

# HTS Express

Hi-Tech Software, Inc. ■ *Uniquely Focused on Long Term Care*

Special **Hi-Q** Edition  
January 2009



## Quadruple the Value of Your Training Dollars

Beginning in January 2009, the **Hi-Q Education and Training Plan** provides new learning opportunities that make it much easier to master the many valuable features of the Hi-Tech Systems.

If you make full use of these new opportunities, you will more than *quadruple the value* of your training fees.

**Free Webinars:** Accessed via the Internet, our Webinars cover a variety of subjects on multiple days and times. The schedule for January through March on Pages 3-6 is sorted by date and also by application.

- Attend short, highly focused sessions without leaving your facility.
- We will repeat topics to meet high demand.
- We will schedule topics to coincide with end-of-period projects, such as closing the payroll quarter or end-of-month reconciliations.
- Our Phone Support Staff will recognize your training needs and suggest upcoming webinars.
- Your staff can suggest topics for future webinars.
- After you register, easily join the Webinar by clicking on the link in the confirmation email that Hi-Tech sends you. Listen through your computer speakers or use a headset for more privacy.

**Free Regional Workshops:** offered throughout the year, now at *no additional cost* to your facility.

**Hi-Q Points** are awarded in January. Use points throughout the year for:

- **On-site training** (1 point buys 1 hour)
  - For new staff and refresher training for seasoned staff
  - Consultation on special topics i.e. reconciliation or collections.
  - No charge for travel time
- **Telephone appointments** (1/2 point buys 1 hour)  
When you do not need an on-site visit from an HTS trainer, but you do need personal attention
- **Facility-specific workshops** (1/2 point buys 1 hour)  
Held at our Hi-Tech office and focused on your agenda

### Results:

- ↑ Increased use of the extensive capabilities of the HTS systems.
- ↑ Better, more efficient use will save you time, reduce paper work, and integrate operations currently accomplished through non-integrated Word docs and spreadsheets.
- ↑ Increased use of integration features will lead to more complete records, faster information retrieval, and more informative reporting.

Dates to Remember

**Martin Luther King Day,**  
Monday, Jan. 19. *HTS Open*

**Valentine's Day,**  
Saturday, Feb. 14

**Presidents' Day,**  
Monday, Feb. 16. *HTS Open*

In this Issue	
How the Hi-Q Plan Works	2
Webinars Schedule	3-6
How to Participate in a Webinar	7

### Win a Hi-Q Point



1. Review the Webinar schedule on Pages 3-4.
2. "Total up" the Webinars offered for Code 1 and Code 4 Subjects.
3. Email both totals to [marti@hi-techsoftware.com](mailto:marti@hi-techsoftware.com).
4. The first five responders with the correct totals will receive **one Hi-Q Point** to use for one of the following:
  - 2 hours of phone training
  - 1 hour of on-site training when added to an on-site visit of at least 4 hours
  - 2 hours of training at Hi-Tech Software's office.



## Why did Hi-Tech Create the Hi-Q Training Plan

You, your residents and Hi-Tech Software form a *symbiotic* relationship. *Symbiotic* is not a word that we use every day, so let us say it more clearly—*we all depend on each other.*

You are the reason that we come to work every day. We are devoted to providing the software and support that you need to operate efficiently while you care for the residents who depend on you. We develop our software in direct response to your needs.

We know what it is like to work in long term care. One-third of our staff have come to us from long term care facilities, and our on-site training program immerses our trainers in your workplace. We also know that there is an *ongoing need for training* because of staff turn over and changes in regulations and technology; and yet, the expense and the time required for this training is often a barrier to receiving it.

*We want to make it easier for you to understand and use our software,* and the Hi-Q Plan will help us achieve this.

Hi-Tech is sensitive to the economic challenges in long term care, and we have *not* raised our training and support fees since 2005. The Hi-Q plan will help us continue to provide high-quality and affordable training that helps you work smarter and make more efficient use of your investment in Hi-Tech.

An affordable, monthly Hi-Q fee will allow Hi-Tech to offer you more training opportunities. The fee is based on the number of beds in your facility—small facilities pay less, larger facilities pay more because there are more HTS users with training needs.

