

Data Speak!

Tri-Analytics, Inc.

Experts in Medical Database Management

Collecting Better Data, Developing Better Information, Achieving Better Outcomes



Take the Trauma Out of Training

Summary of a presentation by Sue Auerbach, MHA, RHIA, Data Quality Manager for the UPHS Trauma Network

Sue Auerbach has been involved with trauma registries for over nine years in Pennsylvania. In her new role as Data Quality Manager, one of her primary responsibilities is to oversee all trauma registrars and trauma registry functions across all of their sites. Sue recently presented the highly-acclaimed, "How to Train A Trauma Registrar," at the 1999 Collector User Conference in Baltimore, MD. Her presentation has been published in the *Journal of Trauma Nursing* (vol. 6, no. 2 and no. 3).

Ms. Auerbach developed an orientation/training program for new trauma registrars that has proved very successful. The value of this program is threefold: affords the opportunity to build technical skills, provides integration into trauma program, and provides timely positive feedback to enhance professional development. This program also provides a consistent training process in registry functions for all registrars across the network.

The registrars begin training with a week of orientation to the trauma program where they are introduced to all members of the trauma team, participate in department meetings, tour the trauma department, learn where various supplies are located, and learn to use the computer and phone systems specific to the

hospital and trauma department. They also receive a tour of the hospital facility to identify trauma designated areas. During this tour, they also learn where to find network connections, etc. to log onto the network for concurrent data entry activities using a laptop computer. The new registrar also meets with the trauma program manager to review the hospital policies and procedures manual and participate in a general hospital orientation.

During the second week of training, the new registrar is introduced to the Collector registry software and reviews all the screens, menus and operational definitions. The registrar is then given time to practice entering cases into the software. During this time, the registrar also receives an in-depth orientation to injury coding using Tri-Code®, and learns where to glean the most useful information for coding injuries. The week ends with a review of the data abstraction process and running data quality checks on the charts entered during the week.

In week three, the registrar begins to work independently on some tasks, which are checked by the data quality manager. This week includes an introduction to the data validation process using data quality checks and various built-in reports, use of the PTSF bulletin board system for submitting completed charts, and an extensive orientation to report writing in Collector.

Week four includes an introduction to the performance improvement process, the importance of communication with the trauma

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DataSpeak Highlights

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- ▲ Collector Transition to DI Complete
- ▲ Meet Digital Innovation (cont.)
- ▲ Dear Tech Nerd: Login Issues

Collector Transition to DI Complete

As most of you already know, on April 1, Digital Innovation (DI) will be assuming the remainder of the Collector Trauma and EMS Registry software responsibilities: client management, training, billing, and marketing to better serve our Collector users. This will allow Tri-Analytics (TAI) to focus on managing regional and national trauma and other healthcare specialty databases as well as continuing trauma research; and DI to expand its focus in continued product development and support. This will allow TAI and DI to expand our offerings - which is exciting for everyone!

As of April 1, all trauma and EMS registry services will be available from one place, Digital Innovation. If you need training, want to add a new feature to Collector, or have a billing question, you

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Regional Training This Quarter

Collector Trauma/EMS

As of April 1, 2000, Digital Innovation will be conducting training for all Collector Trauma and EMS Registry software.

Call Donna Youngberg at 800-344-3668 ext. 27 or email: dyoungberg@dicorp.com for more information.

Project IMPACT

6 Regional Sessions

Project IMPACT training sessions for the new version 3.0 software will be offered on a monthly basis around the US after the software is released. Exact price, dates, and locations to be determined.

For more info, contact Kimm Streit at Project IMPACT, 714-282-6070, fax: 714-282-6085, or email: kimm@sccm.org.

NRCPR

April 27 & 28

Both clinical and technical training for the NRCPR software will be held at AHA headquarters in Dallas.

This **first** training session is **free** and space is limited, so register today at www.nrcpr.org! Call 888-820-3282, fax: 410-838-1148, or email: info@nrcpr.org.

