

# HTS Express

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

## Wow! I didn't know I had this!

Have you ever slipped into your favorite jacket, checked the pockets and found a \$5, \$10 or even a **\$20 bill**?



It's a good feeling to discover something of value that you did not know was there. At Hi-Tech we love to see how happy you are when you learn something new you can do with an application you already use.

This has been a frequent reaction this past year since we launched our **Hi-Q Training and Education Plan** in January of 2009. In just one year we presented more than **175 free Webinars** that focused on our Clinical, Billing, Financial and Human Resources applications. These Webinars addressed the training needs of new and experienced users.

In 2009 we also held regional **workshops** to introduce our new Medical Record and Face Sheet module, as well as the redesigned Clinical Calendar, Notes and Care Plan programs.

This past year, we saw frequent use of **Hi-Q Points** for individualized training by phone, on site and at the Hi-Tech office in Skowhegan.

The monthly **Hi-Tech Hi-Five** highlights five valuable features of our software that we want everyone to know about.

Hi-Tech is confident that our users are ready for the new programs that we will release in 2010, including the Maine Integrated Health Management Solution (MIHMS) and the MDS 3.0 for all Nursing Care Facilities. To assure this readiness we will continue to provide educational opportunities and the information you need to prepare for transitions in state and federal regulations.

Our Phone Support Team will continue to be the envy of the industry by promptly and cheerfully responding to your calls. Be sure to read our users' **Happy Thoughts** on Page 3 and review our "report card."

This issue of the **HTS Express** will again focus on program features that make your jobs easier, especially those in our most recent Releases. We will also emphasize why it is **so important** to keep your Hi-Tech System up to date with the most current Release.

Remaining *Uniquely Focused on Long Term Care*, Hi-Tech provides what you need to make the most of your investment in our software. ■

## Winter 2010



### Dates to Remember

Daylight Savings Time begins  
Sunday, March 14

St. Patrick's Day,  
Wednesday, March 17

**1st Day of Spring,  
Saturday, March 20**

Easter Sunday, April 4


Patriot's Day, **HTS open**  
Monday April 19

National Nursing Home Week  
May 5-9, 2010

Mother's Day, Sunday, May 9

Memorial Day, **HTS Closed**  
Monday, May 31.

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Find the **blue swoosh**  hiding in this issue. Email [marti@hi-techsoftware.com](mailto: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.

## Hi-Tech Welcomes New Clients

Calais Alternative Care, Calais, ME

*Clinical Records for Residential Care*

The Converse Home, Burlington, VT:

*Clinical Records for Residential Care,  
Resident Trust Accounting, Resident Referral*

Farwell Associates, Lisbon, ME:

*XB 1500*

Indiana Fitness Works, Indianapolis, IN:

*General Ledger, Accounts Payable, Human Resources,  
Payroll, Resident Accounting and Rehab Therapy*

## Current Clients Add Capability

Bangor Nursing and Rehab, Bangor, ME

*CareTracker Interface*

Redington Fairview General Hospital, Skowhegan, ME

*TimeTrak Time Clock Interface* ■

## News from our Clients' States

**Maine:** MHCA will hold its Assisted Living conference on May 5. Learn more at [www.mehca.org](http://www.mehca.org).

**New Hampshire:** NHHCA provides ongoing training in the Resident Assessment Tool for Assisted Living. NHHCA will hold its Spring Conference on May 20. Learn more at [www.nhhca.org](http://www.nhhca.org).

**Vermont:** VHCA will hold its Residential Care Conference on June 10. Call Sherry at 802-229-5700 or go to [www.vhca.net](http://www.vhca.net).

**Indiana:** IHCA will hold its 2010 Convention and Expo on May 25 - 27. Learn more at [www.ihca.org](http://www.ihca.org).

**Florida:** FHCA will hold an MDS Education Program: *What Lies Ahead - MDS 3.0*. May 24, 25, 26 & 27, 2010. Learn more at [www.FHCA.org](http://www.FHCA.org).

