

# TAI NEWS



## Year 2000 Compliance: Are You Ready?

All CVW (Windows version) Collector applications are based on Digital Innovation's database management engine. The database engine is scheduled to be Y2K-compliant by the 1998 User Conference. Individual systems will be converted thereafter, with all conversions and related testing scheduled for completion by June 30, 1999. The Y2K-compliant upgrade will be provided at no additional charge for those who sustain their yearly maintenance fees. **The DOS version of the Collector software will not be Y2K-compliant.** To achieve compliance you should convert to the Windows version of the software.

— John Kutcher, Digital Innovation

## ICD-10 & TRI-CODE®: Your Opinion Counts

Some of our users have mentioned the desirability of incorporating ICD-10 into TRI-CODE®. This is not an insignificant request in terms of development time and money. At the same time, it is our desire to be customer-focused and market-driven. Therefore, we are looking for feedback from a broad range of users on this topic.

Do you use ICD-10 at your facility? If yes, how do you code in Collector currently (since TRI-CODE® uses ICD-9)? If no, do you anticipate a shift to ICD-10 and when? What are your thoughts on the use of ICD-10 in injury coding?

This information would be very helpful as we plan future updates to our systems. Please take a few minutes to contact Don Dove at [ddove@trianalytics.com](mailto:ddove@trianalytics.com) or **410-879-6767 x104** or **800-706-0337** with your thoughts on this subject. We look forward to hearing from you!

## TRI-ANALYTICS, INC.

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*Highlights* Year 2K Compliance Issues  
Conferences & Training  
Windows 98 vs. Windows 95:  
Should You Upgrade?

### Our Apologies

We apologize for the recent difficulties you may have experienced using our new toll free tech support and marketing lines. We had problems recently when switching carriers. If you still have trouble, please phone us at **410-879-6767**. Thank you for your patience as we strive continuously to improve our service.

### No Y2K Implications!



As nothing in **TRI-CODE®** and **ICDMAP-90** products relate to Y2K issues, no changes need to be made to those products. In addition, Tri-Analytics' in-house software and hardware is already Y2K-compliant. If you have any questions or concerns regarding Y2K compliance, contact Saron Mack at [smack@trianalytics.com](mailto:smack@trianalytics.com) or **410-879-6767 x119** or visit our web site at [www.trianalytics.com](http://www.trianalytics.com).

# TAI: User Conference & Training

The 4<sup>th</sup> Annual Tri-Analytics User Conference will be held at the Hyatt on Fisherman's Wharf in San Francisco, California, October 1-2, 1998. This year's conference will include speakers from around the globe, two full days of Collector training, networking with other Collector users, regional and central site users' group meetings and more! TAI will be providing sumptuous buffet breakfasts and lunches both days. The cost for the conference is \$350 US per participant. Overnight accommodations are available at the Hyatt **(415-563-1234)** through Tri-Analytics, Inc. for \$175 per night for singles or doubles. Bring a friend and share a room to save costs!

## Speakers:

- s **Stacy Ackroyd** Research Coordinator, Dalhousie University: *The Trauma Registry: A Tool for Research*
- s **Susie Baulch and Michael Baulch** Specialty Program Coordinator, Santa Clara Valley EMS: *Riding the Whitewater Rapids of Trauma Registry Management: Avoiding the Pitfalls of Data Sharing*
- s **Maureen Brennan-Barnes** Data Analyst, Ottawa General Hospital: *Using Collector for Cost of Quality of Life of Trauma Patients Research*
- s **Don Dove** Vice President, Tri-Analytics, Inc.: *Using Control Charts in Trauma Quality Improvement Activities*
- s **Juliet Fischer** RN, MSN, CCRN, Trauma Coordinator, Lehigh Valley Hospital: *Using a Concurrent Trauma Registry Model to Monitor Outcomes and Improve Quality*
- s **Robynn Gough** Trauma Program Manager, Mercy San Juan Hospital: *Using Collector During Trauma Center Site Surveys*
- s **Edie Jewell** Trauma Registry Consultant, Washington State Trauma Registry: *Shifting the Training Needs of a Growing Registry System*
- s **Susan Kennedy** Trauma Coordinator, Washington Hospital Center: *How to Use Collector to Increase Revenues for the Sinking Trauma Service*
- s **Dr. John Kutcher** Collector Software Developer, Digital Innovation, Inc.: *Future Trends in Departmental Registry Systems*
- s **Kerstin Sluys** Trauma Coordinator, Karolinska Hospital: *Trauma in Stockholm*
- s **Mary Ann Spott** Assistant Director, MIS/Trauma Registry, Pennsylvania Trauma Systems Foundation: *Database Management — Lesson Learned*

## Regional Training Courses This Quarter

Collector training courses are offered throughout the year in various regions. Individual training courses are also available at TAI.