Please note that this new fee will provide *more than four times* the educational value of that same amount spent in previous years. *You will no longer pay for travel time when a Hi-Tech trainer comes to your facility, and you will not pay to attend Hi-Tech regional workshops or to join our Webinars.* ■

## How Does the Hi-Q Plan Work?

Each facility pays a monthly fee based on the number of beds. That fee provides the facility with a specific number of Hi-Q Training Points, also based on the number of beds. The chart on the right shows how you can “spend” these points. Note the following:

- Home and central offices can borrow points from their facilities.
- Points not used in one year will carry over to the next year. You can accrue up to two years of points.
- For onsite training we will bill you at our cost for airfare, hotel and meals.

Type of training	Points required
Regional workshops	Free
Webinars	Free
On site at facility	1 point per hour No charge for travel time
Phone training	1/2 point per hour
Training at Hi-Tech	1/2 point per hour



## Webinar Schedule January through March Sorted by Date

There is **no charge** to attend a Webinar

Space is limited, so register early to save your spot

Full morning sessions will be repeated.

- |             |   |
|-------------|---|
| <b>Code</b> | <b>Subject</b>  |
| 1           | Clinical Nursing, Residential Care and Assisted Living    |
| 2           | Clinical Specific to Nursing Care                         |
| 3           | Clinical Specific to Residential Care and Assisted Living |
| 4           | Resident Accounting                                       |
| 5           | General Accounting  |
| 6           | Resident Trust  |
| 7           | Therapy   |

Date	Day	Time		Subject	Minutes
<b>January</b>				<b>January</b>	<b>January</b>
1/5	Monday	10:00 AM	2	Care Plans for Nursing/Auto Rap Driven	60
1/7	Wednesday	10:00 AM	1	Physician Orders - Other orders and Medications	60
1/9	Friday	10:30 AM	1	Track Inoculations & Activities / Events	30
1/9	Friday	2:00 PM	1	View Medical Record—access resident’s entire record from 1 screen	30
1/9	Friday	3:30 PM	3	Care Plan for RC & AL	60
1/12	Monday	9:30 AM	3	MDS-RCA & MDS-ALS Verifying the Accuracy of your record	30
1/12	Monday	11:00 AM	1	Resident Referral System Overview - How can it help me	45
1/12	Monday	2:00 PM	3	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30
1/13	Tuesday	10:00 AM	4	Flu Shot/Administration Set Up and Billing	45
1/13	Tuesday	2:00 PM	4	Billing Logs-Verify and Maintain for Audit	90
1/15	Thursday	10:00 AM	4	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/15	Thursday	1:00 PM	4	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/15	Thursday	3:00 PM	4	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/16	Friday	10:30 AM	5	AP: Using the Demand Check Option & posting Hold or Released	45
1/16	Friday	3:30 PM	1	Flow Sheets / Documentation Records	45
1/20	Tuesday	10:00 AM	4	Census-Maintaining accurate census information and stay tables	90
1/21	Wednesday	10:00 AM	2	MDS - Schedule for Medicare and Other payers; Reporting Options	30
1/21	Wednesday	2:00 PM	2	Case Mix- Increase your Facility's case-mix	45
1/22	Thursday	10:00 AM	4	Medicare C/Medicare Advantage-How to Set-up in HTS	90
1/23	Friday	10:00 AM	4	Adjustments-Rooms/Ancillaries/Co to Co Transfers/Rate Changes	90

