

Message from the Chapter President

Each year, the board of directors meets to strategize and plan activities for their next fiscal year. This annual meeting also includes election of new officers and appointment of new board members, whose terms are each one year. The only exception to this rule is the three year progression from President-Elect, to President, and ultimately to Past President. The board operates on a July 1-June 30 fiscal year, and each board member's term coincides with this timeframe. I'd like to introduce you to this year's board of directors. Please join me in thanking these individuals for their dedication and years of service.



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<i>Member</i>	<i>Title</i>	<i>Joined HIMSS</i>	<i>Joined Board</i>
Daryl Duenkel, FHIMSS, CPHIMS	President	1996	2010
Mike Finnegan, CPHIMS	Past President	2006	2009
Erin Mosleth, CPHIMS	President-Elect	2013	2013
Larry Dux, FHIMSS, CPHIMS	Treasurer	1987	1987
Debi Cox	Secretary	2008	2009
Cynthia Cauthern, CPHIMS	Director - Sponsorship	2007	2013
Mara Daiker, CPHIMS	Co-Director - Member Advancement and Professional Development	2008	2013
Michael Day, CPHIMS	Director at Large	2007	2013
Stephanie Koch, CPHIMS	Director - Communication	2011	2014
Madhuri Kudrimoti, CPHIMS	Director - Fall Technology Conference	2004	2014
Kimberly Lamb	Director - Regional Events	2009	2010
Janet Manderscheid, FHIMSS, CPHIMS	Director - Membership	2006	2006
Then Mathialagan, CPHIMS	Co-Director - Member Advancement and Professional Development	2010	2013
Kim Pemble, CPHIMS	Director at Large	2001	2014
David Porter	Director - Students	2012	2012
Terri Leigh Rhody	Director at Large	2002	2002
Craig Siwy	Director - Advocacy	2010	2011

If you would like to find out more about becoming a board or committee member, please send an email to members@wisconsinhimss.org.

*Daryl Duenkel, President
Wisconsin Dairyland HIMSS Chapter*

The Wisconsin Dairyland HIMSS Chapter has been awarded the Presidential Level of Advocacy Award for FY14! Thank you to all who contributed their efforts to help our chapter earn this remarkable distinction!



Summer Socializing

Two summer socials were held this past month at Lil' Ole Winemaker Shoppe in Wausau and Great Lakes Distillery in Milwaukee. 62 people attended the socials, which included free tastings, a raffle, and gift card giveaways. Congratulations to Jenny Stahnke of Marshfield Clinic and Vicki Parrish of Froedtert Health for winning \$150 Visa gift cards for bringing potential HIMSS members along as guests, and Joe Cebe (guest of Tammy Kiedrowski of Aspirus) and Matt Schaefer of UW Health took home a combined \$215 winnings in the 50/50 raffle. \$215 was also raised for Fisher House Wisconsin, which provides a 'home away from home' for military and veterans' families to be close to loved ones during hospitalizations at the Clement J. Zablocki VA Medical Center in Milwaukee. Thank you to all for attending these fun events and for contributing to a good cause - we look forward to seeing you at future events!



Members and guests enjoy a tasting at Great Lakes Distillery

Save the Dates!

September 24th, 2014

Moderated CIO Panel

Topic: IT Customer Satisfaction

Appleton, WI

October 22nd, 2014

Regional Networking Event

Stevens Point, WI

November 12th – 14th, 2014

Midwest Fall Technology Conference

Chicago, IL

December 2014

Regional Networking Event

Marshfield, WI

February 2015

Regional Networking Event

Madison, WI

March 2015

Regional Networking Event

Racine, WI

May 2015

Regional Networking Event

Milwaukee, WI

Professional Development Opportunities

One of the goals of the professional development committee is to provide educational opportunities to our members, including preparing you to attain the HIMSS Certified Professional in Healthcare Information & Management Systems (CPHIMS) or the Certified Associate in Healthcare Information & Management Systems (CAHIMS) certification. We do this by providing you an opportunity to participate in a FREE study group, which will provide you with a collegial and collaborative learning environment with the goal of preparing 100% of the participants with the knowledge to pass the certification exam.

