Tech presented two Webinars on how to set up Flu Shot Billing. If you missed the webinars, access instructions on our website at www.Hi-TechSoftware.com > [Hi-Tech Clients](#). Near the top left click [Flu Shot Set Up](#).

These instructions describe the setup for five types of charges: 1) Flu Shot, 2) Flu Shot Administration, 3) Pneumonia Shot, 4) Pneumonia Shot Administration, and 5) H1N1 Administration (the H1N1 vaccine is provided and is not billable).

MLN Matters Review H1N1 Administration Billing

The link below explains Medicare coverage and reimbursement for this year's flu season and H1N1 vaccine. www.cms.hhs.gov/MLNMattersArticles/downloads/SE0920.pdf

New Way to Transmit to New York Medicaid

According to the July 2009 New York Medicaid Update newsletter, "Computer Sciences Corporation (CSC) has implemented a new communication method to allow Medicaid trading partners to submit files via the internet. The new method is for users who prefer to develop an automated systemic approach for submitting files using the internet as a communication mechanism. CSC will be phasing out the current dial-up Bulletin Board System (BBS) in the near future and is currently urging trading partners to switch to a different method of file submission."

To learn more about the new internet-based communication method please contact the eMedNY Call Center at (800) 343-9000 or via e-mail to: eMedNYProviderServices@csc.com.

HTS to Post 10/1/2009 PPS Rates

On or near November 1, Hi-Tech will post the PPS rate file for dates of service beginning 10/1/2009. We expect these rates to be final; if CMS makes additional changes we will post revised rates.

The October *Hi-Tech Hi-Five* provides instructions on how to review a copy of your facility's rates. Go to www.Hi-TechSoftware.com > [Hi-Tech Clients](#). Under [Hi-Tech Hi-Fives 2009](#), select [October](#).

Changes in PPS weights could require Room Adjustments for October days covered by September assessments. Read the PPS Update Memo for more details.

Medical Billing Word Search

AMBA	CMRS
CMS	COB
HIPAA	OIG
UPIN	Assignment
Audit	Beneficiary
Claim	Clearinghouse
Coinsurance	Compliance
Consultation	Copay
Deductible	Documentation
Diagnosis	Downcoding
Insurance	Insured
Medicaid	Medicare
Patient	Physician
Privacy	Reimbursement
Procedure	Security
Superbill	Transaction
Unbundling	Visit

Reprinted with permission from
 American Medical Billing Association
www.ambanet.net/AMBA.htm



Do You Use these New 9.08 Features Yet?

Resident Accounting

New reports:
 Reporting > Census > *Census Occupancy by Day* and
Print Age/Gender Admission List.

Accounts Payable

New fields and displays in Enter Invoices/Credits:
Memo, Batch Total and *View Vendor History.*
New program:
 File Utilities > *Void Accounts Payable Check.*
New Reports:
 Reporting > *Void Check Report & Void Invoice Report.*
New Group Code:
 Libraries > Vendors. Identify vendors by type of
 service or product for group reporting.

Payroll

New Wage Garnishment options.
New report: Custom Reports > *History Deductions*

Rehab and Respiratory Therapy

New programs:
Record Therapist Time and *Print Therapist Time*
 Libraries > *Supplies:* Create records for Respiratory
 Supplies used in Respiratory Therapy procedures.
 For more details, on the right side of your Hi-Tech
 menu, select **Update Memos.** Under **View Update**
Memos, select **System Update Release 9.08.** ■

Look Forward to these 9.10 Changes

- Resident Accounting > Billing > Private:
- Select a combination of levels including new Level 5.
 - Print the Review List for bill detail in report format.
 - Print a separate bill for each contact who is identified as **Use for Private Statement** in **Edit Medical Record > Contact.**
 - And many other changes in nearly all applications. ■



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Email *new* support-related issues to support@hi-techsoftware.com. Several support people receive emails to this address. If you fax an issue to HTS, call to provide additional information, and Sharon will log your issue in the order received.

Creative Imaging Group Run Dates: Next order close: 12/1/09. Delivery: 01/12/2010.
Learn more: www.hi-techsoftware.com > [Hi-Tech Clients](#) > Creative Imaging Cooperative Buying Plan.

See previous *HTS Express* and *Hi-Tech Hi-Fives* at www.Hi-TechSoftware.com > [Hi-Tech Clients](#) > Newsletters.

Fall 2009



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If this is not addressed to the correct person, please notify us so we can correct our mailing list.