

HTS Express

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

Hi-Tech Software and the Electronic Medical Record

Health care publications and organizations have been urging long term care providers to be aware that their residents' medical information will eventually need to be maintained as an Electronic Medical Record (EMR).

What does this mean for facilities that use the Hi-Tech applications? Basically, an EMR is a resident's chart that is maintained on the computer, and if your facility uses the **Hi-Tech Clinical Records System**, you already have many elements of an EMR system. See Page 5 for an example of current EMR capability.

By the year 2015, the goal of the United State Government is that an individual's EMR can be accessed and maintained not only within your facility, but by caregivers at other medical facilities in your own community or anywhere in the country. The immediate availability of a person's medical history, diagnoses, medication orders, and current conditions will improve quality of care, reduce errors, and reduce costs by eliminating redundancy of data collection, tests and other medical procedures.

National workgroups are now developing the file formats and standards for what constitutes an EMR and how it will be shared over the health information networks. Because the needs of the long-term care facility are so different from those of a hospital or physician's office, specific standards—the *LTC EHR-S Functional Profile*—are being created for long term care.

Hi-Tech Software is committed to investing in features and functions that meet these developing standards to keep our software in compliance.

We intend to keep our systems affordable for the smaller, independent facilities that we have served for so long, and we will attempt to provide solutions that do not demand the expensive installation of additional hardware and wireless networks. As we investigate mobile computing and bedside, point-of-entry devices, we will look for solutions that are most appropriate for our current long-term care clients, and if possible, we will allow you to meet EMR regulations in the same manner that you now use the HTS Clinical Records System.

Hi-Tech Software is aware of *your* costs. We demonstrated that again this year by holding your monthly support fees to the 2005 level. We are able to do this by controlling our own development costs through partnerships and interfaces with vendors who have expertise in specific areas. These vendors seek out companies with proven track records, like Hi-Tech Software, to extend the capabilities of their products, and we form efficient and productive relationships (see Page 6).

After 25+ years in operation, *Uniquely Focused on Long-Term Care* continues to describe Hi-Tech Software. One-third of our staff came to us from client facilities that use our software products. Our on-site training program immerses our staff in the long term care environment, allowing us to know your needs. We have an excellent customer service record, and we invite you to read our clients' **Happy Thoughts** about our support on Page 3.

Summer 2008



Dates to Remember

Labor Day, Monday
September 1, HTS closed

View our holiday schedule at
Hi-TechSoftware.com >

[Contact Us > Office Hours and Holiday Schedule](#)

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Find the *swoosh!*

In our previous issue, we asked you to find the blue *swooshes* scattered throughout the newsletter.

In this issue, we want you to find just *one blue swoosh* hidden among the articles.

When you find it, email marti@hi-techsoftware.com. Tell her where you found it and what you learned from the article where you found it. She will enter the first 10 responders in a drawing for a \$25 American Express gift card.

The County Commiserates over Midwest Flooding

In early May, Aroostook County in Maine experienced flooding. Fortunately, there was no need to evacuate residents from nursing facilities. Nadine Grosso, Director of Communications for the MHCA, praised caregivers who remained on the job, working extra shifts when other staff could not get to work over flooded roads. Alain Dubois, DON at Forest Hill in Fort Kent, noted that "facilities invoked various steps of their disaster plans, and County members seamlessly cooperated with one another, providing support services and resources as needed." ■

HTS to Exhibit at 2008 Conferences

Vermont Health Care Association (VHCA)

Lake Morey Resort, Fairlee, VT
September 16-17, 2008

New Hampshire Health Care Association (NHHCA)

Radisson Hotel, Manchester, NH
September 23-24, 2008

Maine Health Care Association (MHCA)

Samoset Resort, Rockport, ME
October 13-15, 2008

American Association for Respiratory Care (AARC)

54th International Respiratory Conference
Anaheim Convention Center, Anaheim, CA
December 13-16, 2008 ■

Health Care Associations Post Opportunities

If you are a member of your state Health Care Association you might be able to post Employment Opportunities to your association's website. The Maine Health Care Association will also allow you to post Facilities and Equipment for Sale. Contact your Health Care Association for more information. ■

Creative Imaging Sets Next Group Run

Our forms supplier, Creative Imaging, has scheduled the next group run. Order Close Date is Tuesday September 2 with a delivery date of Monday, October 13.