Date	Day	Time		Subject	Minutes
<b>February</b>				<b>February</b>	<b>February</b>
2/4	Wednesday	10:00 AM	7	Therapy System: Do you get the most from our Therapy System?	45
2/10	Tuesday	10:00 AM	5	AP Invoice processing - Hold, Release, Split, and Prepaid invoices	45
2/17	Tuesday	9:00 AM	3	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30
2/17	Tuesday	10:30 AM	6	Resident Trust: Computerizing to keep better records.	60
2/17	Tuesday	3:30 PM	1	Track Inoculations & Activities / Events	30
2/18	Wednesday	10:00 AM	4	Medicaid Billing	60
2/18	Wednesday	1:00 PM	4	Cash Receipts/Manual and Electronic	90
2/19	Thursday	10:00 AM	4	Cash Receipts/Manual and Electronic	90
2/19	Thursday	2:00 PM	4	Co-Insurance Billing by State Including FLN Details	120
2/20	Friday	9:00 AM	4	Co-Insurance Billing by State Including FLN Details	120
2/20	Friday	2:00 PM	4	Reconciling Revenue/Cont Adj/Days to G/L at end of month	90
2/23	Monday	10:00 AM	5	Human Resources - Overview	60
2/25	Wednesday	2:00 PM	1	Clinical Assessments- Risk, Bowel and Bladder, etc	60
2/26	Thursday	10:30 AM	5	Report Writer: Create your Own General Ledger Report	45
2/26	Thursday	3:30 PM	1	Face Sheet information and Reporting	60
<b>March</b>				<b>March</b>	<b>March</b>
3/3	Tuesday	10:00 AM	2	MDS 2.0: Modify, Inactivate and edit a Rejected record	45
3/5	Thursday	10:00 AM	2	Survey Readiness - 672 & 802	60
3/6	Friday	10:30 AM	3	MDS-RCA & MDS-ALS: Verify the Accuracy of your record	30
3/6	Friday	2:00 PM	1	Physician Orders: From Orders to Medication Records	60
3/10	Tuesday	9:30 AM	3	Care Plan for RC & AL	60
3/10	Tuesday	3:30 PM	3	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30
3/17	Tuesday	10:00 AM	2	QA & QI for MDS	90
3/18	Wednesday	10:00 AM	4	Medicare Billing	120
3/19	Thursday	10:00 AM	4	No Pay Bills/Benefits Exhausted-Medicare A/Medicare Advantage	120
3/19	Thursday	2:00 PM	4	No Pay Bills/Benefits Exhausted-Medicare A/Medicare Advantage	120
3/20	Friday	9:00 AM	5	Payroll EOQ Processing and Reconciliation	60
3/20	Friday	10:00 AM	4	Medicare Advantage-How to Set-up in HTS	90
3/20	Friday	1:00 PM	4	Medicare Advantage-How to Set-up in HTS	90
3/26	Thursday	10:00 AM	6	Resident Trust End of Quarter Procedures	60
3/26	Thursday	1:30 PM	6	Resident Trust End of Quarter Procedures	60

## Webinars January through March Sorted by Application

Date	Day	Time	Subject	Minutes
<b>Clinical for Nursing, Residential Care or Assisted Living</b>				
1/7	Wednesday	10:00 AM	Physician Orders - Other orders and Medications	60
1/9	Friday	10:30 AM	Track Inoculations & Activities / Events	30
1/9	Friday	2:00 PM	View Medical Record—access entire record from 1 screen	30
1/12	Monday	11:00 AM	Resident Referral System Overview - How can it help me	45
1/16	Friday	3:30 PM	Flow Sheets / Documentation Records	45
2/17	Tuesday	3:30 PM	Track Inoculations & Activities / Events	30
2/25	Wednesday	2:00 PM	Clinical Assessments- Risk, Bowel and Bladder, etc	60
2/26	Thursday	3:30 PM	Face Sheet information and Reporting	60
3/6	Friday	2:00 PM	Physician Orders: From Orders to Medication Records	60
<b>Clinical Specific to Nursing Care</b>				
1/5	Monday	10:00 AM	Care Plans for Nursing/Auto Rap Driven	60
1/21	Wednesday	10:00 AM	MDS - Schedule for Medicare and Other payers; Other Reporting Options	30
1/21	Wednesday	2:00 PM	Case Mix- Increase your Facility's case-mix	45
3/3	Tuesday	10:00 AM	MDS 2.0 - Modify, Inactivate, and Edit a Rejected record	45
3/5	Thursday	10:00 AM	Survey Readiness - 672 & 802	60
3/17	Tuesday	10:00 AM	QA & QI for MDS	90
<b>Clinical Specific to Residential Care and Assisted Living</b>				
1/9	Friday	3:30 PM	Care Plan for RC & AL	60
1/12	Monday	9:30 AM	MDS-RCA & MDS-ALS Verifying the Accuracy of your record	30
1/12	Monday	2:00 PM	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30
2/17	Tuesday	9:00 AM	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30
3/6	Friday	10:30 AM	MDS-RCA & MDS-ALS: Verify the Accuracy of your record	30
3/10	Tuesday	9:30 AM	Care Plan for RC & AL	60
3/10	Tuesday	3:30 PM	MDS-RCA & MDS-ALS Scheduling & Submitting on CD	30