Additional Resources

Tri-Analytics hired a software trainer to develop training materials and conduct training sessions for Project IMPACT and NRCPR. The new trainer will assist in various training and customer support-related activities.

Collector Transition to DI Complete

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should call DI at 800-344-3668. Please note that the transition will not affect your current lease fee structure, except whom you pay.

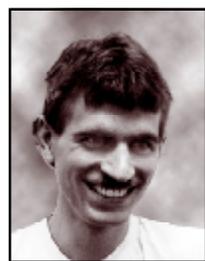
TAI will continue to be involved in trauma database management and research. We appreciate your business and look forward to the opportunity to serve you in other capacities as we continue to expand our services. ☺

If you are interested in finding out more about our database management and consulting services, give us a call at 800-706-0337, or send an email to info@trianalytics.com.

Meet Digital Innovation

continued from previous issue

As in previous issues of the newsletter, we are including profiles of several personnel at Digital Innovation, so you can become familiar with the people who develop many of the database software applications used in your projects.



Senior Software Engineer

“Shy” Guy Thompson

Guy has been part of the Collector development team for nearly a decade – literally growing up with Tri-Analytics and Digital Innovation. He started at Tri-Analytics as a high school freshman in 1989 – recruited as part of Dr. Sacco’s “H-Team.” The team was comprised of top mathematics students from local area high schools and assisted with Tri-Analytics’ database management and research projects. From there, Guy increased his role, becoming a member of the Collector programming team. As he continued his studies, he worked closely with Dr. Kutcher and the other Collector developers.

Guy graduated from the Johns Hopkins University in 1995 with a Bachelor of Science degree in computer science. His courses specifically focused on providing an advanced software engineering background, to help in developing our next-generation registry products. In 1995, when the Collector transition began, Guy joined Dr. Kutcher as a founding member of the core engineering team for Digital Innovation. He has played an integral role in designing the Windows version of Collector, and has been involved in the development of many successful DI software projects and products. His contributions have helped DI expand to include a full complement of products, services, and personnel, including the addition of many of the original Collector team members.

In his free time, Guy stays busy by hiking with his two dogs, playing computer games and searching for the perfect location to build his self-designed dome home.



Senior Systems Analyst

Michele (Shelly) Ritondo, Ph.D.

Shelly joined Digital Innovation, Inc. last September, after admiring the company’s

work for several years. She is excited about the opportunity to contribute to DI’s research and development efforts as well as to the success of individual projects. Her areas of expertise include relational databases, interactive graphing and reporting applications, software development methodologies, Structured Query Language (SQL), and Visual Basic. “Dr. Ritondo” is proud of the Ph.D. in Information Systems which she earned in 1998. However, she attributes most of her practical analysis and design skills to her work on a Food and Drug Administration contract, establishing an electronic system for submission and review of generic drug applications.

Shelly also stays active in her free time. She and her husband, Paul, enjoy skiing, swimming, running, and playing ball with their dog, Ruffy.



Project Manager Kathleen Yetter

Kathleen began working for Digital Innovation, Inc. in April of 1999. As a Project Manager, her current focus is on the NRCPR Data Collection Software project sponsored by the American Heart Association. Kathleen's roles at DI include project manager, technical documentation specialist, and JAD process coordinator.

Kathleen earned a Bachelor of Science in Management and Marketing from Towson State University in 1987 and a Master of Science in Human Resource Development from the same university in 1989. She was employed by Agency Services, Inc., a premium finance company, for 10 years. Kathleen held several key management roles in the IS Department, with a primary focus on software quality assurance and employee/user training and development. Her last position with the company was as the Manager of Quality Assurance, where she was responsible for the testing and certification of all software released, all user documentation and employee/user training.

Outside of work, Kathleen enjoys spending time with her husband, Rob and playing with her two boys, Brendan (3 years) and Michael (18 months). She also likes to run and bike.