Even if you miss the deadline, contact:
Dana Wildes at dwildes@creative-ig.com,
(207) 807-6284 (cell),
or toll free at (866) 370-2999 Ext. 108. ■

Hi-Tech Welcomes New Clients

Clinical Records for Residential Care/Assisted Living

Ave Maria Community Care Homes, Richford, VT

Renee and Corrina, Inc. facilities:

Lakewood AFCH, Ellsworth, ME

Fieldstone Manor, Brewer, ME

Exception Billing

Country Village, Casco, ME

Soucy's Foster Home, Van Buren, ME

St. Remie's Foster Home, Van Buren, ME

St. Jude Foster Home, Van Buren, ME

Sweet Seniors, Millinocket, ME

Current Clients Add Capability

iMAR Electronic MAR

Bolster Heights, Auburn, ME

Human Resources

Ivan Calderwood Home, Vinalhaven, ME

The Lamp, Lisbon, ME

CareTracker Interface

Island Nursing Home, Deer Isle, ME

Therapy Interface to PeopleFirst Rehab

Barron Center, Portland, ME

Congratulations to High View Manor of Madawaska, ME for the opening of Country Village Estates, which will be using our *Resident Accounting* and *Clinical Records for Residential Care*. ■

MHCA and MVI Recognize Quality

Maine Health Care Association has awarded the MHCA Quality Improvement Certification to *Seal Rock* of Saco, ME.

The following Hi-Tech client facilities have received My InnerView's (MIV) Excellence in Action award.

Maine: Caribou Rehab & Nursing Center, Coastal Manor, Katahdin Nursing Home, Mountain Heights Health Care Facility, Norway Rehabilitation and Living Center, Odd Fellows and Rebekahs' Home, St. Joseph Nursing Home, Stillwater Healthcare, Westgate Manor.

New Hampshire: St. Ann Healthcare Center, St. Francis Healthcare Center, St. Joseph Residence, and Warde Health Center. For more information go to MyInnerView.com. ■

Clients Love New Menu

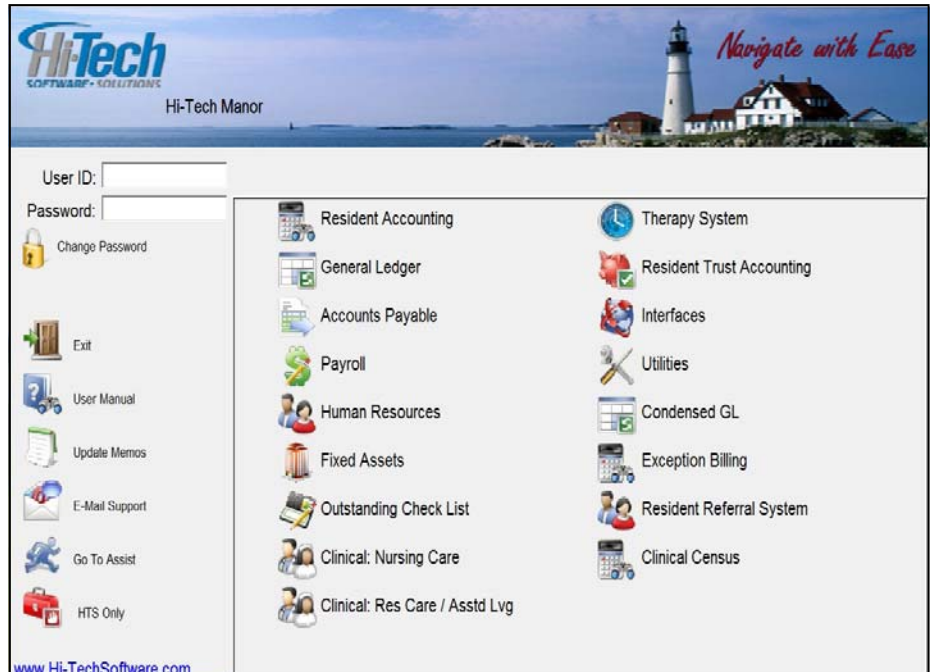
Response to our New Menu Look has been overwhelmingly positive. The menus are easy to read, and within each application programs have been logically organized into a work-flow order.