**Pennsylvania:** PHCA and CALM (Center for Assisted Living Management) will hold its annual **Personal Care/ Assisted Living Summit** on March 25. For more information go to [www.PHCA.org](http://www.PHCA.org) > Education.

**North Carolina:** For NCHCFA members, the NCHCFA Innovation Team has developed a free manual that provides ideas for making your facility feel like home to your residents and their families. There is a \$5 shipping charge. Contact Elaine Gillespie at [elaineg@nchcfa.org](mailto:elaineg@nchcfa.org).

**Texas:** The TXHCA provides a web page of useful LTC resources at [www.txhca.org/ltrresources.htm](http://www.txhca.org/ltrresources.htm). ■

## AHCA Announces NNHW



The American Health Care Association has announced that National Nursing Home Week is May 9-15, 2010. The theme this year: *Enriching Every Day*.

NNHW spotlights nursing home residents and staff and encourages all to celebrate those who make a positive difference in their lives every day. A supportive and caring environment, such as a nursing home, provides enrichment for residents and families to continue growing, learning and teaching through various ways. The week also provides an opportunity to honor all those who contribute to our nation's nursing homes - residents, family members, employees and volunteers. For more information and resources go to [www.ahcancal.org/events/Documents/2010HealthCareEventsCalendar.pdf](http://www.ahcancal.org/events/Documents/2010HealthCareEventsCalendar.pdf). ■

## HCPPro Launches MDS 3.0 Website

HCPPro has created a website where you can receive updates and information about the MDS 3.0: [www.mdscentralonline.com](http://www.mdscentralonline.com).

According to HCPPro, "MDSCentral is a source for industry news, resources, and MDS information. You will find coverage of long-term care issues and regulations, the latest news about the MDS 3.0, and tools to improve your processes and ensure a smooth transition to the new assessment system." ■

## Hi-Tech Exhibits at Snowy NCHCFA Expo

On February 2, Hi-Tech Software exhibited at the *North Carolina Health Care Facilities Association Expo* in Greensboro, NC. Despite the unusual snowy weather for that region, the Expo was a great success, and we enjoyed talking to the many healthcare providers who were able to attend. ■

## Creative Imaging Sets Group Run Dates

<u>Order close</u>	<u>Delivery</u>
March 1	April 14

Contact Dana Wildes: [dwildes@creative-ig.com](mailto:dwildes@creative-ig.com)  
207-807-6284 (cell) Toll free: 866-370-2999.

Learn more at [www.hi-techsoftware.com](http://www.hi-techsoftware.com) >

***Hi-Tech Clients*** > Creative Imaging Cooperative Buying Plan. ■

**MHCA Awards 2009-2010  
Quality Improvement Certification and Award**

Maine Health Care Association is pleased to announce that Falmouth by the Sea has been recertified and has received the prestigious MHCA Quality Award.

According to MHCA, “this facility is among the select few that meet the award criteria for demonstrated quality improvement achievement in the areas of staff retention, consistent assignment, clinical quality measures, and satisfaction survey driven improvement.”

To apply for recertification, certification, or the QI award, contact Tammy Rolfe [trolfe@mehca.org](mailto:trolfe@mehca.org) for the application forms and assistance. ■

**Hi-Tech Continues Webinar Training**

We included the current Webinar schedule with the January *Hi-Tech Hi-Five* and with the Release 10.01 Update Memo, which you can access from your Hi-Tech menu by clicking **Update Memo** and then **System Update, Release 10.01**. We also post it on our website at [www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) > [View Webinar Schedule](#). Check it often for changes and for the April schedule.