Call TAI for details! To sign-up for a training session, contact Saron Mack at **410-879-6767 x119**, Fax: **410-838-1148** or email: [smack@trianalytics.com](mailto:smack@trianalytics.com).

Most courses have sign-up deadlines. Be sure to sign up as soon as possible to guarantee your spot!

### Missouri & Midwest

July 29 & 30 Collector Trauma Registry Training at Cox Medical Center in Springfield.

### New England

August 6 & 7 Collector Trauma Registry Training at CHA in Connecticut.

### Texas

August 17 & 18 Collector Trauma Registry Training in Austin, TX.

### Alberta

September 10 & 11 Collector Trauma Registry Training in Edmonton, Alberta.

# Dear Tech Nerd

## Trouble-Shooting Collector Network Errors

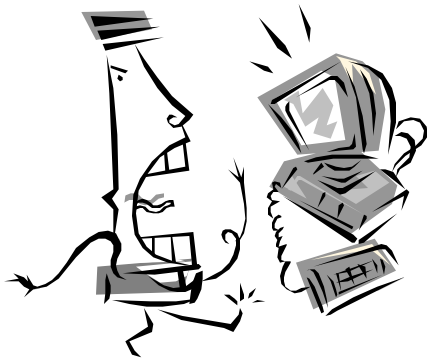
What should I do when I get an “already an active login from this directory” error message?

1. Reset the Collector network by clicking on the icon in the Collector group.
2. If the message still occurs, reboot that machine and try to log on again.

What should I do when I get a “cannot access 1:CDB\CDB.DB1” error message?

1. Check to make sure the file exists on the Collector server.
2. Reset the Collector network by clicking on the icon in the Collector group.
3. Make sure you have **full** access to the Collector directory on the server and the local satellite directory on your machine. This includes read, write, create, delete, modify.

What should I do when I get a “cannot access 0:OVL\CV3SETUP.DCT” error message?



1. Check to make sure the file exists on the Collector server.

2. Make sure you have **full** access to the Collector directory on the server and the local satellite directory on your machine. This includes read, write, create, delete, modify.

3. Check the path in DEVLDRIVE.CFG on each satellite to make sure it is the correct path to the Collector server. This file contains the path to the Collector server.
4. Check the drive mapping to the server. It must be mapped to a directory above the Collector directory and not directly to the Collector directory.

What should I do when I get a “cannot access 0:SYSPOPUP.DB1” error message when trying to open the column 1 or 2 query menus or when trying to edit popup menus from a satellite?

1. Check to make sure the file exists on the Collector server.
2. Check the drive mapping to the server. It must be mapped to a directory above the Collector directory and not directly to the Collector directory.

What should I do if only one person can log onto a Collector network version at a time?

1. Check each satellite’s DEVNODE.CFG file for

uniqueness. Each satellite must have a unique number and must be different than the server.

2. SHARE.EXE must be loaded in AUTOEXEC.BAT on each machine.
3. Set files & buffers in CONFIG.SYS to 50.
4. Check the path in DEVLDRIVE.CFG on each satellite to make sure it is the correct path to the Collector server.
5. Check the drive mapping to the server. It must be mapped to a directory above the Collector directory and not directly to the Collector directory. This file contains the path to the Collector server.

## Computer Issues



### Windows 98 vs. Windows 95: Should You Up-grade?

The upgrade from Windows 3.x to Windows 95 was a major, and essential, upgrade for most users.

Many PC enthusiasts and power users alike, are now wondering if upgrading Windows 95 to the Windows 98 operating system is worth the time and cost. Others wonder what problems an upgrade to '98 may present and what bugs the OS may contain.

Although Windows 98 may look and feel the same as Windows 95, '98 offers several improvements over '95. A utility to convert hard disks from FAT16 to FAT32 may be the most significant improvement. This allows for larger hard disk partitions and more efficient data storage. Plug-and-Play has improved with support for many new devices. Performance has improved slightly. Also, '98 offers a Web browser-like interface and is almost identical to Windows 95 with Internet Explorer 4.0. IE 4.0 is included with '98, yet you are able to install Netscape products if you choose. Windows 98 offers improved utilities, such as Disk Defragmenter and Scandisk and new utilities, such as Disk Cleanup, which removes temporary files, and a utility that searches the internet for driver and Windows upgrades.