The Master Menu displays *all* Hi-tech applications and you see what HTS offers that you might still need. A client recently contacted us when she saw the **Therapy System** on the menu. This application had previously been accessed from an icon on the desktop. See more on the Therapy System on the next page.

Once you log in, you will see only the applications used by your facility and to which your User ID has security access.

Use the new support-related icons on the left side of the menu. For example, to learn more about Release 8.04 changes, click **Update Memos** and choose **System Update Release 8.04**. Click **User Manual** to display detailed instructions on how to use the new Menu System.

Choose an application to view its menus and programs. If your User ID does not give you access to a choice, it will be displayed in italics. If you need to



use this program, see your system administrator to change your security access. After you choose an application, you can click **Search Menus** to find a program in its new location.

Future Releases will update *all* applications. One Release Number will apply to the entire HTS System.

On the Downloads/Updates page of the HTS website, we now use the word *Patches* instead of *Enhancements* for changes that we post between releases. On that web page, click the Patches **Memo** to read about all the changes in the Patches file. ■

GoToAssist™ Yields Happy Thoughts

Hi-Tech uses GoToAssist to connect directly to your system so we can provide more effective support. At the end of a session, you can complete a brief satisfaction survey and enter comments about the helpfulness of the session.

We are pleased to report that our results for May 2008 show a 97.94% *Positive* satisfaction rate, and for June 2008 a Positive rate of 96.9%. Customers comments include the following high praise:

“Alicia is my shining star.”

“Kathy was great to work with—we had a hard problem to solve & she was very patient and worked it out well. Dealing with the Hi-Tech staff is always a pleasure and always productive.”

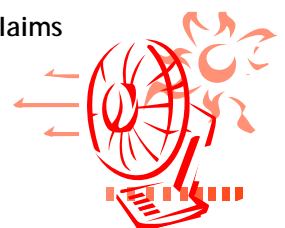
“Ed is great! He was very helpful and quickly solved the problem.”

“Rachael responded very quickly to my email question, and was able to fix the problem easily. Her customer service was excellent, as always!”

We receive similar praise via email, like this message from Jodi at Ross Manor: “You have great staff there, and there are some people who just go above and beyond and are really exceptional.... Thank you for all your support that you give me and others at First Atlantic.”

After we added **Extract No-Pay Claims** to the **Medicare A Billing Extract**, Rachel at Cove’s Edge emailed:

“I LOVE sending my no-pay claims to Medicare now... you have made it a **BREEZE!!**” ■

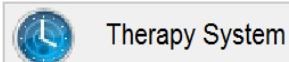


Do You Use These HTS Applications Yet?

To add these capabilities:
call Lynne Hammond at (207) 474-7122
or email Lynne@Hi-TechSoftware.com

Therapy System Moved to Master Menu

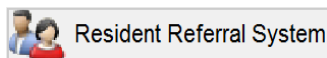
The **Rehab Therapy System** is now part of the Master Menu. The Therapy System accomplishes the following:



- Records HCPC-coded therapies.
- Reports on charges compared to therapy caps.
- Analyzes therapy for all look-back days to find optimum MDS start date to maximize reimbursement.
- Imports therapy time into the MDS.
- Finds discrepancies between recorded therapy and MDS Section P1b Therapies.
- Warns therapist if procedures are recorded after the MDS is complete.
- Prints Documentation for therapists' signatures.
- Interfaces to Resident Accounting to create charges.
- Prints a Case Mix-MDS Review for non-Medicare residents. This report helps you manage your case mix average. Use it to determine if recent therapy would raise a RUG score and warrant a significant change or early next MDS. ■

Focus Marketing Effort to Increase Census

Release 8.04 added the **Resident Referral System**



to the Master Menu of clients who use Resident Accounting, or the Clinical Records System for Nursing or Residential Care/Assisted Living.