In March we will present the following topics:

- 3/3 Clinical: Resident Flow Sheet Form Types
- 3/3 Clinical: Management Reports
- 3/5 Resident Trust Accounting: Trust Checking
- 3/5 Clinical: Vermont Residential Care Assessments
- 3/16 Accounts Payable: New Reports
- 3/16 Payroll: Reporting
- 3/18 Resident Accounting: MCR C for MCR B ancillary
- 3/18 Resident Accounting: Edit Fee Schedule
- 3/18 Payroll: Wage Garnishments
- 3/18 Clinical: View Medical Record ■

**RJ Anzelc Joins the Hi-Tech Team**

RJ has joined Hi-Tech Software as our new Business Manager. He had one of previous year Hi-Tech experience acquired during his senior year of college.

Prior to rejoining Hi-Tech, RJ spent two years as a Business Intelligence Software Developer at Liberty Mutual Insurance in New Hampshire.

A graduate of the University of Maine at Orono, RJ has a Bachelor’s in Business Administration with a focus on Management Information Systems.

RJ was born and raised in Skowhegan, Maine, and now resides there again. In his free time, he enjoys playing golf, basketball and tennis, as well as watching sports and movies.

RJ’s impressive height (6’ 9”) is only matched by his enthusiasm for what he hopes to help Hi-Tech accomplish. *Welcome, RJ!* ■



**Happy Thoughts on Client Support**

The following are remarks that our clients recorded after an online GoToAssist support session.

“Great service as always. The whole team is great and patient.”

“*Rachael* was very supportive and fixed my problem easily and timely. I really appreciate the help!”

“*Deanne* was very helpful & saved me tons of time! Thank you!”

“*Claire* was very informative and helpful with all of our concerns & questions today. We look forward to resolving all of our issues. Thank you so much *Claire*.”

“*Alicia* is always so helpful & cordial. She made my day.”

“EXCELLENT! *Jeff* is very patient and explains things in a way that I can remember.”

“As always, Santa's helpers come to the rescue!!!”

“My experience was great. My call was returned in a reasonable amount of time. The representative was helpful, friendly and knowledgeable.”

“*Perfect!* Everyone is so friendly and nice.”

“It’s always a pleasure working with the exceptional personnel at Hi-Tech.”

“As always, it was a positive experience with *Rachael* calling back quickly and resolving my problem. Her cheerful voice is very uplifting!!!”

“*The Hi-Tech Support Staff is the greatest!*” ■

GoToAssist Satisfaction Rates	Positive	Neutral	Negative
Oct-Dec 2009	97.7%	2.3%	0%

## IMPORTANT: Keep Your Hi-Tech System Up to Date

Our updates, identified by a specific Release number, provide new program features that improve processing and help you stay in compliance with state and federal regulations. With each Release, we also present Webinars that teach you how to use the new features.

This year it is **extremely important** to stay current because of major changes in state and federal regulations:

- The State of Maine will transition to the MIHMS system in the summer of 2010.
- All states will be required to implement the MDS 3.0 on 10/1/2010.

Your system **must be up to date for you to install these new programs** when we make them available.

If you cannot install these updates, you will not be in compliance, and **this will affect your reimbursement**.

To install any new Release, your System must be at the most recent previous release. Also, to install a required file (such as the 2010 Medicare B Fee Schedule), your system must be at a specific Release number.

We keep three updates on the web at any time: the Current Release and two previous Releases. If you fall too far behind, the Release you need to install **may no longer be available on the website**.

It will become a **chargeable project** to bring your software up to the current release.

Each Release is identified by the year and the month. Our current release is 10.01 (for 2010, January).

Please verify that your system is up to date by looking at the Release number on your Hi-Tech Main Menu, to the right of the User ID entry box as shown on the right.

The following Releases are now on the website:

Current Release: **10.01**

Previous Release: **09.10**

Previous Release: **09.08**



**If you are not at Release 10.01, please bring your system up to date as soon as possible.**

Please read the Memo *before* you install the Release so you understand what the Release provides.

If your system is at a Release **earlier than 09.06**, contact Hi-Tech to schedule a time to update your system. ■

## What are these *Other Choices* on my Main Menu?

Before you log in to the Hi-Tech System, the Main Menu displays all the applications available from Hi-Tech.