As for the negative aspects of Windows 98, if you own an older machine with Windows 95 installed, Windows 98 will require more memory. Specifically, Windows 98 requires a minimum of a 486DX / 66 MHz processor, 16 MB of RAM and 120 – 295 MB of hard disk space. Compare this with '95, which requires a minimum of a 486 / 25 MHz processor, 8 MB of RAM and 40 – 45 MB of hard disk space, and the problems Windows 98 could pose for an older system are obvious. The upgrade pro-

cess has revealed some minor glitches. Windows 98 does not always recognize removable mass storage devices (i.e. Zip drives) or audio system components during installation, requiring a reboot or manual installation of the device(s). As with any new OS, bugs are appearing. Microsoft is beta testing Service Pack 1, a piece of software to eliminate some the operating system's recently exposed problems.

Windows 98 has received mixed reviews. Is it a better OS than Windows 95? In many ways, yes. Windows 98 is more stable and efficient. Is it worth upgrading from Windows 95? Unless your current system is unstable, or you have the need for some of Windows 98's new features, probably not. However, if given the choice between installing Windows 95 or Windows 98 on a new machine, '98 is the sensible choice.

— Chris Connolly, Support Analyst

## Virus or Hoax?

An anonymous email recently warned: "Someone is sending out a very desirable screen saver - the Budweiser Frogs. If you download it, you will lose everything. Your hard drive will crash and your computer will be useless." However, the threat turned out to be a hoax according to information posted on Symantec's web site (<http://www.symantec.com/avcenter>). So, before panicing, consult the Symantec web site for the latest virus information. In the meantime, consult your systems administrator before downloading **anything** onto your computer.

## Stats & Facts

### Cancer Concerns

- 80 percent of women diagnosed with breast cancer have no known risk factors
- 5 to 10 percent have a family history of breast cancer.
- Only 10 percent have some risk factor.
- 493 women each day will be diagnosed with breast cancer.
- During the 10 years of the Vietnam War, 58,000 men and women died. During that same ten-year period, 330,000 women died of breast cancer.

Source: National Center for Health Statistics

# TAI In-House News

## Tri-Analytics Welcomes Two Karens to its Sales and Marketing Team !

Karen Langford and Karen Milanicz, known affectionately as K1 and K2, respectively, are recent additions to the Tri-Analytics staff, heading up the sales and marketing department.

**Karen Langford** is Director of Sales and Marketing at Tri-Analytics, a position she has held for six months.



She is involved in the design and development of marketing materials for the various company products as well as the sale of database management systems. Prior to coming to Tri-Analytics she was a senior account executive at HCIA, Inc., where she sold

clinical and financial healthcare data for six years. Karen is a graduate of Penn State University and lives with her husband and two children in Millersville, MD.

**Karen Milanicz**, the new Marketing Coordinator for TAI, helps with telemarketing, direct mail, and literature design. During her ten years as a telemarketer, Karen has developed leads for products as diverse as computer software, healthcare information and newsletter services. Her lifelong interest in art and design recently has developed into an interest in electronic publishing and she takes courses whenever possible.



## Meet Chris Connolly!

**Chris Connolly** has held the position of TAI support analyst for the past six months. He is involved in the support of Project IMPACT and the training of Collector



clients. He also assists in the maintenance of TAI's network. Prior to his employment at TAI, he was employed by Water Street Mathematics Company, where he was involved in the training of students and teachers in the use of their website, as well as teaching

performance-based mathematics to 2<sup>nd</sup> – 5<sup>th</sup> grade students. Chris graduated from Frostburg State University with a Bachelor of Science in Elementary Education and is currently studying to become an MCSE as well as an A+ Certified Technician.

# TAI Project Updates

## American College of Cardiology

TAI has written an auditor's manual and finished approving software used to submit data to the American College of Cardiology's National Cardiovascular Data Registry.

## American College of Foot and Ankle Surgeons

TAI was recently awarded a contract by the ACFAS to develop software and provide central database management and reporting services for the Foot and Ankle Surgery Outcomes Registry, which will specifically evaluate the following conditions: diabetic foot ulcers, heel pain, hallux rigidus/limitus and paronechia. The registry includes:

- A data set consisting of three sections: Clinical Outcomes, Patient Satisfaction and Charges or Fees.
- Windows-based registry software and/or scannable forms to be used at participating sites for data entry, quality checking, local analysis, and transfer to the central site.
- Central database management and the preparation of reports to each of the initial participating sites that compare the care and outcomes of their patients with those of patients with the same condition treated at other participating sites.