There is no additional charge for this system.

Use this system to focus your marketing efforts and increase your census with residents whom your facility can serve best.

Create a *referral* record for each potential resident, and gather demographic data like admit and referral sources, level of care, payer, and gender. You can use a laptop PC to capture this info on-site (call HTS for set-up assistance). When you admit the resident, the system imports the referral record to the resident's Face Sheet Record. You can also record the reasons for not admitting an individual for use in future marketing efforts.

To learn more about how the system works, select **Resident Referral System** from the Master Menu and click the **User Manual** icon. For complete set-up and training, contact HTS. ■

Improve Employee Tracking

The Human Resources System can dramatically reduce the amount of time you spend keeping track of personnel details. Even before you hire someone, you can maintain an applicant's demographics, qualification, contact info, resume and interview details. When hired, these details transfer right into the employee's HR and Payroll records.

On the Employee Record screen you can maintain and access all of the information listed on the right ⇨ by clicking that item. You can also record absences, inoculations, disciplinary actions, injuries, performance reviews, and Family/Medical Leave.

Scan original documents, such as licenses and identification, into PDF files for immediate access.

Link each employee position to minimum education requirements and track the education received.

If you integrate HR with the Hi-Tech Payroll System you can define up to three hourly rates of pay and use skill codes to indicate differential pay rates based on education, shift or responsibility.

Your facility can define codes and descriptions for information that you want to maintain. This allows you to organize, quantify and analyze employee information. For example,

- Code and record back-sprain injuries.
- Review the number of back-sprain injuries.
- Implement prevention training.
- Review the number of injuries before and after training to judge its effectiveness and alter training if necessary. ■



Demographics

Position

Payroll

Benefit Time

Insurance

Licensing

Vehicle

Questionnaire

Documents

Emergency Contacts

Notes

History

Separation

Clinical Systems News

Print Change Register to Verify MARs

Before you print your MARs for the next month, select **Reporting > Orders > Change Register** to print and review med order changes made in the current month. The register lists old and new order details and the user who made the changes.

Use a **Changed Date** range from the last MAR print date through the next print date. Verify changes to assure that they will be included on the next month MARs.

- For each change printed on the Change Register, verify that there is a *handwritten or label change* on the printed MAR. This assures that all changes entered into **Edit Orders** were also made to the printed MAR.
- For each handwritten change on a printed MAR, verify that the change is also on the Change Register. This assures that all handwritten changes were entered into **Edit Orders**.

Through the Clinical System you can also print Change Registers for the MDS and the RCA:

Reporting > MDS > Change Register
Reporting > MDS-RCA > Change Register

Print Change Registers at any time for a specific resident, date range or User ID. ■

Track Resident Inoculations

You can now record resident's Inoculations. First, create a coded list of inoculations through **Libraries > Documentation > Inoculations**. To record inoculations select **Documentation > Inoculations**. Use **Edit Detail by Resident** for individual residents. Use **Edit Detail by Inoculation** if several residents received the same inoculation on the same day.

View or print the inoculation report by clicking **Print Report** from the Edit program or through **Print Inoculation Report**. In a future update HTS will add the ability to **Print Inoculations Due**. ■

Coming Soon!

Print Orders will make it easier to print for either the Primary or Ordering Physician.

The **Face Sheet "Dashboard"** will allow you to view a resident's full clinical record from one screen. ■

Clinical System Provides EMR Capability

An EMR is a resident's chart maintained in electronic format, and this is achieved through the HTS Clinical Records System. A national effort is underway to standardize the EMR to assure that it provides *all* essential details for providing quality care, and that the EMR can be shared by caregivers in various medical facilities.