Date	Day	Time	Subject	
<b>Resident Accounting</b>				
1/13	Tuesday	10:00 AM	Flu Shot/Administration Set Up and Billing	45
1/13	Tuesday	2:00 PM	Billing Logs-Verify and Maintain for Audit	90
1/15	Thursday	10:00 AM	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/15	Thursday	1:00 PM	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/15	Thursday	3:00 PM	MCR B Fee Schedule-Updating and Using date Sensitive Schedules	60
1/20	Tuesday	10:00 AM	Census-Maintaining accurate census information and stay tables	90
1/22	Thursday	10:00 AM	Medicare C/Medicare Advantage-How to Set-up in HTS	90
1/23	Friday	10:00 AM	Adjustments-Rooms/Ancillaries/Co to Co Transfers/Rate Changes	90
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3/18	Wednesday	10:00 AM	Medicare Billing	120
3/19	Thursday	10:00 AM	No Pay Bills/Benefits Exhausted-Medicare A/Medicare Advantage	120
3/19	Thursday	2:00 PM	No Pay Bills/Benefits Exhausted-Medicare A/Medicare Advantage	120
3/20	Friday	10:00 AM	Medicare Advantage-How to Set-up in HTS	90
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<b>General Accounting</b>				
1/16	Friday	10:30 AM	AP: Using the Demand Check Option & posting Hold or Released	45
2/10	Tuesday	10:00 AM	AP Invoice processing - Hold, Release, Split, and Prepaid invoices	45
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2/26	Thursday	10:30 AM	Report Writer: Create your Own General Ledger Report	45
3/20	Friday	9:00 AM	Payroll EOQ Processing and Reconciliation	60
<b>Resident Trust Accounting</b>				
2/17	Tuesday	10:30 AM	Resident Trust: Computerizing to keep better records.	60
3/26	Thursday	10:00 AM	Resident Trust End of Quarter Procedures	60
3/26	Thursday	1:30 PM	Resident Trust End of Quarter Procedures	60
<b>Therapy</b>				
2/4	Wednesday	10:00 AM	Therapy System: Do you get the most from our Therapy System?	45

## How to Participate in Hi-Tech Webinars

### Hardware and Software requirements:

- An Email address where Hi-Tech can notify you of Webinars and send you a link to Join a Meeting.
- Internet access on the PC where you plan to Join a Meeting.  
We recommend *high speed*. If you must use dial-up, downloads will be slow and voice might not be in sync.
- Audio based on VoIP (Voice over Internet Protocol) to hear the presenter.
  - You can use the speakers that came with your PC.
  - If you are the only person attending the Webinar, and you do not want to disturb your co-workers, add a *headset* to your system and use that to listen to the Webinar presenter.
  - If you do not have speakers or headset, you can call in and establish a phone connection. Normal toll charges will apply.



### How to Register for and Attend a Webinar:

1. Preview the [Webinar Schedule](#) to anticipate the sessions you want to attend.
2. Make sure that Hi-Tech has a valid email address for you so we can notify you when a session opens for registration. Email [Webinars@Hi-TechSoftware.com](mailto:Webinars@Hi-TechSoftware.com) to add email addresses for any staff member who should receive notification of an upcoming Webinar.  
Please indicate which of the following applications interest that person:
  - Clinical Records for Nursing
  - Clinical Records for Residential Care/Assisted Living
  - Resident Accounting
  - Financials (General Ledger, Payroll, Human Resources, Accounts Payable)
3. When Hi-Tech sends you the email describing the Webinar, follow the registration process that is provided. Please note that a registration is required for *each* PC on which your staff will attend a Webinar; however, several staff members can attend a single registration if they can comfortably hear and view the session from the same PC.
4. A few days before the presentation, Hi-Tech will email you the link and Meeting ID that you will use to **Join a Meeting**. About 15 minutes before the session is scheduled to begin, click the link, enter the Meeting ID and click OK. Wait for the session to begin.

You can also **Join a Meeting** through our website. If you have received registration information, go to [www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > **Hi-Tech Clients**.  
Click the **GoToMeeting** button, then click **Join a Meeting** > **Launch Software**.  
When prompted, enter the Meeting ID that Hi-Tech emailed to you. Click OK.



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Email *new* support-related issues to [support@hi-techsoftware.com](mailto:support@hi-techsoftware.com)

Several support people receive emails to this address. If you fax an issue to HTS, please call to provide additional information, and Sharon will log your issue in the order received.

## Special Hi-Q Edition- January 2009



The *HTS Express* is a publication of Hi-Tech Software, Inc.

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