After you log in, the menu displays only the applications that your facility uses, and that your User ID can access, which is determined by your facility's System Administrator.

To learn more about other applications on the Main Menu, call Lynne Hammond at Hi-Tech Software. ■



## Use Two Hi-Tech Applications for No Additional Fees

If you use Resident Accounting or Clinical Records Systems for Nursing or Residential Care/Assisted Living, you can use two other applications for no additional licensing or support fees.

Use your Hi-Q Points for set-up and training, and attend Webinars that provide training on these applications.

### Resident Trust Accounting System:

- Tracks the personal funds of each resident, allowing for charges such as barber/beauty shop, personal purchases, withdrawals for shopping trips.
- Prints checks for personal expenses.
- Maintains records of deposits from the resident or family.
- Records interest and service charges based on EOM balance.
- Prints Trial Balance and Resident Statements. Daily, monthly, quarterly and yearly reporting is also available.

Resident Trust Accounting		Date: 01/27/2010
Admission Procedures	Enter Transactions	Enter Trust Checks
Trust Transactions	Create Interest Charges	Print Trust Checks
Reporting	Enter Reoccurring Chrgs	Print Check Detail
End of Quarter	Print Reocc. Charge List	Create Trust Transactions
Libraries	Create Reoccurring Chrgs	View Transactions
File Utilities	View Transactions	Print / Post Transactions
	Print / Post Transactions	Edit Check File
	Process Trust Checks	Print Check List
		Cancel Checks

- Prints Balance Verification letters to be mailed to the resident or family each quarter.
- Transfers funds automatically from patient liability payments recorded through Resident Accounting.
- Records the Trust Surety Bond amount to ensure that total trust balance is no more than 90% of bond amount.

**Upcoming Webinars:** Resident Trust Accounting: Trust Checking Friday, March 5 at 10 am

Resident Trust Accounting 101 Tuesday, April 6 at 10 am

### Resident Referral System:

Focus your marketing efforts and increase your census.

- Create a *referral* record for each potential resident.
- Gather demographic data, referral sources, level of care, payer, and gender on-site with a laptop PC.
- When you admit the resident, convert the referral record to the resident's Face Sheet Record.
- Record the reasons for not admitting an individual for use in future marketing efforts.

**Upcoming Webinar:** Resident Referral System 101

Friday, April 9 at 2 pm

Resident Referral System	
Edit Resident Referrals	
Print Referral Face Sheet	
Print Referral Notes	
Print Referral Pick Detail	
Print Referral Statistics	
Libraries	
File Utilites	

## You Might not See these Choices on your Hi-Tech Menu

Hi-Tech provides its own Rehab and Respiratory Therapy Systems that integrate with our Resident Accounting and MDS software.

Therapy	
Rehab Therapy	
Respiratory Therapy	

We provide Therapy Charge Interfaces to Genesis, Rehab Works, and Kindred. We provide Medical Supply Charge Interfaces to Gulf South, RedLine, Medline and Charge Tracker.

The Hi-Tech Payroll System interfaces to Time Clock systems from TimeTrak, Kronos, Jantek and Simplex. We can create interfaces for other vendors' products.

Interfaces	
Therapy Charges	
Gulf South Charges	
Redline Charges	
Medline Charges	
ChargeTracker	

Call Lynne Hammond at Hi-Tech for more information.

## Clinical Systems News

### Do You Use these New Features Yet?

Face Sheets will include a Mortuary address if the select mortuary includes an address in **Libraries > Face Sheet > Mortuaries**.

Print Face Sheets for  All (including discharged),  All Active, or  Individual residents.

Print Orders now includes the resident's date of birth, and diagnoses will be listed in the sort order defined through **Edit Medical Record > Diagnoses**.

MARs/TARs now include resident's middle initial.