Think of the MDS as one of the first mandated EMRs. You record the MDS on a computer and submit it electronically to state and federal organizations that use the data for reimbursement, survey information, quality assessment and other decision making.

The MDS also provides EMR capability within your own facility by generating information used for internal decision making. For example,

- The MDS generates *RAPs* used to develop a care plan.
- The 1-page *Kardex* extracts care-related information from a resident's current MDS. (**Admission Procedures > Flow Sheets & Kardex > Print Kardex Forms**)
- The 2-page Resident *Transfer Form* combines current information from the MDS, face sheet, physician orders and care plan. Send it with the resident to the hospital or other facility. (**Reporting > Face Sheet Reporting > Transfer Form**)
- *Case Mix* processing calculates RUG scores and includes them on printed and submitted MDS. The *Case Mix Calculators* project how RUG scores will be affected by changes in MDS responses or by admitting or discharging a particular resident. (**Case Mix > Case Mix Calculators > Medicaid and Medicare**)
- MDS records are used to build the *Quality Indicators* and CMS 672 and 802 *Survey Reports (QI/QA/Survey Reports > Quality Indicators and Survey)*.

HTS offers additional EMR capability through:

- Remote Physician Orders
- iMAR Electronic MARs
- Interfaces to the CareTracker™ Resident Care Documentation ■



Financial Systems News

Avoid Survey Issues with Trust Accounting

Excerpts reprinted from the MHCA Newsletter:

One facility shared that they were recently cited on the surety bond amount. *"We had a surety bond, but hadn't compared the limit on the bond with the sum of all resident accounts. We had more money deposited with us than our bond covered, so now we verify balances at month-end every month."*

In response to this facility's recent citation, in the August update, HTS will add features to **Resident Trust Accounting** that will help you track the limit of your surety bond against the current total of resident funds.

- In the Accounting Profile, Screen 2, enter the amount of your surety bond. Change this amount when necessary.
- When you print the **End of Day Trial Balance** and/or residents' **Trust Statements**, the total of the resident funds will be compared to the amount in the Surety Bond field.
- You will be warned if the total of resident funds is more than or within 10% of the amount recorded in the Surety Bond field.

Please call HTS if you have any questions.

Lynne Hammond from Hi-Tech also notified MHCA that Hi-Tech's **Resident Trust Accounting** application (which many of our clients utilize) has the following features that can simplify resident trust checks and balances identified in last weeks survey tips. (See Lynne's highlighted comments below):

- Negative balances indicate that a resident has borrowed money from the fund (and other residents), which is prohibited under the "co-mingling" language. Verify that there are no negative balances.

Hi-Tech Allows you to: *"Print the Daily Trial Balance Report to review current resident balances and to reconcile your total to bank records."*

- Have you reviewed the receipts for the resident services and goods provided? Are they signed, dated, and able to pass your auditors' and surveyor's scrutiny? (There have been cases of hair-dresser bills being scribbled on a napkin with no indication of whom the biller was or when the service was provided!)

Hi-Tech Allows you to: *"If receipts and bills are scanned, they can be saved as pdfs on the net-*

work and printed only if necessary."

- Was interest paid to residents with accounts over \$50 as required by regulation and applied appropriately to each account as part of monthly process.

Hi-Tech Allows you to: *"Post interest to resident accounts which has been prorated based on their current balance. Enter a balance limit. Interest will not be posted to balances below that limit."*

- Quarterly statements are required to be given to the resident, and some facilities ask the resident or responsible party for a signature indicating they agree with the balance.

Hi-Tech Allows you to: *"Print a Quarterly Statement and/or a Balance Verification Letter to be sent to the resident or responsible party. The letter shows the balance and provides a space for signature and checkboxes to agree or disagree with the account balance shown."* ■

HTS Interfaces to Other Vendors' Software

HTS has developed relationships with other vendors, and we provide programs that interface to their program data. These alliances help Hi-Tech and these vendors share expertise and expand capabilities.