## Maryland Cancer Registry

For the past five years, TAI has managed the central database and prepared quarterly reports to each of the nearly 150 facilities (hospitals, radiation therapy centers and diagnostic laboratories) that participate in the Maryland Cancer Registry. In addition, quarterly reports are prepared for the Maryland Department of Health & Mental Hygiene (DHMH) summarizing data submission activity, data quality and completeness, database contents, and database management and certified tumor registrar field staff activities. TAI also prepares reports giving the incidence rates of cancers diagnosed in Maryland, its regions and counties during a particular year. These reports form the basis for planning statewide cancer control activities.

## Mensana Diagnostics, Inc.

Mensana Diagnostics Corporation (MDC) has developed questionnaires for determining the authenticity of back pain and for identifying likely underlying diagnoses. Patients complete paper forms and return them to TAI

where they are scanned into the TAI-managed MDC database system. The software scores patient responses, provides feedback to MDC customers (e.g., insurers), and accumulates a central database for research and continued questionnaire refinement.

## Middle Atlantic Traumatic Brain Injury Consortium

TAI is developing local and central site Windows software for the Consortium to collect and analyze data on patients with brain injury. Such data are necessary to design and evaluate effective prevention programs and to evaluate and improve patient care.

## Pennsylvania Trauma Systems Foundation

For the past ten years, TAI has managed the central database and produced quarterly reports for each Pennsylvania Trauma Center that compare their patients, their care and outcomes with data from all of the state's trauma centers. TAI also prepares semi-annual reports to the Pennsylvania Trauma Systems Foundation that provide results on data completeness, timeliness, outcome evaluation results, patient demographics, CQI program data, and specific research projects.

## Sierra Sacramento Valley EMS Agency

TAI manages the central trauma database for the Sierra Sacramento Valley Emergency Medical Services Agency. TAI provides quarterly confidential reports to participating trauma centers that describe their patients, give outcome evaluation results and support CQI programs. TAI also provides the Agency with a report summarizing data from all participants.

## Society of Critical Care Medicine

TAI has developed PC-based registry software for use by hospital Intensive Care Units (ICUs) participating in Project IMPACT, the national critical care data system sponsored by the Society of Critical Care Medicine (SCCM). The software allows participating ICUs to enter patient data, check it for quality and completeness, analyze and report on it locally, and forward a copy of those data to the central database. TAI provides technical support to software users, manages the central database, prepares quarterly comparative reports to participants, performs research, and responds to ad hoc requests for data and/or information from the database.

# What's New?

## New TAI Phone Directory

Have you called recently and gotten the wrong extension? You may have encountered the new phone directory. In order to accommodate new employees and the restructuring of technical support responsibilities, we have changed our phone menu. The new listings include:

s **Extension 2** — Sales and Marketing

The new technical support extensions are through your particular contract:

s **Extension 3** — PTSF

s **Extension 4** — Project IMPACT

s **Extension 5** — The Maryland Cancer Registry

s **800-344-3668** — Digital Innovation

If you are not sure of what extension to choose, ask the operator. Or use the new toll-free number for tech support:

**888-824-4382.**

## TAI Team Participates in Relay for Life

The Relay for Life is a team 24-hour walkathon sponsored by the American Cancer Society to raise money for cancer research and education. In 1995, over \$20 million dollars was raised through this event.

This year's event for our area, Harford County, Maryland, was held at the local high school track on May 29-30. Despite several downpours and thunderstorms during the night, the spirited team from Tri-Analytics, "Data Driven," walked to exceed their goal of raising \$100 per participant. The total money raised at the Harford County event was over \$132,000.

## Change of Name/Address

Please phone **800-706-0337** or email [newsletter@trianalytics.com](mailto:newsletter@trianalytics.com) with any changes. Thank you for your help!

## Congratulations!

Andy, Chris, and Saron recently received congratulations for conducting an excellent training course.

Don recently received congratulations for conducting an outstanding regional training course.

## Ideas & Suggestions

If there are topics you'd like to have addressed in future newsletters, please contact TAI at **800-706-0337** or email us at [newsletter.trianalytics.com](mailto:newsletter.trianalytics.com).



TRI-ANALYTICS, INC.  
23 Ellendale Street  
Suite A  
Bel Air, MD 21014-2963