Edit by Activity/Event makes it easier to select multiple residents and residents by Unit.

Edit MDS: When you end out of a Quarterly MDS, error-checking compares responses to the previous MDS and looks for changes that indicate a decline or improvement that would warrant a *Significant Change Assessment*. The program will display the Alert: **Consider coding this MDS as a Significant Change - View Reason(s)**. Click the **Yes** button to display the reasons.

Reporting > Face Sheet >

**Resident Diagnosis List** prints current and resolved diagnoses recorded in **Edit Medical Record**. Lists all diagnoses for residents with more than 12 diagnoses.

**Resident Allergy/Physician List** lists all allergies and physicians recorded in residents' Medical Records.

**Orders > Medication List** will list meds by Start Date  
**MDS > Edit List:**  CPS (Cognitive Performance Scale)  
 Discharge Tracking Exception List  
 Current MDS w/RUG Weight & ADL

**RCA > Assessment Alert** includes residents missing admit dates in their face sheet if you check  **Include Zero Admit Dates**.

**Care Plans > Print Care Plans** will print lines in the Notes column for easier addition of hand-written notes. Go to **Libraries > Facility > Clinical Profile > Screen 2**. Under Care Plan Settings, check  **Print note lines in Care Plans**. ■

### Review Instructions for Recent Changes

Learn about recent changes to the applications you use. On the Hi-Tech menu, click the **Update Memos** icon to display a list of the Update Memos and Instructions.

**Instructions 9.06:** Edit Medical Record, Notes, Clinical Calendar

**Instruction 9.10:** New Care Plan System

**Instructions 10.01:** New Flow Sheet Forms & Trust Checking ■

### Update MDS & RCA from Inoculation History

Through **Libraries > Documentation > Inoculation Library**, define inoculations that will be given in your facility. In the Residential Care System, indicate that the inoculation satisfies the **RCA Section T1e and f**.

- Satisfies RCA Section T-1 e (Influenza)
- Satisfies RCA Section T-1 f (Pneumococcal)

Record administered inoculations through **Documentation > Inoculations**.

On the **Edit MDS Section W** screen, click the **View Inoculation Detail** button. This will display inoculations recorded through **Documentation > Inoculations**. Use this information to complete Section W.

On the **Edit RCA Section T** screen, click **Pull T-2 e/f responses from Inoculations Detail** to complete items **e. Influenza vaccine** and **f. Pneumococcal vaccine**.

CAUTION: If you do not record inoculations or link them to T-1 e or f, clicking this button will clear checkmarks from these RCA items. ■

### Update MDS & RCA from Recorded Falls

Define Falls events through **Libraries > Documentation > Activities / Events Library** and checkmark  **Satisfies MDS Section J-4 a/b** or  **Satisfies RCA Section J-7 a/b**.

Record falls on the dates they occur through **Documentation > Events > Edit by Resident**.

When you enter an MDS or RCA, click the **Pull responses from Activities/Events Detail** button. Falls records dated within 30 to 180 days of the Assessment Start Date (A3a) update **J4a** and/or **b** in the MDS, or **J7a** and/or **b** in the RCA. ■

4. Accidents:

  - a.  Fell in past 30 days
  - b.  Fell in past 31-180 days

### Upcoming Webinar for Maine Nursing Care

Completing the MDS Assessment for MIHMS

Tuesday, April 6 at 2 pm and Friday, April 9 at 10 am.

System Update	Release 9.10
System Update	Release 9.08
System Update	Release 9.06
System Update	Release 10.01
System Update	Instructions 9.10
System Update	Instructions 9.06
System Update	Instructions 10.01

## Financial Systems News

### Do You Use these Features Yet?

#### Resident Accounting

##### Admissions Procedures > Edit Medical Record >

**Insurance:** for a commercial insurance that should be skipped when you select Medicare bills, check  **Do not include in Medicare A/B billing**. You can sort payers so that one is selected as the secondary insurance when you select Medicare bills.