These interface programs have been developed through years of use and with substantial input from our clients. They save time and eliminate data-entry errors. We offer the following interface programs:

Therapy

- Genesis
- Rehab Works
- PeopleFirst

Therapy Detail Casamba

Time Clocks

- TimeTrak
- Kronos
- Simplex

Medical Supplies

- Gulf South
- RedLine
- MedLine
- Charge Tracker

Electronic Charting

- Resource Systems CareTracker
- iMAR

Contact Lynne Hammond for prices and information on our existing interface programs, or if you need an interface with a vendor not listed above. ■



Connie's Corner

- If you do not use the HTS Therapy Time System or a Therapy interface, you can still record your therapy charges through Resident Accounting Ancillary Charges. From your therapists' logs, enter the HCPC at Item.

Cost Center	0052	
Item	97110	

The system maintains a HCPC/Item # cross reference, and when you press the [Enter] key, the program will convert the HCPC to the Item number in your profile:

Item	0011		THERAPEUTIC EXERCISE 1:1
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- The State of Vermont Banner Pages for June 13, 2008 recommend the following for Crossover Claims: "wait a minimum of six weeks, following Medicare payment date, prior to submitting crossover claims to Vermont Medicaid to prevent possible duplicate payment and/or denials."
- Is your facility multi level, requiring that you edit your Type of Bill for Medicare B claims? There is a solution. If your facility is multi level and your SNF/NF is 100% Medicare certified, you can mark your SNF/NF room cost centers as Medicare Units and your Residential Care units as non-Medicare. The Hi-Tech program will process residential care Medicare B claims as 23x Type of Bill, with the status code of 01.
- With Menu Release 8.04, you can electronically submit MaineCare Billing Adjustments. This new option will create a claim that mirrors the original claim, but the last digit of the Type of Bill will be 7. Edit Field Locator #64 with the TCN associated with the original remittance.
- You can print UB04 forms for your internal use. Select Resident Accounting > Billing > the payer type and Print Bills. Complete the screen and checkmark Print Form. Click Print.
- Under General Ledger > Libraries > General Ledger Profile, for each GL period there is a Period Closed checkbox. Check this box after all activity for the period has been entered and posted and financials have been issued. ■

Rachael's Reminder: Create Backup *before* EOM

Under Resident Accounting > End of Month, the first step is Create Backup, which copies your current Resident Accounting data to another directory on your system. If you need to retrieve this data after you start EOM, the backup is readily available, and Hi-Tech Support can help you put it back in place.

Please make Create Backup the important *first* step of EOM processing. ■

MaineCare Puts Bed Hold Regs On Hold

Hi-Tech is waiting for the latest regulations on reimbursement for bedhold days under MaineCare. When those regulations become available, HTS will make the necessary changes to bring your billing programs into compliance. ■

NGS Launches Website

In April, National Government Services launched www.NGSMedicare.com. The home page provides a free web site tutorial that highlights key features of the site and provides search tips and navigation instructions. ■

Coming Soon!

Changes to the End of Year processes will...

- Eliminate as many steps as possible.
- Accounts Payable:
 - Update 1099 Info will scan paid invoices for payment dates within a specified year and update the 1099 Amount field in the vendor file.
 - Print EOM Aging will reflect invoices posted to specific periods rather than invoice/payment date.
- General Ledger:
 - Under Budgeting > Maintenance, a new option will Copy Budget to Next Year.
 - The system will be sensitive to accounts that are inactivated after the new year is set up. ■

Enjoy your Summer

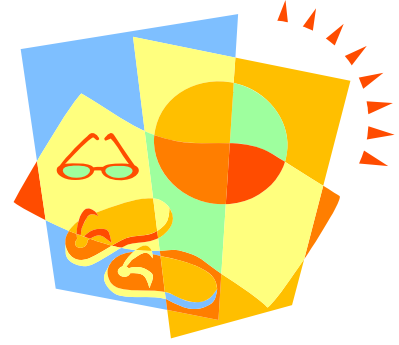
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Email *new* support-related issues to support@hi-techsoftware.com

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

Summer 2008



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

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