The CPHIMS certification is virtually the certification for healthcare information and management systems professionals and will help you distinguish yourself in an increasingly competitive marketplace, validate your knowledge, competency and credibility, gain skills and tools to help you make a difference in your organization and your community, and demonstrate your commitment to continuing professional development. The CAHIMS Certification is a newer HIMSS health IT certification designed for emerging professionals within the industry that demonstrates knowledge of health IT and management systems, facilitating entry-level careers in health IT. It is designed to be a career pathway to the CPHIMS credential.

Professional certification can be found in almost every industry today and has found its way in for a reason - it helps advance the profession. Certification helps employers evaluate potential new hires, analyze job performance, select contractors, market services, and motivate employees to enhance their skills and knowledge. It provides a documented level of assurance that employees are competent in work practices. CPHIMS and CAHIMS both provide concrete, public evidence that the organization is staffed with people who know what they are doing and is competitive in comparison of quality services.

To learn more about either of these certifications, including the eligibility requirements for each, please visit <http://www.himss.org/health-it-certification>.

We are excited to assist you in your journey of obtaining certification and are currently preparing study groups for this fall in both Milwaukee and Madison (areas to be added if there is enough interest!) that will run for approximately 11 weeks, mid-September to mid-November. If you are interested in joining, sponsoring, or moderating (must be CPHIMS certified) a study group, or to learn more about this exciting opportunity, please contact Mara Daiker at mdaiker@columbia-stmarys.org. We hope to see you this fall!

We're Moving! On September 1st, our website will be moving from its current address of <http://www.wisconsinhimss.org> to its new home of <http://widairyland.himsschapters.org>. Users will be redirected from the old site to the new site for several weeks, but please take note of this upcoming change!

MIDWEST FALL TECHNOLOGY CONFERENCE



The Midwest Fall Technology conference is fast approaching! This is a great opportunity to learn from the successes and challenges experienced by other healthcare organizations, learn about new and relevant technologies, applications and services, be inspired by innovation being pursued by various healthcare organizations, and network with industry colleagues - all while earning up to 14 education credits towards CPHIMS and CAHIMS certification.

The education program for this year's conference focuses on five topics:

- Leadership/Innovation
- Analytics
- Clinical Engagement/Mobile Health/Patient Engagement
- Industry Trends
- Health Information Exchanges



The educational programming features include

- 4 keynote speakers
- Over 20 sessions spread over 2 days
- Professional development sessions for entry-level and early-career HIT pros
- 4 bonus pre-recorded education sessions!

Much more information at midwestftc@himss.org!

Call for Proposals

The Wisconsin Dairyland HIMSS chapter invites its members to share their experiences and successes at one of our regional networking events throughout the state. Check out the "Save the Date" column on Page 2 for dates and locations. At these events, IT leaders have the opportunity to connect with and provide an educational experience for other members while contributing to the greater conversation surrounding crucial topics in today's healthcare environment. Members interested in sharing their stories are encouraged to submit a proposal for one of these educational sessions.

As healthcare technology continues to evolve, it is more important than ever for healthcare IT professionals to learn and grow from one another. Each networking event will feature a presentation from a member organization sharing information and their experiences with the planning, design, implementation, and results of technological projects and solutions. These 60-minute presentations include opportunities for questions and discussion led by the speaker.

Call for Proposals for Stevens Point and Marshfield ends 9/15/2014. Call for Proposals for Madison, Racine, and Milwaukee ends 10/15/2014.

Members can submit proposals on the Wisconsin HIMSS website, which will be evaluated based on speaker experience, originality of the material, timeliness of the information, clarity, and educational value. Additional questions should be submitted to members@wisconsinhimss.org.

Membership Update

The Wisconsin Dairyland Chapter of Healthcare Information and Management Systems Society (HIMSS) is one of over 40 affiliated chapters of the largest health care information systems professional organization in the nation. The Wisconsin Dairyland Membership Committee is responsible for engaging our current members in chapter activities. We have several new and repeat initiatives this year to help us with this responsibility.