**Edit Medicare B Data:** add and sort up to eight diagnosis codes, which will flow to the Medicare B UB billing form/file.

#### Accounts Payable

**Enter Invoices/Credits:** mark a purchase as an Electronic Funds Transfer (EFT). When you update transactions, EFTs will be posted to AP history and use the Cash Account. The Purchase Journal will list "EFT" after the Cash account code, and "EFT" will display in the check number field for history reporting.

You can now void checks and invoices through **File Utilities > Void AP Check** or **Void AP Invoice**.

#### Libraries >

**Accounts Payable Profile** allows you to control the **Next Check No** provided to **Print Checks**. **Vendors** now records a **Fax #**, **Memo**, **Cash Code** and the **Year** for the edited 1099 amount.

#### Payroll (new programs)

**Reporting > History > Department Summary**  
**File Utilities > Re-Print Payroll Check**

**Outstanding Checklist** can mask employees' names from reports that include Payroll checks. Call HTS.

See **Review Update Memos for Recent Changes** on Page 6. ■

### Resident Accounting Census Changes

With Release 10.01, in **Receipts/Charges/Adj > Room Charges**, when you post the last day of the current month (closing census for that month), the new month will be established. The program will display the message: **Establish New Month Census Files** and open your census file for census changes in the new month.

**You can now make census changes in the new month and get an up-to-date census report.** You will *not* be able to Update Census or Post Room Charges in the *new* month until you complete EOM in the current month.

Continue to enter cash receipts, ancillary/therapy charges, etc. in the current month, but do *not* enter these transactions in the *new* month until after you close the current month. (This part of the process has not changed.) If you try to update census changes before EOM is completed, you will get the message: **Cannot run until End of Month Complete**.

If you try to post room charges before you complete EOM close, you will get this message: **Rooms posted thru end of month.** ■

### Maine is Moving to MIHMS

This summer the State of Maine will launch the Maine Integrated Health Management Solution (MIHMS). This system will require additional coordination between your clinical and billing personnel to assure that MDS records are completed on time and that RUG scores are available to the Resident Accounting System for nursing home Medicaid billing.

Hi-Tech will present Webinars that show you how to use our **Clinical** and **Resident Accounting Systems** to meet MIHMS regulations. We have already scheduled:

#### Completing MDS Assessments for MIHMS:

Tuesday, April 6, 2 pm

Friday, April 9, 10 am ■

### Review the MDS Modification List for Changes in RUG Scores for Billing

The MDS Modification List shows differences in the Case Mix score between an original MDS and its Modification or Inactivation record. Use this information to correct Medicare billing. Select **Billing > Preparation > Print Modified MDS List**. Enter a date range a full month prior to the billing month thru the end of the billing month; for example, 01/01/YY through 02/28/YY. On the report, the **Current** column provides the RUG for the modification or inactivation record. The **Prior** column provides the RUG for the original MDS. If these are different, three asterisks (\*\*\*) will be printed in the **Change** column. Verify that you have billed for the Current score.

You can also print this report from **Clinical: Nursing Care > Reporting > MDS > Correction Policy**. ■

Res Id	Name	Request Type (At2)	Request Date (AT6)	Reason AA8 a/b	Current (Modified or Inactivated)			Prior (original)			Change	
					Date (A3a)	MCR-T3a	MCD-T3b	Date (A3a)	MCR-T3a	MCD-T3b	MCR	MCD
1234	J Doe	1-Modify	01/10/2010	00/2	01/08/2010	7-RHC	7-RHC	01/08/2010	11-RMB	11-RMB	***	***

## HTS Staff

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See our **Webinar Schedule** at

[www.Hi-TechSoftware.com](http://www.Hi-TechSoftware.com) > [Hi-Tech Clients](#) > [View Webinar Schedule](#)

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

## Winter 2010



The *HTS Express* is published by Hi-Tech Software, Inc.

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