Administrative Assistant Mariastel (Stel) Pou

Stel is a full-time student at Towson University, majoring in Speech Pathology. She has been a part-time DI employee since the summer of 1999. In her role as an administrative assistant, Stel provides support for software distribution and company mailings. Stel is also assisting with the activities coordination for annual Collector Users Conference. ☺

How to Train a Trauma Registrar

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program coordinator, a review of the PTSF quarterly comparative reports, and an introduction to the customization features of the Collector software. By this point, the registrar should be familiar and comfortable with the daily activities and able to work more independently. The data quality manager continues to monitor the progress of the new registrar and ensures that the registry staff assists the new registrar in data validation, report writing, and data submission activities.

Over the next few months, the registrar receives a more thorough review of the data submission process and takes a road trip to PTSF to see the daily functions of the central site. In addition, the registrar reviews basic report writing functions, learns how to handle report requests, is introduced to advanced report writing functions, and learns how the registry is valuable in the accreditation process.

In conclusion, the training program developed by Ms. Auerbach has ensured consistency and accuracy in registry functions across the trauma network, builds new registrars technical skills in a timely manner, integrates the new registrar into the trauma team, and promotes professional development of the registrar. The registry staff are viewed as part of the trauma team who directly contribute to the success of the trauma programs across the UPHS trauma network. ☺

(with everyone logged out of Collector):

1. From the Start | Programs menu, choose "Collector" and click on: "Reset the Collector Network." If you don't have this icon, go to Windows Explorer, find the server installation of the Collector software (usually named collectw) and double-click on the icon labeled: "**dosshell**." Type: **tools resetnet** and press ENTER. Type **exit** and press ENTER to finish.

2. If you still can't login, go to Windows Explorer and find the local installation of the Collector software (usually named cns_coll or collectw) and delete the file **login.flg**.

3. If you still can't login, reboot the machine that wasn't allowing you to login to the software.

If you have any questions or concerns about how to do this, please contact technical support before attempting to follow these 3 steps. They'll be glad to help! ☺

If you have a question for the Tech Nerd, send it to us:

23 E. Ellendale St., Suite A
Bel Air, MD 21014
newsletter@trianalytics.com

Dear Tech Nerd

How to handle "already an active login from this directory" when opening the PI Collector software?



This message usually occurs when someone using Collector has been booted out of the system without logging out of the software.

To correct the problem, follow these steps

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What's New?

ACFAS Outcomes Study

TAI and DI recently completed a software update for the American College of Foot and Ankle Surgeons Outcomes Study. The update was based on comments made at the October project training session in Chicago. The update, along with the associated documentation, was mailed to the College and the 16 participating project sites. Data from the old version of the software must be converted to the updated version and submitted by April 30 for inclusion in the first project report, June 15. Tri-Analytics provides data management and reporting services for the study.

National Registry of CardioPulmonary Resuscitation

During March, 10 beta test sites performed a final review of the NRCPR data collection software containing updates from the first beta

test. After addressing all necessary changes, the final version of the software shipped to current participants on April 6. Already, there are over 50 participants in the NRCPR!

Project IMPACT

The 2000 SCCM Symposium in Orlando was a great success for all PI participants. Training on both the current and new data sets was a resounding success. The annual PI User's Group meeting included wonderful presentations and gave users the opportunity to hear of current activities and plans for the new version 3.0 system. All agreed the conference was very useful and left energized about participating in Project IMPACT.

Electronic Distribution of TAI Newsletters

TAI is offering our newsletters via email in a PDF file to those who'd rather receive it electronically instead of via mail. If you'd like to receive the newsletter electronically, please send an email to newsletter@trianalytics.com. ✉

Join the NRCPR

If you are interested in participating in the National Registry of CardioPulmonary Resuscitation (NRCPR), visit our web site: www.nrcpr.org for information on the project.

Change of Name or Address?

Please phone 800-706-0337 or email newsletter@trianalytics.com
Thank you for your help!

Ideas & Suggestions

If there are topics you'd like to see in future newsletters or **if you'd like to contribute an article**, please contact TAI at 800-706-0337 or email newsletter@trianalytics.com.
Your ideas help us better serve you!