Repeat initiatives include the Annual Survey to Members and Social Events:

Annual Survey to Members: The Annual Survey to Members was closed on July 15th, 2014. This year we received survey responses from 12% of our members to help guide our decisions regarding educational programs in the upcoming year. More information from the survey responses will be provided in a future newsletter article.

Social Events: Two summer socials were hosted by the chapter this year. On July 31st, 2014, we hosted a Wine Tasting event in Wausau at the Lil Ole' Winemaker Shoppe, and on August 14th, 2014, we hosted a Spirits Tasting event in Milwaukee at Great Lakes Distillery. We hope that you were able to join us at one - or both - of these events! More details from these events can be found on Page 2.

Please see Membership on page 4

Thank you to our sponsors - we appreciate your support!

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Computerized Physician Order Entry

By Peter Roloff, MD
 Director, Medical Informatics and Operations
 Ministry Health Care/Affinity Health System

CPOE? EMR? MU2? ACO? R2D2? The recent explosion of acronyms can really encourage a physician to just hunker down and focus on the day to day care of the patients instead of looking at the changing landscape of medicine. As a System, key leaders at Affinity are not only monitoring this changing landscape but working hard to stay on the leading edge of all of the new programs that are continuously evolving.

Computerized Physician Order Entry (CPOE) is a key initiative aimed at implementing an EMR that allows the clinician to enter their orders directly into the system. This will replace the handwritten orders that have traditionally been free-handedly written by clinicians and then transcribed by a unit clerk or nurse sometime later in the morning. This component is the last component to be put in place in the Affinity hospitals to close the loop from ordering of a medication electronically, to delivery and bar code scanning to assure the right patient receives the right medication the right way at the right time, to electronically documenting that the patient has received the correct medication. Closing this loop will further improve our patients' safety in our hospitals.

Please see CPOE on page 5

Membership from page 3

New initiatives include the Call for Proposals and Organization Affiliation Engagement:

Call for Proposals: We are always looking for speakers at our Regional Networking Events. Check out the article on Page 3 for more information on the Call for Proposal process!

Organization Affiliation Engagement: Organization Affiliation (OA) is a membership agreement for Provider-based organizations (i.e. hospitals, health systems, clinics) to HIMSS. As an OA, all of your employees receive FREE HIMSS membership and, based on the level of your OA agreement, there are multiple other opportunities. In the upcoming year, members from the Membership Committee will be contacting the OA organizations to provide a point-of-contact for HIMSS-related questions as well as to get their input on what the chapter can do to help that organization gain more value from their membership.

If you would like to find out more about any of these initiatives, Organization Affiliation membership, or how to become a volunteer for the Wisconsin Dairyland chapter, please send an email to members@wisconsinhimss.org.

We look forward to seeing you at one of our many upcoming events!

Local HIMSS Volunteers Go National

In addition to volunteer opportunities with the state chapter, National HIMSS offers multiple volunteer opportunities. Service on a HIMSS Committee, which focuses on a specific set of topics, is an excellent opportunity for professional development, peer-to-peer networking, problem solving, solution sharing, education, and more. Committee member terms are one year and coincide with the HIMSS fiscal year (July 1 - June 30). The Wisconsin Dairyland chapter of HIMSS leaders would like to thank the following individuals from Wisconsin for their volunteer efforts on National HIMSS Committees:

<i>Member</i>	<i>Title</i>	<i>Employer</i>	<i>Committee</i>
Cheryl Bowman, CPHIMS Pauline Byom	Data Manager Regional Quality Director	UW Hospitals & Clinics Mayo Clinic Health System	Clinical & Business Intelligence Quality, Cost and Safety - Vice Chair
Renee Hinkel, RN, MSN, CPHIMS Madhuri Kudrimoti, CPHIMS	Executive Director, IT Informatics and Application Support Manager, Informatics and Application Support	Froedtert Health Froedtert Health	CPHIMS Technical - Chair Management Engineering/Process Improvement
Judi Radish, CPHIMS Linda Seubert	Director, Information Technology Information Security Officer/IT Project Manager	Aurora Health Care Gunderson Health System	Career Services Enterprise Information Systems

Please join us in thanking these individuals for their dedication and years of service.

For more information regarding volunteer opportunities with National HIMSS, go to www.himss.org to the "Get Involved" tab. You can also send an email to members@wisconsinhimss.org for more information on national, as well as local Wisconsin Dairyland chapter, volunteer opportunities.

CPOE from page 4

The main reasons for implementing CPOE at this time in our Affinity hospitals stem from the Institute for Healthcare Improvements Triple Aim: Improved Quality, Improved Safety, Decreased Cost. The opportunity to capture the government incentives with Meaningful Use is also driving this timeline. CPOE will improve safety by decreasing transcription errors and implementing clinical decision support rules at the time of ordering the medications. If a patient has an elevated creatinine and the medication ordered needs renal dosing, the system will notify the clinician at the time the order is being entered stopping the traditional rework of the pharmacist needing to track down the clinician for a change in order. CPOE will automate the key compliance issue from Joint Commission around date/time/signing of all orders and notes.

CPOE will help improve quality by hardwiring certain behaviors around VTE prophylaxis and SCIP measures, like giving the right antibiotics at the right time or like giving beta blockers when indicated by having standardized order sets making the easy answer the right answer. CPOE will use the existing order sets that have been used and reviewed within our hospitals. Evidence based medicine will be reconciled with the order sets and maintained over time. CPOE will also allow the electronic capture of data that is being required to be submitted to the state and federal government on our quality instead of the time intensive manual process we currently employ.

The standardization of these order sets is a key benefit to CPOE. Through this process we were able to get most specialties to reach a common consensus of orders across all three of our hospitals. Now one set of anesthesiology orders and OB order sets will be used within our 3 hospitals. Best practices will be supported by this process. Decreased variation will help improve the high reliability of our care and may help manage costs.

CPOE is the stepping stone for the future. The future, as murky as it is, seems to be clearly pointing toward the need for smarter, more efficient care for less reimbursement. As we move from Volume-based reimbursement to Value-based reimbursement, we will be required to be more transparent in our care, provide more quality data to publicly reported groups, and prove that our care is producing the best outcomes that we can. CPOE is one of the tools that are the base foundation for this transparency and hard wiring best practices. This will not be an easy journey, but most changes worth doing rarely are. As Winston Churchill has said, "To improve is to change; to be perfect is to change often."

Seven Important Soft Skills for Health IT Workers

By Frank Myeroff, President
Direct Consulting Associates

Google "soft skills" and you'll find that they are defined as *the cluster of personality traits, social graces, communication, language, personal habits, friendliness, and optimism that characterize relationships with other people.*

Here are seven top soft skills considered vital for Health IT employees:

1) **Excellent Communication Skills** Emphasis is being placed on IT professionals who are not only articulate but who are also active listeners and can communicate with any audience. Good communicators are able to build bridges with colleagues, customers and vendors.

2) **Strong Work Ethic** Organizations benefit greatly when their people are reliable, have initiative, work hard and are diligent. Workers exhibiting a good work ethic are usually selected for more responsibility and promotions.

3) **Positive Work Attitude** Wanting to do a good job and willing to work extra hours is highly valued. In general, a person having a positive work attitude is more productive and is always thinking how to make things easier and more

enjoyable. Plus, a positive attitude is catchy.

4) **Problem-Solving Skills** Today's businesses want IT professionals who can adapt to new situations and demonstrate that they can creatively solve problems when they arise. To be considered for a management or leadership role, problem-solving skills are a must.

5) **Acting as a Team Player** Clearly, a worker who knows how to cooperate with others is an asset. They understand the importance of everyone being on the same page in order to achieve organizational goals.

6) **Dealing with Difficult Personalities** Businesses want people who are capable of handling all types of difficult people and situations. Health IT workers who succeed in this area are in great demand.

7) **Flexibility & Adaptability** The business and IT climates change quickly. Job descriptions are becoming more fluid. Therefore, professionals who are able to adapt to changing environments and take on new duties are becoming more valued in the workplace. Those who rely on technical skills alone limit how much they can contribute.

The importance of soft skills in a health IT environment cannot be stressed enough. Healthcare organizations link them to job performance and career success. Having the right soft skills means the difference between people who can do the job and those who can actually get the job done.